



Canadian Mental
Health Association
Kelowna



ANNUAL REPORT

2017-18





Nathalie Paulin
Board Chair



Shelagh Turner
Executive Director

A message from the Chair and Executive Director

Last year was one of unprecedented growth. As leaders of innovation, we aim not only to be responsive to the ever-changing needs of our community, but also to be ahead of the curve. We do this through strategic partnerships and with the knowledge that complex issues require teamwork, clarity of values, and creative thinking.

As we reflect on the goals and achievements of our organizational strategic plan, we are proud of our accomplishments this past year. Moving into a new planning cycle, we note that we laid the groundwork for these achievements in a thoughtful and considered way several years ago.

In September 2017, we opened Foundry Kelowna; an integrated clinic for youth 12-24 years old and their families. In establishing Foundry Kelowna, we were able to bring together 25 service providers under one roof to ensure that young people can get the help they need, when they need it. This level of partnership and collaboration is unprecedented in our community. The opening of Foundry Kelowna also meant the culmination of the powerful *Not Alone* fundraising campaign, launched in a groundbreaking partnership with Kelowna General Hospital Foundation. More than \$2 million was raised by the *Not Alone* campaign to ensure that Foundry Kelowna is a welcoming and accessible space that meets the needs of young people and families now and long into the future.

CMHA Kelowna has also been at the forefront of addressing our community's housing and homelessness crisis. With representation on the City of Kelowna's Journey Home Task Force and as the convener of A Way Home Kelowna, a project that focuses on preventing youth homelessness, we are positioned to make a big impact on our local landscape and beyond. Simultaneously, our Housing First program, the first of its kind in Kelowna, has more than doubled the number of people it housed the prior year, and our supportive housing operations have expanded with the addition of Heath House in December 2017.

We've done all of this while building momentum as experts in peer support, workplace training, volunteer engagement, and more. Thank you for joining us on this journey as we continue build toward our vision of a mentally healthy community.

A special note of gratitude to our funders, donors, committed Board of Directors, staff, and volunteers who help us to make our ideas come to life.

Nathalie Paulin
Board Chair

Shelagh Turner
Executive Director

BOARD OF DIRECTORS 2017-18

Chair: Nathalie Paulin

Vice Chair: Stuart Yanow

Treasurer: Chris Buysen

Secretary: Brianna Creelman

Past Chair: Megan Brisebois

Directors at Large: Russ Impett,
Bree Hankins, Cam Kourany,
Kimberley Priebe, Anna-Marie
Rasmussen, Sylvie Vidailiac.

HOUSING & NAVIGATION

SPOTLIGHT: HEATH HOUSE

Heath House was scheduled to open Spring 2018, however, extremely cold winter weather led to BC Housing requesting that we open this supportive housing location in December 2017. CMHA Kelowna moved quickly and efficiently to hire a full staff team for the building and, within two weeks, we were able to provide housing for over **20** individuals.



HOUSING & HOMELESSNESS SERVICES AT A GLANCE



individuals housed between **Willowbridge** and **Heath House** transitional housing and **Rosemead** low-barrier apartments.



people assisted through **Community Navigation and Outreach** to access vital services and break the cycle of homelessness.



Scattered Sites residents living in apartments secured by CMHA Kelowna (lease holder) through partnerships with landlords and property managers.



monthly **Rent Supplements** provided, totaling over **\$350,000** to help those who are vulnerable to homelessness stay in their homes or find affordable housing.



individuals provided housing through **Housing First**, which uses the Vulnerability Assessment Tool (VAT) to help us prioritize those who are chronically homeless.



young people engaged in **A Way Home** focus groups to address the issue of youth homelessness.



CONNECTING OUR COMMUNITY

CMHA Kelowna's Information Referral Specialist is constantly connecting individuals, families, and even other organizations to the services they need. In 2017, we received over **20,000** requests for information, support, and referrals.

VOLUNTEERS

CMHA Kelowna couldn't be sustainable and as deeply embedded in our community without our passionate and dedicated volunteers. We are grateful for the commitment of **270** volunteers who provided **7,358** hours of service in 2017. Volunteers constitute our Board of Directors, participate on committees, take leadership roles as peers, champion our mission and vision in public forums, and ensure events run smoothly. We sincerely thank all of you for your tireless effort!



YOUTH & FAMILIES

• F O U N D R Y • KELOWNA



A GAME CHANGER

Foundry Kelowna has transformed how young people and their families access the resources and supports they need. As the lead organization for Foundry Kelowna, we ensure that it is a safe and welcoming place for youth aged 12-24 who struggle with mental health and/or substance use issues.

Foundry Kelowna is part of a province-wide initiative to change the way youth and families access and experience health care.

