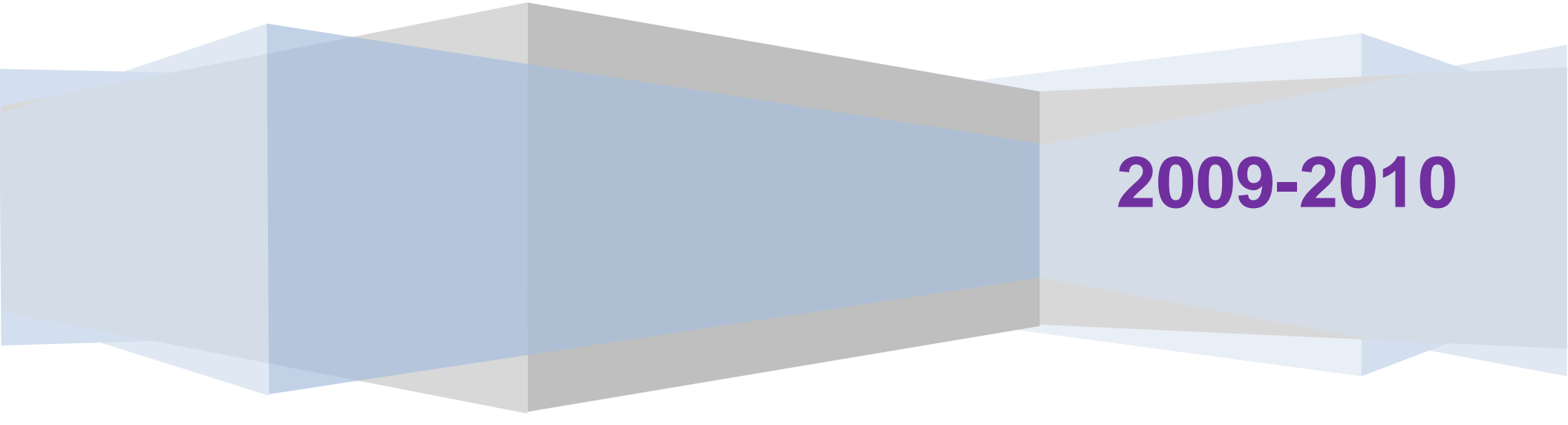


CAPITAL MENTAL HEALTH ASSOCIATION

125 Skinner Street, Victoria BC V9A 6X4

ANNUAL REPORT



2009-2010

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WHO ARE WE?

Capital Mental Health Association is a non-profit organization dedicated to providing rehabilitation and recovery-oriented services to clients with long term mental illness and addiction issues.

The purpose of our programs is to assist individuals to live independently in the community as well as to improve the quality of life for all people with serious mental illness. Our programs offer assistance with employment, education, wellness, recreational activities, housing, and mental health information.

Our clients range in age from 18 to over 80 and have a range of mental health issues including Schizophrenia, Mood Disorders, Personality Disorders, Anxiety, Cognitive Impairment, Addictions and Dementia.

Each year we serve hundreds of people in the capital region and take pride in knowing that the services we offer are based on the newest approaches to mental health with trained staff committed to the success of each person they serve.

MISSION STATEMENT

To provide an environment that safeguards potential and supports growth and development.

VISION STATEMENT

A society inclusive of people with mental illness that empowers them to live independent, healthy, and sustainable lives.

SERVICE DELIVERY VISION

In order to achieve this, CMHA will provide services that:

- Are a centre for the development and delivery of best practice services by being focused on positive results and change in people's lives;
- Primarily serve youth and adults with major mental illness;
- Focus on recovery-based services;
- Are flexible and responsive to its environment.

EDUCATION AND ADVOCACY VISION

CMHA will be a community centre of knowledge regarding information, referrals, system navigation, advocacy, and services (e.g., housing, employment, education, recreation). In addition, CMHA will participate in activities to:

- Increase public awareness of mental health issues;
- Participate in broad scale advocacy efforts;
- Cooperate with other organizations to increase scope effectiveness of service delivery;
- Expand funding sources to provide additional services.

BOARD OF DIRECTORS

The activities of the Capital Mental Health Association are directed by a voluntary Board of Directors. Board members bring their experience and expertise to the decision-making process and they represent and promote our Agency in all their endeavours.

EXECUTIVE COMMITTEE

Karla Wagner, President
Nick Ribic, Vice-President
Donna Spence, Treasurer

MEMBERS AT LARGE

Darrion Campbell
Susan Enefer
Wilf Gorter
Diane Lawson
Diane McLeod-McKay

Susan Porter
Laylee Rohani
Bill White

AGENCY STAFF

This year, the following staff members have provided the excellent services noted in the following programs:

ADMINISTRATION

Acting Executive Director
Manager of Client Services
Manager of Housing Programs
Accountant
Office Manager
IT Support

Pam Edwards
Doug Hohenstein
Kelley Heard
Angela Treverton
Arlene Chastaney
Sara Cawsey

PROGRAM STAFF

Activity Centre & Friendship Centre

Margaret O'Donnell (Coordinator)
Tracy Tidsbury (Coordinator)
Katie Bloy

Melanie Funk
Colette Lisoway

Alzheimer Support Program

Jennifer Parkinson (Coordinator)
Charlene Kerr

Sonya Podgorenko
Colleen Poitras

Community Explorations

Bryony Moorman (Coordinator)

