

COAST

Report from the Chair and Executive Director

Brian D. Kennedy, Darrell Burnham

The communities of people who make up Coast Foundation Society have been working hard at bringing our mission to life – "Promoting Recovery to Persons with Mental Illness."

These themes reflect the building blocks that Board and staff use to enable our organization to pursue its mission in today's context of fiscal restraint, with extensive and complex needs.

STRATEGIC THEMES



Pursuing Excellence

Responding to the Need

Building & Reinforcing our Foundation

Engaging the Community

Some of our activities this year include: The establishment of a new Board Committee, Quality Improvement and Risk Management, to steward the preparations for the 2006 Accreditation visit by the Canadian Council of Health Services Association (CCHSA).

This year we made progress towards a partnership to develop a Canadian Centre of Excellence in Mental Health. It's our hope that such a centre will improve the quality of community support system for people with mental illness and help guide the investment of scarce funding into priority areas. We also hope to promote the active participation of consumers in practical research.

We have strengthened the infrastructure of the Society. Staff was reorganized, allowing enhancement of some key areas – quality improvement, information management, communications, volunteer coordination and support for Coast's numerous programs.

Coast Social Enterprise Foundation was incorporated this year to foster the development of sustainable businesses run by Coast clients. Its first task is to guide Coast Landscapes into becoming economically sustainable. Another society is being considered to coordinate and manage Coast's trust program.

The profile we've achieved as an organization in mental health led to significant community consultations.

- Taskforce on homelessness
- Consultation on homelessness in Vancouver
- Federal roundtable on social issues

- Senate committee speech on mental health, mental illness and addiction
- Only non-profit invited to participate in Michael Smith Foundation Research grant on mental health and addiction service policies

Coast is founded on the active participation of consumers in the governance and operations of our services. Through vehicles such



Brian D. Kennedy Darrell Burnham

None of Coast's successes of the past, present or future would be possible without our dedicated management team, a compassionate and skillful staff and of course, actively involved consumers.

Our success is also dependent upon significant financial and clinical support from Vancouver Coastal Health, BC Housing, Provincial Health Services Authority, Human Resource & Skill Development Canada, the City of Vancouver and many other provincial, as well as federal ministries.

There is a diverse collaboration and range of experience at Coast that enables us to progress, and together we will continue to make significant contributions towards people in British Columbia with serious mental illness.

as the Planning & Partnership committee, tenant's chairs and participation in Open Spaces consultation sessions, Coast is better able to provide quality services which respond to high priority needs.

Finally, the Board of Directors continues to demonstrate considerable leadership and skill, and to flourish and respond to complex community needs.



Photo: Dawn Buck

This year, Directors Brent White and Stephen Edgar retire after having provided the maximum six years of service. Brent was a founding member of Coast's Employer Advisory Council for several years before he became a Director. He served as Secretary of the Board, participated on several committees, and was instrumental in Coast adopting a new Governance model.

Stephen Edgar retires after assisting with the development of the Coast Mental Health Foundation (CMHF). He was Chair of Coast Foundation Society when he also became the founding Chair of CMHF and served as Chair of both organizations for over a year.

We thank both Steve and Brent for their many contributions to Coast's development.

Coast Foundation Society Board of Directors 2004/05

- Brian D. Kennedy, Chair
 Stephen Edgar
 Calvin Fong
 Dr. Elliot Goldner
 Helen Gordon
 Dr. John Higenbottam
 Alan Huml
 Colin Klassen
 Kung Shun Lau
 Rosemary Mah
 Leslie Mitton
 Margaret Perry
 Michel Roy
 Rosemary Simpson
 Brent White
 Baldwin Wong
 Pat Zanon
 Dr. Sheldon Zipursky

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Mission

Coast promotes recovery of persons with mental illness.

Vision

- Public awareness of positive achievements of persons with mental illness and nature of recovery
- Fewer homeless and more persons with mental illness appropriately housed
- Fewer service gaps - greater access to appropriate services
- Fewer living in isolation — more fully participating in their community as a citizen, a volunteer, a worker





Values

Our Clients:

- Health - Mental, physical, spiritual, emotional
- Recovery - An individual journey
- Respect - Diversity, uniqueness and interdependence

Our Services:

- Partnering - Peer support, internal and external
- Person-centred - Individualized plans and choices
- Integrity - Honesty and fairness
- Creativity & Innovation - An entrepreneurial spirit
- Stewardship - Prudent and effective use of all natural, human and financial resources
- Excellence - Accountability, outcomes, services and cost performance

Strategic Themes	Strategic Initiatives	2004/05 Outcomes
 Pursuing Excellence	Accreditation Develop a Centre of Excellence in Mental Health	Designed balanced scorecard Implemented CRMS ¹ Implemented client GAS ² Explored research partnership Defined concept more thoroughly Began testing for capital funding campaign
 Responding to Need	Increase housing by 10% per year Increase job growth by 10% per year Secure 7 day-a-week funding for Resource Centre	Added Pender, Shaw & Chester Homes Feasibility study for 11th & Kingsway site Added 16 SIL ³ apartments Added 14 units through Granville Hotel Incorporated Social Enterprise Foundation Expanded supported employment Planned Strategic communications Developed political alliances
 Building & Reinforcing our Foundation	Infrastructure development Information management Long-term human resources strategy	Appointed team leader for community homes management team CQI practices ⁴ CRMS training/rollout Ethics training Professional development
 Engaging the Public	Communications plan Volunteer program	Increased dedicated staff Considered political strategy Built alliances with media & health communities Supported funding for important services Identified systemic advocacy issues & strategies Hired part time volunteer coordinator Developed volunteer plan

1-Client Record Management System 2-Goal Attainment Scaling 3-Continuous Quality Improvement 4-Single Independent Living



