Our mental health affects the way we think and feel about ourselves and others, and how we deal with life. With Help, Housing and Hope we can change the mental health of Kelowna, the stigma and discrimination.

~Shelagh Turner, Executive Director.
“We make a living from what we get but we make a life from what we give.”

Winston Churchill had it right when he said this quote. All of us at CMHA feel that we are making a life by our contribution to creating a mentally healthy Kelowna. Right now, people are starting to understand the connection between the mind and body. They are concerned about the mental well-being of their families, loved ones, themselves, their workplace and our community. Everything is interconnected. When people are well, they are productive. When they are productive, they thrive, when people thrive, the economy and society thrives.

To all of us at CMHA, it makes good sense to get ahead of this by helping people of all ages and families to build the skills to manage the ups and downs of life so that they can thrive. It also makes good sense for us to help institutions, systems and communities to understand and respond to the complexity of mental illness, addictions and its collateral impact.

Mental illness and addictions are complex. These are not simple problems that are resolved by taking a pill or going to a therapist and then being cured forever. There are so many factors that influence our mental health and well-being. The solution lies in seeing this as a complex, multi-faceted, long-term approach where everyone, every system and every service plays an active and integral role in creating a healthy and vibrant community.

Looking back over the 2014-2015 year, we reflect on some significant shifts and developments in our organization as we strive to be a part of the solution. Our board, staff and volunteer team have continued to do amazing work as we explored new territory in some key endeavours this past year. We know we are making impact by the feedback we receive and by the increased awareness that we exist.
This past year, our Connected by 25 program received a national award from Eva’s Initiatives for our innovative and collaborative work preventing youth homelessness. We continue to build on our strength assisting people to navigate complex systems and services to find the help that they need. In 2014, with funding from a CAI grant, we created a Family Navigator position to support families who are dealing with mental health and or substance misuse issues to access the help they need to thrive.

This year we wrapped up a 16 month project with CMHA Vernon branch to provide executive leadership and help them reorganize their finances and operation. This provided a great opportunity to test a shared service model between our organizations and move CMHA branches in the Okanagan to explore regionalization of our operations.

Sharing our Executive Director, Director of Finance, fundraising and communications team made it challenging for our branch to complete the many goals we had to accomplish so we are proud of the work of the board and staff team who kept the “foot on the gas” and accomplished so much this past year.

This year we also undertook strategic planning so that we had a clear direction for the next few years. Going forward, our strategic directions/goals for the organization are to strengthen and grow our services, and engage and educate our community about mental health and mental illness. Our new themes are linked to the CMHA National strategic directions and have been operationalized into a strategy map, with a number of specific measurable objectives and consistent with a Balanced Scorecard Approach to which we will be reporting to our various stakeholders.

Partnerships & Collaborations

We would like to recognize the organizations we collaborated with in 2014-2015 to provide valuable community services and supports.

- The Bridge Youth and Family Services
- Central Okanagan Division of Family Practice
- Central Okanagan Food Policy Council
- Central Okanagan Fruit Tree Project
- City of Kelowna, Parkinson Recreation Centre
- CYMHSU Collaborative - Shared Care
- Dr. Fernando Diaz
- The Force Society

- Howard Research and Management Consulting
- Interior Health Authority
- Johnson-Bentley Aquatic Centre
- Kelowna Art Gallery
- Ki-Low-Na Friendship Society
- Ministry for Children and Family Development
- Ministry of Social Development and Social Innovation
- National Learning Community on Youth Homelessness
- NOW Canada
- Okanagan Boys & Girls Club
- Qigong/Tai Chi with Hajime Naka
- School District 23
- University of British Columbia-Okanagan
- Work BC
- YMCA of Okanagan
We know that our success is built upon the quality of the people who work and volunteer at CMHA. We have an amazing team who are so committed to their work and to achieving our collective vision. And of course all of this would not be possible without the support of our funders, donors and sponsors and community partners who continue to step up to help us build toward a mentally healthy Kelowna.

We want to extend a heartfelt thank you to outgoing board members Shawn Audette, Cara MacMillan, Marleen van Aalst and past Chair, Wendy Creelman who all made significant contributions to the Board of Directors and leadership of the organization.

These are challenging and exciting times for those of us who are passionate about mental health. The growth in the demand for our services continues to out-pace our resources, yet there is a growing public and political consciousness about what needs to happen to address this gap.

CMHA is here because 130,000 British Columbians will suffer a mental disorder so severe and persistent this year, that it will make normal functioning impossible. CMHA is here because more than 500 people die by suicide each year in the province. CMHA is here because as many as 12,000 British Columbians will sleep without a roof over their head tonight. And CMHA is here because mental disorders and addictions are costing the Canadian economy as much as $51 billion each year due to lost productivity and employees taking days off work due to mental health issues.