Katie Bloy

GROW

Sabine Vanderispaillie (Coordinator)
Lois Gray

Ingrid Mercer
Joe Percival

Housing

Kelley Heard (Manager)
Katherine Carr
Kathy Holtby

Sandra Miller
Sandy Scafe

Housing Caretakers

Rebecca Bryant
Alain Deschamps
Les Giesbrecht

Cindy Melanson
Carole Villeneuve

McCauley Lodge

Grant Enns (Manager)
Brian Abbott
Barb Curtis
Donna Foort
Keith Foster
Herbert Graham
Veronica Grealy

Kashmir Kler
Alec Lewis
Michael Nagle
Darian Nightingale
Edwin Raine
Jagir Virk
Parminder Virk

McCauley Lodge Casual Staff

Louise Bromley
Cathrine Cadoni
Charlene Kerr
Marcia Meyer

Kuljinder Nijer
Rennie Parrish
Robin Sales
Dale Sangha

NetWorks Employment Solutions

Karla Barnes
Michelle Dalzell
Tracy Hunter
Lauren Mycroft

Carol Smith
Pat Valks
Natasja van der Lingen

Education Coach

Will Gordon

Agency Casual Staff

Juli-Ann Aaron
Kaitlin Bamford
Louise Bromley
Sheria Brown
Michelle Dalzell
Meredith Elliot
Melanie Funk
Natalie Huxtable

Colette Lisoway
Colleen Poitras
Trish Steinberg
John Tadsen
Gary Teed
Eve Tesluk
Tracy Tidsbury

The following staff resigned/retired the agency this year:

Kaitlin Bamford
Rebecca Bryant
Michelle Dalzell
Cindy Melanson
Bryony Moorman
Margaret O'Donnell

Carol Smith
Gary Teed
Tracy Tidsbury
Carole Villeneuve

PRESIDENT

With this report I say “farewell” to the position of chair—but not to the Association, which I will continue to support in other ways. After eight years, I thought it would be useful to look back and reflect on what has happened in that time.

2002-2003: Our accreditation body, CARF, asked us to develop quantifiable objectives and outcomes in order to measure the actual value of our programs. (see 2008-2009 for the sequel!)

2003-2004: We had our first-ever Strategic Planning session. I clearly recall board members of the day who argued strongly that no such new-fangled event was needed.

2004-2005: The United Way, a traditional source of a large amount of funding, gave notice of the elimination of traditional “core funding”. In six years we would lose approximately \$175,000.

2005-2006: Our long-term Executive Director retired so we formed a Search Committee to find a replacement. First we had to hire a human resources consultant to guide this process because, after all, we had not hired an Executive Director in recent memory. We had only had two of them in forty years, and the first one had hired the second one!

2006-2007: We had our second Strategic Planning session that year, three years after the first one—it took us a while to establish an annual pattern for this exercise, but we’ve managed! Canadian Mental Health Association also first approached us, asking us to become the “Victoria branch” of their organization.

2007-2008: We anticipated grave financial difficulties owing to the elimination of United Way core funding. With all other available funds already spent, and no reliable fundraising track record, we had no alternative than to shed some programs and modify others. The new Executive Director, whom we had spent so much time, effort, and not a small amount of money hiring, gave notice of his imminent departure. The board was below strength and the future looked bleak.

2008-2009: This was a year of rebuilding! A property was sold and its associated program contract transferred to another non-profit; we received word of a large bequest coming our way; we revived/re-wrote the board orientation manual, last updated in 1996; and our acting Executive Director Pam Edwards began a process of cleaning up, clearing out, and re-structuring that was long overdue.

CARF once more brought up our lack of measurable outcomes as they had done in 2002-2003—but this time

they were heard: thanks to the efforts of staff and a great deal of free time from volunteer database developers, I am happy to say that by next month we will actually have a “live” database operating to capture this information.

2009-2010: We expanded our board by appointing three members to fill existing vacancies in certain skill sets. We re-wrote our mission, vision, and service delivery statements. We experimented with a new format for some of our meetings, using work/study plans in place of formal board meetings. Three years after first being approached by Canadian Mental Health Association to become their Victoria branch, the two organizations have agreed to disagree—so we will carry on as we are.

We woke up to major problems with some of our buildings and it will be a long process to see these rectified. An opportunity arose for us to acquire a major

new program, if the costs and benefits are favourable—that result will unfold over the next year.

If this sounds like we’ve been busy, that’s correct. However, I must say that in all my years on the board—from 1994 to present—I’ve never seen a group of fellow members so willing to pitch in and accept responsibility, as this board has been. It has been an outstanding pleasure to work with all of you—board and staff alike.

Finally, I wish to recognize the contributions of our funders, Vancouver Island Health Authority and BC Housing Management Commission. Without them we would not exist.

I retire at a very interesting time with many challenges facing not only us but the entire not-for-profit sector. There is still a lot of hard work ahead, but I have never been so confident that we will get it done.

KARLA WAGNER

EXECUTIVE DIRECTOR

As always, when writing my report for the annual general meeting, I like to set aside a quiet time to take time to step back from the daily whirl of activity and reflect on the last year: the challenges, the successes, and the vision for the future.

