

A year delivering...



HELP



HOUSING

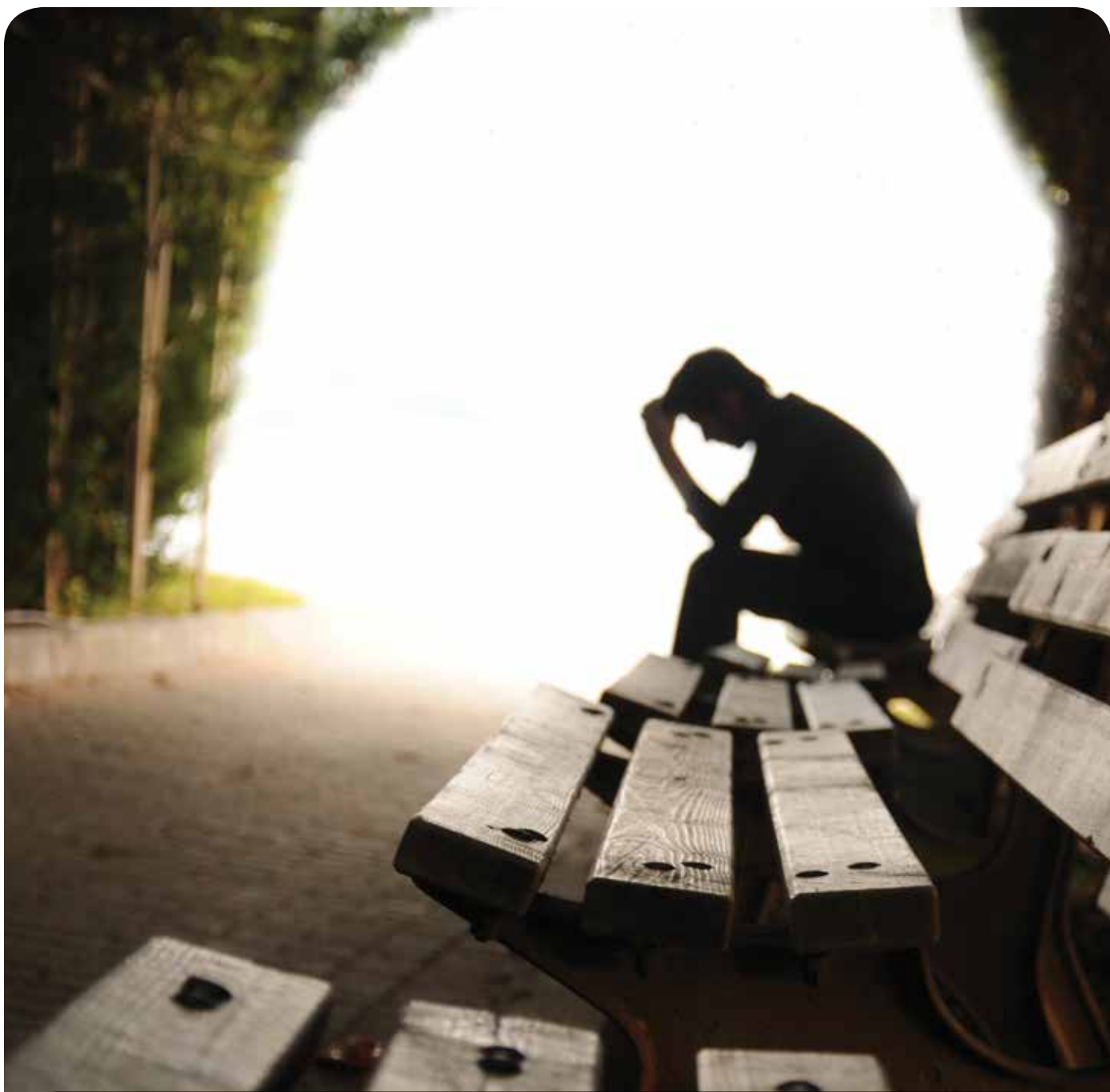


HOPE



Canadian Mental
Health Association
Kelowna
Mental health for all

Annual Report 2014-15



“

Our mental health affects the way we think and feel about ourselves and others, and how we deal with life. With **Help, Housing and Hope** we can change the mental health of Kelowna, the stigma and discrimination.

”

~Shelagh Turner, Executive Director.

“ We make a living from what we get
but we make a life from what we give.”

