



**COAST**  
MENTAL HEALTH  
FOUNDATION

ANNUAL IMPACT REPORT 2016/2017

CELEBRATING 45 YEARS IN OUR COMMUNITY



 WELCOME

**This year we celebrate 45 years of Coast Mental Health. In this time, our supporters have inspired hope through their belief that recovery from mental illness is possible.**

Since 1972, Coast Mental Health has provided scores of people with the critical support they need to recover from mental illness and build meaningful lives. Lasting recovery is only possible when people in need have access to housing, support, and employment.

In 2001, Coast established its fundraising arm - Coast Mental Health Foundation (‘the Foundation’) – to raise and steward funds for Coast Mental Health. We work together to open the door for transformative change and growth in the lives of the people we serve, and their families and friends.

Coast has always relied on the generosity of donors, partners, and volunteers, with some of our most innovative programs funded exclusively by philan-

thropy. These groundbreaking programs and services pioneer new approaches for mental health services in British Columbia and beyond.

As we approach the next 45 years, we invite you to imagine how your partnership with Coast Mental Health can change our community. Together, we can continue to lead the way in providing mental health services that give hope to those who seek to reclaim their lives through recovery from mental illness.

With Gratitude,



**Isabela Zabava**  
Executive Director



**Leonard Schein**  
Board Chair

 **VOLUNTEERS**

**45 YEARS OF GRATITUDE**

The impact of Coast’s volunteers cannot be captured in one story, one photo, or one interaction. It is the accumulated impact of thousands of hours of work by hundreds of volunteers at dozens of sites, all driven by the conviction that everyone deserves to live a meaningful life. At Coast, this means dismantling the barriers that prevent people living with mental illness from fully participating in our communities. For 45 years, Coast has relied on the inestimable strength and compassion of each volunteer – from the art room attendants, to Board Members, to Courage volunteers – to make this vision for a supportive community become a reality.

Whether they have volunteered for just a few hours or many years, each volunteer has allowed Coast to continue its vital work in our community, transforming lives with each act of generosity and kindness. You are Coast’s hands and heart. We could not continue without you. And for that, we are deeply grateful. Thank you!

**COAST VOLUNTEERS**



“This volunteer experience has allowed me to increase my capacity for empathy and understanding. I am constantly amazed by the client’s positive outlook on life.”  
Esther Oh, Independent Housing Volunteer

**COAST MENTAL HEALTH FOUNDATION BOARD OF DIRECTORS**

- |                             |                      |
|-----------------------------|----------------------|
| Leonard Schein, Chair       | Susan Rhodes         |
| Elaine Reynolds, Vice-Chair | Andrew Rigg          |
| Andrea Scott, Secretary     | Gail Shimoda-Klassen |
| Bill Steele, Treasurer      | Susan Thom           |
| Aleem Jinnah                | Tracey Wade          |
| Roger Lee                   | Janai York           |
| Kim Maust                   |                      |

“I wanted to volunteer with an organization that addressed poverty and homelessness in the lower Mainland. Given that a large proportion of people living on the streets suffer from some form of mental illness, Coast Mental Health was a natural choice. Coast’s holistic approach truly impresses me. By supporting Coast, I know I am supporting effective programs that make a meaningful impact.”  
Elaine Reynolds, Vice Chair

**BY THE NUMBERS**

In the last year:

**382**  
volunteers  
contributed

**7,750**  
hours  
at

**25**  
sites

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# HOUSING

Since 1974, Coast Mental Health has helped connect people living with severe and persistent mental illness secure housing as part of their recovery. Today, we provide a continuum of residential care services to over 1,000 people at 45 sites throughout the lower mainland.



## HOOPER APARTMENTS: COAST'S EARLIEST DAYS

Coast Mental Health opened its first housing facility in 1974 with the help of the Canada Mortgage and Housing Corporation and the provincial government. Located at Pendrell and Bute in Vancouver's West End, this innovative 25-unit supported housing facility for people with mental illness was the first of its kind in Canada. Originally known as the Sheraton Apartments, it was later renamed after the trailblazer who made this compassionate facility a reality. The Hooper Apartments were rebuilt in the 1990s, and remain one of Coast's now-numerous supported housing facilities.