In some ways, the only image I could think of when reviewing the year was to compare it to looking through a kaleidoscope; multiple small pieces that somehow fall into place to create a vibrant and ever changing agency. The best way for a kaleidoscope to work is to shake it up, take a look, and maybe shake it again. As a child, I used to spend hours trying to create the perfect pattern and if I was very, very, careful I could put the kaleidoscope down without dislodging the wonderful pattern I had created but, more often, something changed. Still, disappointed though I was that I had lost the old one, the new pattern looked interesting too... So it is with a non-profit agency, especially in this climate of cutbacks to funding and the resulting revisions and reviews.

This year we have had many 'shake ups' in our programs with staff and program restructuring due to changes in our United Way funding, and a need to ensure we maintain our fiscal stability. We said goodbye to some colleagues who we will miss and we welcomed new staff to the agency. They each bring a wealth of experience and new ideas that, with their teams, will help shape the future of their

programs. This report will share with you some of our challenges and achievements of the year and our hopes for the future.

Two pieces of the 'kaleidoscope' we changed this year were our Vision and Mission Statements. We wanted them to feel that they reflected the vision of recovery.

Our new Vision Statement is: '**A society inclusive of people with a mental illness that empowers them to live independent, healthy, and sustainable lives**'. We believe CMHA is providing community-based services that support that vision. As our new Mission Statement says, our role at CMHA is: '**To provide an environment that safeguards potential and supports growth and development**'.

We have moved from providing services that create a 'home' for our clients to providing services we believe will help them create a future that is fulfilled and meaningful and more fully integrated into society. People who use our services will still find the same welcome, the same commitment, and the same feeling of safety and belonging, but our role is to encourage people to move forward to find their role in the community. Many more of the activities in all our programs are now being offered in the community by meeting clients in coffee shops, taking part in wellness activities in recreation centres, meeting

on cycling trails, and connecting with people at the schools they are attending.

Our focus is on providing services that will act as stepping stones (with support when needed) for integrating into the wider community. Big or small, we are witnessing changes and successes every day and we know that we are most successful when CMHA is not the end of the journey but just one stop on the way to recovery.

As the final part of this report, I want to mention with real thanks the people who have supported CMHA and me in the last year. Two very important Board members are stepping down from their roles. Karla Wagner has been on the Board of Directors since 1994 and President since 2002. I have only known her for the last two years but during that time she has been a real support to me as a new Executive Director and has helped steer CMHA through some very turbulent waters. She has been an excellent mentor for me and a tireless advocate for CMHA and people with mental illness. That she will be missed as President of the board is an understatement; we are more than grateful that we will still be able to have her expertise, wisdom, and humour as she continues in her next role as Past-President.

Diane Lawson has a long history with CMHA, joining us in 1982 on an advisory committee for Laurel Enterprises

and then joining the board in 2000. Diane is a truly generous and dedicated person, a highly valued advocate for people with mental illness for many years, and has a depth of knowledge and understanding that has proved invaluable to CMHA. I would like to thank her for the support she has offered me in my new role and for everything she has done for CMHA and people with mental illness. She has been an integral part of this agency for many years and will be greatly missed by everyone.

Finally, it would be impossible to review this year without speaking about the dedication and commitment of the staff at CMHA. Whether in programs or administration, I am fortunate to work every day with staff who show high levels of commitment to providing the best possible services to the people we serve. Staff have done their very best to weather the changes that have occurred at CMHA, always prioritizing the needs of the clients, and demonstrating a determination to ensure that any changes are transitioned with care and sensitivity. It is not easy to work in a changing environment, adapting to new or different standards or practices, but staff have risen to the challenge. The staff at CMHA are truly the core of this agency. Thank you for all your hard work, it is really appreciated, and I look forward to working with you all in the coming year as we continue to create the future of mental health services in Victoria.

PAM EDWARDS

MANAGER OF CLIENT SERVICES

It is amazing to think that I have been in this position for a year; a time that has seen considerable changes in the agency and, in particular, the programs I oversee as the Manager of Client Services.

Due to the United Way of Greater Victoria changing their funding model, three of our long-standing and valued programs had to be restructured; the Activity Centre, Friendship Centre, and Community Explorations. The resulting loss of \$50,000 in funding required moving the Friendship Centre to Skinner Street, and creating a new program to serve the clients of the Activity Centre and Community Explorations.

The new BRIDGE Centre (**B**uild **R**espect, **I**nspire **D**reams, **G**ain **E**nergy) has been designed to support its clients to become more independent and involved in the community. Programming is flexible and based on the needs and preferences of the clients. As the clients change, so do the activities and roles of the staff. We have also created a new position for this program; the Community Liaison is responsible for working one-on-one or in small groups of 5 individuals to help them achieve their individual goals. At CMHA we believe everyone

is capable of achieving successes in their lives, big or small, whatever their disability. The Bridge Centre aims to build on each client's success and focuses on encouraging their achievements in a supportive and fun environment. Community integration is actively encouraged and we are hoping to bring more of the community into the program by increasing the number of volunteers for the program.

