



Canadian Mental  
Health Association  
Kelowna  
*Mental health for all*

ANNUAL REPORT



# IMPACT

2016-17

INSPIRING! A MENTALLY HEALTHY KELOWNA





Megan Brisebois  
Board Chair



Shelagh Turner  
Executive Director

## *A message from the Chair and Executive Director*

### **This has been a very exciting year of innovation and collaboration for us at CMHA Kelowna.**

We've had two big projects launch this past year – Foundry Kelowna and Housing First. Both of these projects are blazing new trails in our community, stretching our organization and reminding us that we cannot do this work alone. The quality of our relationships and the clarity of our values underpin the success of our work.

In June 2016, CMHA Kelowna was awarded the lead agency role for Foundry Kelowna, an integrated clinic for youth 12-24 years old and their families that offers primary health care, mental health and substance use care, and supports such as housing, peer support, and employment. We are so proud of the way the community has come together to realize this vision for young people and families.

We are also incredibly proud and grateful for the collaboration with Kelowna General Hospital Foundation to work together on the goal to raise \$2 million to support Foundry Kelowna. We have been amazed by this partnership and how it resonated with the community once the *Not Alone* campaign was launched. These funds will support making the space both functional and user friendly, ensure we can meet local need and help fund future program innovation once we get Foundry Kelowna operational.

Homelessness and the need for appropriate and affordable housing have continued to reach crisis proportions in our community. This year we launched the first ever Housing First program in Kelowna based on the premise that the only way to end someone's homelessness is to provide them with a home. We know the model works and we have evidence that it saves money and lives.

At CMHA Kelowna, we have an unwavering vision for a mentally healthy community. A community where our physical, cultural, health care, spiritual and social environments are aligned to create a place where people of any age are able to reach their potential to be productive and contributing citizens. A mentally healthy Kelowna means a community that is prepared and educated about how to care for each other – where our differences are both accepted and embraced.

We have seen momentum building toward this vision. There is strong evidence that people are more motivated and aware than ever about how to engage in activities to support the health and well-being of themselves, their families, their workplaces and their community. This is only the tip of the iceberg.

While we take a moment to reflect on the end of another wonderful year of work, we know that we have much more to accomplish. We are so fortunate to have the help of an outstanding and committed Board and staff team. They are the core of CMHA Kelowna and keep their focus on making our organizational goals come alive. A special note of gratitude goes to our funders, donors and volunteers who believe in our organization and our vision for a mentally healthy Kelowna.

**MAKE A DIFFERENCE!**

The great work we do can't happen without you. Individuals, families, and businesses can all support the programs and services found in this report. Don't know where to start? Let us know what you're passionate about and we'll go from there.

**#GETLOUD**  
**TALK • SHOW • SHARE**

Megan Brisebois  
Board Chair

Shelagh Turner  
Executive Director

# HOUSING & NAVIGATION

## HOUSING FIRST

Housing First is part of a systems approach for how we collectively address homelessness in our community. It offers permanent, affordable housing as quickly as possible for people to end their experience of homelessness and then provides the supportive services and community connections people need to keep their housing. Using the Vulnerability Assessment Tool (VAT), 10 individuals who had been homeless for an average of over two years were prioritized for services in our first year. Since intake into the program, each person's use of hospital and RCMP services has reduced dramatically, which has a profound and positive impact on the individual and on the system.



## HOUSING NAVIGATION

Imagine not having a roof over your head, not knowing how to find housing or how to access financial assistance, health care or specific services to promote wellness and recovery. Our Community Navigation and Outreach team works with individuals (19+), couples, and families who are homeless or at imminent risk of homelessness. In 2016, we helped 346 individuals find and access vital services and housing to break the cycle of homelessness.



## SCATTERED SITES

A unique and cost effective solution, Scattered Sites Housing is a program where CMHA Kelowna holds the apartment lease and tenants pay monthly rent and work with our Housing Navigators. It provides security and peace of mind for both the tenant and landlord. In the tightest rental market ever, we have forged strong working relationships with over 80 landlords and property managers throughout the Central Okanagan to make this a win for everyone.

## TRANSITIONAL & SUBSIDIZED HOUSING

Our transitional housing project, Willowbridge, provides a safe and supportive environment for individuals to address the diverse challenges they face to remain housed. In 2016, Willowbridge housed 63 individuals varying in age from 21–74 with an average length of stay of 8 months. Additionally, our low-income, low-barrier apartment building, Rosemead, provided stable long-term housing for 28 individuals with mental illness living on limited incomes.

## VOLUNTEERS

Volunteers make it possible to be sustainable and relevant in our community. We are grateful for the commitment of 420 volunteers who provided 7,967 hours of service in 2016 and we're thrilled to have been chosen as a finalist for the City of Kelowna's Civic Award for Volunteer Organization of the Year.



## FACE OF KELOWNA

Local artist Jessica Hedrick brought our community together for an exciting fundraising and awareness initiative. In the end, 215 portraits were painted, with Jessica and her team volunteering 995 hours to complete the Face of Kelowna project. \$10,500 was raised through the sale of paintings, prints, and coffee table books.



