



Canadian Mental  
Health Association  
Kelowna

# IMPACT REPORT 2018-19



***You are not alone with CMHA Kelowna***

CMHA Kelowna is  
a soft place to land  
in an often harsh  
and judgemental  
world.

- Patricia Caterer, CMHA Kelowna Wellness Participant

# MESSAGE FROM THE Chair and Executive Director

*This past year we have been talking a lot about the vision for CMHA Kelowna. We have always been mindful of the direction in which we are headed, but even more so this year. It was time for us to renew our strategic plan, which always leads to thoughtful discussion around Who we are, What we do and Why we do it. What we developed was a clear branch focus and a purposeful, three-part guide which answers the who, what, why of what we do and serves to keep us adept at responding to the community's needs while continuing to provide advice and support to empower anyone experiencing a mental health problem:*



From left to right: Shelagh Turner (Executive Director), Cam McAlpine (Board Member), Wendy Creelman (Chair) at The Payton & Dillon Budd Memorial Ride 2019.

## BUILDING HOMES | BUILDING LIVES | BUILDING COMMUNITY

This year we opened Heath House, which added 40 units of supportive housing to the community. We value our partnerships with BC Housing, the Interior Health Authority, the City of Kelowna and community stakeholders, which allow us to be leaders when it comes to providing safe and secure homes for those who need it.

We have continued to see an increasing number of youth and families coming to Foundry Kelowna needing help. In response, we've grown our youth and family navigation teams as well as peer support program. All the while expanding our ability to promote positive mental health through our wellness, seniors and recovery programs through CMHA Kelowna.

Our Community Education and Workplace Training services were in high demand this year. It's a good sign that people are recognizing the role we all play, at home and at work, in creating a mentally healthy community. This year, we developed an initiative that will provide more knowledge based programs that will empower more people to manage their own well – being. Called Discovery College, it is the latest step in our commitment to make sure no one in our community feels alone.

We are proud to share this annual report with you and all that was accomplished this past year. It could not have been achieved without an army of people who steadfastly believe in mental health for all. On behalf of CMHA Kelowna, we wish to extend our heartfelt gratitude to our generous donors and funders, our dedicated volunteers and community partners, and our passionate staff and board members. A special note of thanks to outgoing board members Wendy Creelman and Carol Gray, and warm welcome to new board chair Stuart Yanow.

Shelagh Turner  
Executive Director

Wendy Creelman  
Board Chair

## BOARD OF DIRECTORS

**Chair:** Wendy Creelman  
**Vice Chair:** Stuart Yanow  
**Treasurer:** Chris Buysen  
**Secretary:** Bree Hankins  
**Past Chair:** Megan Brisebois

**Directors at Large:** Anna-Marie Rasmussen, Bruce McAuliffe, Cam Kourany, Cam McAlpine, Carol Gray, Mike McGreer



### *A mentally healthy community...*

No matter how old or how young, we provide support for families and individuals through programs that promote positive mental health and support recovery, while championing the elimination of barriers that can prevent people from thriving. We do this through:

**BUILDING HOMES** | **BUILDING LIVES** | **BUILDING COMMUNITY**



# BUILDING HOMES



CMHA Kelowna and community partners open Heath House.



## Mentally Healthy Community

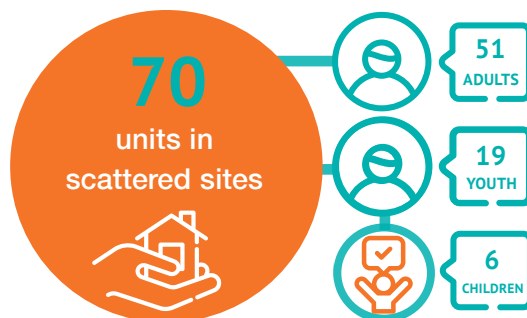


Having a safe, affordable roof over your head is something to which we should all have access. CMHA Kelowna has been providing housing for our community's most vulnerable for the past 20 years. This year especially, connecting people of all ages with a safe place to live has been our focus. Our supportive housing and scattered site operations have expanded and are now providing more than 200 homes for youth and adults who are homeless or are at risk of homelessness. Stable housing is oftentimes the first step to a stable life, so people can get their feet back under them. It is our job to be there and provide the help people need so that they can begin to realize their life goals and dreams.