Coast Foundation Society Board

Coast Programs

Community Homes

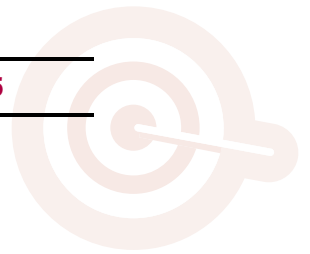
Supported Housing

Cottages

Community Services

Related Societies





Report from the Treasurer

Brian D. Kennedy

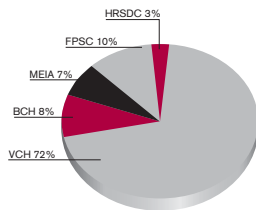
The 2004/05 fiscal year was not immune to financial pressures faced by other non-profits and funded health care agencies, but Coast had a comparative break-even of revenues associated with expenses. The most urgent budget issue continues to be the annualized operating budget deficit of the Coast Mental Health Resource Centre located at 1225 Seymour Street. Numerous operating costs were reduced without immediately impacting the value of service to clients. However, financial pressures will continue without additional resources. The Board of Directors approved the 2005/06 operating budget for this centre in the amount of \$1,108,286 — subject to the Society continuing government lobbying efforts for additional funding to maintain and indeed expand services to meet demand.

We continue to focus on areas of improvement to maintain homes for 605 residents of Coast housing,

including, preventive maintenance on a timely basis, a budget for capital expenditures and building operations, construction cost and quality control.

The emphasis on the current year with respect to renovations includes the Ananda and Highlands properties. In March we began an extensive 1.4 million budget building envelope repair at the France s Court property that will be financed through BC Housing.

Our main revenue sources consist of provincial contributions, federal contributions, rental income from housing owned by Coast Foundation Society, and generous donors.



Coast Foundation Society (1974) Statements of Revenue and Expenditures
Years ended March 31, 2005 & 2004

Revenue	2005	%	2004	%
Government Grants	\$ 9,709,977	77	\$9,574,672	75
Rental Income	\$1,531,604	12.1	\$1,493,145	11.7
Fundraising	\$683,578	5.4	\$687,802	5.4
Other	\$692,881	5.5	\$1,005,383	7.9
Total	\$12,618,040		\$ 12,761,002	
Expenditures				
Salaries & Benefits	\$7,119,286	56.7	\$6,481,812	52.8
Program Costs	\$901,835	7.2	\$748,331	6.1
Property Costs	\$3,569,227	28.4	\$4,119,901	33.6
Other	\$974,998	7.8	\$925,419	7.5
Total	\$12,565,346		\$12,275,463	

Government Grants:

- Vancouver Coastal Health (VCH)
- BC Housing (BCH)
- Ministry of Employment and Income Assistance (MEIA)
- Forensic Psychiatric Services Commission (FPSC)
- Human Resources & Skill Development Canada (HRSDC)

Report from the Associate Executive Director

Heather Edgar



This year Coast adapted to growth, embraced change, and strategically sought out opportunities to continue to respond to need. We currently provide service across the organization to over 3,000 clients and continue to strive to achieve positive outcomes within a fiscally sustainable framework.

Effective support for people with mental illness requires a broad range of strategies: crisis services, transitional and integration strategies. Coast continuity of service addresses housing, socialization and employment for persons with mental illness. Coast has worked in partnership(s) with various individuals, corporations, agencies and levels of government to respond to these complex needs.

At this time Coast provides front line support for over 2,000 members at the Coast Mental Health Resource Centre. The Resource Centre is often the

first point of contact for the homeless and most vulnerable persons with mental illness. It provides critical service to an extremely marginalized group of people through an integrated outreach program, peer support, rehabilitation programs and concurrent disorder (addiction) programs.

605 people live in Coast's supported housing, cottages or licensed care community homes. The addition of three privately operated homes (Pender, Shaw and Chester) this year surpassed our objective to increase housing by 10% every year. The Forensics Psychiatric Services cottages more than doubled in size, growing from 12 to 27 residents.

Employment is another pillar of recovery for people with mental illness. Coast provides a diverse range of vocational programming through the Clubhouse, PACT Employment Services and now through the newly-incorporated Coast Social Enterprise Foundation. In keeping with Coast's governance model, all of these areas incorporate significant

input from clients and other stakeholders.

In 2004, Coast worked to strengthen its culture of continuous quality improvement (CQI) in preparation for our second accreditation process with the Canadian Council of Health Services Association (CCHSA).

CCHSA focus visit key recommendations:

- Develop a formal ethical review process;
- Develop a formal CQI plan.

Coast's Response to Recommendations:

- Implemented Quality and Risk Management Committee.
- Hired a Director of Quality Improvement to support planning, implementation and evaluation approaches.
- Implemented and improved client record management system (CRMS), goal attainment system (GAS) and risk reporting systems.
- Dedicated resources to an infection control program.

- Developed outcome indicators and scorecards to monitor progress.
- Hired a team leader for community homes management team.

By working together, Boards, staff and individual members have continued to grow and improve Coast Foundation Society as a lifelong centre for people with mental illness.

Who We Serve

Coast serves people in their recovery from mental illness. Coast believes that access to safe, affordable, and often times supported housing is the foundation for that recovery.

In order to move people along the recovery continuum and out of costly crisis response services, Coast provides a range of preventative supports which address the many complex needs related to mental illness (housing, employment training and support, social opportunities and advocacy).

How Coast Changed My Life

A Community Homes Story

My teenage son was bright, energetic and healthy. When he was 19 years old, he gradually became distant, unfocused, and restless. He slept all day, stayed up all night. His thoughts became increasingly confused, his behaviour more and more bizarre. He was finally hospitalized.

The course of those initial weeks in hospital were difficult. Whenever I asked the doctors what was wrong, they became vague and evasive. They were reluctant to discuss his case with us. When he was discharged, we were not given a diagnosis.

When my son came home from hospital, he was given some pills that he threw away, saying they made him feel "terrible." What followed was a long and frightening decline in his mental and physical health. Over the next 10 years, there would be numerous relapses into psychosis, at least two serious suicide attempts, and many more hospitalizations. Eventually, he ended up living on the street, moving from shelter to shelter. Occasionally we could track him down to give him a birthday card or a Christmas present. Sometimes we would find out he was in hospital and begin again to try and set up some kind of stable environment for him upon discharge. Nothing worked. He was caught in the "revolving door" of the mental health system. Hospitalization, stabilization on medication, discharge into unsuitable, unsupported accommodation, relapse, rehospitalization and so on.

