



Canadian Mental  
Health Association  
Kelowna

# IMPACT REPORT 2019-20



***Mental Health for All.***

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**



# MESSAGE FROM THE CHAIR & EXECUTIVE DIRECTOR

It really does seem as though the work we have done up to this point has laid the foundation for where we are today. At CMHA Kelowna we've always prided ourselves on being versatile; responding to the needs of the community with progressive delivery of our programs and services so people have real opportunity to thrive.

This shows up in our everyday, from addressing youth mental health through our work with young people and families at Foundry Kelowna, to ending an individual's cycle of homelessness through our safe and stable housing.

We strive to provide a sense of community, support, and connection for people on their wellness journey, through our educational and workplace trainings that empower individuals and organizations to enhance their knowledge and understanding.

It is critical that we are continuously assessing the effectiveness and relevance of our work. We adapt and evolve where it makes sense. This approach is why CMHA Kelowna is a strong, credible and sustainable organization in our community today. It's this approach that has also positioned us well to move quickly from reactive to proactive in times of uncertainty, and it will guide us well into the future.

***Mental health for all*** is the fulcrum of who we are and what we do. And right now, our collective mental health is being threatened by pandemic, racism and injustice. Our branch focus of Building Homes, Building Lives, Building Community, is relevant now more than ever. These are the pillars of creating a community where everyone feels safe and where they belong. They are the building blocks for creating a community where everyone has a chance to know what good mental health feels like. That's why they remain as critical elements of our blueprint for ***mental health for all***.

You will see in this report that our organizational growth and accomplishments during this past year have been significant. Some of it has been in response to world events that have affected all of us, and some of it has been a part of our focused evolution as an organization. We can't help but feel immensely proud of the 105 staff and 184 volunteers at CMHA Kelowna and the way every individual continues to rise to new challenges and stay focused on the essential role CMHA Kelowna plays.

The exciting part is knowing that these changes are not simply just work-arounds. We aren't just waiting to go back to the way things once were. This is our way forward and the only way to make sure that ***mental health for all*** truly applies to each and every one of us.

We are grateful to the amazing Board of Directors who unwaveringly support the work we do every day through their leadership and guidance. A special note of thank you to outgoing board members, Megan Brisebois and Emma Johnson. Their contribution is immense.

We are also tremendously thankful to our generous funders, donors, community partners and volunteers who are staunch believers that everyone, no matter their age or background, should have the opportunity for good mental health.

In wellness,



*Shelagh Turner*  
Shelagh Turner  
Executive Director



*Stuart Yanow*  
Stuart Yanow  
Board Chair

## BOARD OF DIRECTORS

### Chair

Stuart Yanow

### Vice Chair/Secretary

Bree Hankins

### Treasurer

Janelle Harrison

### Directors at Large

Chris Buysen, Cam Kourany  
Bruce McAuliffe, Cam McAlpine,  
Mike McGreer, Sean Pihl,  
Angela Price-Stephens,  
Anna-Marie Rasmussen

“CMHA has given me a little confidence back.

They’ve been so supportive; I feel like I can get on the way to healing now.”



**BOBBY**

*Scattered Sites Resident*





## SCATTERED SITES PROGRAM

Through our Scattered Sites program we work with community landlords to sign on as a leaseholder for a home for one year.

We then sublet that lease to house some of our most vulnerable individuals while providing them a case manager to help them access the support they need so they are able to maintain their housing.

In early 2020 we launched an informational campaign for our Scattered Sites program to share the stories and successes of those who have gone from homeless to housed.

We are grateful to the residents who shared their journey of how having a safe place to call home has positively impacted their lives.

