



Coast Mental Health's outcomes and impact during COVID-19 pandemic

The pandemic has been a challenging time for non-profits including those in community health, which offer essential services to help keep people informed and connected to community supports.

As part of Coast Mental Health's response to the crisis, we modified our programming to maintain vital connections with clients, members and tenants.

Safety continues to be our top priority; providing clean and safe facilities for our clients and staff, but also for the wider communities we serve.

When the pandemic started, we initiated our Emergency Response Team, which with the support of our employees developed COVID-19 specific health and safety protocols, new building operation procedures, and supply distribution channels to support people in our care across 52 facilities. We also worked with many community partners to ensure vulnerable populations had access to food, housing, healthcare referrals, emergency supports, and more.



Total of **5,892** clients served (+13% from last fiscal)



52 Coast Mental Health facilities

819 employees support these sites

What was our impact in fiscal 2020/2021?

HOUSING

Housing development expansion plans for Coast Mental Health were put on hold for the 2020/2021 fiscal year due to the pandemic. The only significant area of growth observed was in the need for rent subsidies, which increased by 43 per cent. This spike reflects the difficult circumstances that many people found themselves in during the pandemic when a number of businesses, community programming and healthcare supports closed their doors during the height of the pandemic.

As COVID-19 vaccinations continue, we look forward to getting back to our housing growth strategies. We're preparing for a very busy year in planning for new housing developments to support the mental health community, beginning with a new 68-unit facility at 205 Kingsway in Vancouver.



Coast Mental Health provided **1,488** affordable homes, many with mental health supports



We observed a **43%** increase in the need for rent subsidies

SUPPORT SERVICES

As part of our 2020/2021 Annual Report, we honour and give tribute to all our front-line workers who continue to keep us all safe during the pandemic.

Thanks to all our employees and their efforts to support clients in our care, we celebrate being recognized as one of B.C.'s Top Employers for 2021. This award reflects the passion, hard work and creativity of our employees.

Coast Mental Health's workforce has been instrumental in making ongoing modifications throughout the pandemic to meet the safety requirements set by B.C.'s Provincial Health Officers. Additionally, we were able to pivot and adapt many of our psycho-social rehabilitation and recovery services to ensure our doors remained open, and clients stayed connected to the daily supports they need to manage their wellness. This resulted in a 13 per cent increase in the number of people served in 2020/2021, for a total of 5,892 people served during the fiscal period. It should be noted that the above data only reflects the number of active clients in our data management system. The total number of people served would increase further if we included the supports given to family networks and caregivers who are an essential part of recovery for many people in our care.



Coast Mental Health served between **120-140** Meals-To-Go per day at both the Clubhouse and Resource Centre



1,265 clients supported through Coast Mental Health's Volunteer Program



34% increase in clients accessing services in **Cognitive Remediation**

EMERGENCY SUPPORTS

We also saw a significant jump in emergency supports and healthcare referrals in fiscal 2020/2021. While some outreach teams were redeployed to assist in community programming, the need for daily supports in the communities we serve continues to grow.

Overall, we saw a staggering 51 per cent increase in the number of requests coming from people in need of emergency assistance ranging from housing, rent subsidies, healthcare referrals, drop-in requests, and more. As restrictions are reduced as part of Step 3 of B.C.'s Restart Plan, we continue to see a high demand for our Outreach Services to support vulnerable populations who struggle to connect with B.C.'s healthcare system.



The need for Coast Mental Health's Outreach Services (emergency supports and healthcare referrals) increased by **51%**

COMBATING THE OPIOID CRISIS

The opioid crisis created further challenges for many of our clients who struggle with both mental health and substance use disorders. The combination of a toxic street drug supply, the lack of treatment beds, in-house recovery supports, and the lack of availability to drug alternatives necessary to support people in recovery has created a perfect storm, and sadly many fatalities across B.C. Last year, our employees saved 111 client's lives through overdose reversals and first aid provided by staff who are trained to administer naloxone.

To prevent overdose casualties, Coast Mental Health developed an Opioid Agonist Therapy (OAT) pilot program that more recently became an established program at St. Helen's Apartments in Vancouver. Creating a safe space for people with opioid dependency to access harm reduction supports, treatments and safe supply. To prevent more overdoses and encourage recovery, we'd like to see more OAT clinics open across our facilities.

These programs help stop our most vulnerable neighbours from falling through the cracks and are only possible because of kind donors and supporters.