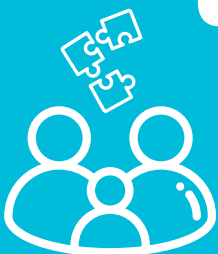
WORKING TOGETHER

We knew that the fundraising campaign for Foundry Kelowna would need to be as innovative as the centre itself. In partnership with Kelowna General Hospital Foundation (KGH Foundation), the *Not Alone* campaign was born. *Not Alone* featured personal stories told by young people and families from right here in our community, highlighting the need for a coordinated approach to supporting local youth. Over **\$2 million** was raised to establish, operate, and continue to innovate the centre.

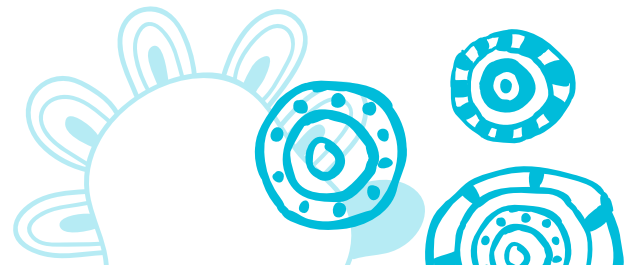
25 service providers have come together under one roof. From primary care to counseling and social services, and more, the partners operating out of Foundry Kelowna are improving the lives of young people. Support groups, educational events, and evening clinics are ongoing, with activities taking place seven days per week.



WHAT DOES INTEGRATED ACTUALLY MEAN?

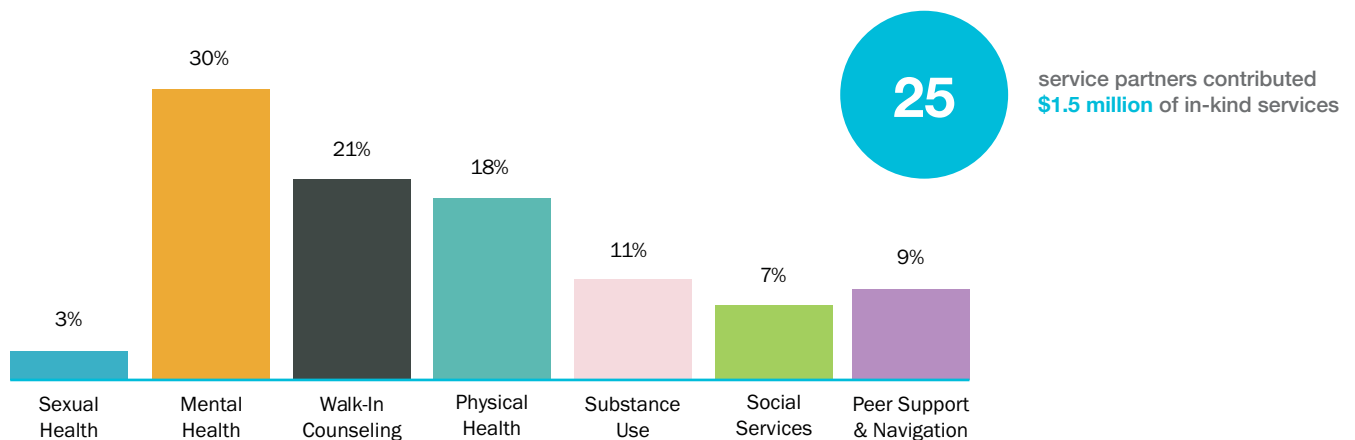


Telling your story can be exhausting. Having to tell it over and over again can be downright defeating. At Foundry Kelowna, service providers work together as seamlessly as they can to reduce the burden on youth and families looking for help. In just one place, a young person can now be connected to a counsellor, book an appointment with a physician, find assistance with housing, be empowered to take charge of their sexual health, learn valuable skills for employment, and more! Together, we are dismantling the barriers between youth and the wellness they want to achieve.



A GATEWAY TO CARE

The most commonly requested service at Foundry Kelowna is mental health supports, however, through conversations and connections, youth typically access multiple services.



SEPTEMBER 2017 - MARCH 31, 2018

900

YOUTH VISITED FOUNDRY KELOWNA

2,793

TOTAL VISITS TO ALL SERVICES

65%

OF YOUTH ACCESSED SERVICES FOR THE FIRST TIME

SUPPORTING FAMILIES

It is not an easy job to raise children, and when they are experiencing mental health or substance use issues, the difficulties can be overwhelming. The number of parents and caregivers accessing Family Navigation has **doubled** from 20-25 to **40-50**. Including the **Interior Region Family Navigator** project, **180 families** have been connected to services and supports in their communities.

60%

of the youth visiting Foundry Kelowna are doing so accompanied by a family member and/or caregiver.



WELLNESS PROGRAMS



WELLNESS DEVELOPMENT CENTRE

Our Wellness Development Centre is a destination for those living with mental health issues to learn and improve their physical and mental wellness. Our services help contribute to a vibrant and thriving community. **430** participants accessed the Wellness Development Centre in 2017.



participants engaged in **Seniors Programs**.