I eventually learned that his diagnosis was schizophrenia, but my attempts to get help for him consistently failed. When pressed, they said that they were sorry, but since my son was an adult, all his information was "confidential". Mental health clinicians would not address specific questions, and couldn't seem to help us access services. Time after time, we were told, "There is nothing you can do." Although I could never accept this, I was coming to believe it.

Today my son is doing well. He lives in supported, supervised Coast Foundation housing, which also organizes effective recreation and rehab programs for residents. The staff are kind and competent, and they welcome family members as part of a resident's natural support network. Stabilization has enabled my wonderful son to recover his life. He is better than he has ever been since he was 19. With appropriate levels of support provided by Coast, he can now manage his illness and his life, and live with dignity in the community. As a mum it's been hard, but my son's courage has made me stronger. He is the bravest person I know.

*Signed,
Jane Duval*

Community Homes

Renay Bajkay, Team Leader

As Coast acquired new community programs over the past year, community homes experienced a 24 % increase in the number of residents overall. Community homes provides 24/7 care to 102 residents.

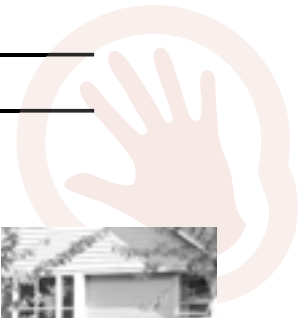
This component of the housing continuum provides opportunities for client recovery from mental illness in a safe environment with the overall goals being:

- an increase in the resident's optimal level of functioning.
- fewer hospitalizations.
- an infrastructure of supports to manage risk and reduce reliance on direct treatment services.

- motivation towards recovery.

Over the past year, community homes managers have been instrumental in raising our provincial profile (and significant funds) by delivering a series of workshops, "Demystifying Mental Illness", and creating a *Mental Health Resource Manual* for victim service workers. Victim service workers are employed by the Ministry of Public Safety and Solicitor General to ensure victims of crime receive the highest quality support. It works with victims, front line service workers and members of the criminal justice system.





Coast Supported Housing

Joanie Tara, Manager

Over 50 people attended Coastview Apartments' 25th Anniversary celebration this year. In 2006, China Creek Apartments and the satellite program will also reach the milestone of 25 years of providing safe, affordable housing to persons with mental illness.

Coast supported housing has increased by 44 units since this time last year.

- Supported independent living (SIL) has increased by 16 units and has also resulted in the addition of a full time community mental health worker.
- Granville Hotel Project has added 15 units (a partnership with both Vancouver Coastal Health and the City of Vancouver) with its mandate being to serve clients with addiction and or health challenges.
- In partnership with Mole Hill Society, the City of Vancouver, BC Housing and Vancouver Coastal Health, Coast has secured Watson House, an eight unit enhanced building, due to open by December, 2005. Coast and VCH are working to refine the program model.

For the past three years Coast has offered a family support program. The overall success of this program and the positive

response it received has enabled continuation of this valuable service. This past year staff has had 83 community contacts, 33 advocacy contacts and assisted with adequate housing referrals for 69 families. The program currently supports 20 families with unique needs.

Key highlights of the program include participation in interagency province-wide "Supporting Families with Parental Mental Illness Program", a monthly community kitchen program for parents and their children, a resource library and networking with other family organizations. The "Support for Children and Youth" is also a valuable support for families in the program.

All apartment blocks have tenant councils that meet monthly to bring forward issues and plan activities. The chairs of each council meet monthly with senior staff to provide valuable input to Coast operations. Tenants are also well represented in governance with representation on the Planning and Partnership Committee and the Board of Directors.

Coast supported housing's bi-annual client survey indicates high rates of satisfaction amongst residents.

How Coast Changed My Life

A Supported Housing Story

I was professionally employed and continued to be gainfully employed after being diagnosed with a mental illness. After a series of traumas my illness took over. I was unable to go to work and because of the cognitive impairment, I didn't think to apply for employment insurance or welfare benefits. I was ashamed and my life became one of isolation.

It was Coast that encouraged me to seek medical treatment. The day I moved into my own Coast apartment was the day that I started focusing on recovery. Except for the time when I lived with my grandmother, I have never felt that I had a "home" to call my own. My apartment is my own private sanctuary, yet I have unconditional acceptance and support available whenever I need it. My apartment brings me a sense of comfort, safety, security, love and community spirit. It has been a huge part of my healing. I am both amazed and grateful for the energy and patience the Coast staff put into their work.

*Signed,
Another Grateful Member*



Coast Cottages

Sharon McIntosh, Manager

Coast and the Forensic Psychiatric Services Commission are entering a third year of partnership in providing transitional housing and programs to people referred from the Forensic Psychiatric Hospital and out patient clinics. This program is the largest forensic community residential program in the province.

The 24-hour staffed program, located on the Riverview grounds, consists of eight cottages housing 27 male and female residents. Statistical information gathered in the 2004/05 fiscal year indicates that the majority of the population are within the 35-50 year old age group, with an average stay of approximately nine months. 74% are dually diagnosed. The majority of residents have had many years of hospitalization with relatively poor outcomes in previous community placements.

Our program operates within a psychosocial rehabilitation framework to facilitate a successful transition back into the community. In order to enhance this process we have developed both pre and post strategies to assist in bridging clients through our gradual transition and outreach programs.

In 2004/2005 we had 40 forensic hospital clients involved in our gradual transition program. Clients attended Coast cottages on a part-time basis for social and life-skill enhancement opportunities.

This year Coast cottages were able to add a respite component to assist with meeting the demand of those forensic community clients who require a temporary increased level of support. This has proven to be effective in decreasing the rate of clients needing to return to the forensic psychiatric hospital.