CMHA responds by supporting individuals with mental illness, and their families, to find their own path towards recovery. We create smart programs that are consistent with our values to build capacity in others and to collaborate wherever possible. We continually assess what exists and what is needed in our community, and then we create programs and services that are based in evidence and make a difference.

We continue to develop innovative services and redevelop our existing programs to serve the community even more effectively. At the same time, we continue to advocate for necessary reforms to our health and social service systems and support other organizations to improve their response to individuals in need.
Since 1956, we have been helping people who live with mental illness to become well. This is at the heart of who we are and everything that we do.

The need: Safe, supportive spaces for people to actively engage in reducing the impact of mental illness and to improve their mental health.

How we help...

**Employment Skills • Volunteer Opportunities • Nutritional Education • Social Connection**

**Wellness Development Centre:** Programs & services that teach skills for wellness and build resilience that help people lead more meaningful lives.

**ArtWorks Studio:** Combines opportunities for creative expression, social inclusion and connection with our community through art classes, group projects, guest art teachers and an annual Art Gala that is open to the community.

**Nutrition Programs:** Having access to affordable, nutritious food goes a long way to improve well-being. This is why many of CMHA’s programs include meals or learning skills to plan and preparing meals. Food nourishes participants’ bodies and minds while building community through a shared meal.

**Peer Support:** Having someone to turn to who personally understands living with mental illness and has walked a path to wellness can be profound and empowering. It’s comforting when someone has “lived experience” that they can share. Our Peer Mentors offer individual and group support for people of all ages and their families so they know they aren’t alone and opportunities for help and hope occur every day.

**SWAG (Seniors Wellness Activation Group):** For many seniors, physical, emotional and social losses make it common to feel isolated and alone. Each week, seniors gather for programming that helps them build new relationships and a stronger social network while learning how to increase mental wellness.

**Wellness Grants:** Having something meaningful to do in the community is hard for those on limited incomes. Wellness Grants provide low or no-cost access to activities such as physical fitness, art classes, courses and workshops that support recovery.
Mike’s health was poor, he felt depressed, unmotivated and that he had very little purpose. “Kitchen Connections gave me structure in my day and helped me improve my physical health. Now I notice I’m less stressed and feel proud of helping to prepare the meals for the Wellness Centre,” says Mike. Today, Mike continues mentoring within the program and loves being able to see others improve and be successful too. “Kitchen Connections changed my life for the better.”

“CMHA is the one place where our participants know they won’t experience judgment about their mental illness. Feeling safe and accepted then opens the door for participants to begin to care for themselves and for one another. I love seeing the journey of people daring to trust others, daring to care for themselves and being open to receiving some of the tools that we can provide.”

~ Alison Kyte, Wellness Programs Coordinator

2014-2015 Impact

- **862 participants** in Wellness programs and services
- **5,116 meals** served, a 23% increase
- **50%** of Kitchen Connections participants trained to become mentors
Adolescence is a time of dramatic change. The journey from childhood to adulthood can be hard - especially if you have a mental illness. Young people often feel tremendous pressure and, at the same time, lack the life experience to know that difficult situations will not last forever. Families often lack the support they need to navigate the system.

**The need:**

How we help...

**Connected by 25:** What makes Connected by 25 unique is that we support young people 16 – 24 years old who are vulnerable in their transition to adulthood to successfully make the leap from the youth to adult mental health systems. Typically services end or begin at 19 years of age crossing multiple systems with young people getting lost in the shuffle. Our Youth Transitions Navigators help young people access the supports they need and their experiences inform us about how we can best advocate for system transformation.

**LINC (Living Independently Needs Connection):** LINC functions like the hub of a wheel to bring services and supports together in one room so that a plan of action can be developed at the same time for multiple services. What this means for the young person is that they only have to tell their story once and can see multiple professionals at the same time who together work out a game plan to support the young person to thrive. We host and facilitate LINC to ensure that the process runs smoothly and efficiently. What this means for the system is substantial cost savings and less wear and tear on youth and their families.

**Family Support:** Mental illness and substance misuse affects the whole family. Supporting families to receive the help they need, at the right time and right place from the right people is possible with the help of our Family Navigator. This program was new to us this year and in only 4 months helped 25 families connect with services based on their individual needs.

**Supper Club:** A 12-week program in a safe and supportive environment where young people learn and gain valuable life skills in a group setting. Supper Club focuses on food security and teaches young people to make nutritious meals on a budget and help them as they seek employment in the community.
CB25 recognized nationally by Eva’s Initiatives and presented an award for innovation in working with homeless and at risk youth.

2014-2015 Impact

• 205 young people participated in an intake and assessment through LINC
• 25 families supported through Family Navigator
• 289 young people supported through CB25
• 1125 meals prepared over the year ~ Supper Club

"Because of CB25’s Supper Club, I am less depressed and I know I’m not alone. If it wasn’t for Connected by 25 I would probably be still living on the streets.