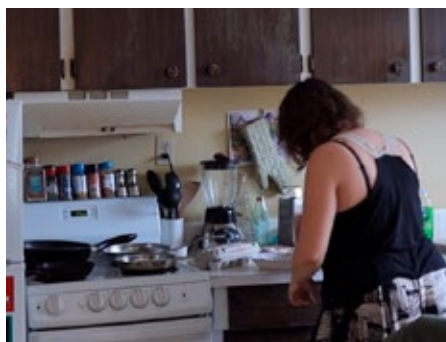
To see their stories and for more information on this program, go to [cmhakilowna.com/scattered-sites-program/](http://cmhakilowna.com/scattered-sites-program/)



*"I'm not sure where I would be if I wasn't part of the Scattered Sites program."*

*There's a high probability, I would still just be homeless and wandering from one location to another with no concept that I could begin to rebuild my life."*

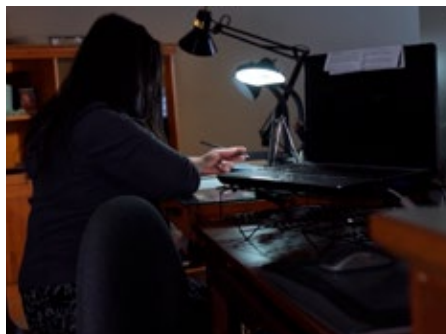
**-Paul (pictured above), Scattered Sites Resident**



*"It's meant the world to me, being part of the Scattered Sites program. I don't know where I would be without it."*

*They gave me the tools to be able to learn how to take care of a house and the outlook that I need to be able to have to move forward."*

**-Kaitlin, Scattered Sites Resident**



*"Prior to being here, I was in a homeless shelter, a women's shelter. When I first heard that I was going to get a home here, it was almost disbelief."*

*I had almost lost hope. The best thing about having my own home is the peace it brings, the stability."*

**-Bobby, Scattered Sites Resident**

# BUILDING HOMES



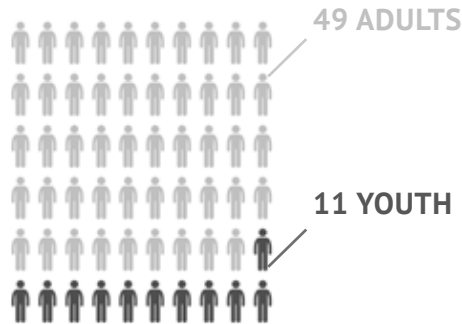
A door you can lock at night. A place to sleep that is safe and warm. The knowledge that you have a place to call your own.

These all describe what home is. They also describe a significant step in the journey to good mental health.

Our Housing and Homelessness Services programs provide hundreds of homes to vulnerable people in our community.

Using Housing First, not housing only, we first give adults and youth a place to call home and then we work with them as they stabilize their lives.

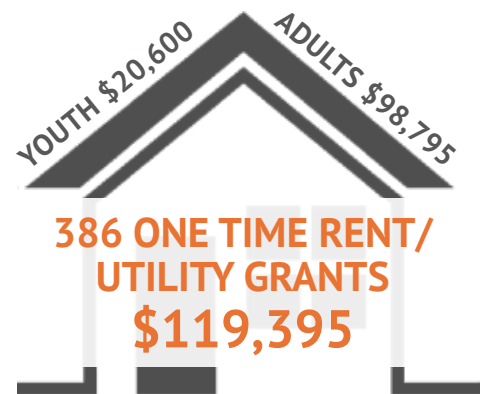
## 60 SCATTERED SITES\* + \$321,664 IN RENT SUPPLEMENTS



34 GRADUATED TO THEIR OWN LEASE

Whether it is through our tenant support workers in our supportive housing buildings, our case managers in our Scattered Sites market housing across

the community, or through our graduated rent supplement program for more independent living, 90% of those we house – stay housed.



We also prevent individuals from becoming homeless. We provide





**\$441,059**  
**TOTAL RENT SUPPLEMENTS**

thousands of dollars each year in rent and utility grants to hundreds of people who are already housed – so they can stay that way.

We are also there to support and

comfort the people who live on our streets.

Our outreach teams connect with individuals who are experiencing homelessness each and every day by providing food, clothing and/or connection in order to help them survive.

When people are given a stable place to call home, and the supports to maintain it, that can be the catalyst for significant change in their life.

We remain committed to continuing our work to end the cycle of homelessness by providing homes for our most vulnerable community

**146 UNITS**  
**OF**  
**SUPPORTED HOUSING**  
**IN 4 BUILDINGS**



members.

