



COAST MENTAL HEALTH

2009-2010 Annual Report

Report from Coast Foundation Society Chair & Coast Mental Health Executive Director

This has been an exciting year for Coast Mental Health.

In June, Coast attained 'unreserved' status with Accreditation Canada, exceeding national benchmarks in all categories.

In September, Coast purchased a 15-unit apartment building on Commercial Drive. Funding from partners allowed us to undertake a complete renovation of the building.

In October, Coast's Intensive Case Management Team became part of the Mental Health Commission of Canada's At Home/Chez Soi study of the 'Housing First' model to address homelessness and mental illness.

In January, we completed the purchase of a building at 251 East 11 Avenue, and also in January, a new partnership with BC Mental Health Services and Vancouver Coastal Health's Burnaby Centre for Mental Health and Addictions opened to provide transitional housing for 22 women and 22 men with complex physical and mental health needs.

Coast's Board of Directors had significant transitions in the past year, but has been tremendously productive, wrestling with funding cuts while supporting new building acquisitions. A review of governance processes was completed, and a new model for Open Spaces was implemented

that gives Coast clients a greater voice in our services.

Next year looks to be as exciting, with the opening of three new housing programs on Dunbar, on Homer Street, and in Surrey which will bring Coast's supported housing population to 1,100 by spring 2011.

We thank our directors and volunteers, our staff, our clients, our funding and other partners, who have proven again to be dedicated and resilient in supporting Coast's mission and pursuing its goals.

Dr. Peter Gibson
Chair, Coast Foundation Society

Darrell Burnham
Coast Executive Director

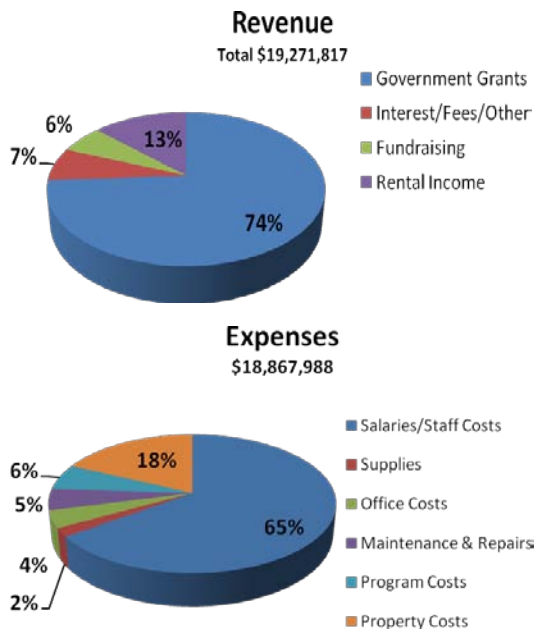
Last year Coast supporters volunteered nearly **7,000 hours** to help us promote recovery in persons with a mental illness – Thank You, everyone!

Coast Funding Partners:

- BC Housing
- BC Ministry of Health Services
- BC Ministry of Housing & Social Development
- Canada Mortgage & Housing Corporation
- City of Vancouver
- Fraser Health
- Human Resources & Skills Development Canada
- Provincial Health Services Authority
- Service Canada
- Vancouver Coastal Health

Thank you to our funding partners, who help make our work possible.

2009-2010 Financial Information



09-10 Highlights:

Clubhouse & PACT Employment Services

For participants seeking employment.

Clubhouse

- Average monthly attendance: **205** individuals.
- Total visits last year: **3268**.
- **165** people assisted with education.
- **58** people in the Transitional Employment Program.
- **41** people placed in Supported Competitive Employment.
- **5** people working in Social Enterprise – Landscaping With Heart.

PACT

- Conducted info sessions and met with **1205** participants, registered **160** and had **48** individuals successfully secure employment.

David's Story

In the bright and sunny front room of an old Kitsilano home over a cup of tea, 59-year-old David reflects growing up in "the hippie era." He recalls his growing interest in art of all forms – drawing, painting, dancing – and the years he spent following them in San Francisco after leaving his childhood homes of Calgary and Vancouver.

But even as he pursued his muse, mental illness was stalking him, and before he turned 30, he had suffered a breakdown that left him homeless in Vancouver. He received some treatment,

"I'm happy this way...I have lots of friends and contacts."

but his progress was sporadic and in 1984, he landed in Vancouver General Hospital with a case of pneumonia brought on by living on the street. Fortunately, he came into contact with Coast, and soon moved into the big, rambling, First World War-vintage house that he calls home.

A dozen men live in the house on the tree-lined street, sharing their stories, their lives and their daily existence: David, a vegetarian, does the produce shopping for them in the local shops. He enjoys the company of his housemates, but can also slip into the quiet of his room to read, send e-mail or listen to music whenever he feels like it. He takes a wide range of art classes and works to perfect his talents and also leads an art and mediation group alternate weekends for the clients at Bridge House.