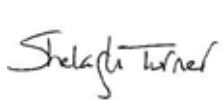
Winston Churchill had it right when he said this quote. All of us at CMHA feel that we are making a life by our contribution to creating a mentally healthy Kelowna. Right now, people are starting to understand the connection between the mind and body. They are concerned about the mental well-being of their families, loved ones, themselves, their workplace and our community. Everything is interconnected. When people are well, they are productive. When they are productive, they thrive, when people thrive, the economy and society thrives.

To all of us at CMHA, it makes good sense to get ahead of this by helping people of all ages and families to build the skills to manage the ups and downs of life so that they can thrive. It also makes good sense for us to help institutions, systems and communities to understand and respond to the complexity of mental illness, addictions and its collateral impact.




Megan Brisebois
Chair




Shelagh Turner
Executive Director

Mental illness and addictions are complex. These are not simple problems that are resolved by taking a pill or going to a therapist and then being cured forever. There are so many factors that influence our mental health and well-being. The solution lies in seeing this as a complex, multi-faceted, long-term approach where everyone, every system and every service plays an active and integral role in creating a healthy and vibrant community.

Looking back over the 2014-2015 year, we reflect on some significant shifts and developments in our organization as we strive to be a part of the solution. Our board, staff and volunteer team have continued to do amazing work as we explored new territory in some key endeavours this past year. We know we are making impact by the feedback we receive and by the increased awareness that we exist.

This past year, our Connected by 25 program received a national award from Eva's Initiatives for our innovative and collaborative work preventing youth homelessness. We continue to build on our strength assisting people to navigate complex systems and services to find the help that they need. In 2014, with funding from a CAI grant, we created a Family Navigator position to support families who are dealing with mental health and or substance misuse issues to access the help they need to thrive.

This year we wrapped up a 16 month project with CMHA Vernon branch to provide executive leadership and help them reorganize their finances and operation. This provided a great opportunity to test a shared service model between our organizations and move CMHA branches in the Okanagan to explore regionalization of our operations.

Sharing our Executive Director, Director of Finance, fundraising and communications team made it challenging for our branch to complete the many goals we had to accomplish so we are proud of the work of the board and staff team who kept the "foot on the gas" and accomplished so much this past year.

This year we also undertook strategic planning so that we had a clear direction for the next few years. Going forward, our strategic directions/ goals for the organization are to strengthen and grow our services, and engage and educate our community about mental health and mental illness. Our new themes are linked to the CMHA National strategic directions and have been operationalized into a strategy map, with a number of specific measurable objectives and consistent with a Balanced Scorecard Approach to which we will be reporting to our various stakeholders.



Preparations for the 2014 participant Christmas Party

Partnerships & Collaborations

We would like to recognize the organizations we collaborated with in 2014-2015 to provide valuable community services and supports.

The Bridge Youth and Family Services
Central Okanagan Division
of Family Practice
Central Okanagan Food Policy Council
Central Okanagan Fruit Tree Project
City of Kelowna, Parkinson Recreation
Centre
CYMHSU Collaborative - Shared Care
Dr. Fernando Diaz
The Force Society

Howard Research
and Management Consulting
Interior Health Authority
Johnson-Bentley Aquatic Centre
Kelowna Art Gallery
Ki-Low-Na Friendship Society
Ministry for Children and Family
Development
Ministry of Social Development
and Social Innovation

National Learning Community
on Youth Homelessness
NOW Canada
Okanagan Boys & Girls Club
Qigong/Tai Chi with Hajime Naka
School District 23
University of British Columbia-Okanagan
Work BC
YMCA of Okanagan

We know that our success is built upon the quality of the people who work and volunteer at CMHA. We have an amazing team who are so committed to their work and to achieving our collective vision. And of course all of this would not be possible without the support of our funders, donors and sponsors and community partners who continue to step up to help us build toward a mentally healthy Kelowna.

We want to extend a heartfelt thank you to outgoing board members Shawn Audette, Cara MacMillan, Marleen van Aalst and past Chair, Wendy Creelman who all made significant contributions to the Board of Directors and leadership of the organization.

These are challenging and exciting times for those of us who are passionate about mental health. The growth in the demand for our services continues to out-pace our resources, yet there is a growing public and political consciousness about what needs to happen to address this gap.

CMHA is here because 130,000 British Columbians will suffer a mental disorder so severe and persistent this year, that it will make normal functioning impossible. CMHA is here because more than 500 people die by suicide each year in the province. CMHA is here because as many as 12,000 British Columbians will sleep without a roof over their head tonight. And CMHA is here because mental disorders and addictions are costing the Canadian economy as much as \$51 billion each year due to lost productivity and employees taking days off work due to mental health issues.