The Friendship Centre moved to Skinner Street in order to address its loss of United Way funding. Combined with temporary additional funding from the Langtry Fund, it has enabled the Friendship Centre to continue to provide the same level of service to its clients. Over the next year, the Friendship Centre will be developing stronger working relationships with the Geriatric Psychiatry Unit at the Royal Jubilee Hospital (a.k.a Kenning/Watson II), and the Elderly Outreach Team in order to create a more cohesive continuum of services for seniors with mental health issues.

McCauley Lodge was also faced with resolving their budget deficit. Seven positions were eliminated and new positions were created; this resulted in the displacement, re-hiring, and bumping that accompanies such changes in a unionized workplace. However, much to the credit of

the staff of McCauley Lodge, the needs of the residents were always kept in mind and the transition took place with the least impact on those we serve.

Throughout this turbulence, we have continued to move forward in developing our practice in all programs to be focused on Recovery, and to make our program development Outcome-Based. This is encouraging a change in how we think about the service we provide to consumers and funders, and a change in how we think about the purpose of our work.

A recovery-based approach urges us to support each and every client to maximize their ability for independent

living, socialization, and effective life management. Our work is to support our clients to develop the supportive relationships and skills they need to improve and maintain their mental health, so that our programs will be just one part of a fulfilled, active, and community-centred life.

Although it is always difficult to weather turbulent times, it can also bring new ideas and new energy to an agency. In the year I have been in this position I have seen the impressive commitment of the staff and the quality of the services they provide, and believe that CMHA can be a leader in shaping the future of mental health services in Victoria.

DOUG HOHENSTEIN

ACTIVITY CENTRE

The Activity Centre provides a social/recreational program for adults with a severe and persistent mental illness with some degree of cognitive impairment. The program was designed to provide one-day-per-week programming to participants in facility placements who had limited ability to access other programs.

The Activity Centre provides its members with a variety of activities including exercise, sharing circles, arts and crafts, games, music, animal therapy, and special event celebrations which are all designed to reduce isolation, improve well-being, and reduce hospitalization due to mental health issues.

Participants are involved in setting the calendar of activities each month. Evidence that members prosper in this wellness culture is manifest in the regular attendance by the majority of the long-time participants, with 10 out of the registered 12 members attending weekly.

Loss of United Way funding resulted in the need to incorporate the clients of the Activity Centre and Community Explorations into a new program to start in April of 2010 called the BRIDGE Centre.

As all but 6 of the clients already attended Community Explorations, this process was fairly smooth, and clients were given the opportunity to provide feedback and direction on the move throughout the process.

The new BRIDGE Centre clients are excited by the new opportunities and activities provided by their program and we are all looking forward to an adventurous year in 2010.

DOUG HOHENSTEIN

ALZHEIMER SUPPORT PROGRAM

According to the Alzheimer Society of British Columbia, over 70,000 people in this province are living with Alzheimer's disease or a related dementia and, in just five years, it is expected to increase by 50%. These numbers emphasize how important it is for programs like the Alzheimer Support Program to be effective so those affected by this disease are enabled to live to the fullest extent possible, while we hope for a cure.

The Alzheimer Support Program is an adult day program that provides services for individuals with Alzheimer's disease and related dementias. The purpose of the program is to offer respite for families and caregivers while enriching the lives of the clients through organized and client-centered programming to meet their individual needs.

Staff strives to stimulate new learning through various types of activities that aim to maintain mental and physical health and compensate for some of the cognitive deficits that result from the disease process. Individuals are encouraged to utilize their unique strengths; as programming is set up to facilitate success so the clients may feel an increase in their self-esteem and sense of purpose. Some individuals show their talents through arts and crafts while others enjoy playing word games or working in the garden. The staff

at the Alzheimer Support Program ensures that all indoor and outdoor environments are accessible and appropriate so clients feel safe and cared for.

An array of communication techniques is used to promote respect, mutual understanding, and dignity. Clients are encouraged to do for themselves what they are able to do and are given support and assistance when required. The program provides an atmosphere where individuals are able to socialize and develop positive relationships with others who share similar challenges. This has a great impact on reducing isolation and feelings of loneliness and boredom.

The Alzheimer Support Program is located on a beautiful property near Elk Lake which is a wonderful setting for outdoor activities which include daily walks. During the summer months, as much time as possible is spent working in the garden, playing games (lawn bowling, boccé ball, etc.) and enjoying barbeques in the backyard. Staff work together to develop and implement fun activities in the spirit of inclusion, while being aware of each individual's needs, preferences, abilities, and limitations.

Staffing consists of two Activity Workers who are responsible for planning and carrying out the daily activities and a Cook/Activity Worker who provides a morning snack and a healthy, well-balanced homemade lunch. The Program Coordinator, a Registered Psychiatric Nurse, offers support and feedback to caregivers and clients as the disease progresses. The Program Coordinator facilitates communication between affiliated organizations such as the Alzheimer Resource Centre, doctors, and case managers to provide continuity

of care and accessible support for families. The Program Coordinator also administers and monitors medications, assesses the physical and mental health of clients, and is responsible for the administrative duties necessary to run the program.

Through 2009/10, the program served 43 clients, most of whom attended the program until they were placed in long-term care facilities. The Alzheimer Support Program presently serves 14 active clients who attend the program Monday through Thursday.