# YOUTH & FAMILIES

---

## INTERIOR REGION FAMILY NAVIGATION

Caregivers of children with mental health issues can feel isolated, particularly in rural areas where access to mental health and substance use supports may be limited. Building on the success of our local Family Navigation services and Take a Break Support Group, CMHA Kelowna partnered with seven other CMHA branches throughout the interior region to create a centralized support service via telephone, email, and skype and provided training and materials so other branches could start their own support groups. 110 caregivers have accessed this service, with 80 being connected to local services and 58 receiving a caregiver assessment.



## CONNECTED BY 25 (CB25) & LINC HUB

The earlier in life a young person gets help, the better they will function socially, at home and at school. Our LINC program brings together health and community supports to work with individual youth to form a collaborative plan. This provides immediate access to clinical, vocational and community services. In 2016, 131 young people attended LINC and were connected with the services they need. But formal services are just one piece of the puzzle. Young people also need meaningful relationships. Connected By 25 provides opportunities, such as Supper Club, to build social and life skills so vulnerable youth, 16 - 24 years old, can thrive as adults. The partnerships and what we've learned through LINC and CB25 have provided the critical foundation for Foundry Kelowna.

## FOUNDRY KELOWNA

### CHANGE IS COMING

CMHA Kelowna is the lead agency for Foundry Kelowna, a world-class integrated youth clinic opening Fall 2017. Foundry provides low-barrier access for youth 12-24 years old to core services, including primary care, mental health, substance use, social supports, youth and family peer supports, and navigation. The primary aim will be to address mild to moderate disorders. Those with more complex issues or severe illness will be referred to specialized partners, which will either be co-located or integrated within Foundry where possible to ensure easy access to services. Foundry Kelowna is part of a province-wide initiative to change the way youth and families access and experience health care.

### YOUTH & PARENT INVOLVEMENT

We know that young people need Foundry to feel safe and inviting. It must also meet the changing needs of local families. That's why we've involved parents and youth in every step of the process, formalizing a Parent Advisory Council with 14 members and a Youth Advisory and Action Council with 27 members. Additionally, a Leadership Advisory Council has been established with broad representation from our community, including a representative of the Central Okanagan School District as Co-Chair.



### WORKING TOGETHER

Foundry Kelowna will have representatives from 25 other community services and resources all under one roof. Thank you to our partners for sharing this vision! For a complete list of partner organizations, visit: [www.cmhakeelowna.com/foundrykelowna](http://www.cmhakeelowna.com/foundrykelowna).

# WORKPLACES

## CREATING MENTALLY HEALTHY WORKPLACES

CMHA Kelowna grew our reputation as experts in improving mental health in the workplace through evidence-based workshops and presentations such as *Less Stress at Work* and *Responding with Respect*. 28 workplace education sessions were delivered to local businesses and organizations with a total of 598 employees trained.

## MENTAL HEALTH VOICES

Mentally healthy workplaces have healthier bottom lines. In 2016 we continued our tradition of inspiring business leaders to make mental health a priority in the workplace. Last year, 257 business leaders gathered to hear keynote speaker Brian Scudamore and to acknowledge the two businesses that won the Mentally Healthy Workplace Awards. Attendees left with practical, easy-to-use tools to keep them motivated to start building their mentally healthier workplace right away.

**NOMINATE YOUR WORKPLACE!**

The Mentally Healthy Workplace Awards for small and large organizations celebrate workplaces that enthusiastically prioritize employee mental health and wellbeing.

**Nominations for the awards open in June!**

Nominate your workplace:  
[www.cmhkelowna.com/mhaward](http://www.cmhkelowna.com/mhaward)

## MEET THE 2016 MENTALLY HEALTHY WORKPLACE AWARD WINNERS

13 workplaces were nominated for the Mentally Healthy Workplace Awards in 2016. Our Awards Committee conducted rigorous interviews to narrow down the finalists and, in the end, MNP and Paradigm Mortgage Corporation were announced as the winners.



**PARADIGM MORTGAGE**



**MNP**

## COMMUNITY EDUCATION

Our Community Education Services team has responded to the demand driven by increased awareness and regulatory changes, tripling our reach this year. Our facilitators provided 89 education and training presentations on mental health to 3,182 people, spanning workplaces, schools, families and community audiences.

## WOMEN & WELLNESS

Women & Wellness is an annual event designed to bring together socially-conscious women for a great evening of food, conversation, a wellness marketplace, keynote speakers and fundraising. Thanks to our event sponsors and the 192 amazing women who attended in May 2016 raising \$15,320.



# WELLNESS PROGRAMS

## WISE & WELL

Social connection is important for positive mental health and healthy aging. In September 2016, CMHA Kelowna embarked on a new collaborative project called Wise & Well: Building Mental Fitness for Older Adults, to build capacity, train volunteers, and foster cultural connections so partner agencies can better recognize and respond to the mental health needs of their older adult clients. In the first six months, 88 people from Peachland to Lake Country attended mental health training provided by CMHA.



