



“It is a place to **grow**, a place to find **joy** and become a part of something **meaningful**, and a place where you can **bloom**!”



**Canadian Mental
Health Association**
North and West Vancouver
Mental health for all

CMHA NORTH AND WEST VANCOUVER
ANNUAL REPORT
2017–18

MESSAGE FROM THE BOARD CHAIR AND EXECUTIVE DIRECTOR

The 2017/2018 year was a time of change for the Canadian Mental Health Association, North and West Vancouver Branch. It brought forth a new Executive Director, and a new strategic plan.

As with any change process, the year involved gains and some losses. We handed off our Bounce Back program to our Vancouver-Fraser branch, and we began the process of streamlining our counselling and support programming. Our need to create a more sustainable organization led us to the difficult decision to wrap up our chronic disease counselling service and transition our bipolar specific support groups to our partners. Meanwhile, programs that were shown to decrease isolation and increase accessibility of therapy, such as our fee-for-service counselling services were expanded.

Our decisions were guided by a collective commitment to reducing isolation for residents living in our geographic region and a determination to grow the programs that were shown to be effective in moving us closer to our vision of mental health for all.

Throughout these changes, our board, our staff team and our volunteers maintained an open dialogue and an open mind about how best to support our community. The change in provincial leadership also opened the door to a new conversation on poverty and the mental health system of care. CMHA representatives attended multiple engagement sessions with various ministries to raise awareness about the importance of looking at system change with a holistic lens. Too often, social challenges, such as housing shortages, lack of accessible mental health and addictions care, poverty, and underemployment are viewed in siloes.

Over the next year, CMHA North and West Vancouver will be exploring new cultural perspectives on wellness, and will continue to examine what it means to achieve and sustain mental health. Like most non-profits striving to affect significant change, we will be

calling on our partners inside and outside the CMHA family to maximize our impact. We will also be asking our friends in the community to contribute their ideas, funds and time.

From a programming perspective, we will continue to improve expand our fee-for-service offerings including customized training, Mental Health First Aid and counselling. We will strive to grow our social enterprise cafe so that more people can gain meaningful and supportive employment as they move through their recovery.

In our residences, we will continue to create supportive, warm, clean and peaceful environments for the individuals who depend on us. And with our Steps participants, we will continue to help them see what they are capable of when they are connected to a supportive peer group.

Throughout it all, we will advocate for a better system of care for individuals with mental illness and addiction that fosters friendship, connection, employment and purpose. What is mental health for all if not a place where everyone can bloom?



Don Stuckert
Board Chair,
CMHA North and
West Vancouver



Julia Kaisla
Executive Director,
CMHA North and
West Vancouver



HOUSING AND HOMELESS OUTREACH

Housing

CMHA North and West Vancouver operates three residential houses on the North Shore and provides a nurturing and supportive environment for 19 North Shore residents.

- **Harold House** provides 20-hour care to six women who are 50+ years of age
- **Arborlynn House** provides 20-hour care to six young men who range in age from 25–40 years and are dealing with a serious mental illness and substance use issues
- **Lillian House** provides 20-hour care to seven men who range in age from 45 to 70 years of age

Homeless Outreach

Our program connects homeless people, or those who are at risk of homelessness, to income assistance, housing, and community-based mental health services in North Vancouver and West Vancouver. Our outreach worker also addresses immediate physical and safety needs, and provides support to clients after finding housing, including life skills support with budgeting, groceries, and home maintenance.

This year, our outreach worker worked with over 300 unique individuals with housing issues, applications, life skills, accessing resources, advocacy, case planning, and support.

 *Clients, residents, staff and volunteers enjoy a feast at the Gifts of Hope holiday dinner*

Gifts of Hope

This year, we are proud to have brought back our Gifts of Hope holiday dinner. We hosted 50 people at Lillian House, including our housing residents, homeless outreach clients, staff, and a few long-time volunteers. We gathered for a traditional turkey feast from The Lazy Gourmet, games, and music. Every attendee had a gift with their name on it under the tree.

IMPACT

300+ unique individuals served in 2017–18

- \$14,400 of subsidies giving to clients assisting with rent, food, moving costs and ID replacement
- Housed 38 clients: 8 in BC Housing, and 4 in treatment
- Prevented 16 clients from losing their homes (5 were families with children)
- Assisted 8 clients with moving costs



- Fast tracked 47 clients on income assistance who were absolute homeless and without any income



COUNSELLING AND SUPPORT SERVICES

Brief Counselling

Our Brief Counselling program offers low-cost, confidential counselling sessions to individuals and families. This year, we expanded our brief counselling program to include fee-for-service counselling with a Registered Clinical Counsellor, as well as family and couple sessions. We updated our intake process to reduce wait-times, and streamlined our booking process. This year, we saw 113 clients through our brief counselling program—a 33% increase over last year!