We help to prevent homelessness by supporting their ability to manage rising rental costs in our community.

We do this because we truly believe that every person has a right to a home they can call their own.



# BUILDING LIVES

## FOUNDRY KELOWNA

Foundry Kelowna first opened its doors in 2017 and continues to fundamentally change the way we serve youth in our community who need help.



**1600 YOUTH  
ACCESSED FOUNDRY**

Since opening we continue to see thousands of young people and families, each year, walk through our doors for support navigating the system and the many challenges life presents.



**4,638 VISITS TO  
FOUNDRY KELOWNA**

While there were more than 1,600 youth who accessed Foundry Kelowna services last year alone, we know there are those who are still unable to do so.

It could be because of transportation or financial challenges, or perhaps barriers due to stigma - there are youth who have not been able to get the help they need.



**1332  
FAMILIES  
SUPPORTED**

## FOUNDRY MOBILE HEALTH & WELLNESS UNIT

Finding the right supports should not be a difficult endeavour for young people and so this gap in accessibility is exactly the need that Foundry Kelowna's Mobile Health Unit will help to address so we can continue our best efforts to eliminate the barriers that are preventing the youth in the Central Okanagan from thriving.

2020 will see us launch this first of its kind in BC mobile service, and as we prepare we are staying true to our belief that

youth should have a voice in their care. We have consulted more than 100 young people from across the Central Okanagan to understand what might prevent accessibility particularly in under-represented demographics.

We're taking their recommendations and applying them to develop the model of care, the layout and the purpose of this mobile unit to ensure we are truly providing the help young people need - where, when and how they need it.

## PEER SUPPORT

Peers' lived experiences are a critical part of building effective CMHA Kelowna programs and services as well as providing self-management tools that build social and emotional supports for individuals. This past year we had 108 people attend weekly meetings lead by 28 of our Peer Mentors.



*One artist's rendering of the new Foundry Kelowna Health & Wellness Unit, not an actual representation of the finished unit.*



# BUILDING COMMUNITY

At home, at work, at school and as we go about our daily lives – these are the places where challenges to our well-being may arise.

Having practical and applicable knowledge, and skills and tools is what empowers us to better manage our own mental health during difficult times.



**83**  
WORKPLACE  
SESSIONS

**1632**  
PARTICIPANTS

It can also equip us to support those around us who may be struggling. Connecting individuals with the help and support they need is part of what we do every day.

Support, connection, a nutritious meal



**38,316**  
MEALS DISTRIBUTED

all may sound like overly simplified factors for mental health but the truth is these are the very things that can bolster our well-being.

Hundreds of individuals on their wellness journey joined us for a sense of belonging, compassion and community in our Wellness Development Centre (WDC) last year.

Our community based educational courses, which evolved into Discovery College in early 2019, and our workplace training programs, through our social enterprise Thoughtful Workplace Strategies, are opportunities for anyone and everyone to equip themselves with

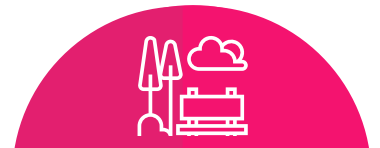
what is needed to better address challenges that stand in the way of good mental health.

We receive thousands of requests for support each year and we direct each one to the appropriate place or program, whether that is at CMHA Kelowna or another service provider.



**25,879**  
INFO & SERVICE REQUESTS

We strive to provide the best opportunity for people to access the help they need. Because, helping individuals navigate their way to the right help is truly how, together, we can continue to build a mentally health community. ***So anyone who is struggling knows that they are not alone.***



**Mentally Healthy Community**



**511 individuals attended 24 Community Education sessions and 8 Discovery College\* courses. (\*Note: Program started December 2019)**





## THE PAYTON & DILLON BUDD MEMORIAL RIDE

In 2019 THE PAYTON & DILLON BUDD MEMORIAL RIDE once again brought our community together in support of mental health and suicide prevention. 550 riders raised more than \$120,000 for CMHA Kelowna programs and services that save lives and give everyone the opportunity to be their best selves. We are tremendously thankful for the personal support of Tom Budd and that of title sponsor the Thomas Alan Budd Foundation for the continued leadership in our community in helping to create an opportunity to show anyone who may be struggling that they are not alone. We are also grateful to the numerous community sponsors, in particular event partner JDS Mining, whose participation has greatly contributed to the event's success.