How Coast Changed My Life

A Coast Cottages Story

I suffer from schizophrenia. In 1994 I was diagnosed as bipolar schizoaffective. My work performance declined and I had to give up my job. At that time I was under the care of my family doctor, who put me on Prozac. Finally I was referred to a psychiatrist.

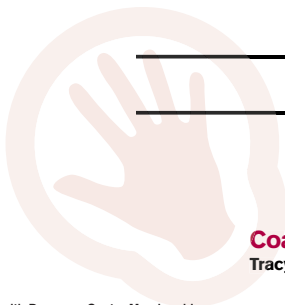
However I didn't stabilize, I hit rock bottom, ending up on the street. Without food or money or clean clothes, I was scared and lonely and had no one to talk to. I will always remember the person who gave me food and money and clean clothes at a time of complete despair.

I was found on the street and admitted to Riverview Hospital where I spent a year and a half. I was discharged to the MPA cottage program and soon after moved into my own apartment.

However, without support, I had several set-backs and was placed in the Forensic Psychiatric Hospital where I spent another 2 ½ years. Without Coast's cottage program I probably would have ended up back on the street, not knowing where I would sleep or eat.

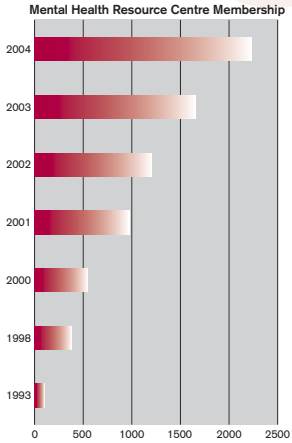
*Signed,
Alex Wright*





COAST PROGRAMS

Coast Mental Health Resource Centre Tracy Schonfeld, Manager



The Coast Mental Health Resource Centre saw a significant increase in membership again this year. Therefore the centre met with significant funding and demographic challenges. In looking at our statistics since this time last year it is becoming increasingly obvious that while more people are accessing mental health services, for many of our new members, accessing appropriate services is a critical area. 65% of our membership is awaiting subsidized housing and are currently living in deteriorating hotels and/or on the street. With such a large proportion of individuals in need of subsidized housing, the role we play in facilitating a comfortable space for people to spend their day is pivotal.

25% of our membership is at risk of losing financial support; they have not managed to acquire disability status. Through diligence and patience we have helped many clients wade through the social services quagmire.

Coast applauded when Vancouver City Council approved "The Revised Homeless Action Plan", which gives priority to increases in mental health and addiction services, and specifically references the need for additional funding and expansion of services for drop-in centres.

Later that same month the Coast Mental Health Resource Centre hosted a tour for a number of delegates who were part of the Premier's Taskforce on Homelessness. The taskforce aims to move persons with mental illness beyond temporary shelters to secure housing, greater self-reliance, employment and independence. The Resource Centre has, and we hope will continue to be, part of their solution. We hope to expand the facility's operating hours when new funding comes through.

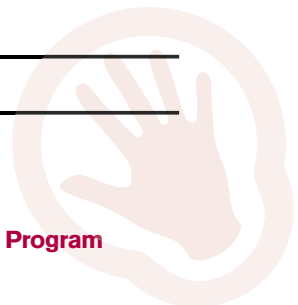
This year Coast Resource Centre was confronted with the crystal methamphetamine (crystal meth) epidemic in Vancouver. In response, all Resource Centre staff have gone through a combination of level 1, 2 and 3 training in Coast's Clean Start program. Two staff have taken on a more significant role in group sessions held at the Resource Centre three times each week, which helps people with addiction issues.

While the Resource Centre lost designated funding for outreach positions, staff has managed to maintain partial service by attending rounds at St. Paul's Hospital on a regular basis, and connects with some at-risk individuals who aren't receiving other services.

Four peer support workers meet with clients one-on-one and spend approximately 10 hours per week (each) with clients referred by St. Paul's and UBC Hospital. These individuals are truly inspirational in the work that they do and have numerous successes in facilitating members' path to recovery.



Photos on this page: Dave Powell



Clean Start - Concurrent Disorders Program

Beata Zaleska, Manager

COAST



CLEAN START

We are proud to offer individual and group support, depending upon the treatment, rehabilitation and support needs of our clientele.

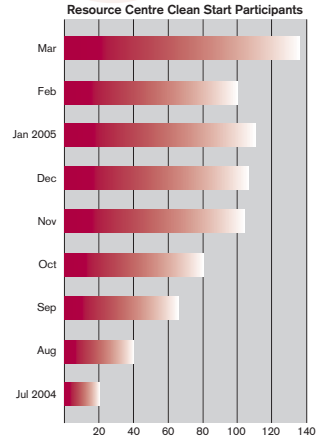
Through the anonymous donor funding, Coast is running the Clean Start program. The program's mission, "From discovery to recovery" reflects its philosophy of helping Coast members discover new information, new support and, most importantly, their own strengths necessary to initiate

and maintain recovery from their mental illness and concurrent drug use.

Clean Start regularly consults with Vancouver Coastal Health, physicians and psychiatrists as well as other community stakeholders to ensure quality delivery is ongoing to over 200 participants.

In addition to supporting Coast members, Clean Start provides support and training to Coast staff to support a collaborative team approach to concurrent disorders. Over a hundred staff went through Clean Start training and workshops this year, and all Coast staff receive Clean Start information by email.

Finally, the Clean Start taskforce participates in the development of policies related to drug and alcohol issues in the workplace.



How Coast Changed My Life

Resource Centre Story

Two years ago, I entered the door of the Coast Mental Health Resource Centre and have continued to do so on nearly a daily basis.

During the previous 10 years I experienced major difficulties with ordinary life functions such as employment, social relations, and maintaining a sense of well being. Matters continually worsened, eventually leading to complete devastation. Homelessness and total destitution became my reality. It was determined that my problems were due to a number of disabling factors that would have an adverse effect for the duration of my existence. Many assessment tests were administered and an application for disabled status was submitted to and approved by the Ministry of Health.