## JACKIE HOOPER: BUILDING A LEGACY

Jackie Hooper's industrious and resourceful character permeates her life's story: she helped her single mother support her family during the 30s, she served in the Canadian Women's Army Corps, and she completed three university degrees. During the prime of her life, a series of devastating events plunged Jackie into depression. Inspired by the peace she had experienced in psychiatric inpatient units, and informed by her deep personal understanding of depression and psychiatric treatment, Jackie completed her third university degree program – a Masters of Social Work – and committed herself to supporting others in their recovery from mental illness.

"I figured there should be a place like that in the community so we started an apartment block in the west end. It's the only thing I've done that I'm proud of in my life, and I'm sure glad I did it."

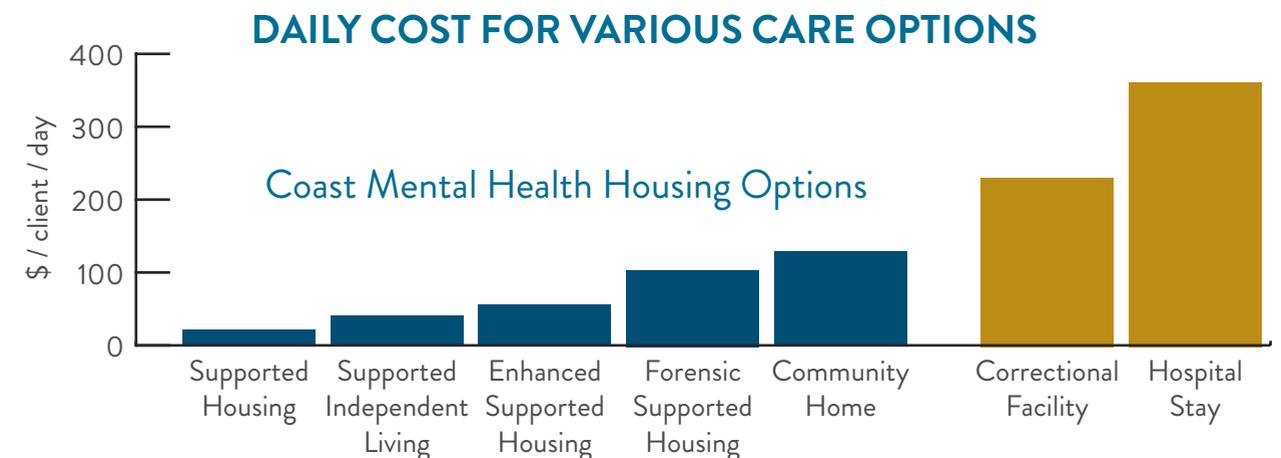
The innovative supportive housing model Jackie piloted through the Hooper Apartments remains at the heart of Coast's approach. For her groundbreaking work, Jackie was awarded the Courage To Come Back Award for Mental Health in 2014.



## STOREYS RESIDENCE: COMING HOME TO RICHMOND

In the summer of 2017, Coast Mental Health will open 48 units over five floors in the 'Storeys' collaborative housing facility in Richmond. In addition to affordable housing for people living with mental illness, this facility will provide client-centred care, grounded in a belief that stable housing is the foundation for recovery. At Storeys, skilled staff will provide an array of services for tenants, supporting their recovery through psychosocial rehabilitation, medical and mental health services, volunteer and vocational support, and recreational activities.

## BY THE NUMBERS



Correctional facility average daily cost taken from "Adult correctional statistics in Canada, 2015/2016" by Statistics Canada (<http://www.statcan.gc.ca/pub/85-002-x/2017001/article/14700-eng.htm>)  
 Hospital stay cost calculated using data from the OECD (<http://stats.oecd.org/index.aspx?queryid=30165#>), and the average cost per stay for mental and behavioural disorders from the Canadian Institute of Health Information ([https://secure.cihi.ca/free\\_products/nhex\\_acutecare07\\_e.pdf](https://secure.cihi.ca/free_products/nhex_acutecare07_e.pdf)).  
 Icons made by Freepik from [www.flaticon.com](http://www.flaticon.com)

# SUPPORT SERVICES

From its earliest days, Coast has supported psychosocial rehabilitation through a client-centered model of recovery. At Coast, we believe in meeting people where they're at, helping them imagine their future, and providing them with the comprehensive support services they need to get there.