CMHA responds by supporting individuals with mental illness, and their families, to find their own path towards recovery. We create smart programs that are consistent with our values to build capacity in others and to collaborate wherever possible. We continually assess what exists and what is needed in our community, and then we create programs and services that are based in evidence and make a difference.

We continue to develop innovative services and redevelop our existing programs to serve the community even more effectively. At the same time, we continue to advocate for necessary reforms to our health and social service systems and support other organizations to improve their response to individuals in need.

Board of Directors 2014-15

- **Chair** Megan Brisebois
- **Co-Vice Chair** David Huck
- **Treasurer** Jason Cahill
- **Co-Secretary** Brianna Creelman
- **Co-Secretary** Marleen van Aalst
- **Past Chair** Wendy Creelman
- **Directors at Large**
Jack McLaughlin, Cara McMillan,
Kimberley Priebe, Cam Kourany,
Russ Impett, Sylvie Vidailac



RCMP Super Soaker Salute to start Ride Don't Hide 2014

HELP

Since 1956, we have been helping people who live with mental illness to become well. This is at the heart of who we are and everything that we do.

The need: Safe, supportive spaces for people to actively engage in reducing the impact of mental illness and to improve their mental health.

How we help...

Employment Skills • Volunteer Opportunities • Nutritional Education • Social Connection

Wellness Development Centre: Programs & services that teach skills for wellness and build resilience that help people lead more meaningful lives.

ArtWorks Studio: Combines opportunities for creative expression, social inclusion and connection with our community through art classes, group projects, guest art teachers and an annual Art Gala that is open to the community.

Nutrition Programs: Having access to affordable, nutritious food goes a long way to improve well-being. This is why many of CMHA's programs include meals or learning skills to plan and preparing meals. Food nourishes participants' bodies and minds while building community through a shared meal.

Peer Support: Having someone to turn to who personally understands living with mental illness and has walked a path to wellness can be profound and empowering. It's comforting when someone has "lived experience" that they can share. Our Peer Mentors offer individual and group support for people of all ages and their families so they know they aren't alone and opportunities for help and hope occur every day.

SWAG (Seniors Wellness Activation Group): For many seniors, physical, emotional and social losses make it common to feel isolated and alone. Each week, seniors gather for programming that helps them build new relationships and a stronger social network while learning how to increase mental wellness.

Wellness Grants: Having something meaningful to do in the community is hard for those on limited incomes. Wellness Grants provide low or no-cost access to activities such as physical fitness, art classes, courses and workshops that support recovery.



Cultural day in the Wellness Centre



Frozen food preparation ~ Weekly Nutrition Program



Seniors participating in art class

Mike's health was poor, he felt depressed, unmotivated and that he had very little purpose. "Kitchen Connections gave me structure in my day and helped me improve my physical health. Now I notice I'm less stressed and feel proud of helping to prepare the meals for the Wellness Centre," says Mike. Today, Mike continues mentoring within the program and loves being able to see others improve and be successful too. "Kitchen Connections changed my life for the better."



“ CMHA is the one place where our participants know they won't experience judgment about their mental illness. Feeling safe and accepted then opens the door for participants to begin to care for themselves and for one another. I love seeing the journey of people daring to trust others, daring to care for themselves and being open to receiving some of the tools that we can provide. ”

~ Alison Kyte, Wellness Programs Coordinator



Kitchen Connections ~ catering for Art Gala

2014-2015 Impact

- **862 participants** in Wellness programs and services
- **5,116 meals** served, a 23% increase
- **50% of Kitchen Connections** participants trained to become mentors

Youth & Family Initiatives

The need: Adolescence is a time of dramatic change. The journey from childhood to adulthood can be hard - especially if you have a mental illness. Young people often feel tremendous pressure and, at the same time, lack the life experience to know that difficult situations will not last forever. Families often lack the support they need to navigate the system.

How we help...

Collaboration • Innovation • Skill Development • Navigation

Connected by 25: What makes Connected by 25 unique is that we support young people 16 – 24 years old who are vulnerable in their transition to adulthood to successfully make the leap from the youth to adult mental health systems. Typically services end or begin at 19 years of age crossing multiple systems with young people getting lost in the shuffle. Our Youth Transitions Navigators help young people access the supports they need and their experiences inform us about how we can best advocate for system transformation.