The doctors advised me of two courses of treatment: a lifetime regimen of pharmaceutical chemical treatment or becoming involved with a community health organization where I could develop adjustment skills. I chose the latter. The Resource Centre provided me with experiences that are simply not available in doctors' offices or hospitals. They are a vital part of my life and have assisted in the process of attempting to rebuild a new world.

The Resource Centre has been instrumental in helping me change the direction of my life.

*Signed,
Another Grateful Member*



What Coast Clients Say About the Clean Start Program

M. is a 62 year old male with a history of heavy drug use including crack cocaine, heroin, and marijuana. He lost his job, house and almost his entire family to mental illness and later to drugs. He is now divorced with two grown children and has attended Clean Start three times a week since last August. "It's my new *healthy* habit," he says.

R. is a 42 year old male with a 20-year long history of drug use, violence and periods of incarceration. He has been clean and sober for the last 16 months. His Coast membership was revoked but was reinstated last year with the condition that he attend Clean Start at least once a week. He has been attending group three times a week for the last 10 months and says, "Clean Start helps me remain clean."

"Clean Start is a unique program which talks about mental illness and substance use at the same time like no other group I have attended."



What Coast Staff Say About the Clean Start Program

"I have learned ways to manage difficult situations, especially those related to working with people who use drugs."

"The training gave me more confidence to discuss addiction issues with people."

"The baseline is respectful – these are our clients – let's serve them."

"I have learned more about myself while learning about issues related to addictions."

"I have learned positive ways to maintain communication and convey hope to clients who are addicted to substances."

Changing Lives

Coast Partnership with Weyerhaeuser Company Ltd.

The Weyerhaeuser Educational Review committee received 46 applications for educational assistance this year. 11 of those individuals were successful in obtaining funding for education and training.

"I don't have enough words to express my appreciation to Coast Foundation and the Weyerhaeuser committee. I am grateful for this opportunity to study my course and I am sure that with this I will be successful in teaching others English. I am sure you will feel proud of my marks. God bless you."

"I want to thank you for the Weyerhaeuser grant which allowed me to take the course I wanted. It was very helpful and a joy to learn different techniques. A few of my works were in a student show, which were very well received. I got a lot of positive feedback for my work and my instructor said he would give me an A."

"Thanks again for all your incredible help! Even helping me with my letter for the Weyhaeuser education grant! I'm almost finished my intensive course, one more week then exams!"

Changing Lives

Coast Partnership with Assets Vancouver

ASSETS Vancouver is a non profit society that strives to bring hope, opportunity and economic well being to people's lives through entrepreneurial development. Its' goals have been supported by generous assistance from numerous organizations, companies, and individuals. For many Coast clients, self-employment offers the maximum flexibility relative to their illness as well as in relationship to their skills.

Every semester, ASSETS guarantees a minimum of three seats to Coast clients. This year, seven people graduated from the program and five are working in their chosen area, including travel agent, hairdresser, computer consultant, web designer and several arts-related businesses.

PACT Employment Services
Cathy Taylor, Program Coordinator

PACT Employment Services has assisted 179 people with an employment search program in the last year. It provides a vital link between employers and people with mental illness.

Persons with mental illness have the highest unemployment of all groups with disabilities, less than one in five is employed. The loss of productivity and human potential is costly and unnecessary.

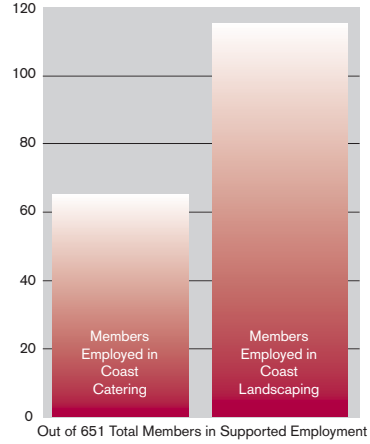
Self-sufficiency contributes to recovery from mental illness and working is in itself important to self-esteem. An environment of flexibility and support has proven to be the best approach in guiding and providing resources to do a job search.

We thank Coast's Employer Advisory Council for their commitment to PACT and are grateful for the financial support of the Government of Canada for funding this program.

Employer Advisory Council 2005

- Scotiabank
- Paprican
- Sleep Country Canada
- Tolliday Consulting Services
- City of Vancouver
- Greater Vancouver Regional District
- Government of Canada
- Insurance Corporation of British Columbia
- Sev Morin Consulting
- Duke Energy Gas Transmission Canada

2004 Supported Employment Program



How Coast Changed My Life
PACT Employment Story

One year ago I was struggling with anxiety and depression and approached PACT for assistance with my job search. Shortly after, my already fragile mental state went into crisis. Coast was able to place me in their supported housing program and even corresponded with my doctor during this ordeal. More importantly, I learned how to communicate my symptoms and needs to doctors and other health care professionals.

I am grateful to everyone at Coast, particularly my employment counselor/mentor and my mental health worker who advocated for my needs when I was unable to. I wish these services reached more of the people who are in need of them.

*Signed,
A Grateful PACT Program Member*

Coast Social Enterprise Foundation
Jack Beatty & Peter Schwizgebel



Social enterprises are "for profit" businesses that employ persons with disabilities. Coast strives to provide employment opportunities to people with mental illness. Up to 85% of people with a serious mental illness are unemployed / underemployed.

Coast's strategic alliances in the business community have supported the launch of several businesses under Coast Social Enterprise Foundation, providing permanent, flexible employment.

Coast's Landscaping, Catering and Sewing with Heart are social enterprises that provide employment solutions to our clients with mental illness.



From left to right for Landscapes photo: Peter Schwizgebel, Coast Landscapes Business Manager; Alex Reid, Crew Leader; Jack Beatty, Clubhouse Manager; Dr. Don Rix, BC Technology Social Venture Partners; Heather Edgar, Coast Associate Executive Director; Bruce Lounds, BCT SVP; Kathleen Speakman, BCT SVP Executive Director; Ed Levy, kneeling - Landscapes Coordinator; Wolf Schmitz.