## WELLNESS RECOVERY ACTION PLAN (WRAP)<sup>®</sup>

In July 2016, we launched a new and improved WRAP program. Offered as a 6-session closed group course, WRAP has quickly become the natural starting place for people looking to discover their personal path to wellbeing. Upon completion of the WRAP course, most participants are seamlessly transitioning into other CMHA wellness programs to put their wellness plan into practice. Last year, we facilitated 13 courses in 9 months with 79 participants.



## WELLNESS DEVELOPMENT CENTRE & NUTRITION

Our Wellness Development Centre is a safe haven and the results are impressive. It is a destination for those dealing with mental health issues to learn and improve themselves both physically and mentally. Our services help contribute to a vibrant and thriving community. Fitness, recreation, art projects and socialization are all part of the mix. The numbers reveal many success stories: last year we served or sold over 9,100 meals, engaged 560 active participants in Wellness Development, provided creative inspiration to 150 participants in the art studio, and created engaging activities for 35 seniors.

## PEER SUPPORT

The journey of recovery is built on hope, support, personal responsibility, self-advocacy and education. Volunteer peer mentors are there to listen, understand, and assist with goal-setting and recovery options. In 2016, 76 individuals shared their experiences and discussed strategies through one-on-one meetings or weekly in groups.

## CHRISTMAS CELEBRATION

For many of our participants, CMHA Kelowna's Christmas Celebration is the only one they can count on. The amazing response from our community helped us raise over \$5,000 to throw a holiday party for more than 200 people. Every attendee enjoyed a delicious meal and took home a small gift.

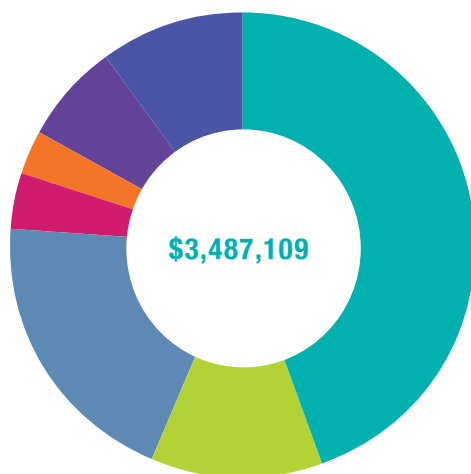


## ARTISTS AMONG US ART GALA

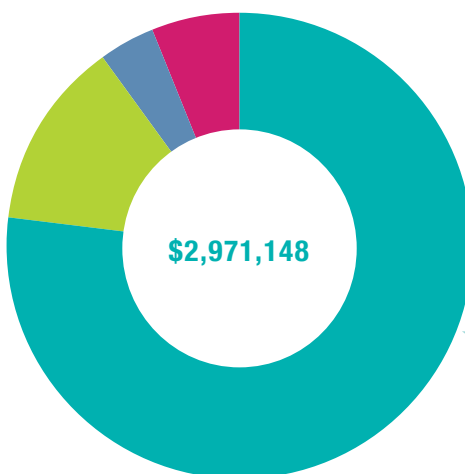
Creative expression through art is great for one's mental health and many participants take part in regular art classes or open studio times offered in our ArtWorks Studio. Once a year, we celebrate their accomplishments at the Artists Among Us art gala. Last year, more than 210 community members attended the gala showcasing the art of 53 ArtWorks Studio participants.

# FINANCES

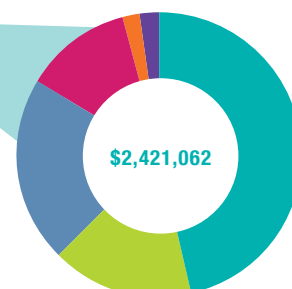
## REVENUE



## EXPENSES



## BREAKDOWN OF PROGRAMS & SERVICES



## LAUNCHING FOUNDRY KELOWNA



Foundry Kelowna is a \$4.1 million project with \$2 million to be raised locally to support the clinic's establishment, operation, and innovation now and in the future. To reach this fundraising goal, CMHA Kelowna has partnered with the Kelowna General Hospital Foundation. Together, we are letting youth and families know that they are Not Alone.

## THANK YOU



We are grateful for the generosity of our donors, sponsors, and funders who give individuals and families the support they need to live their best lives. Recognition of your valuable contribution is available at [cmhakelowna.org](http://cmhakelowna.org)

Year ended March 31, 2017. This information has been extracted from the audited financial statements

prepared by Adams Heymen Owen Chartered Professional Accountants. The full statements are available at [cmhakelowna.org](http://cmhakelowna.org) or by request.



**Canadian Mental  
Health Association**  
**Kelowna**  
*Mental health for all*

**Canadian Mental Health Association | Kelowna**

504 Sutherland Avenue  
Kelowna, BC, Canada V1Y 5X1  
[cmhakelowna.org](http://cmhakelowna.org)



**@cmhakelowna**

Charitable #: 10686 3392 RR0001

**IMPACT** 2016-17



The Standards Program Trustmark is a mark of Imagine Canada used under licence by Canadian Mental Health Association | Kelowna