# 98%

SCATTERED SITE  
PROGRAM PARTICIPANTS  
WERE ABLE TO OBTAIN/  
MAINTAIN HOUSING

Our homelessness services team works closely with community landlords in order to provide housing for those who need a safe place to call home. A 2018 research study by BC Housing showed that for every dollar invested in CMHA Kelowna's Scattered Site program, nearly five dollars in social and economic value was created. We are proud to play a significant role in the community to break the cycle of homelessness by supporting people to find a good place to call home.



We believe that secure and stable housing is something everyone should have. CMHA Kelowna offers just that through our four buildings: Willowbridge, Heath House, Gordon Place and Rosemead, and through our Scattered Site program, where residents live in apartments throughout the community that CMHA Kelowna has secured as lease holders through partnerships with property managers. This year we have been able to provide a safe place to call home for 216 individuals who, otherwise, likely would have had no place to go.

# YOUTH MENTAL HEALTH

## Foundry Kelowna

*Hope, help and support, when they need it.*

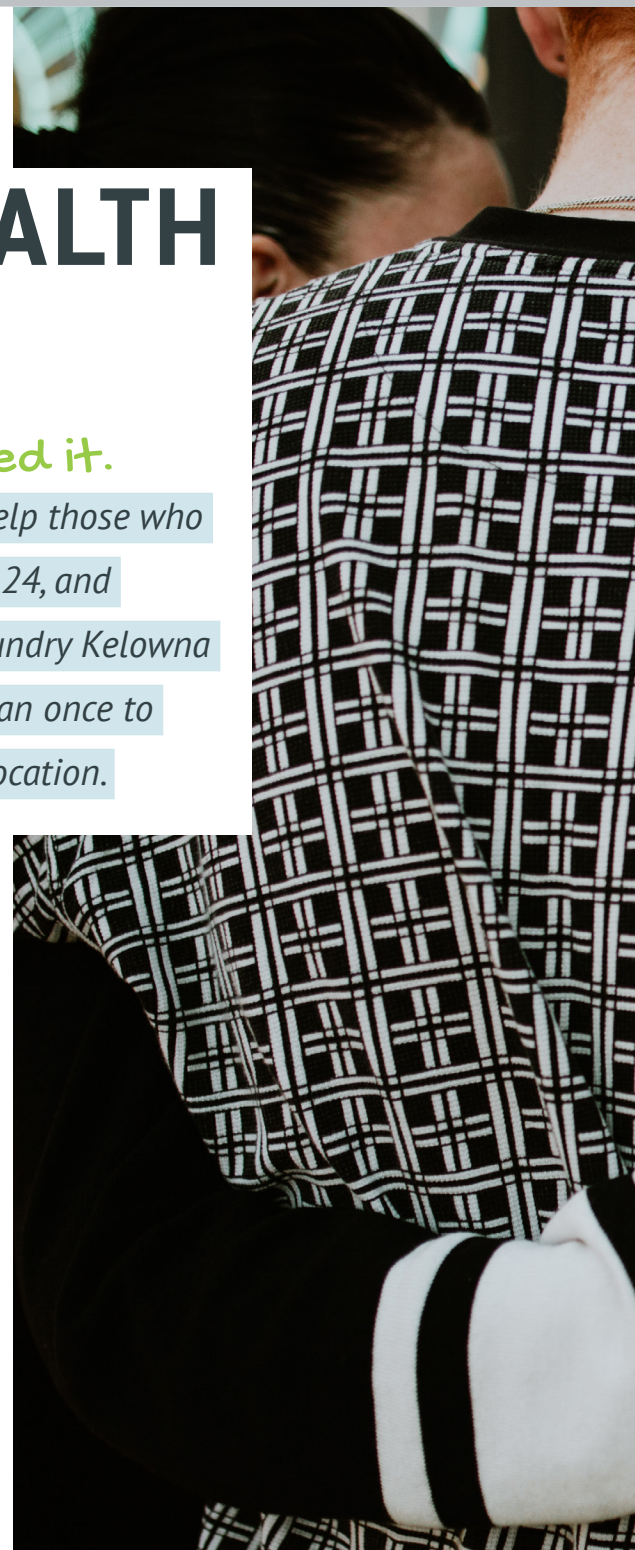
*Foundry Kelowna has fundamentally changed the way we help those who are in need in our community. Thousands of youth, aged 12- 24, and hundreds of families have come through the doors since Foundry Kelowna opened in 2017 and we know they are coming back more than once to access the coordinated help that is available in this single location.*