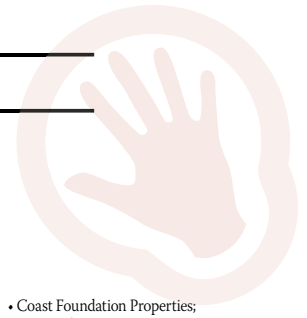
Coast Landscapes - The Launch of our First Social Enterprise
Peter Schwizgebel, Business Manager

Now in its third year, Coast Landscapes offers custom landscaping, lawn maintenance services, power washing, landscape design, quality work, competitive prices and jobs for people recovering from mental illness. This venture recently transitioned into a separate entity owned by Coast Foundation.

Coast was assisted in this phase by Ed Levy and Bruce Lounds of BC Technology Social Venture Partners (www.bctsvp.com).

In addition, BCT SVP privately funded the hiring of myself as business manager to oversee the development of Coast Landscapes (directed donation from Dr. Don Rix, and a gift from the David and Dorothy Lam Foundation).





Coast Clubhouse
Jack Beatty, Manager



Average Yearly Clubhouse Attendance is 972

Coast provides services from pre-employment and job placement, to jobs within Coast Landscapes, Coast Catering and Sewing with Heart.

The Clubhouse promotes recovery from mental illness through volunteering and eventually, paid work to almost 400 members. Members learn work and social skills while working closely with an employment counselor.

The Clubhouse is divided into three work units and the transitional employment program (TEP).

- 1) The environmental unit teaches janitorial and gardening skills. It is also responsible for keeping the Clubhouse clean and the gardens beautiful.
- 2) The food service unit provides food preparation, cooking, cleaning and cashier training. Every Monday through Friday the unit provides a nutritious lunch at a cost of \$1 to the members.
- 3) The communications unit provides receptionist duties for the Clubhouse and publishes *The Coast Post* newsletter. The Vancouver Public Library provides computer training in our labs.

Once members have acquired skills and confidence they are given opportunities to work in

the Transitional Employment Program (TEP). These jobs last for six months and are paid positions in the community that provide members with additional income, training and a job reference for their resume.

Thank you to our Transitional & Supported Employment Employers

- Burnaby Heights BIA
- Collingwood BIA, SE
- Davie Street BIA
- Downtown Vancouver BIA
- Granville Street BIA
- Kits Business Improvement Association
- Marpole BIA
- Mount Pleasant BIA
- North Hastings BIA
- Point Grey BIA
- Victoria BIA
- Mount Pleasant Poster Removal
- Coast Catering with Heart

- Coast Foundation Properties; Janitorial
- Coast Foundation Properties; Lawn Service
- Coast Landscapes
- Coast Resource Centre Kitchen
- Coast Foundation Society; Administration, Janitorial
- Coast Foundation Housing; Janitorial
- PACT Employment Services; Janitorial

Our Generous Funders, Partners & Advisors

- Vancouver Coastal Health
- Human Resources & Skill Development Canada
- Assets Vancouver
- BC Technological Social Venture Partners
- Dr. Don Rix
- Enterprising Non-Profits
- Weyerhaeuser Canada
- Vancouver Public Library

How Coast Changed My Life
Clubhouse Story

I came from Trail, BC to attend UBC in the late 70's. 1980/81 I was diagnosed with schizophrenia and hospitalized, but graduated with a bachelor's degree in chemical engineering in 1981. I joined Coast in 1983 and attended the job club at the Coast Clubhouse. Since then I have been in and out of jobs such as janitorial and security guard work while sometimes having psychotic episodes.

The clubhouse provides an environment that provides a great amount of security, "It feels safe". Despite my illness, I have focused on living a life that doesn't emphasize my mental illness and focuses on the importance of determination and perseverance in developing personal responsibility for my life, despite my disability.

Signed,
 A Grateful Clubhouse Member



Sewing with Heart
Morena Taylor,
 Co-ordinator

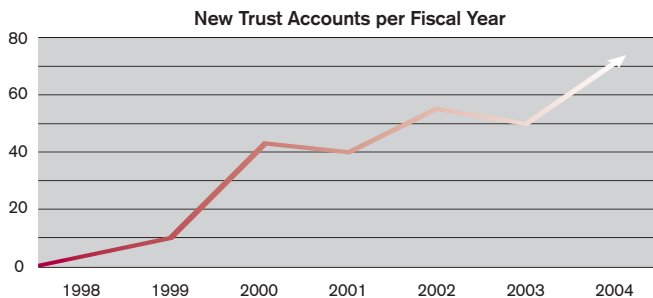
Coast's "Sewing with Heart" program is also being developed into a social enterprise. Vancouver's Flag Shop provides remnants of unused quality fabrics from which participants produce a line of hand bags, gift bags and back packs. Participants have flexible employment and gain valuable work experience.

Coast Trust Program
Blandyna Skowronska,
 Trust Coordinator

People with mental illness are usually low-income earners; unemployment for them is among the highest of any disability. Most of Coast's clients are supported by federal CPP or through the Ministry of Employment and Income Assistance. Any additional income can immediately halt entitlement to benefits.

Coast's trust program exists to improve the health and wealth of people with mental illness by administering funds so that entitlements to monthly social assistance benefits are not jeopardized. At this time Coast administers 260 trust accounts, with a combined total value of these assets nearing \$ 6 million.

This year the *Financial Trust Program Manual* was completed as a resource to assist others with set-up of not-for-profit trusts



programs, and is posted on Coast's website in a PDF format at www.CoastFoundation.com.

The Coast Internal Trust Policy and Procedure Manual will continue to be updated as new procedures are required and existing procedures are refined.

Coast's Trust Advisory Council provides objective and credible leadership for implementing

trust policies and procedures and navigates the complex legal and financial challenges of the program. This past year the Trust Advisory Council has been pursuing the development of a separate legal society to manage the program.