## COAST'S ORIGINAL DROP-IN SPACE

In the early 1970s, at the corner of St. Catherine's Street and 18th Avenue, was Coast Mental Health's earliest facility: a small drop-in space bustling with people gardening, cooking, playing music, and occasionally venturing out into the city on the group bus (donated by the City of Vancouver, and affectionately known as 'Ruby'). The drop-in space nurtured a sense of camaraderie and mutual support – a model that has proven highly effective, and that continues to inform Coast's current evidence-based peer support programs.



## STEPHEN SCOTT: COMING BACK TO GIVE BACK

Stephen has survived a major car crash, serious snowboarding accident and brain cancer. He was diagnosed with HIV and spent time living on the streets of Vancouver. Yet through all this, Stephen has managed to maintain a positive outlook and overcome the odds.

Stephen graduated from Coast Mental Health's Peer Support Training Program in 2016 and regularly shares his experience of overcoming poverty, homelessness and health issues to inspire others. Stephen is a regular volunteer at the Coast Resource Centre where he exudes his warm, genuine and positive personality.

For his commitment to paying forward the support he received, and helping others recognize their potential, Stephen was awarded a Courage To Come Back Award in 2017.

"I have been homeless in the past. So I have the experience to share...It's a way to communicate my gratitude, to help others."



## KEEPING UP WITH OUR CLIENTS: NEW CLIENT DATA SYSTEM

Coast Mental Health has grown exponentially in the last few years. To keep our records current and meaningful, we are currently upgrading our Client Data System. This upgrade will increase ease of use for front-line workers, improve internal integration to refine client records, and – critically – enhance the experience and outcomes for our clients. For donors, this will mean Coast can provide increasingly timely, accurate, and focused information about the impact our programs are having in the lives of our clients and in the community at large.

## BY THE NUMBERS



**9,312**

hours of support provided by trained Peer Support Workers

**\$6,000**

to train one Peer Support Worker



**747**

meals served each day

**\$3** per meal



**294**

trust funds managed by Coast

Of Canadians over the age of 15 who had a mental health care need in the last year,

**33%** stated that their needs were not fully met\*

Coast Mental Health provides support services to help close this gap

\*Pearson, Janz and Ali (2013). Health at a glance: Mental and substance use disorders in Canada. Statistics Canada Catalogue no. 82-624-X. Icons made by Freepik from www.flaticon.com

# 45 YEARS OF SUPPORT FOR COAST

Fundraising has always been an integral activity for Coast. Incorporation of the Foundation allows Coast's program staff to focus their energy where it is needed: implementing the innovative programs that position Coast as a national leader. The following achievements would not have been possible without our generous donors.



## OPENING OF HEAD OFFICE & CLUBHOUSE 1989

Following a major capital campaign, Coast purchased a building at 293 East 11th Avenue. For almost 30 years, this building has housed Coast's administration offices and the Clubhouse. Inspired by Fountain House in New York, the Clubhouse model was adopted in 1982. In this space, members have both rights and responsibilities, and everyone actively contributes to creating a supportive, healing environment.



## FIRST COURAGE TO COME BACK AWARDS 1999

The first Courage To Come Back Awards gala in Vancouver was hosted on April 22, 1999. Co-hosted by Olympian Silken Laumann and Pamela Martin, this inaugural event celebrated five extraordinary British Columbians, and helped raise funds to build a client drop-in centre downtown. Now entering its 20th year, this signature event continues to raise funds and awareness in support of those living with mental illness.