David, in the garden at Coast West

And his life, which was once restricted to the house and its immediate neighbourhood by agoraphobia, has expanded: this summer, he took his first trip back to Calgary since 1988 to see his older sister. It took years of help from the house manager and Coast West staff, starting with small trips at first, but the

payoff has been huge.

"I'm happy this way," he says. "I have lots of friends and contacts in the community, and friends at Coast. I go down there to talk to people."

Todd's Story



Todd, in front of the Alumni Building.

With his broad shoulders, firm handshake and relaxed, friendly manner, it's easy to see Todd the way he was in an earlier stage of his life – a successful, self-employed tradesman.

"I had a plumbing company with a partner," he recalls. "We had 12 guys working for us."

But Todd had something else

that would bring it all to an end – bipolar disorder.

"It was always there," he says. "I always had a flighty personality."

Until he was 30, he had it more or less under control, but eventually the wheels came off: the job evaporated, his girlfriend left and he wound up

homeless. The road to recovery wasn't easy, and even when he was getting treatment, he'd stop taking his medications and things would spiral out of control again. In the end, he wound up in trouble with the law, and knew that he had to get on top of his illness if he was going to survive.

His path led him to Coast, and a start on a new life as a peer counselor. He's proud of his newfound abilities, and finds his work therapeutic. He sticks to his medical regimen, and draws additional strength from his religious faith.

These days, he lives in a studio unit in an immaculate two-storey apartment building close to Kits Beach. The location is part of his recovery; places like the Downtown Eastside – long a dumping ground for people with mental illness – aren't good, he says.

His plumbing days are over – it's not a life he feels he could go back to. Instead, he helps others find their way and avoid those revolving doors. Combining his

"It's like a revolving door down there; you go from the street to the hospital to the street and back to the hospital."

recovered health with his faith, he sees himself as a "doer of the Word," reaching his own potential by helping people navigate the shoals of their own illness.

"It makes me appreciate the things I have."

Shurli's Story



Shurli, at her PSW graduation ceremony.

For Shurli, September 20 was both graduation day and the day before school. She completed her training as a Coast peer-support worker late last year and had already been working in her new field, and Sept. 20 was a group graduation at Mount Pleasant Community Centre for several classes of peer-support workers. By then, she was set to start further training as an advocate for people whose mental illness makes it difficult for them to represent themselves.

Shurli has spent her adult life in education, working for more than 30 years as a support worker at the University of B.C. in several faculties. But financial cutbacks reduced her income and an attempt to start her own business ran into trouble, and suddenly her life had changed before she could fully understand what had happened. Her Point Grey home was gone, her job was gone and she was living in subsidized housing on the downtown eastside.

"I was just completely lost, and dumbfounded more than anything else," she remembers. "When I went to the Pender

"I feel more confident in myself."

clinic, they sent me all over the place because I had lost 50 pounds; they were testing me for cancer. My psychiatrist thought that I wasn't going to make it."

She was diagnosed as bi-polar, and suffering from anxiety and attention-deficit hyperactivity disorder. Mental illness had taken her father's life as she entered her teens and, looking back, she realized depression had already cast its shadow across her before she reached adulthood.

But she says a carefully disciplined vegetarian diet and regular medication kept it at bay until her job ended, and once she found regular housing,

they helped her find her way once more. "Housing provided me with stability, and from that place of stability, I started to grow again."

Two years ago, she moved into Coast's Seymour Place apartments, where she was selected as a candidate for the peer-support training program. She says she wouldn't trade her new work for her previous life.

"I think it's truly a blessing and a privilege. One has greater compassion for other people and at the same time, you're more real; they can't say, 'You don't understand,' because I know exactly where you're coming from."

She's been through the things she feared the most, and discovered she can not only survive, but thrive.

"I feel more confident in myself, and one thing I found, after I lost the house was that it was the worst thing that could possibly happen, but it was a release as well, and I was able to work through it."

Coast Mental Health Foundation

The Coast Mental Health Foundation's (CMHF) mandate is to raise funds to support the work of Coast. This year, as we continued to see an impact on the charitable sector as the result of an uncertain economy, CMHF Governors and staff are pleased to report that we were able to contribute \$1,079,434¹ toward the continuation of Coast's work.

In May, the Courage To Come Back Awards held another successful gala, thanks to the generosity of our donors and sponsors. In October, Coast was honoured to further its partnership with Cadillac Fairview through their Big Brolly Brunch fundraiser, and also in October, CMHF held its fifth Celebration of Hope Breakfast. Over 300 people attended and pledged \$64,163.

In January 2010, the CMHF Board of Governors held a planning retreat to refine its focus and establish fundraising initiatives for the future. The resulting 5-year 'Renewal Plan' provides direction and vision for the Foundation to continue to build resources. This past year we also furthered our partnership with Simon Fraser University to establish a case for support on a joint campaign to endow a Mental Health Research Chair.

Thank you to everyone who shares their time, skills and knowledge to enhance the work of the Foundation.

~Winton Derby, QC – Chair, Coast Mental Health Foundation

~Heather Edgar – Associate Executive Director

¹ Total includes \$50,000 in donations restricted for use by the Society towards the under-construction Dunbar facility. These funds will be transferred to Coast Foundation Society in the fiscal year ending March 31, 2010.