EMPLOYMENT & EDUCATION

While many businesses closed last year, Coast Mental Health continued to provide clients with employment opportunities through various honourarium programs and three social enterprises: Social Crust Café & Catering, Street Clean Team and Landscaping With Heart.

Employment offers more than financial resiliency for members, it also encourages social connections and a sense of purpose that are an important part of recovery and wellness. In fiscal 2020/2021, 106 employment opportunities were created across 52 facilities in seven communities across Greater Vancouver.

OPERATIONAL SYSTEMS AND SUPPORTS

Coast Mental Health's scale and capacity is supported through centralized operational systems and processes to support clients, staff and volunteers who work or live at our facilities.

The Building Properties department is just one of many functional departments that support the organization. During the pandemic, the properties team was called upon to respond to the need for urgent personal protective equipment and cleaning supplies. Typically, this team works behind the scenes completing deliveries, repairs and maintenance.

During the pandemic, the properties team was crucial to our emergency response efforts, responding to every order placed by staff from Vancouver to Langley. With this team's support, we delivered approximately 96,000 disposable masks to clients, staff and volunteers throughout 2020/2021. And, thanks to the generosity of donors, over 1,200 clients received personalized isolation care packs.

While shipping supplies is an important part in running our facilities, it's not the only service our properties department provides.

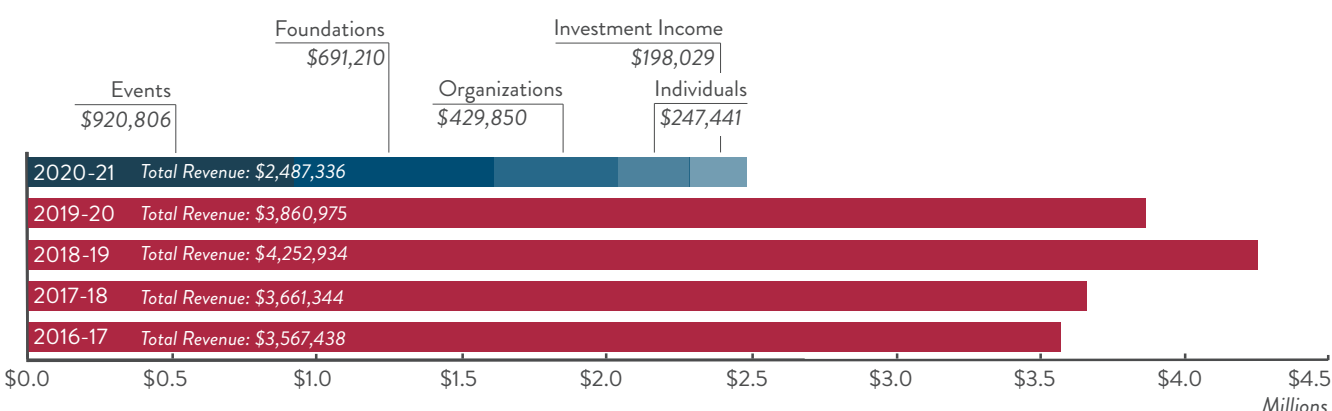
FOUNDATION/PHILANTHROPY

Many of the programs that define Coast Mental Health's unique and successful approach to community-based mental health care fall outside the scope of established government funding and are only made possible through philanthropy.

With the cancellation of the in-person Courage To Come Back Awards in 2020 and 2021, our revenue was severely impacted, and budgets had to be re-adjusted.

Coast Mental Health Foundation introduced new fundraising initiatives including a focus on online fundraising, our first virtual 50/50 Raffle, the pilot for our new Courage 2 Go Further event, and our largest ever matching campaign. But thanks to the continued support of donors, 5,800+ clients were still able to access the services they needed. The generosity of donors enabled our front-line teams to pivot and adapt, or create new programs to ensure the most vulnerable were able to access the care they needed. Thank you.

Coast Mental Health Foundation overview of revenue and funding for 2020/2021:



111 client's lives saved through overdose reversals and first aid provided to clients living at our facilities



106 employment opportunities for clients were created across Coast Mental Health's facilities



Another **30** people completed training through Coast Mental Health's Peer Support Workers program



96,000 disposable masks delivered to Coast Mental Health facilities



1,200 clients received personalized isolation care packs across more than 40 sites



22 new community partnerships were established in 2020/2021



33 Programs supported by philanthropy in 2020/2021



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