This transformation in accessing services could not be achieved if it were not for the 24 partner agencies who we work with to seamlessly remove the barriers that can arise between youth and the wellness they are looking for. This past year, Youth Navigation and Peer Support have also played a key role in ensuring that help has been there for those who needed it, when it was needed. Last year we took steps to expand these two programs so we could offer more support and understanding for young people who were struggling.

It's not only the youth who needed our help, sometimes we discovered that mom, dad or the caregiver was also experiencing the chaos that can come with navigating the systems. Our growing Family Navigation Team saw a significant increase in the numbers of families we supported last year, a true indicator that, more than ever, people of all ages need the tools to meet the challenges that life can throw at us.

What we know from the past year is that Foundry Kelowna is changing lives in our community. But we also know there are those who are still unable to access these services. Last year we laid the foundation to launch Foundry Mobile – a way for us to go to young people who need help, instead of only waiting for them to come to us. Where Foundry Kelowna transformed access and integrated services, Foundry Mobile will bring services to youth

and become a gateway to further help. We are excited to announce that we will be launching Foundry Mobile in Fall 2019. We look forward to working with our Foundry Kelowna partners so we can continue to meet this need in the community.



*“We are so grateful for  
I feel we are safe and  
years. A new door has*

*- Caregiver*



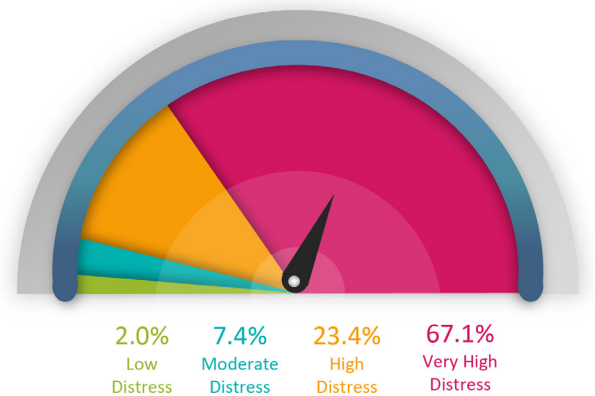


for the team at Foundry Kelowna.  
d not alone for the first time in  
as opened.”

## WHO IS USING FOUNDRY KELOWNA

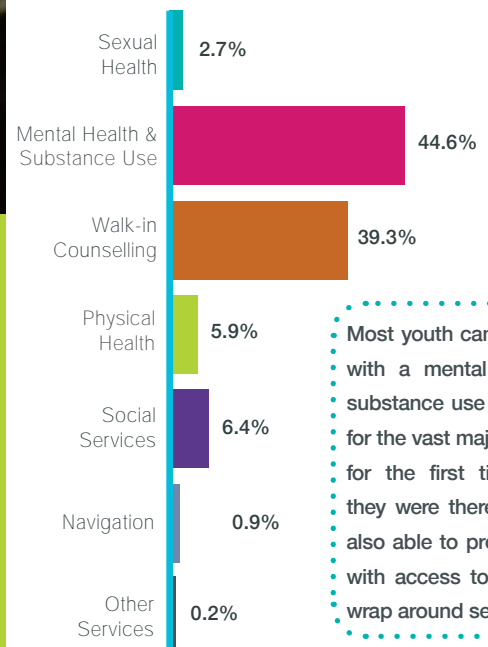


## PSYCHOLOGICAL DISTRESS SCALE



- In the past year, the majority of the young people who came for help said they were in high distress and had thoughts of suicide within the past month. They told us that through Foundry they were able to get the help they needed to feel safe and supported.