LINC (Living Independently Needs Connection): LINC functions like the hub of a wheel to bring services and supports together in one room so that a plan of action can be developed at the same time for multiple services. What this means for the young person is that they only have to tell their story once and can see multiple professionals at the same time who together work out a game plan to support the young person to thrive. We host and facilitate LINC to ensure that the process runs smoothly and efficiently. What this means for the system is substantial cost savings and less wear and tear on youth and their families.

Family Support: Mental illness and substance misuse affects the whole family. Supporting families to receive the help they need, at the right time and right place from the right people is possible with the help of our Family Navigator. This program was new to us this year and in only 4 months helped 25 families connect with services based on their individual needs.

Supper Club: A 12-week program in a safe and supportive environment where young people learn and gain valuable life skills in a group setting. Supper Club focuses on food security and teaches young people to make nutritious meals on a budget and help them as they seek employment in the community.



CB25 youth discussing supports



Supper Club youth learning food safety

CB25 recognized nationally by Eva's Initiatives and presented an award for innovation in working with homeless and at risk youth.



“ Because of CB25's Supper Club, I am less depressed and I know I'm not alone. If it wasn't for Connected by 25 I would probably be still living on the streets. ”

~ Connected By 25 Participant



Youth sharing his real life story of recovery and friendship encountered in CB25 program

2014-2015 Impact

- **205 young people** participated in an intake and assessment through LINC
- **25 families** supported through Family Navigator
- **289 young people** supported through CB25
- **1125 meals** prepared over the year ~ Supper Club

HOUSING

Having a safe, affordable roof over your head is something everyone should have access to. Navigating the many resources to find housing, financial assistance, health care and specific services

to promote wellness and recovery can be extremely difficult without help. We strive to break the cycle of homelessness by supporting people to maintain their housing and helping them find a good place to call home.

The need: Poverty. Addiction. Mental illness. Loneliness. The specific struggles vary for each person who comes to us looking for help with housing, but the approach is similar for all.

How we help...

Case Management • Life Skills • Building Community

Community Navigation & Outreach helps people who are homeless or at risk of homelessness find and maintain housing and break the cycle of homelessness. We host housing workshops each week to assist people looking for housing to update them with what's available and affordable and assist in helping to complete the application process and teach what it takes to be a good tenant.

Willowbridge Transitional Housing is a supportive transitional housing program, providing 40 affordable units for people experiencing barriers to securing housing. Willowbridge works collaboratively with community service providers to help people develop the skills and resources they need to get on their feet.

Rosemead Apartments 23 low-cost one bedroom apartments for people with mental illness living on limited incomes.

Scattered Sites is an innovative program where we work closely with local landlords and lease several apartments throughout the city. Our Scattered Site program means that CMHA holds responsibility for paying the rent for a year, ensuring a guarantee to the landlord. CMHA then has access to spaces to sublet to individuals who are ready to live independently. It's a win for everyone - the landlord has their place rented with a responsible tenant who is supported, the tenant has a safe and affordable place to live and we are able to do something that practically addresses homelessness in Kelowna.