Coast's Trust Advisory Council
 Susana Cogan

- Jill Kapuscinski
- Lynn Shepard
- David Unterman
- Halldor K. Bjarnason
- Calvin Fong
- Blandyna Skowronska
- Joanie Tara
- Tom Gill
- Heather Edgar
- Darrell Burnham

COAST



MENTAL HEALTH FOUNDATION



Photo: Dawn Beads

Sharlene Hertz

Coast Mental Health Foundation

Sharlene Hertz, Associate Executive Director CMHF

In 2004, Coast Mental Health Foundation's fund-raising efforts reached new heights. Overall, Coast helped raise more than \$700,000 in donations plus an additional \$1.5 million in government grants.

In addition to the support of many generous families, friends, corporations, partners and foundations, 360 friends of Coast attended the Celebration of Hope Breakfast. The fund-raising breakfast, sponsored by Weyerhaeuser Company Ltd., raised over \$125,000 in one hour!

This year the Courage To Come Back Campaign raised over \$200,000. "Courage" celebrates the achievements of six extraordinary individuals who have demonstrated incredible courage and overcome insurmountable odds. We are thankful to all partners, supporters and volunteers of this event, with

special thanks to Scotiabank, Global Television and Weyerhaeuser as Platinum Partners.

Event Chair, Shirley Broadfoot has seen Courage through its humble beginnings, and has been instrumental in establishing Courage as an illustrious provincial event.

Coast Mental Health Foundation acknowledges the significant contribution of its Founding Chair, Stephen Edgar. He launched the Foundation in 2001 and Coast is grateful for his incredible leadership and vision in changing the future of community mental health in Canada.

Both Shirley and Stephen are retiring from their leadership posts and we thank them

for their incredible support of our mission to support persons with mental illness.

Coast Mental Health Foundation Board of Governors

- Winton Derby, Q.C., Incoming Chair
- Stephen Edgar, Outgoing Chair
- Brian D. Kennedy, Treasurer
- Franco Anglesio
- Doreen Braverman
- Shirley Broadfoot
- Kevin Evans
- Gerald P. Haslam
- Robert John Kucheran
- David A. Larsen
- Don Leier



Steve Edgar, CMHF Chair 2001 - 2005

Photo: Dawn Beads

Anonymous Donor Builds and Reinforces our Foundation

Coast is extremely grateful to an anonymous donor who provided \$714,000 over the past three years and truly made a difference in the lives of Coast clients. The gift was a challenge match and Coast successfully raised \$254,000 from other sources to complete the program. This level of commitment indicated a strong statement of support by the donor in both the quality and integrity of Coast.

Thank you to all who made this matching fund a reality.

The rehabilitative programs funded by this generous donor include:

- Clean Start program to provide training & support regarding persons who are dually diagnosed with mental illness and addiction.
- Job development initiatives to support attainment of part-time work for clients
- Start-up funds for a landscaping business
- Outreach and support services to "at risk" and homeless individuals
- Psychosocial rehabilitation program development and operation
- Housing to enable individuals to make the transition from residential care facilities to independent living
- Outreach services to individuals with mental illness and their children



Photo: Dawn Beads

The Courage To Come Back Shirley Broadfoot, Chair

What an incredible experience we had this year with our seventh annual Courage To Come Back Awards. We raised over \$200,000. "Courage" celebrates the achievements of six extraordinary individuals who have demonstrated the courage needed to overcome insurmountable odds. I am so thankful to each of the recipients I had the opportunity to meet over the last seven years. I am also grateful to all partners, supporters and volunteers of this event, with special thanks to Scotiabank, Global Television and Weyerhaeuser as Platinum Partners.

Courage Partners

Platinum Partners
 Scotiabank
 Global Television
 Weyerhaeuser Company Ltd.

Gold Corporate
 TELUS
 Great-West Life

Gold Community
 BC Housing

Gold Media
 The Province
 News 1130

Silver Corporate
 Magnolia Mercantile Corporation
 Duke Energy Gas Transmission

Silver Community

Providence Health Care
 The HYDRECS Fund
 Provincial Health Services Authority
 Vancouver Coastal Health

Bronze Corporate
 Bull Housser & Tupper
 Finning International Inc.
 KPMG

Bronze Community
 Healthcare Benefit Trust
 Pacific Blue Cross

Media
 Fairchild Media Group
 TV Week Magazine

Venue Partner
 The Hyatt Regency Vancouver

Coast Mental Health Foundation Announces Community Leaders

The Coast Mental Health Foundation is pleased to announce that Winton Derby, Q.C. and senior partner of McCarthy Tétrault, has been elected as Chair of their Board of Governors.

Mr. Derby was appointed to the CMHF Board in October, 2004. He has had an extensive career in the area of corporate commercial and securities litigation. Mr. Derby replaces founding Board Chairman, Stephen Edgar.

In addition, CMHF has appointed Lorne R. Segal as Chair of the Courage To Come Back Awards. He is President of Kingswood Properties Ltd., and an active community member. He is also a Director of the Vancouver Board of Trade.

Both are prominent figures in Vancouver, and their proactive role will raise awareness of our mission.



Winton Derby



Lorne R. Segal



Coast Foundation Society (1974) acknowledges and thanks the many donors who funded the Circle of Courage Annual Giving Campaign in the year 2000.

FOUNDERS

PLATINUM

GOLD

SILVER

BRONZE

Legacy of Courage (Report)

Coast Foundation Society and Coast Mental Health Foundation acknowledge and thank the many donors who supported the Circle of Courage Annual Giving Campaign in the year 2004.

PLATINUM

GOLD

SILVER

BRONZE

FRIENDS

IN MEMORIAM

Legacy of Courage (Report) Friends of Coast (Mental Health Society)

Human Resources Advisor

Marty Norgren, Advisor



Photo: Dave Bove

During 2004/05, the Human Resources department continued to support Coast's high level of efficiency. Organizational changes resulted in a 20% increase in staff overall.

The human resources department provides a leadership role in the areas of personnel recruitment & retention, payroll, compensation & benefits, labour relations, employee training & development, occupational health & safety and professional conduct issues.