Number of people accessing the **ArtWorks Studio**:



graduates of the **16 Wellness Recovery Action Plan**® courses offered.

Wellness Grants allocated for gym passes and wellness activities totalling **\$20,000**:



SPOTLIGHT: PEER SUPPORT

In 2017, **44** individuals shared their experiences and discussed strategies through one-on-one meetings or weekly in groups. CMHA Kelowna's expertise in peer support development and training was also requested by Interior Health in order to grow and strengthen a program for people living with HIV and/or Hep C across the interior region. With input and involvement from 12 organizations and 8 peers, CMHA Kelowna created a four-part peer support toolkit, including a comprehensive peer training program. The complete toolkit can be found at www.interiorhealth.ca/PeerToolkit



MEALS MATTER

We know that proper nutrition is important for mental wellness. The opening of Heath House provided an exciting opportunity to grow the revenue for our nutrition programs. CMHA Kelowna's Kitchen Connections team continues to offer healthy meals for participants in the Wellness Development Centre and began supplying one meal per day per resident of Heath House. In 2017, a total of **5,681** meals were served and **1,474** frozen meals were sold.

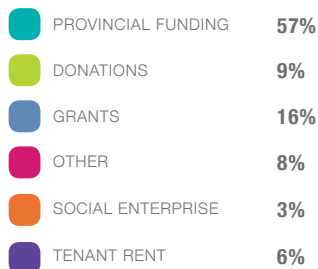
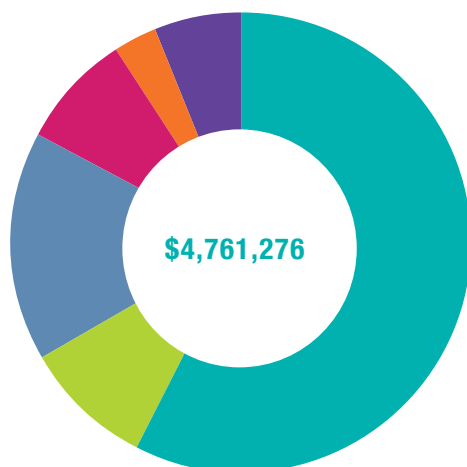
COMMUNITY EDUCATION & WORKPLACE TRAINING

The demand for increased awareness, knowledge, and skills to promote wellbeing and address mental health issues has never been greater. Our facilitators have responded to this need in the community by developing new workshops and presentations, strengthening relationships with workplace and agency partners, and reaching diverse audiences in a wide range of personal and professional settings. In 2017, **68** community education sessions were offered, reaching **1,161** participants. **40** workplace sessions were also delivered, with a total of **883** employees and business owners trained. The desire for suicide alertness training was also a major theme in 2017, with **13** safeTALK and **5** Applied Suicide Intervention Skills Training (ASIST) courses equipping participants to better recognize when to intervene.

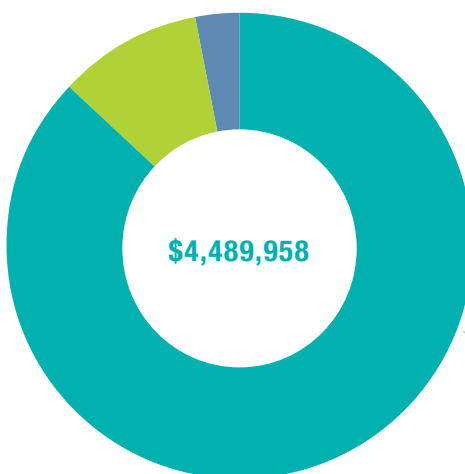


FINANCES

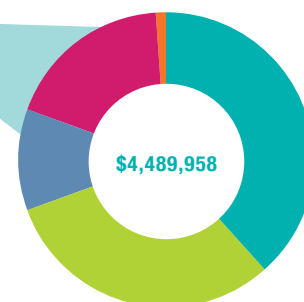
REVENUE



EXPENSES



BREAKDOWN OF PROGRAMS & SERVICES



YOU ARE GETTING LOUD!



You are speaking our language and we like what we hear! With a record number of **33** community partner events in 2017 raising **\$225,000**, Kelowna's commitment to mental health and support for our organization's ability to do great work has never been stronger. These events, plus our signature Mentally Healthy Workplace Awards, reached **9,123** attendees.

MENTALLY HEALTHY WORKPLACE AWARDS

More businesses than ever are seeing the value in promoting psychological health and safety.

This event is our way of recognizing the large and small workplaces that are making mental health a priority. We look forward to your nominations for 2018!

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 cmhkelowna.org

Year ended March 31, 2018. This information has been extracted from the audited financial statements

prepared by Adams Heymen Owen Chartered Professional Accountants. The full statements are available at cmhkelowna.org or by request.



**Canadian Mental
Health Association**
Kelowna

Canadian Mental Health Association | Kelowna

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Charitable #: 10686 3392 RR0001

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