RICHELLE GROVE

COMMUNITY EXPLORATIONS

Community Explorations is a day activity program that provides opportunities for the development of life skills, social skills, communication skills, and leisure activities. A flexible program is designed to support individuals who are dually diagnosed with a mental illness and a developmental delay, emotional disorder, or learning disorder. Our objectives are to improve the quality of life of our participants and to help individuals reach success to the best of their ability. In 2009/10, Community Explorations supported 24 individuals who had a dual diagnosis.

Members actively participated in developing social and communication skills and they practiced them in small groups. This encouraged growth and self-confidence. The creative arts are especially important to the participants and this past year has been extremely busy with various crafts and art projects. Outlets for items they have made have been through sales at the Gift Shop at Eric Martin Pavilion and also at the annual CMHA Bazaar.

In February 2010, 6 new participants were welcomed to the program from the Activity Centre as this program was closing at the end of March. This infusion of new people and new energy was well received by staff and clients.

Some statistics we have gathered are:

- Average number of clients per month:	24.25
- Average days attended per client per week:	1.7
- Total attendance for 2009/10:	2,157
- Average attendance per day:	8.3
- Total contacts with caregivers:	467
- Total volunteer/student hours:	230.5

Due to changes in the United Way funding, the program days were reduced from five to three days a week. On April 1, 2010, the Community Explorations Program and the Activity Centre Program merged into a new program called the BRIDGE Centre.

We said goodbye to Bryony Moorman who had worked at CMHA for almost ten years and we wish her well in her new position. She will be missed and we would like to thank her for her many years of dedicated service to the agency. Although it is challenging to see programs impacted by funding cuts, we are looking forward to continuing to serve the Community Exploration's clients in the new Bridge Centre and to see their growth and development in the coming year.

KATIE BLOY

FRIENDSHIP CENTRE

The Friendship Centre has a new home! We have moved from the Pathways building to our new space on Skinner Street.

The Friendship Centre continues to meet twice a week with clients attending on Wednesdays from 2:30 pm – 6:30 pm and on Saturdays from 10:30 am – 2:30 pm. The program is designed to offer seniors with severe and persistent mental illness a variety of psychosocial rehabilitation activities, socialization, and nutritious meals. This program is intended to increase independence, self esteem, general well-being, and decrease future hospitalizations. Clients continue to use handyDART as transportation and are less reliant on staff in this area. The continual growth and changes surrounding the program have given clients who find change a challenge the opportunity to learn new coping skills and to grow as individuals and as a group.

Currently, the Friendship Centre has 22 active clients with an average of 15 attending each day. Members participate in the planning of the monthly calendar, menus, and the direction of the daily schedule. Daily

activities include tea time for socialization, light exercise, word games to stimulate the mind, outings in the community, crafts, and enjoying meals together as a group.

Hot meals are prepared and served each program day and the clients contribute towards the cost of their meal. These activities help build friendships between members, create stronger socialization skills, increase self-esteem and they lead to a more active and healthy quality of life for our members.

There have been a few staff changes this year. We said farewell to Margaret O'Donnell and Tracy Tidsbury as Program Coordinators, wished Bryony Moorman well as she moved on from being Acting Program Coordinator, and I have been welcomed into the fold as the new Program Coordinator.

The constant this past year, through all the changes, has been our two Activity Workers: Melanie Funk and Colette Lisoway. They have been a delight and an asset to this evolving program.

KATIE BLOY

GROW (Gateway to Resources & Options for Wellness)

Another year has passed in the GROW program and we are delighted to say that our program is more vibrant and dynamic than ever. Our enthusiastic team continues to offer a wide variety of activities to assist clients in reaching their recovery goals. Our schedule maintains some true and tested activities, but we have added some newer and innovative activities as well. The trend is on expanding, strengthening, and intensifying partnerships with the local community. We are excited to now be offering a wide range of activities to meet the varied needs of our clients. Here are some of the awesome activities we have undertaken this year:

- We successfully applied for a grant for our walking group;
- People from all over the CRD responded very positively to a request for donations of bikes for our cycling group;
- We have a partnership with a community member who kindly volunteered her yard so our clients can plant their own veggies and flowers;
- We are now the first TOPS (Taking Off Pounds Sensibly) branch in the world specifically tailored towards the specific needs of people with mental illness;

- The Reading Circle has filled a unique need with clients to socialize and discuss contemporary literature in our funky neighbourhood café;
- Our eco-restoration team continues to work at Government House with other woodland teams. The clients were personally invited to assist our Lieutenant-Governor in sending off the Coast Salish river canoe that he carved on site.

We continue to work with students and volunteers who enrich our program with their various backgrounds.

There is also more awareness of GROW in the medical community as we notice a large increase in referrals from family doctors.

Some numbers and successes are:

- We serve an average of 150 clients per month;
- We work with an average of 39 clients per day;
- We served 275 new clients this year;

- 122 clients moved on from the program to school, work or volunteer jobs, or other programs and services;
- Our TOPS members lost 75 lbs since December 2009.

The clients have shown their appreciation for GROW by contributing their time, expertise, ideas, and support to enhance GROW's scope and atmosphere in which we all thrive.

Here are some comments made by our clients:

“ I enjoy the environment at GROW and I am making friends.”