WorkBC

Through a contract with YWCA, CMHA North and West Vancouver provides services at WorkBC North Shore. Alongside other community partners, we assist clients with job searches, skills training, self-employment, wage subsidy, customized employment, and short-term orientation and training. We also provide counselling services through WorkBC, either related to stress management or for survivors of violence.

Our case managers added 88 new clients to their caseloads this year, making their total caseload 247 clients between our two case workers.

I arrived feeling lost in my thoughts. I left feeling hope. —Brief Counselling client

Progressing rapidly and getting to the root with Lara. Feeling comfortable and safe getting there. —Brief Counselling client

I felt very safe and away from the hectic day. —Brief Counselling client



IMPACT

113

supported through our Brief Counselling program this year

- 88 new WorkBC clients this year
- 35 clients supported through WorkBC counselling



 Maria enjoys lively chat with one of her Brief Counselling clients

PEER SUPPORT AND NAVIGATION

Youth Peer Support

CMHA provides peer support for North Shore youth. During the 2017/2018 year, our team of two peer supporters provided services to youth at the Foundry youth centre. Their goals are to:

- Foster a positive peer to peer connection
- Assist with non-clinical goals like recreation, life skills, meeting new people and finding employment
- Connect clients with resources in the community
- Share lived experience

Family Navigation

In 2018, we added a Family Supporter and Navigator to our team at Foundry. The Family Navigator works with parents and families of youth to help them navigate the mental health system, make referrals to programs and services, and advocate for families in times of need. In 2018, our Family Navigator served 150 clients.

Kelty Dennehy Mental Health Resource Centre

Over the past year, the Kelty Dennehy Mental Health Resource Centre served 3,536 visitors. We also saw an increase in visits from schools and non-profit partners like the North Shore Multicultural Society, which has transformed both the centre, and the

conversation around mental health, by reducing stigma and fear around accessing resources for mental health and addiction. The growth of the centre resulted in us re-vamping our volunteer program. In the last year, our volunteers logged a collective 265 hours.

An exciting addition to our programming this year was Pet Therapy, which greatly increased our number of visitors. Juniper, a PADS golden retriever, joined our team this year, bringing a new level of joy and comfort to the centre. Every Thursday, we hosted a volunteer-lead Pet Therapy walk with Juniper. The walk included a visit with inpatient units at the HOpe Centre.

Pet Therapy sessions were so popular that our Peer Navigator travelled to the National Conference on Peer Support to present on the benefit of Pet Therapy in mental health.



 Pet Therapy with Juniper has been a popular new addition this year



Support for Family Navigation: A new service for the North Shore

As a Parent Navigator, Dana is that well-informed, experienced, non-judgemental friend you need on this journey. Trying to help your child heal from mental illness and/or substance abuse is frightening and overwhelming, and can be lonely. Having Dana at my side to help us navigate services at the Foundry, connect us to other resources and maintain our own sanity has been invaluable. We can't imagine this experience without her calm presence.

— Family Navigator participant

The Parent Navigator position has become an integral component of our services at Foundry. Parents are discovering that there is a place for them to connect with youth services! Our Parent Navigator is someone who focuses on the parent experience in a safe and confidential environment; offering support with parenting or helping parents learn about resources within the community. Our services now feel inclusive for the whole community!

— Foundry Clinician

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STEPS YOUTH PROGRAM

Steps is a recreation-based group for North Shore youth experiencing challenges with their mental health. Most participants are living with anxiety and/or depression. Program goals include reducing participants' experiences of anxiety and depression, reducing isolation and supporting recovery from mental illness through weekly physical activity and experience in nature.

CMHA facilitates two Steps cohorts, 13 to 18 years old (Steps) and 18 to 29 years old (Steps+). Weekly program activities include hiking, kayaking, paddle boarding, snowshoeing and rock climbing. In addition, participants receive one-on-one support from the Steps Youth Worker.

CMHA North and West Vancouver has successfully run the Steps program for high school aged youth for the past five years.

In January 2018, we piloted Steps+ for the 18 to 29 age group. We are hearing from young adults in the community that they are feeling isolated and disconnected once they leave high school and this is significantly impacting their mental health. After high school, young adults can no longer access youth mental health services. They are telling us that they find many adult mental health services and groups are not able to meet their needs. Young adults in this transition age are at a very different life stage than adults that access these services. Steps+ aims to bridge that gap.

