



**COAST**  
MENTAL HEALTH  
FOUNDATION

ANNUAL IMPACT REPORT 2017-2018  
MAKING CONNECTIONS FOR LIFE

# WELCOME



Coast Mental Health has been a driving force for community-based mental health care in British Columbia for over 45 years. We are the critical link between hospital services and our communities, connecting people in need with the housing, support services and occupations they need to imagine a life beyond mental illness. We believe that recovery is a lifelong commitment, so Coast supports every person who connects with us for life, if they choose.

Coast Mental Health Foundation, Coast's fundraising partner, connects the generosity of people in our community with the essential community-based programs offered by Coast. With your support, we are transforming the landscape of mental health in British Columbia. For your commitment to making recovery possible, we thank you.

**Leonard Schein**, Board Chair     **Isabela Zabava**, Executive Director

## OUR GUIDING PRINCIPLES

### Coast's Shared Vision:

A community that embraces and honours people with mental illness, so they may thrive and contribute.

### Coast Mental Health Foundation

**Mission:** Coast Mental Health Foundation raises public awareness and resources to promote recovery and transform the lives of people with

mental illness through exceptional and innovative community-based services at Coast Mental Health.



**Coast Mental Health Foundation Values:** As a community of recovery, we are guided by our belief in: respect for everyone affected by mental illness; accountability to our supporters; the transformative power of community partnerships; and excellence, innovation and growth in community-based mental health care.



# INNOVATION & ACCESS

**Coast Mental Health is continually searching for new and better ways to connect our clients with the programs that we know will make a difference.**

Coast Mental Health is an established leader in community-based mental health services, known for quality, innovative programs and leading-edge research. Some of our most innovative initiatives are funded almost exclusively by philanthropy. Each year, we provide essential community-based services to over 4,000 clients with mental illness as they pursue recovery, often after a stay in hospital or acute care. We are part of the continuum of care that makes lasting recovery from mental illness possible. Our supporters make it possible for us to expand on our proven housing, employment, and support services by actively developing, testing, and establishing impactful new programs.

Last year, your support helped us develop a youth peer support training curriculum to be used province-wide, initiate youth programming in Coast's Clubhouse, and open the unique collaborative housing project – Storeys – in Richmond. In the coming year, we plan to explore even further, investigating how best to deploy a suite of cognitively-based skill-building treatments and services for people with complex mental illnesses, and hosting a participatory action research project in our Rehabilitation and Recovery Program at Riverview.

**Your generosity makes innovation possible.**



## WITNESS YOUR IMPACT

If you would like to see first hand how your support of Coast Mental Health has made a difference, please contact Meghan Boswell at [meghan.boswell@coastmentalhealth.com](mailto:meghan.boswell@coastmentalhealth.com) to arrange a tour.

# HOUSING

Home is where recovery begins. Coast Mental Health connects people living with severe and persistent mental illness with secure housing as an essential part of their recovery. Today, we provide a continuum of residential care services to over 1,100 people at 48 sites throughout the lower mainland.



*Crossroads residents sit down for their morning meeting*

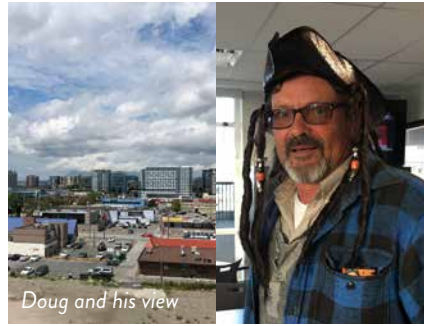
## UPDATE

The last year has seen exciting growth for Coast Mental Health's housing services. In the past year, we opened three new facilities: Nair Place, a community home in Langley; the Storeys residence, an assisted living facility in Richmond; and Journeys, a community home in Vancouver. It was a particularly busy year, in addition to welcoming many new residents, a new process for ensuring residents were moved into housing with the most appropriate support level meant increased movement between sites.

Looking ahead, we are excited to begin operating two supported modular housing sites, one in Vancouver at Little Mountain, and one in Maple Ridge. Both are scheduled to open in fall 2018, allowing us to provide stable housing and support for over 100 people.