### THANK YOU TO OUR EVENT SPONSOR

THOMAS ALAN BUDD FOUNDATION presents:  
**THE PAYTON & DILLON  
BUDD MEMORIAL RIDE**

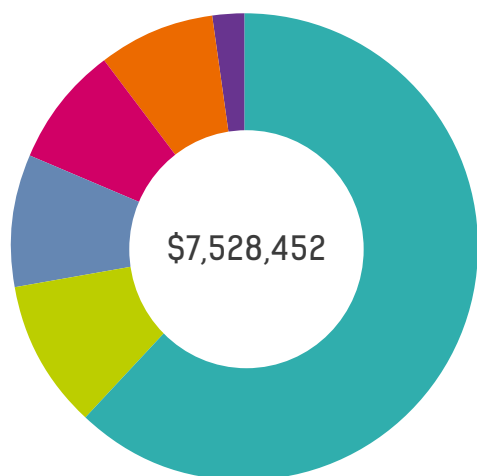
### THANK YOU TO OUR EVENT PARTNER



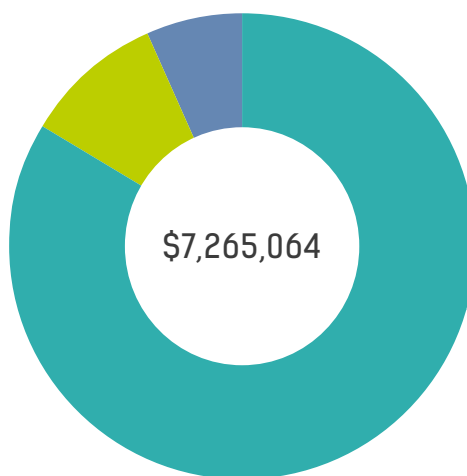
**ridedon'thide**

# BUILDING: BY THE NUMBERS

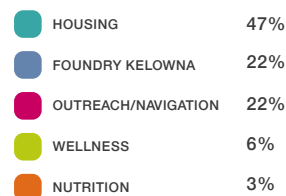
## REVENUE



## EXPENSES



### PROGRAMS & SERVICES (84% OF OUR EXPENSES)



### BREAKDOWN OF PROGRAM COSTS



Year ended March 31, 2020. This information has been extracted from the audited financial statements prepared by Grant Thornton LLP. The full statements are available at [cmhakekelowna.org](http://cmhakekelowna.org) or by request.

## THANK YOU FOR GETTING LOUD!



It's true. It's all because of you that we are able to build homes, build lives and build community. In 2019/2020, **\$1,120,798** was raised through the generosity of our donors, sponsors, funders, community event partners - and their attendees.

Each and every one of you continues to show a foundational belief that everyone deserves to know what good mental health feels like. We simply cannot say thank you enough, but we'll try.

THANK YOU!

## VOLUNTEERS



**186** = **3,241** = **1.6**  
VOLUNTEERS HOURS FULL TIME STAFF

We could not be who we are, or do what we do, without volunteers. Day in and day out those who donate their time are our strongest voice in the community. Without our Board of Directors, committee members, peers and community event organizers, we would not be able to achieve a community where everyone has an opportunity for good mental. Thank you to all of our volunteers who work alongside us to achieve **mental health for all**.

Cover photo of CMHA Kelowna volunteer at Kelowna Rockets' game supplied by: Cindy Rogers/Nyasa Photography





**Canadian Mental  
Health Association**  
Kelowna

Operators of:

• **FOUNDRY** •  
KELOWNA

@CMHAKELOWNA

@FOUNDRYKELOWNA



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Charitable Number: 10686 3392 RR0001