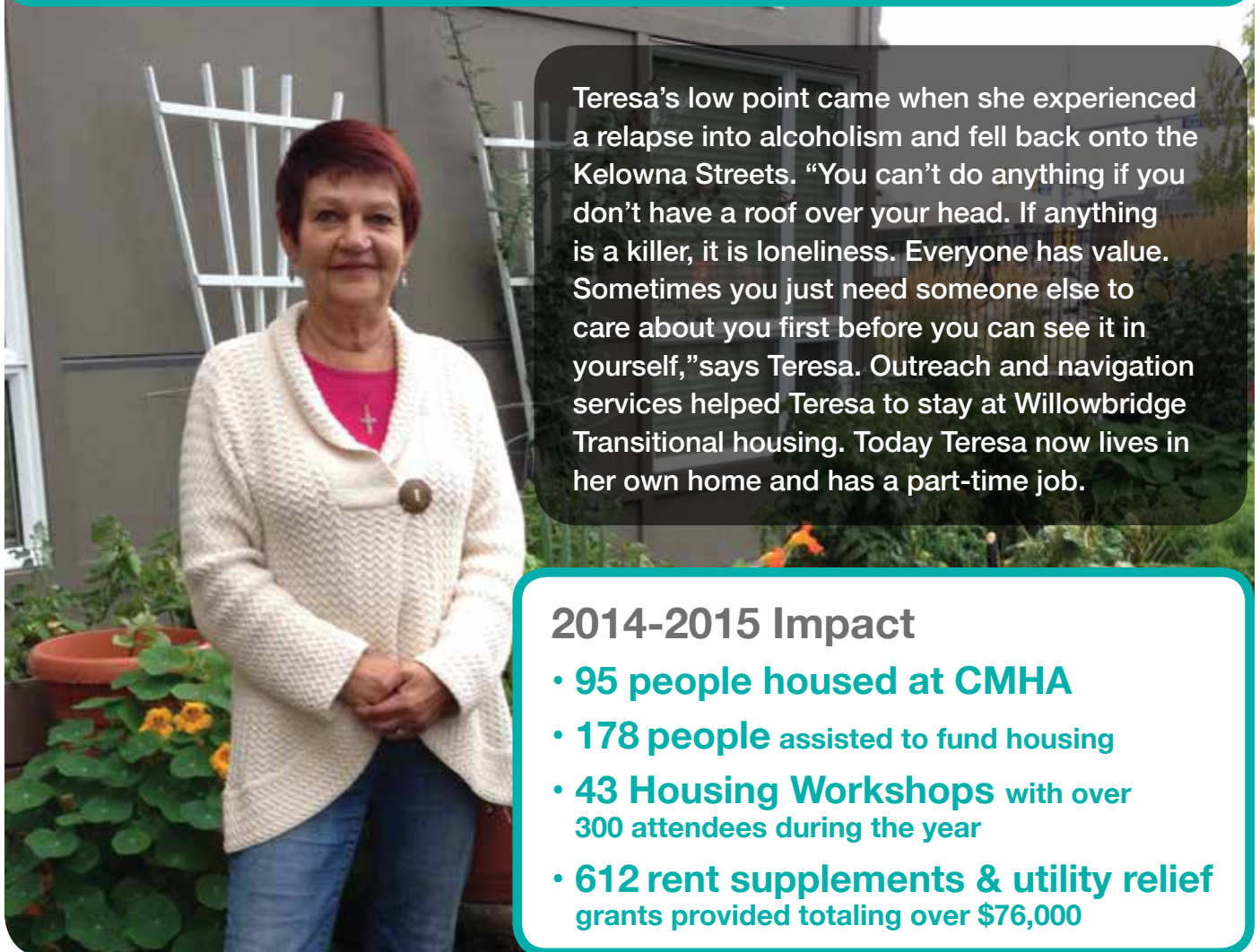


Willowbridge, now entering its 5th year of operation in Kelowna, houses & supports people who are homeless or at risk of homelessness

Rent Supplements/ Utility Relief: Rents and utility costs in Kelowna are far beyond the shelter allowance (\$375/month) provided for someone on Income Assistance. Thanks to our community partners we have access to funds that make up the difference between market rents and the shelter allowance, and we can provide utility or crisis grants to help someone to stay housed. Our Navigation team works with individuals to ensure they are budgeting properly in order to prevent evictions and keep people housed.

“ We see the person first, and for many, CMHA is the first place they have felt really seen and really heard in years. ”
~ Ana Frias, Operations Coordinator at Willowbridge Transitional Housing

“ Mental illness and homelessness are diseases of disconnection. At CMHA, we help people make connections so they can thrive. ”
~ Katie Forrstrom, Housing Navigator.



Teresa's low point came when she experienced a relapse into alcoholism and fell back onto the Kelowna Streets. "You can't do anything if you don't have a roof over your head. If anything is a killer, it is loneliness. Everyone has value. Sometimes you just need someone else to care about you first before you can see it in yourself," says Teresa. Outreach and navigation services helped Teresa to stay at Willowbridge Transitional housing. Today Teresa now lives in her own home and has a part-time job.

2014-2015 Impact

- **95 people housed at CMHA**
- **178 people** assisted to fund housing
- **43 Housing Workshops** with over 300 attendees during the year
- **612 rent supplements & utility relief grants** provided totaling over \$76,000

HOPE

More than anything else, we are here to provide hope. Hope to the person who has been hiding their mental illness from their employer. Hope to the parent who has been wondering if it is “more than a phase” their child is going through. Hope to the family who thinks they are the only ones. Hope to the person who doesn’t know that recovery from mental illness is possible.

The need: While most of us don’t hesitate to talk about issues such as diabetes, cancer or heart disease, many are still uncomfortable to speak openly about mental health challenges. We work hard to reduce the stigma associated with mental illness through education initiatives and community events by normalizing conversations about mental health, modeling conversations that are free of shame and judgment, increasing awareness about illness and wellness and creating cultures that bring people together.