### A NEW PERSPECTIVE

When shown their suites, new Storeys residents (many of whom have long been street-entrenched or living in shared accommodations) tend to respond with tears of joy or disbelief that they now have a home of their own.



Upon seeing his new furnished home, Storeys resident, Doug, was moved to tears. Looking out the window toward Richmond Centre, he pointed to an alley: “in all the years I spent living and drinking down there – right there – on the street, I never imagined that one day I would have a home of my own.” For Doug, Storeys provides not only a safe place to live, but a new perspective on his experiences, and hope for a life beyond mental illness.



### YEAR AT A GLANCE



**1,100+**  
people received housing support

at



**48**  
Coast sites throughout the lower mainland

*Icons made by Freepik from [www.flaticon.com](http://www.flaticon.com)*

# SUPPORT SERVICES

From its earliest days, Coast Mental Health has supported psychosocial rehabilitation through a client-centered model of recovery. We believe in meeting people where they are on their recovery journey, helping them imagine their future, and providing them with the comprehensive support services they need to get there.



*Riverview mental health team members connect to start their day*

## UPDATE

Last year, our peer support program built partnerships to better connect our in-demand peer support workers with clients leaving acute care, and develop a training manual for young adults that will later be used BC-wide. We also rolled out the Recovery Star goal planning tool with site-specific implementation strategies. This tool not only improves our ability to support each client's recovery on their own terms, but also helps us monitor Coast's overall impact.

Next year, we plan to build our capacity to provide non-violent crisis de-escalation and trauma-informed support for clients. We are also excited to expand our peer support and culinary skills training programs to support even more people with the courage to overcome mental illness.

## A MOSAIC OF SUCCESS

For street-entrenched youth with mental illness, success comes in moments: a rekindled connection with family; an independent visit to a food bank; or getting a much-needed dental procedure. At the St. Helen's Residence in downtown Vancouver, Coast's Youth Social Worker provides youth with one-on-one support to create these moments and inspire hope for sustained recovery.



For Legz, Coast's support services meant he could begin and sustain his recovery, getting – and staying – off crystal meth, and finding his way into longer-term housing. His is one of many success stories that were made possible by Coast's standard-setting services.



## YEAR AT A GLANCE



**338,716**  
meals served annually  
across Coast's facilities



**10,345**  
hours of support provided by trained  
Peer Support Workers

Icons made by Freepik from [www.flaticon.com](http://www.flaticon.com)

# 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.



*Members of the TEP's Street Cleaning Crew start their workday*

## UPDATE

The Clubhouse is Coast's client-centered employment services hub, home to the Transitional Employment Program (TEP), basic education courses, a variety of engaging activities, and access to educational bursaries, affordable meals and laundry facilities – all in support of Clubhouse members as they develop and follow their plans for recovery, many aiming to re-enter the workforce.

This year, TEP benefitted from continued support from local Business Improvement Associations, a renewed and expanded contract with the City of Vancouver, and a new van for the mobile street cleaning crew. Looking ahead, we are excited to welcome a Chef Instructor to support the Clubhouse food program, sharing cooking tips, and supporting members interested in working in the kitchen.



## CLUBHOUSE YOUTH HUB

Early in 2018, we created a vibrant youth hub in the Clubhouse. Designed to encourage young people to engage longer with mental health teams and peers, it features upgraded technology and software to engage youth and promote e-learning.



Clubhouse Youth Hub

Looking ahead, we plan to further develop youth programs at the Clubhouse, including a structured youth group, educational group, and community kitchen. These programs will help the youngest members of the Clubhouse improve their ability to overcome their mental illness, engage in the workforce, develop healthy relationships, and better-manage their life and health.



## YEAR AT A GLANCE



**33,882** paid hours worked by clients in the **Transitional Employment Program**



**20** agreements with **business improvement associations** in Vancouver to provide **work opportunities** for Coast Clubhouse members

Icons made by Freepik from [www.flaticon.com](http://www.flaticon.com)

# COURAGE TO COME BACK AWARDS

The Courage To Come Back Awards recognize five remarkable people whose stories inspire acts of courage and compassion, and ensure that Coast Mental Health can continue to provide compassionate, meaningful support for anyone with the courage to come back from mental illness.