“ I learn a lot here and the support is great; I even get work experience here.” – JS

“ My family is talking about a donation to GROW because they notice how well I do since I attend this program.” – EM

“ I wouldn't miss it for the world.” – MG

“ The book club is becoming one of my favourite things to look forward to in my week now – thank you for making it available to me!” – AO

“ This helps me get some structure in my life and maybe one day live on my own.” – OJ

GROW TEAM

NETWORKS EMPLOYMENT SOLUTIONS

It has been a successful year for NetWorks despite the impact of the job crunch due to the recession and significant changes in staffing. We are pleased to report the following outcomes for this last fiscal year:

- 162 information sessions were conducted;
- 78 new clients started the program;
- 162 clients received services;
- 59 jobs were attained;
- 90% of those finding work did so within 6 months of starting the program;
- 88% of clients had first contact with employers within 6 weeks of starting the program;
- 99% of clients had their first contact within 3 months of starting the program.

The diversity of jobs included: painter, construction worker, clothes presser, pharmacy assistant, mail room clerk, accounts payable clerk, housing support worker, janitorial worker, food services worker, companion worker, sales & merchandising, retail sales & cashiering, taxi dispatcher, porter, dietary aid worker, and bakery worker.

Results from satisfaction surveys that were sent to clients completing NetWorks are as follows:

- 93% of those responding found the environment welcoming;
- 90% found the service helpful in their job search and job support;
- 81% remarked that they would use the NetWorks services again.

We are pleased to say our referral base has expanded from just a few key case managers when the program began in September 2006 to a wide range of case managers, doctors, OT's, psychiatrists, addiction counsellors, USTAT counsellors, housing support workers, counsellors from other employment programs, those who self refer, and returning clients.

This year, the NetWorks team made progress in connecting more closely with Community Mental Health and Addictions Services such as Souper Meals & Super Clean, the Moving Company, Seven Oaks, and Downtown ACT teams in order to provide services to those clients needing specialized support in finding work.

Results from feedback surveys sent to those referring clients to NetWorks are as follows:

- 85% rated the overall quality of the program from good to excellent;
- 76% rated the program's ability to help clients with the job search process and to find and keep work from good to excellent;
- 80-85% rated communication and updates from staff from good to excellent;

We know there is room for improvement and we are committed to continued growth and development of the NetWorks program in the coming years. With the vital feedback from surveys we will be exploring more ways to enhance service delivery and increase positive outcomes for our clients and our community.

Thank you!

PAT VALKS

EDUCATION COACH

The Education Coach program at Capital Mental Health Association continues to provide support, information, and advocacy on educational and mental health issues for people living with psychiatric difficulties. Throughout the mental health field it is being recognized that managing an education plan can be closely related to successfully managing a person's mental illness.

The Education Coach helps form realistic educational goals coupled with a corresponding plan. The ongoing support towards attaining those goals is consistently monitored throughout the course of each student's education plan. Among other services, this includes providing information about programs and courses available at the various adult education and post secondary schools and colleges. The Education Coach also links students with tutorial staff and support resources at these places of learning as well as organizes and accompanies students to assessments, registration, classes, and school tours.

In addition, there is regular contact with case managers and other mental health case workers who are involved in the health and progress of individual students.

This year, an average of 35 students each month were seen and there are always new referrals waiting. During a time of economic downturn, it is expected that more people will return to school and we anticipate these numbers will increase in the coming months.

A key part of my role is to liaise with other community agencies and schools and I would like to thank all those who work with me to ensure the success of the students who are facing the challenge of mental illness.

Finally, I would like to congratulate everyone who has succeeded with their educational goals; a fantastic achievement and well done!

WILL GORDON

SUPPORTED HOUSING

Victoria continues to have a limited supply of affordable housing available to the area. Although vacancy rates are not as low as a year ago, the cost of market rent apartments continues to rise. The housing program is proud to be able to continue to offer affordable housing in 202 units throughout the city.

This year satisfaction surveys were sent out to the tenants who received support services from our team. The feedback received was very positive. The following are just a few of the comments:

“I very much appreciate all the help I receive from CMHA. If you didn’t do it, who would?”

“I am happy with the way things are for me at present and grateful to know I could have more supports if needed. I am also grateful to have a nice quiet building and one bedroom apartment in James Bay. I love James Bay.”

“The staff is very helpful and they go out of their way to make sure I am well.”

“ My son and I are very happy and grateful for all that the CMHA Satellite Housing Program does for us.”

I would like to acknowledge the dedication of our staff and our partnership with BC Housing and the Vancouver Island Health Authority (VIHA). Together we are making a difference in the community and to the people we serve.

SATELLITE APARTMENTS

The Satellite program provides affordable supportive housing for individuals who are able to live independently with limited assistance. This program is staffed by a Life Skills Worker who is available to assist with mental health related concerns and tenant/landlord issues.

Our Satellite program includes 87 apartments in various locations throughout Victoria. There was a turnover of 4 subsidies this year. We updated our wait list this past Fall and were able to identify 24 individuals who are now wait listed for this program.