How we help...

Community Education • Mental Health Week • Women & Wellness • Ride Don’t Hide

Community Education: How many of us know what promotes mental wellness or resiliency in life? How many of us know the signs and symptoms of a mental illness and then what to do about it? Teaching and equipping community groups, workplaces & sports teams is a critical part of CMHA’s work in pursuing a mentally healthy Kelowna. In 2014/2015, we reached over 2000 people through 63 presentations. To understand the difference between mental illness and mental health and to have the tools to promote mental wellbeing is a critical part of building a mentally healthy Kelowna.



Clients Served:

- City of Kelowna
- Pacific Sport
- School District 23
- TWP Fitness
- UBC – Okanagan
- WorkSafe BC

Six time Canadian Olympic Medalist Clara Hughes road 12,000km around the country visiting 95 communities with the Bell Let's Talk initiative. CMHA Kelowna's education team assisted with having Clara present to over 600 students of both Spring Valley Middle School and Rutland Middle School. She delivered her message to raise awareness about mental health and drive positive, long-term change in the way youth and Canadians perceive mental illness.

Community Engagement



- 212 women gathered
- \$15,000 raised

Finn Pihl: is an amazing 11 year old who has shared his experience living with anxiety and depression and the journey he and his family had from diagnosis to treatment. It takes great courage to talk about one's experience. Finn shared with us about what made a difference and challenged us all to be better educated about mental illness, reduce the stigma associated with it and think broadly about what we can do to help.



- 263 riders
- 22 teams
- \$25,000 raised

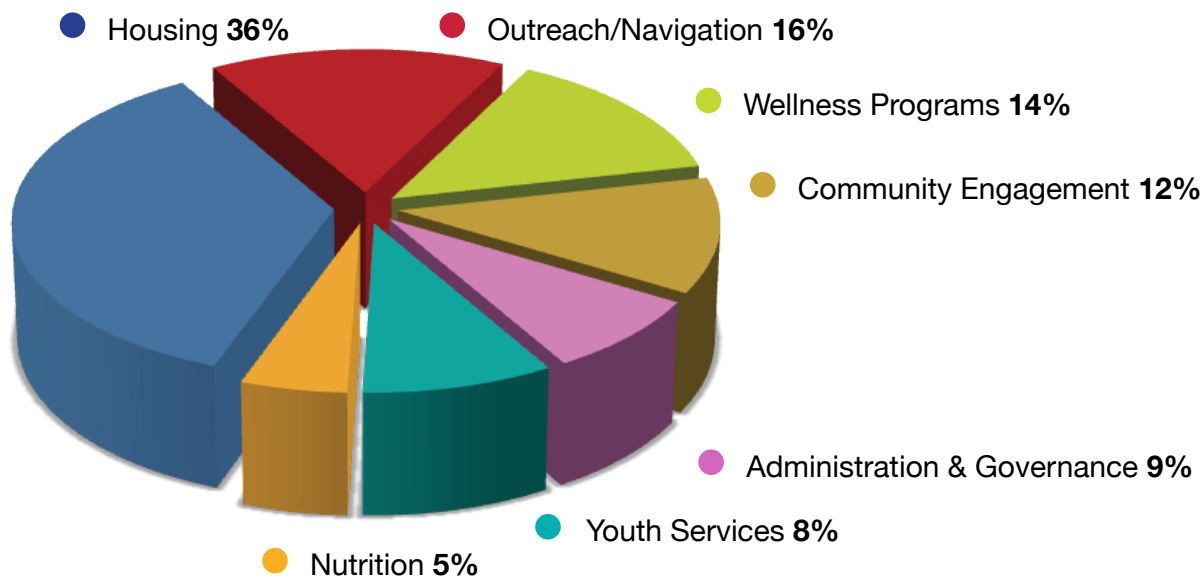
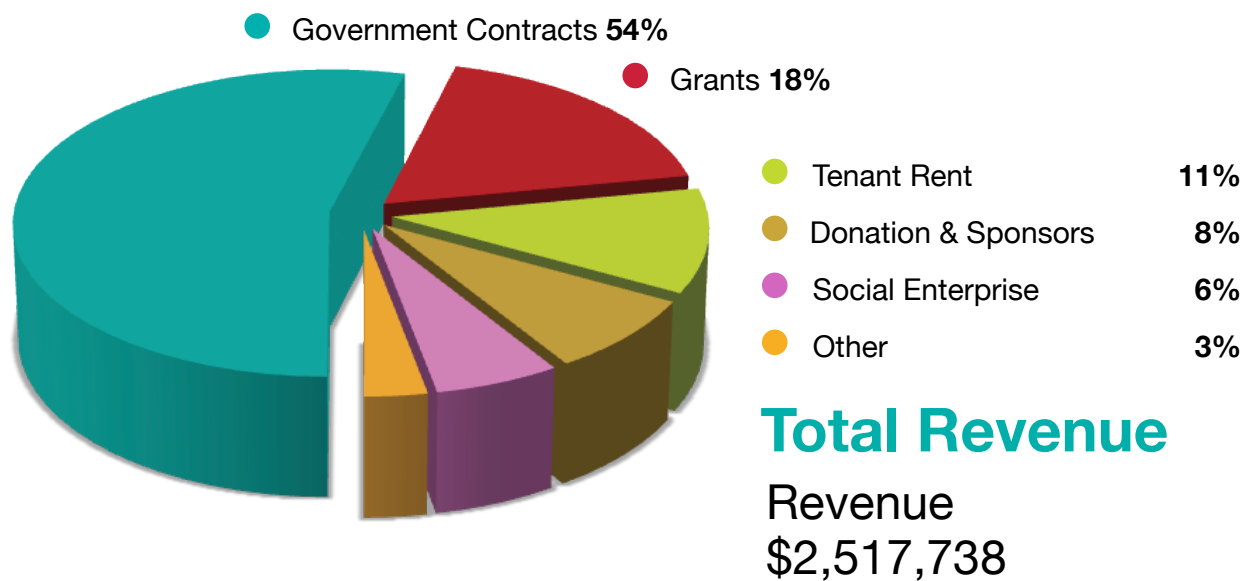