On May 10, 2018, over 1,800 people, including 34 past recipients, gathered at the Vancouver Convention Centre to celebrate the recipients of the 20th Anniversary Courage To Come Back Awards (presented by Wheaton Precious Metals) raising a record \$3.1 Million in support of the life-saving programs and services of Coast Mental Health.

On behalf of Event Chair Lorne Segal, O.B.C., D.Litt. (Hon.), LLD. (Hon.), President of Kingswood Properties Ltd., and everyone at Coast Mental Health, we share our profound gratitude for our guests and supporters, our dedicated volunteers, and the courageous recipients who inspired this tremendous event.

“...at times I struggle living with a mental illness. But I am making change happen, one conversation, one connection at a time. And so can you.”

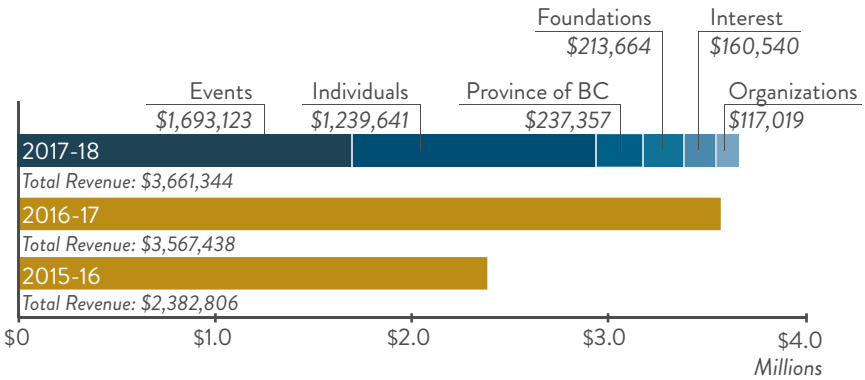
Suzanne Venuta, Mental Health Award

To read the inspirational stories of this year's five courageous recipients, visit [couragetocomeback.ca/2018-recipients](http://couragetocomeback.ca/2018-recipients).

# PERFORMANCE REPORT

In 2017-2018, Coast Mental Health Foundation connected the generosity of our supporters with the life-changing programs of Coast Mental Health.

## OVERVIEW OF REVENUE AND FUNDING SOURCES



Your generosity has helped British Columbians overcome mental illness. Last year alone, your contributions supported a wide array of community-based services and programs at Coast Mental Health, including the Clubhouse and Resource Centre, the Culinary Skills Training and Work Experience Program for Youth, the Peer and Young Adult Peer Support Programs, our Recovery & Rehabilitation Program at Riverview, and enhanced programming at five of our housing sites.

Many of Coast’s most innovative programs remain outside the support criteria for government or other funders. Our supporters make it possible to explore, test, and expand the programs that will best support Coast clients on their individual paths to recovery. We are deeply grateful to all our donors and partners whose vision and commitment are redefining our communities to embrace and honour people living with mental illness.

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).



## BOARD OF DIRECTORS 2017/2018

**Leonard Schein** | Chair

**Elaine Reynolds** | Vice-Chair

**Bill Steele** | Treasurer

**Andrea Scott** | Secretary

**Roger Lee** | Director

**Pamela Martin** | Director

**Susan Mueller** | Director

**Susan Rhodes** | Director

**Andrew Rigg** | Director

**Gail Shimoda-Klassen** | Director

**Susan Thom** | Director

**Tracey Wade** | Director

**Janai York** | Director

## 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

[www.coastmentalhealth.com](http://www.coastmentalhealth.com)  
[cmhf@coastmentalhealth.com](mailto:cmhf@coastmentalhealth.com)

### ADMINISTRATION OFFICE

293 East 11th Avenue  
Vancouver, BC V5T 2C4  
Phone: 604-675-2323  
Fax: 1-877-602-5255

### CHARITABLE NUMBER

86150 8018 RR0001

### CONNECT WITH US

 [coastmentalhealth](https://www.facebook.com/coastmentalhealth)

 [CoastMH](https://twitter.com/CoastMH)

 [coastmentalhealth](https://www.instagram.com/coastmentalhealth)