MEERSTILLE & NEWBRIDGE APARTMENTS

Combined, these two buildings offer 9 one-bedroom and 26 bachelor units of light supported housing for single adults with a mental health diagnosis. Tenants live independently. Assistance from on-site Life Skills Workers for daily tasks such as shopping, appointments, banking, and recreation is available when needed. Referrals for this program come from VIHA.

EDITH GUNNING COURT (WILSON STREET)

This is a mixed income family housing complex in Vic West. There are 8 one-bedroom, 3 two-bedroom and 2 three-bedroom suites. This past year we had a turnover of 3 units.

DARWIN APARTMENTS

Darwin Apartments is a seniors and persons with disabilities complex located near Swan Lake. It has 34 bachelor and 11 one-bedroom units. This year there were 4 units that became vacant and we were able to fill these vacancies immediately with individuals from the wait list.

This apartment building enables seniors and persons with disabilities to maintain their independent lifestyles in affordable rental units.

KELLEY HEARD

McCAULEY LODGE

McCauley Lodge is a residential care facility that provides long term care for 21 adults with severe mental illness. In addition, we provide outreach services and support to 19 adults who live in rental units in the city. McCauley Lodge is an integral part of the community and it has also become a place that people return to for support and a chat. This ensures that those who move on to our outreach program have a place that still provides a warm welcome and a caring community when needed.

Each year we see many changes; clients who are aging may move to facilities that can offer them more intensive care, others move on from the bridging program to more independent living arrangements, and some return to the Lodge for some extra short term support.

We have a wonderful, long term, and dedicated staff. They support the clients throughout the different phases of their lives, and create not just a home for the people we serve, but a place where we help them think about what they would like to achieve, big or small, and they help them achieve it.

McCauley Lodge would not be the same without these great staff members; their support and commitment make it a great place to live for our clients and a great place for us all to work.

We are continuing with our “kick the nic” program which is a regular group meeting that encourages residents to stop smoking. We have been very encouraged by the regular attendance (an average of 6-8 people per week) and the number of clients who are taking steps to improve their health by finding alternatives to smoking.

Residents of McCauley Lodge also take part in activities that help them be physically active by going to the recreation centre pool or gym or to take the opportunity to enjoy the regularly scheduled activities such as soccer and softball at the Crystal Pool field. Social events occur throughout the year with events such as the Friends of Music who have a weekly concert at the Eric Martin Pavilion and also the Christmas get-together. McCauley Lodge also has a rather extensive recycling and pop bottle collection program that puts much needed recreation money back into the Lodge.

Our goal at McCauley Lodge is to give the clients the best service we can. We recently did satisfaction surveys that will help us meet client needs as specifically as we can. The results showed that we are doing well at providing a safe and welcoming environment with room to improve in goal planning with residents.

Regular client and staff meetings are held to take the pulse of the Lodge and to learn how to best continue providing client-centered care. As part of ensuring

that we provide the best possible services to our clients, we have begun the process of considering what options we may have to improve the physical environment of the Lodge which needs improvement in a variety of areas.

CMHA is exploring the options of either renovating or rebuilding McCauley Lodge and are considering ways to improve the interior decor. Part of this process has also been to ensure we stay on budget, so we have undertaken the painful process of staff restructuring to ensure fiscal stability. Although this is never easy, we believe we can look ahead with anticipation to ensuring the future and sustainability of this excellent service.

WOMEN'S AUXILIARY

This past year, the Women's Auxiliary had two fundraisers; a garage sale in June and a bazaar in November. These events brought in a combined amount of \$4,486.60.

We continue to operate the EMP Gift Shop. Sales from the gift shop were \$5,833.60 for a total income of \$10,320.20 for all our fundraising.

Donations to CMHA this year totaled \$9,184.87. These were:

Newbridge Apartments (Chairs)	\$ 311.66
GROW (Barbecue)	\$ 723.50
Community Explorations (Halloween Party)	\$ 300.00
Meerstille Apartments (Dishwasher)	\$ 750.00
Newbridge Apartments (Couch & Chair)	\$ 1,274.93
Community Explorations (Christmas Outing)	\$ 300.00
Newbridge Apartments (Furniture)	\$ 1,200.00

McCauley Lodge (Microwave)	\$ 450.00
Community Explorations (Camera)	\$ 700.00
McCauley Lodge (Lock boxes)	\$ 2,064.90
CMHA (Monetary Donation)	\$ 1,109.00

Our membership is a little low at present with only 12 active members. We recently acquired a new member who is a great help and she also works in the EMP Gift Shop.

Once again, I would like to thank all our supporters for their time, energy, and donations to make our fundraisers a success.

Thank you to all the Women's Auxiliary members for their hard work and dedication over the year especially the ones who have worked hard for many years.

ARLENE BAKER

ERIC MARTIN PAVILION GIFT SHOP

The Women's Auxiliary continues to operate the Eric Martin Pavilion Gift Shop. The new and used clothing has certainly been a success in our sales and the amount of clothing donated is amazing. I would like to thank all the people that leave donations at the shop.

The new and used jewellery is also a success. We continue to stock comfort food, greeting cards, toiletries, new and used books, silk flower arrangements, and all sorts of gift items.

Our volunteers who staff the shop are amazing people. A heartfelt thanks to them all. What would we do without them?

A special thank you to Bea Williams and Marianne Bashford for their knitting of hats, scarves, dish cloths, baby outfits, etc. that sell in the shop.