09-10 Highlights:

Mental Health Resource Centre

- More than 270 new members.
- Serving 250 – 300 meals a day.
- St. Helen's Hotel: providing outreach and case management for 60 tenants.
- Intensive Case Management (ICM) component of Mental Health Commission of Canada's 'Housing First' research. Began providing services in October 2009. To date nearly 70 participants housed and supported.
- Peer Worker Pilot continues; three training sessions ; 31 Peer Worker positions filled by graduates at 5 different Coast sites.
- Outreach Program in operation for 5 years, 4 full time staff; monthly, it houses 10 individuals supports 100.

Coast Social Enterprise Foundation

Coast Social Enterprise Foundation (CSEF) develops and operates Landscaping With Heart (LWH) to provide employment for people with a mental illness.

In 2009, LWH made a number of significant changes. A \$7,400 grant was secured from Enterprising Non Profits to conduct a comprehensive review and independent audit of business operations that led to a sharpened focus on low-risk activities and an adjustment of staff resources.

CSEF has continued to receive exceptional support from its funders. VanCity extended a \$10,000 line of credit to ensure cashflow fluctuations did not negatively impact operations, and provided a \$10,000 grant for operations and enabled CSEF to hire a business manager in the spring of 2010.

Despite these changes, LWH maintained 70% of its customers, and a customer survey showed a level of satisfaction averaging 3.5 out of 5. Most importantly to its mandate, LWH was able to provide over \$22,000 in wages to nine Coast client-employees.

Our sincere thanks go out to Howard Tanaka, Field Supervisor; field employees Michael Glowach, Richard Clayton and Wade Schmidt; and Bookkeeper Steve Frey.

09-10 Highlights:

Coast Cottages

- 41 clients 12 cottages and 3 clients in the Supported Independent (SIL) units in the community.
- Cottage Training Apartment Program (C-TAP) allows up to 3 clients a month to slowly gain independent living skills.
- 3 clients "graduated" from the program and transitioned to a permanent subsidized housing in the community.
- Survey conducted in November 2009 revealed a 90% client satisfaction rate.

Transitional Housing Program

- 22 beds for female clients with co-occurring issues in areas of mental health, substance use, physical health and trauma.
- Clients require longer stabilization gradual transition to appropriate community-based settings.
- Trauma-informed, strength-based services: support and assessment, crisis intervention, life skills building, drug and alcohol counseling, psychiatric and medical treatment, resource coordination and advocacy, peer run services.
- Partnership with BC Centre for Mental Health & Addictions and the Provincial Health Services Authority.

09-10 Highlights:

Residential Services

- 24 hour support to 121 clients in residential sites, 10 clients in SIL across Vancouver and Burnaby.
- Coastview renovated and re-opened August 2009, houses 32 clients in Senior Supported Housing.
- 16 clients moved on to more independent living.
- Focus on building family connections.
- Hosted 51 students and 613 volunteers.

Supported Housing

- Supporting 650 clients in 25 locations.
- Less than 2% turnover in the supported apartment program.
- Less than 3% turnover in the SIL program.
- Client survey reported 92% satisfaction.

Coast Foundation Society Board of Directors

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Margaret Perry, Secretary
Peter Brannan*
Maurice Bridge
Robert Cantwell
Susan Dujmovic
Ultan Kampff*
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Renea Mohammed
Peter Ng
Michel Roy
Susan Wannamaker
Baldwin Wong

To read CFS committee reports, please see the Coast website.

Coast Mental Health Foundation Board of Governors

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Ross Stringer, Treasurer
Doreen Braverman*
Shirley Broadfoot
Kevin Evans*
Sarah Goodman
Wendy King
Baldwin Wong

Coast Social Enterprise Foundation Board of Directors

Wayne Rawcliffe, Chair
Maurice Bridge
Harry Lawson*
Bruce Lounds, Treasurer
Peter Dueck
Sarah Moen
**Resigned during 2009-2010 Board term*

Coast Executive Team

Darrell Burnham, Executive Director
Heather Edgar, Associate Executive Director
Renay Bajkay, Community Homes Director
Tom Gill, Controller
Marty Norgren, Human Resources Advisor
Rhonda Rector, Director of Quality Improvement
Tracy Schonfeld, Community Services Director
Rudy Small, Supported Housing Director
Cathy Taylor, Coast Employment Services Director
Julia Zado, Director of Communications
Beata Zaleska, Director, Coast Forensic Cottages & Transitional Housing Program

Coast Board Members & Executive

09-10 Highlights:

Trust Program

- Persons with Disability (PWD) status in BC who have assets exceeding \$3000, or their families, can place the funds in a trust to avoid penalty.
- Trust clients can use the funds to enhance their health and independence.
- Administering 380 trust accounts.
- Clients hold in excess of \$11M in assets.



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COAST
MENTAL HEALTH

REALIZING POTENTIAL