Volunteers: We provide a place for people to contribute to something meaningful, follow their passion, build skills and friendships. Our Help, Housing & Hope initiatives were supported by 183 of volunteers who gave over 5200 hours this last year, an increase of 40%. That's the equivalent of 3 full time employees.

Whether serving as board members, specialist advisors, event planners, assisting people in completing tax returns, providing training on computers, or manning an information booth, volunteers are the life-blood of our organization and they make it possible for us to be sustainable and relevant in our community.

Financial Health

Year ended March 31st 2015. This information has been extracted from the audited financial statements by Adams I Heymen I Owen chartered accountants. The full statements are available on-line at cmhakeLOWNA.org or by request.



Total Expenses
Expenditures
\$2,435,741

Donors

Together we are creating a mentally healthy Kelowna, thanks to the generosity and kindness of our donors and sponsors throughout our 2014-2015 fiscal year.

100 Women Who Care
Linda Aldous
Theresa Arsenault
Cameron Bell
Bell Canada
Bell Let's Talk
BMO Employee Charitable Foundation
Charolette Boyden
Maureen & Jim Bradbury
Callahan Property Group
Canadian Federation of University for Women
Chaparral Industries
Sandra Churches
Colin Basran Charity Open
The Colin & Lois Pritchard Foundation
Common Bond
Common Thread Market
Rita Conroy
Delcourt Wealth Management
Ecoscape Environmental Consultants Ltd
Sara Embury
Karen Erickson
Eva's Initiatives
Extra Foods

First United Church
Gateway Foundation
Christine Gordon
E.R. Grimwood
Superintendent Tim Head
Jessica Hedrick
Hillary's Ride for Mental Health Society
Jane Hoffman
I Am Me Campaign
Investors Group
Angelika Jaeger
Kathy Keating
Kelowna Canada Post Heritage Club
Kelowna Okanagan Mission Rotary Club
Kelowna Rockets Hockey Enterprises
Kelowna Trinity Baptist Church
Cam Kourany & Sharon Varette
Peter Krabben
The Lit From Within Project
Little Creek Dressing
Jack McLaughlin
The Medicine Shoppe Kelowna
The Medicine Shoppe West Kelowna
Jodi Merckx

Mission Meats
Moksha Yoga Kelowna Inc.
Oranj Fitness
P.A.C.E Sports Fitness
Pacific Northwest Garden Supply
Barbara Padley
Donna Percival
Poverty Without Disability Network
Priebe Family Foundation
Pushor Mitchell LLP
RBC Foundation
Rotary Club of Kelowna Sunrise
Royal Bank of Canada
Felicia Sardar
Debra Sikorski
St. Andrew's Anglican Church
Sun Life Financial
TELUS Thompson Okanagan Com Board
The Thomas Alan Budd Foundation
TWP Fitness
Vancouver Foundation
WFG Charitable Trust

Donations in memory of

Robert Bigg

Robbee Gibson

Kevin Zimmer

Robert Maeers

We are grateful for all donations, however we only have room to list those gifts of \$250 and above in this report. Great care was taken to ensure the accuracy of the names listed throughout the report, however, if your name appears incorrectly or was omitted, please accept our apologies.