A very special thank you to Jane Christison for her donation of lavender bags and all the pearl necklaces she has made and donated to the shop.

Thanks to all our customers who frequent the shop. We have become much busier in the last while. We are always pleased when customers tell us they love the shop. Keeping the shop open depends on the dedication of many people. It also provides a service that is appreciated by many people.

We welcome customers, visitors and donations!

ARLENE BAKER

JOAN DUMKA CONTINUING EDUCATION BURSARY FUND

In January 1986, the Board of Directors of Capital Mental Health Association wished to arrange a fitting tribute to honor Joan Dumka on the occasion of her resignation after more than twenty years' service as Executive Director of Capital Mental Health Association.

The bursary was established in her name at that time and the fund was extended as a memorial tribute following her death in October 1986. The money is to be used annually to enable clients of Capital Mental Health Association's programs to undertake

educational courses. Joan always supported the members' efforts to undertake the pursuit of education. We are pleased that, as in her long tenure as Executive Director, many more members' lives will be enriched and assisted by the fund set up in her name.

Those wishing to make a tax deductible contribution are encouraged to do so at the Capital Mental Health Association, 125 Skinner Street, Victoria BC., V9A 6X4 with a notation: "***Joan Dumka Continuing Education Bursary Fund***".

IAN ERSKINE MEMORIAL HOUSING FUND

The monies in this fund were donated in memory of Ian Erskine (1952-1989) to assist other young people with similar disabilities to have affordable and pleasant housing – a place to provide accommodation for some of those not qualifying for fully independent living but whose needs are not met in a staffed facility. This home, with some support available as needed, would ensure privacy and dignity and, most importantly, provide an opportunity to socialize with contemporaries in as enjoyable an environment as possible.

The Board of Directors of Capital Mental Health Association agrees to hold these monies in a special fund accruing interest to be added to the fund until a suitable project is finalized. Monies from this fund may also be used to provide a ready source for CMHA to draw upon in its search for appropriate real estate property. Further funds may be utilized, if required, for the purchase of suitable furnishings or household equipment to make these aims practical.

Major expenditures of the fund can only be made with the agreement of the principal donors. The process will be as follows:

“Decisions on expenditures will be reached by the Directors of the Board after recommendations are made by an advisory group which is to include the founders, other major funders, and staff representatives.”

Without the Ian Erskine Memorial Housing Fund, CMHA could not have purchased McCauley Lodge to ensure its continuation as an excellent community care and housing resource.

We would like to acknowledge the continuing support of Toni Erskine. The fund and its goals were the dream of her husband and herself to honor the memory of their son, Ian. Toni continues to inspire others to contribute to this fund which permits many people to live as independently as possible in the community of their choice.

Those wishing to contribute to the fund may send a donation to Capital Mental Health Association, 125 Skinner Street, Victoria, BC., V9A 6X4 with the notation: ***“Ian Erskine Memorial Housing Fund”***.

OUR SUPPORTERS

We wish to thank the following partners, organizations, groups, and government agencies for their contributions to our success this past year:

- Vancouver Island Health Authority
- United Way of Greater Victoria
- Ministry of Employment and Income Assistance
- British Columbia Housing Management Commission
- Municipality of Saanich
- L.A. Fraternal Order of Eagles
- Women's Auxiliary of Capital Mental Health Association

SUMMARY OF FINANCIAL RESULTS

\$000's	05/06	06/07	07/08	08/09	09/10
Revenues	4,754	4,957	4,932	4,999	5,229
Expenditures	4,920	4,938	4,953	4,968	4,553
Recoveries from (repayments to) BC Housing	2	(12)	(5)	15	4
Excess (deficiency) of revenues over expenditures from regular activities	(164)	7	(26)	46	680
Gain on sale of capital asset	--	--	--	743	--
Total excess (deficiency) of revenues over expenditures	(164)	7	(26)	789	680
Closing fund balances					
Invested in capital assets	1,055	1,123	1,046	948	873
Internally restricted	314	164		761	1,253
Externally restricted	786	837	956	992	1,073
Unrestricted	(359)	(320)	(224)	(135)	48
Total closing fund balances	1,796	1,804	1,778	2,565	3,247

MEMBERSHIP APPLICATION

Please join the Capital Mental Health Association in its important work in the community. We are a non-profit society working to enhance and enrich the quality of life of people with mental illness by promoting their integration in the communities of the capital region through partnerships with the individuals, their families, and the community.

Volunteers serve on the Board of Directors, Advisory Committees, Women's Auxiliary, and in various agency programs. They contribute their time and talents to enrich these services.

- I would like to become a member of CMHA. Membership is \$10.00 from April 1 to March 31 of each year.
- I would like to extend my present membership for \$10.00.
- I would like to make a donation of \$_____ to CMHA for:
 - Community Support programs
 - Endowment Fund
 - Housing
 - Ian Erskine Memorial Housing Fund
 - Joan Dumka Continuing Education Bursary Fund
 - Wherever the need is greatest
 - I wish to be acknowledged in the Annual Report
 - I wish to remain anonymous

Name_____Address_____

City_____Postal Code_____

E-mail address_____

This information will only be used for local mail-outs such as newsletters, special events, etc.