## REQUESTED SERVICES:



Most youth came for help with a mental health or substance use issue, and for the vast majority it was for the first time. While they were there, we were also able to provide them with access to additional wrap around services.

# BUILDING LIVES



Lunch is served at the Wellness Development Centre.



## Mentally Healthy Community



Building lives is about creating opportunities for people to develop skills to improve their mental health and well – being. This past year, our Wellness Development Centre (WDC) was once again a safe place where more than 300 people a month could receive support and feel connection. For youth and families, we continued to address the significant need for services and this past year we conceived of a way to have an even wider reach through a mobile component of Foundry Kelowna. As we grow our services and programs we are proud of the work we are doing to make sure no one feels alone in our community.

### TOP 3 CHALLENGES

## STRESS ANXIETY WORRY

PEOPLE ARE FACING

From January - April 2019, we received information, ideas and feedback from over 150 community members through focus groups, interviews, surveys and co-design event that directly shaped the focus and approach of a new initiative CMHA Kelowna is developing called Discovery College. This initiative is an educational approach to increasing knowledge, skills, abilities and confidence to manage challenges like stress and anxiety to empower anyone to discover what is possible.

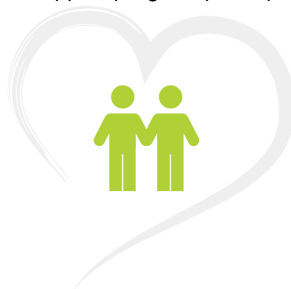
18,111



meals prepared for our supportive housing residents & our WDC participants

124

Peer Support program participants



44

WRAP graduates



Whether it is for our weekly lunch program, peer support or our Wellness Recovery Action Plan (WRAP) program, and everything in between, CMHA Kelowna is a place where people can find and build connections. Knowing that there is a place to get a nutritious meal and have someone to talk to are things that can often be taken for granted but are vital elements of our well-being. When we feel connected to others we are more likely to take the steps to feel good about ourselves and the community we live in.



# BUILDING COMMUNITY



Business leaders in attendance at the Mentally Healthy Workplace Awards.



## Mentally Healthy Community



There is no better way to build community than to raise awareness and understanding to reduce the stigma associated with mental health. The demand for knowledge based programs has never been greater. At CMHA Kelowna we are meeting that demand. This year, 2,675 people attended workshops put on by our Community Education department and we are seeing this topic become a real priority in the workplace. In 2018 we saw more businesses than ever take action towards fostering mental health and attend the annual Mentally Healthy Workplace Awards. There is still work to be done and we are dedicated to increasing literacy in the community as we continue to strive for a mentally healthy community.

AVERAGE HOURS SPENT

# 90,000

AT WORK IN A LIFETIME

Any strategy for mentally healthy communities must address the important role of the workplace. But developing a positive workplace culture is a process. Our Workplace Training department partners with local employers to create meaningful, unique, plans for their business or organization. These ongoing relationships help to make a sustainable impact on psychological health and safety. This year, the Workplace Training department conducted more than 50 sessions that are part of our ongoing strategy to grow awareness and skills of employees at all levels.

51 workplace trainings



attended by  
**1162** people

24 youth and family workshops



819  
people  
attended

Mental health is everyone's business. From employees and business owners to youth and caregivers – people are wanting to learn more about mental health in their workplaces and their homes. The good news is that mental health has never been talked about more than right now. This is how we make sure that no one in our community feels alone.