IMPACT



38
total Steps
participants

- 23 participated in Steps (13 to 18 years old), and 15 participated in Steps+ (18 to 29 years old)
- Overall, 83% of participants reported an increase in perceived social supports

75% of Steps+
participants
reported a reduction in
depression symptoms



- Our pilot of Steps+ revealed that the program is effective for the 19 to 29 age group.
- 50% of Steps+ participants reported a decrease in anxiety symptoms
- All Steps+ participants reported either a decrease in anxiety or depression symptoms, or an increase in perceived social support



COMMUNITY ENGAGEMENT

Hope Café

CMHA's HOpe Café is a social enterprise created in partnership with **BLENZ[®] COFFEE** the Coffee Company and Vancouver Coastal Health. The café provides supported employment for baristas with self-disclosed lived experience of mental illness. Over the past year, total sales have increased by 6% to \$241,282.31.

Community Events

We hosted 25 community events this year—19 as a part of our Mental Health Breakfast series and six evening events. These events had an average of 58 attendees, with an average rating of 4.5/5.

Our top 3 attended events were:

1. Mindfulness-Based Stress Reduction—75 attendees
2. Nutrition and Mental Health: What to eat to be our best—68 attendees
3. The Making of “Living in HOpe”: A Knowledge Network Documentary—67 attendees

Our top 3 rated events were:

1. Nutrition and Mental Health: What to eat to be our best—4.8/5
2. Hearing Voices—4.7/5
3. Supported Education and Employment as keys to long-term health and recovery for youth with mental illness”—4.7/5

IMPACT

42,126 HOpe Café customers served this year

Total drinks served per unit:

- Drip coffee: 15,772
- Hot tea: 2,789
- Tea lattes: 2,778
- Iced drinks: 2,258
- Espresso based hot drinks: 14,187



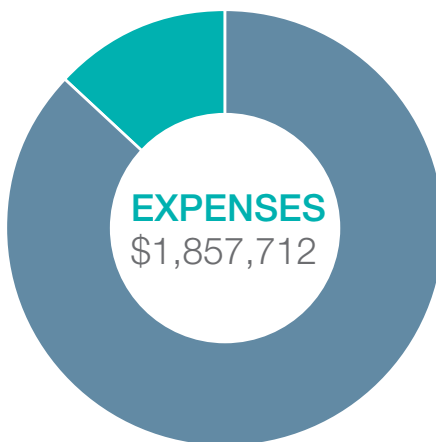
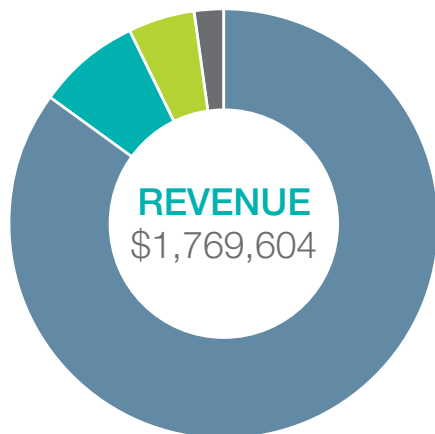
To work at Blenz HOpe is so much more than a job. To work at Blenz HOpe, you join a community of people who are brave, strong, and unconditionally compassionate and caring. It is a place to grow, a place to find joy and become a part of something meaningful, and a place where you can bloom!

—HOpe Café barista

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 HOpe Café staff celebrate a successful year

FINANCES



Provincial funding	85%
Donations, sponsorships & grants	8%
Housing (rent)	5%
Other	2%

Programs & services	87%
Administration	13%

Housing	51%
Support programming	22%
Employment services	15%
Youth-focused services	6%
Outreach/navigation	6%

BECOME A MEMBER

Our members have a say in the future of CMHA, with the opportunity to run for and elect our governing board, as well to as attend the Annual General Meeting.

BECOME A MONTHLY DONOR

Our programs and services would not be possible without the support of our donors. By becoming a monthly donor, you are supporting crucial services, as well as the growth of our organization, so we can achieve our vision of a mentally healthy North Shore community.

JOIN US FOR A COFFEE

The HOpe Café at Lions Gate Hospital is community hub, promoting mental wellness and serving up great coffee and snacks. As a social enterprise, profits from café sales come back to CMHA, so we can continue to grow and better serve the community. Drop by for a coffee today!



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