Since it's important to retain the right staff once they are hired, Coast has been working to implement a long-term human resources strategy. Coast is supportive of flexible work schedules and leave of absence arrangements. Our staff and volunteer turn-over is minimal.

This year Coast contracted Jim Alloway, an education & training consultant, for staff and management training sessions on everything from team building to the subject of Psychosocial Rehabilitation (PSR).

The human resources department has completed performance reviews of all management over the past year. Our work with an intern MBA student will result in the implementation of a balanced score card system that will take the review process to the next level of accountability, and focus on techniques to optimize development of our organization through staff resources.

Volunteer Program

Val Mayne, Volunteer Co-ordinator



Coast is committed to engaging the public through a variety of means, one of which is the development of a volunteer program. Volunteers have always been a part of Coast, but further engagement with the community through volunteers is rewarding on many levels.

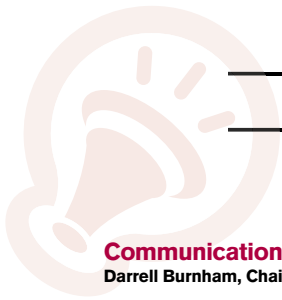
The most profound benefit is what happens in our communities when people engage with others and become involved.

Clients benefit from an additional number of 'people hours' available to provide social and recreational opportunities.

The staff and the Society benefit from the enhancement of existing strengths by being able to draw on diverse talents of volunteers.

Volunteers also help to reduce over-commitment of staff and establishes opportunities for career employment of our clients.

If you are interested in finding out more about volunteering at Coast, please email Volunteer@CoastFoundation.com.



Communications Committee

Darrell Burnham, Chair

The Communications Committee mandate is to develop and implement a strategic communications plan. This will promote Coast's mission and vision, support and foster fundraising efforts, develop policies to promote effective internal and external communication, and respond to public issues which affect people with mental illness.

Committee Members

- Darrell Burnham, Chair
Maurice Bridge
Shirley Broadfoot
Heather Edgar
Kevin Evans
Stephen Forgacs
Gerald Haslam
Sharlene Hertz
Andrea Keen
Brian Kennedy
Bob Kucheran
Ross Taylor
Baldwin Wong

Communications Committee Achievements in 2004/05

- Channel M video production "Centre of Hope" by Mike Maslenki
Hired full-time communications manager/board liaison
Federal homelessness commission presentation
CBC Radio "Breakdown" two week series on mental illness
Shaw Cable Caring for Communities campaign - Coast Foundation "On the Edge" PSA's
Kirby standing senate committee on mental health, illness & addiction panelist
Vancouver Courier advertising campaign
Courage To Come Back Awards advertising campaign (Grey Worldwide)
Premier's taskforce on homelessness presentation
Sleep Country Canada PSA's

Quality Improvement and Risk Management Committee

John Higenbottam, Chair

The Quality Improvement and Risk Management Committee is responsible for advising the Board of Directors and providing direction to Coast management on effective regulation of risk, quality monitoring and quality improvement.

This committee is accountable to the Board of Directors, advising on quality improvement and risk management issues. Its purpose is to:

- Recommend strategies and policies for continuous quality improvement (CQI) of the quality of Coast's services

and programs. This includes recommending strategies and policies for risk management.

- Set the goals for Coast's CQI program
Review the results of the CQI program and ensure corrective action.
Support CQI activities throughout the organization.
Support Coast's participation in the accreditation process.

Committee Members

- John Higenbottam, Chair
Darrell Burnham
Heather Edgar
Steve Edgar
Rhonda Rector
Margaret Perry
Stacey Taylor
Pat Zanon

Quality Improvement and Risk Management Committee Achievements in 2004/05

- A successful focus visit by the Canadian Council of Health Services Association (CCHSA).
Developing and stewarding Board approval of several important policies: Quality Improvement; research; sentinel events.
Fostering Board and management training in ethics.
Supporting the creation of the part-time position of Director of Quality Improvement.

For the coming year priorities include the full implementation of a balanced scorecard to monitor organizational quality (which requires the final implementation of the CRMS software system), the development of a risk management reporting structure, preparations for the 2006 Accreditation visit, and stewarding Coast's involvement in the development of a Centre of Excellence in Community Mental Health.

Governance Committee Achievements in 2004/05

- This year the Governance Committee initiated a survey of the Board of Directors. Results were reviewed and that feedback has become the foundation and motivation for further development of our Board.
In April, Coast held the fourth annual 'Open Spaces', with nearly 100 clients, family members and representatives from both Boards in attendance. Open Spaces is an event where Coast clients and the Board of Directors participate in working groups to identify potential strategies for service improvement. Outcomes from the event provide the Board with valuable insight from members and their families and assists with the annual planning process.

Governance Committee

Leslie Mitton, Chair

The mandate of the Governance Committee is to advise the Board of Directors on processes, Coast's governance policies and to design practices that ensure we are focused on providing appropriate service to our clients and our community.

Committee Members

- Leslie Mitton, Chair
Darrell Burnham
Andrea Keen
Brian Kennedy
Colin Klassen
Rosemary Mah
Baldwin Wong

Planning & Partnership Committee

Shane Fitzpatrick, Michel Roy, Co-Chairs

The Planning & Partnership Committee includes two client directors, management and line staff and Coast clients representing all of Coast's service areas. Their mandate is to assure consumers, staff and management work together with a common vision for Coast Foundation's services.

The committee develops recommendations and responses to the specific needs of Coast's consumers and monitors progress in addressing those needs.

Committee Members

- Shane Fitzpatrick, Co-Chair
Michel Roy, Co-Chair
Larry Andrews
Jennifer Au
Gary Barclay
Donna Burnett
Darrell Burnham
Heather Edgar
Helen Gordon
Ron Lewis
Zerom Sayoum
Tracy Schonfeld
Janice Thompson
Mark Willis

Planning & Partnership Committee Achievements in 2004/05

This year's activities were focused on a wide variety of issues including:

- Job development
Client access to clinical counseling services
Engaging families of Coast clients
Housing and grievance procedure(s).

Coast Foundation Society (1974)

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