## RESOURCE CENTRE OPENS ON SEYMOUR ST 2000

On August 3, 2000, the doors opened on a new mental health drop-in centre (now known as the Coast Mental Health Resource Centre) on land owned and donated by the City of Vancouver at Davie and Seymour. This \$1.7M centre continues to provide a safe place for people living with mental illness to access much-needed services and support in Vancouver's downtown core.

## PEER SUPPORT PROGRAM INITIATED 2011

The Peer Support Program provides people living with mental illness with improved community connections, and invaluable opportunities to give back through support of peers. Coast's trained Peer Support Workers engage with various Coast programs and community organizations to support and encourage those just beginning their recovery journey.



## CLIENT VOICES

**75%**  
of **clients**  
responded their health was **better** after using Coast's services

## NURSES STATION OPENS AT RESOURCE CENTRE 2013

Since 2013, two nurses have volunteered to help provide a critical link between the medical system and the community-based support provided by Coast. An accessible, welcoming, well-equipped nurses station ensures our clients experience a true continuum of care, rather than a disconnected system of resources, improving outcomes for clients, and saving lives.



**90%**  
of **clients**  
were **satisfied** with the services or support received with **community involvement**

## ACCREDITATION CANADA EXEMPLARY STATUS 2016

Coast is committed to ongoing evaluation and improvement of our organization to ensure the best possible outcomes for our clients. To do this, Coast underwent rigorous evaluation against standards of excellence for mental health services, receiving Accreditation with Exemplary Standing (the highest level possible) in 2016.



**85%**  
of **clients**  
stated that they received the **help** they needed to enter community programs or access services

*"Thank you for everything you've done. You've helped me become me again."*

A Coast Culinary Training Program Graduate

# EMPLOYMENT & EDUCATION

Employment is both a driver and an indicator of recovery for people living with mental illness. Coast Mental Health provides an array of employment and education programs that help connect people with the skills and opportunities they need to pursue meaningful occupations, and participate in their communities.



## TRANSITIONAL EMPLOYMENT PROGRAM (TEP)

Coast's TEP has been providing income, training, and work experience for over 20 years, and remains a cornerstone of the employment-focused programming of Coast's Clubhouse – the more structured successor of the drop-in facility on St. Catherine's Street. This program allows members to participate in six to nine months of supported, healing work experience, and ease back into the workforce. Coast coordinates the hiring and training process, and provides support and supervision to TEP employees throughout their employment.



## RON ALEXANDER ROSLIN: HEALING WORK

After surviving the removal of a brain tumor in his mid-thirties, Ron struggled to recover. Despite the loving support of his family, everyday activities (from speech, to studying, to parenting) were frustratingly difficult. Ron was introduced to Coast Mental Health by his Uncle, and immediately started volunteering in the Coast Clubhouse kitchen.

Each week, he found it easier to put words together, organize his daily routine, and find meaning in his life. Soon, Ron moved on to the Street Cleaning Crew where his dedication, reliability, and natural leadership skills made him a valuable member of the crew and community. For Ron, work is medicine: it has helped him regain familiarity with the city, avoid a dangerous second brain surgery, and reunite him with his son and daughter. Working with Coast provides rehabilitation for his mind, structure for his days, and meaningful connections with his family and community.

“Nothing could bring me back my self-esteem and take me out of that depression; but working did. It gave me a reason to live. There's nothing in the medical system that can do this. Working **can.**”



## COOKING BACK TO WORK WITH THE SOCIAL CRUST

Coast's donor-supported Culinary Training Program provides supported vocational training for youth living with mental illness. Graduates have found work in restaurants around Vancouver, including one of Coast's social enterprises – Café 335 (to be renamed The Social Crust Café this fall) – through Coast's Café Program. This year, the Café is expanding to provide catering services in downtown Vancouver, creating new work experience options for our Culinary Training Graduates. For more information on these catering services, please contact LeeAnn Deacon at [cafe335@coastmentalhealth.com](mailto:cafe335@coastmentalhealth.com).

Café 335 (The Social Crust Café) is open for breakfast and lunch at 335 West Pender Street, Vancouver, Monday to Friday, 8:00am - 2:00pm.