Event Sponsors

99.9 Sun FM / 101-5 EZ Rock
Bell Let's Talk
Castanet.net
ChainLine Cycle
Cycle Path

Dandy Diva
Fresh Air
Intrigue Wines
Investors Group
JDS Energy & Mining Inc.
Jessica Balfour Photography
Kelowna Cycle

Nature's Fare Markets
New Horizon Productions Ltd.
Okanagan Skin Care
Sheerwater Accessories
Shopper's Drug Mart
Spin Co
The Bike Shop Café

Total E'Clips Salon & Spa
Tree Brewing
Yellow House Restaurant
The Bike Shop Café
Total E'Clips Salon & Spa
Tree Brewing
Yellow House Restaurant

Funders

BC Housing
City of Kelowna
Community Action Initiative
Community Living B.C.
CYMHSU Collaborative - Shared Care
Government of Canada - Homelessness Partnering Strategy

Interior Health Authority
Ministry for Children and Family Development
Ministry of Social Development and Social Innovation
Province of British Columbia - Community Gaming Grant
Regional District Central Okanagan
United Way Central & South Okanagan Similkameen

Common Bond Members & Friends

A dynamic philanthropic movement of CMHA Kelowna, committed to raise funds and take a proactive lead in impacting the future mental health of the community for its young people and families.

100 Women Who Care
Melissa Berry Appleton
Karen Close
Wendy Creelman
Michelle Deighton Hussey
Wendy Delcourt
Donna Denison

Kristin Edstrom
Nadine Guy
Melanie Hall - Szyszkiewicz
Angelika Jaeger
Eileen Loewen
Katheryn Martyna
Allison McKenzie

Heidi McLaughlin
Shelly McLaughlin
Cara McMillan
Karina Nardi
Dr. Hilary Pada
Jody Pihl
Cheryl Posnikoff

Kim Priebe
Anna-Marie Rasmussen
Nicole Rustad
Rose Sexsmith
Adrienne Skinner
Kylie Sutton
Cassandra Tompkins

Shelagh Turner
Sharon Varette
Lucille Verley
Teres Westover
Susanne Zimmermann

SUPPORTING A MENTALLY HEALTHY KELOWNA



183 volunteers
contributed 5200 hrs



A total of 825
donors made
contributions to
CMHA Kelowna

HELPING PEOPLE FIND THE RIGHT DOOR

We responded to **18,000**
requests for help by
phone, email, via the web,
and in-person.



SECURING A SAFE AND AFFORDABLE PLACE TO CALL HOME

We helped over **178 people**
with direct housing and housing
supports. **612 rent supplements**
& **utility grants** were provided. **92%** of once
homeless stayed with a roof over their heads for
more than 6 months within CMHA housing.



HEALTHY MEALS—A BUILDING BLOCK FOR GOOD MENTAL HEALTH

We served **5,116 meals** to people
who otherwise would have gone
hungry. We provide access to healthy
meals through Meals Matter, Supper
Club and Kitchen Connections.



REMOVING BARRIERS FOR YOUNG PEOPLE & FAMILIES

We **assisted 115** youth in receiving support,
life skill education and nutrition classes. The
average age of participants was 19 years old, with
100% strongly agreeing that they were treated with
respect and their needs were met.



WELLNESS PROGRAMS

Through wellness programs, fitness groups,
skills building & special events CMHA Kelowna
supported over **298 people** to pursue wellness
& recovery from mental illness.



HELPING PEOPLE TO HELP THEMSELVES

With 1 in 5 Canadians affected
by mental health issues every year, promoting mental
health and helping people access appropriate supports
is everyone's concern. We are focused on promoting
mental health, raising awareness about mental illness
and building strategic relationships to increase our reach
and maximize our efforts. Through school presentations,
workplace workshops and community education events
we were able to reach over **2,000 people**.



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

www.cmhakelowna.org