## THE PAYTON & DILLON BUDD MEMORIAL RIDE

In 2018, our community rallied together for The Payton & Dillon Budd Memorial Ride. 525 riders raised more than \$142,000 for life saving CMHA Kelowna programs and services. We are so grateful for the momentous community support for this event and to Title Sponsor the Thomas Alan Budd Foundation, which played a significant role in its success. We are particularly thankful to Tom Budd for sharing his personal story, and that of his sons, to encourage the entire community to speak up and speak out about mental health and suicide prevention.

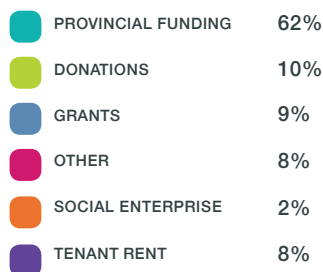
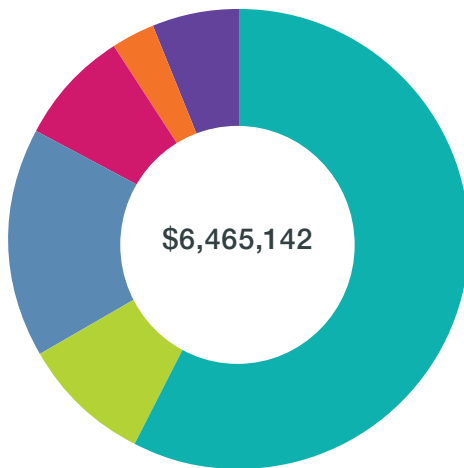


ride don't hide

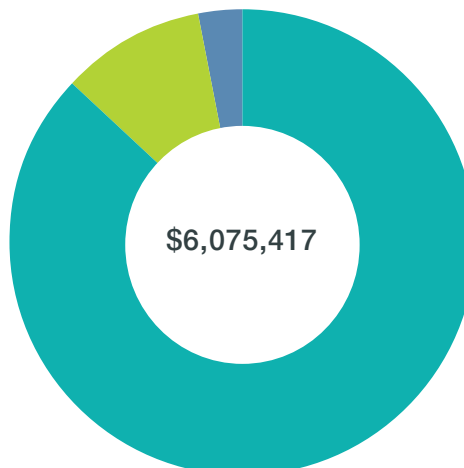


# IMPACT

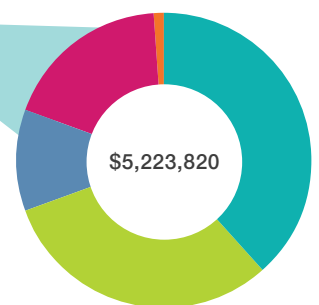
## REVENUE



## EXPENSES



## BREAKDOWN OF PROGRAMS & SERVICES



Year ended March 31, 2019. This information has been extracted from the audited financial statements prepared by Grant Thornton LLP. The full statements are available at [cmhakeLOWNA.org](http://cmhakeLOWNA.org) or by request.

## THANK YOU YOU ARE GETTING LOUD!



We couldn't do all that we do without the support of our community. In 2018/2019, a record breaking number of community partner events were hosted in support of CMHA Kelowna and Foundry Kelowna. Over 50 events and initiatives contributed over \$300,000. Thank you to all of our donors, sponsors and funders who give individuals and families the support they need so no one has to feel alone.

Because of you, we are able to fulfill our mission of building homes, building lives and building community. Recognition of your valuable contribution is available at [cmhakeLOWNA.com/thank-you/](http://cmhakeLOWNA.com/thank-you/)

## VOLUNTEERS



Volunteers are at the heart of CMHA Kelowna. They are our dedicated Board of Directors and committee members. They make strong connections as peers, champion our cause through events and are our loudest voice in the community. They are the driving force behind mentally healthy people and a mentally healthy community and we are truly grateful.

161 VOLUNTEERS = 4,386 HOURS = 2.25 FULL TIME STAFF





**Canadian Mental  
Health Association**  
Kelowna

Operators of:

**• FOUNDRY •**  
KELOWNA

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