## BY THE NUMBERS



**30**  
clients  
advanced their **education**



**120**  
people gained  
**work experience**  
through Coast



**85** people participated in the **Transitional Employment Program**  
with **98%** attendance

the **unemployment rate\***  
for people with the  
most severe mental illnesses  
is **70 to 90%**

\*Marwaha and Johnson (2004). Schizophrenia and employment: A review. Social Psychiatry and Psychiatric Epidemiology, 39: 337-49. Icons made by Freepik from www.flaticon.com



Youth Award Recipient Richard Quan captured the hearts of everyone present with a toe-tapping blues riff on his adapted guitar.

## 2017 COURAGE TO COME BACK AWARDS



Each year, The Courage To Come Back Awards celebrate six inspiring British Columbians who have risen above adversity to make a difference in their community.

On May 16, 2017, 1,500 Coast supporters gathered to celebrate the 19th annual Courage To Come Back Awards. The extraordinary stories of this year's recipients inspired a record-breaking \$1.64 million in donations to support the Coast Mental Health programs and services that give hope to people who are seeking their own courageous stories of recovery. This signature event helps Coast ensure that we will be there to support anyone who is driven to undertake

their own journey to recovery from mental illness. Read the inspiring stories of this year's recipients here: <https://couragetocomeback.ca/>.

"The overall atmosphere, and the inspiration of all, create a truly enlightening experience. How grateful we should all be."

Courage To Come Back Guest

### GRATITUDE FOR OUR COURAGE CHAMPION

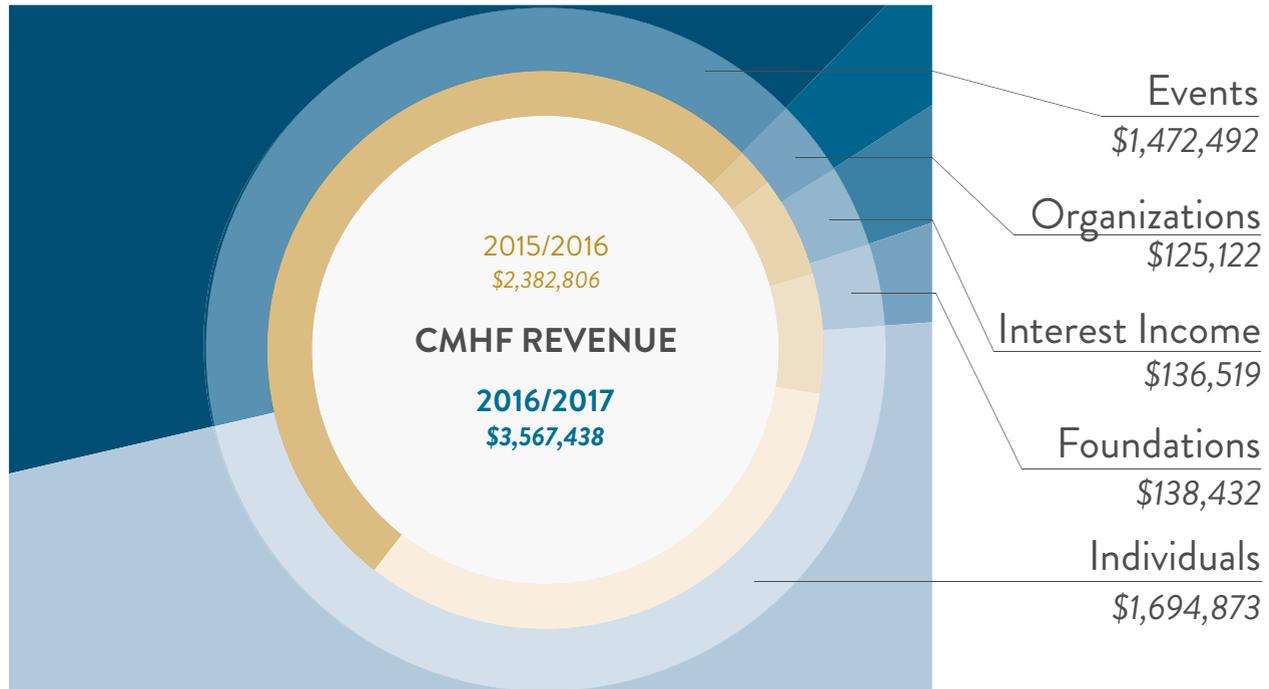
As Chair of the Courage To Come Back Awards for 12 years, Lorne R. Segal, O.B.C, D.Litt. (Hon.), President of Kingswood Properties Ltd., has transformed the Awards into a major province-wide campaign. In his first year as Chair in 2006, he nearly tripled the financial impact of the event, and has over doubled it again since then. With this tremendous investment, Coast has dramatically enhanced the ability of its programs and services to support those driven to overcome adversity and recover from mental illness. Funds raised by the Courage To Come Back Awards allow Coast to continue exploring new ways to promote recovery for thousands of people with the courage to stand up to mental illness.



# PERFORMANCE REPORT

The Foundation raises funds to help Coast Mental Health pursue its mission. We continually work to increase our impact while demonstrating gratitude to our donors through sound financial management and effective communication.

## FUNDING SOURCES FOR 2016-2017



With the generous support of our donors and partners in 2016/2017, Coast Mental Health Foundation was able to help British Columbians overcome mental illness by contributing funding to a variety of Coast Mental Health services and programs.

In the last year, we have taken steps to improve our ability to define the impact of the funds raised through the Foundation. This same process allows us to ensure that funds will be available for critical programming throughout the year.

Thank you to all our donors and partners who have made it possible for Coast Mental Health Foundation to support some of the most innovative mental health recovery programs provided by Coast Mental Health. You are changing the landscape of mental health recovery in British Columbia.

If you have any questions, or would like a copy of our audited financial statements, please contact Isabela Zabava at [isabela.zabava@coastmentalhealth.com](mailto:isabela.zabava@coastmentalhealth.com).



## LOOKING AHEAD

**“Recovery is not about ‘getting better’ or ceasing to need support - it is about ‘recovering a life,’ the right to participate in all facets of...life as an equal citizen.”<sup>1</sup>**

For 45 years, Coast has understood that recovery from mental illness is possible. In this time, our communities have come a long way in reducing the stigma around mental illness, and bringing conversations around mental health into the public discourse. But there is still far to go.

Mental illness remains a leading cause of disability in Canada, keeping thousands of people out of the work force, and making homelessness persistent and pervasive. Our current medical system provides intensive care for people in crisis; however it is outside their scope to support those who are ready to leave the hospital, but also need support envisioning and realizing their own recovery on their own terms. To be effective in promoting recovery, mental health

services must provide a continuum of care, offering a series of integrated supports from acute, in-hospital care, through transitional services, to supported independent living.

Community-based mental health services, such as those provided by Coast Mental Health, complement the medical system by connecting people in need with the housing, support services and vocations they need to maintain their mental health in the long-term. We believe that recovery is not a moment in time, but a lifelong commitment. Coast supports each person who connects with us for life, if they so choose. With the support of our donors and partners, the Foundation can ensure funding is available to offer the programs and services needed so every person we serve can discover and maintain their meaningful place in the community – a place to live, a place to connect, and a place to work.

If you are interested in witnessing Coast Mental Health’s impact first-hand, please contact Meghan Boswell at [meghan.boswell@coastmentalhealth.com](mailto:meghan.boswell@coastmentalhealth.com) to arrange a tour.

<sup>1</sup>Slade M, Amering M, Farkas M, et al. Uses and abuses of recovery: implementing recovery-oriented practices in mental health systems. *World Psychiatry*. 2014;13(1):12-20.



## NEED HELP?

If you or someone you know is having a mental health or substance use crisis, call 911 or go to your local hospital emergency room, or call the Crisis Line at **310-6789** (no area code needed). If you can't see a way out, call the Suicide Hotline NOW. Suicide Hotline **1-800-SUICIDE (1-800-784-2433)**.



**COAST**  
MENTAL HEALTH  
FOUNDATION

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