~ Connected By 25 Participant"
Having a safe, affordable roof over your head is something everyone should have access to. Navigating the many resources to find housing, financial assistance, health care and specific services to promote wellness and recovery can be extremely difficult without help. We strive to break the cycle of homelessness by supporting people to maintain their housing and helping them find a good place to call home.

The need:
Poverty. Addiction. Mental illness. Loneliness. The specific struggles vary for each person who comes to us looking for help with housing, but the approach is similar for all.

How we help...

**Community Navigation & Outreach** helps people who are homeless or at risk of homelessness find and maintain housing and break the cycle of homelessness. We host housing workshops each week to assist people looking for housing to update them with what’s available and affordable and assist in helping to complete the application process and teach what it takes to be a good tenant.

**Willowbridge Transitional Housing** is a supportive transitional housing program, providing 40 affordable units for people experiencing barriers to securing housing. Willowbridge works collaboratively with community service providers to help people develop the skills and resources they need to get on their feet.

**Rosemead Apartments** 23 low-cost one bedroom apartments for people with mental illness living on limited incomes.

**Scattered Sites** is an innovative program where work closely with local landlords and lease several apartments throughout the city. Our Scattered Site program means that CMHA holds responsibility for paying the rent for a year, ensuring a guarantee to the landlord. CMHA then has access to spaces to sublet to individuals who are ready to live independently. It’s a win for everyone - the landlord has their place rented with a responsible tenant who is supported, the tenant has a safe and affordable place to live and we are able do something that practically addresses homelessness in Kelowna.
Teresa’s low point came when she experienced a relapse into alcoholism and fell back onto the Kelowna Streets. “You can’t do anything if you don’t have a roof over your head. If anything is a killer, it is loneliness. Everyone has value. Sometimes you just need someone else to care about you first before you can see it in yourself,” says Teresa. Outreach and navigation services helped Teresa to stay at Willowbridge Transitional housing. Today Teresa now lives in her own home and has a part-time job.

Rent Supplements/ Utility Relief: Rents and utility costs in Kelowna are far beyond the shelter allowance ($375/month) provided for someone on Income Assistance. Thanks to our community partners we have access to funds that make up the difference between market rents and the shelter allowance, and we can provide utility or crisis grants to help someone to stay housed. Our Navigation team works with individuals to ensure they are budgeting properly in order to prevent evictions and keep people housed.

We see the person first, and for many, CMHA is the first place they have felt really seen and really heard in years.
~ Ana Frias, Operations Coordinator at Willowbridge Transitional Housing

Mental illness and homelessness are diseases of disconnection. At CMHA, we help people make connections so they can thrive.
~ Katie Forrstrom, Housing Navigator.

2014-2015 Impact
- 95 people housed at CMHA
- 178 people assisted to fund housing
- 43 Housing Workshops with over 300 attendees during the year
- 612 rent supplements & utility relief grants provided totaling over $76,000
More than anything else, we are here to provide hope. Hope to the person who has been hiding their mental illness from their employer. Hope to the parent who has been wondering if it is “more than a phase” their child is going through. Hope to the family who thinks they are the only ones. Hope to the person who doesn’t know that recovery from mental illness is possible.

The need: While most of us don’t hesitate to talk about issues such as diabetes, cancer or heart disease, many are still uncomfortable to speak openly about mental health challenges. We work hard to reduce the stigma associated with mental illness through education initiatives and community events by normalizing conversations about mental health, modeling conversations that are free of shame and judgment, increasing awareness about illness and wellness and creating cultures that bring people together.

How we help…

Community Education • Mental Health Week • Women & Wellness • Ride Don’t Hide

Community Education: How many of us know what promotes mental wellness or resiliency in life? How many of us know the signs and symptoms of a mental illness and then what to do about it? Teaching and equipping community groups, workplaces & sports teams is a critical part of CMHA’s work in pursuing a mentally healthy Kelowna. In 2014/2015, we reached over 2000 people through 63 presentations. To understand the difference between mental illness and mental health and to have the tools to promote mental wellbeing is a critical part of building a mentally healthy Kelowna.

Clients Served:
• City of Kelowna
• Pacific Sport
• School District 23
• TWP Fitness
• UBC – Okanagan
• WorkSafe BC

Six time Canadian Olympic Medalist Clara Hughes road 12,000km around the country visiting 95 communities with the Bell Let’s Talk initiative. CMHA Kelowna’s education team assisted with having Clara present to over 600 students of both Spring Valley Middle School and Rutland Middle School. She delivered her message to raise awareness about mental health and drive positive, long-term change in the way youth and Canadians perceive mental illness.
Community Engagement

Finn Pihl: is an amazing 11 year old who has shared his experience living with anxiety and depression and the journey he and his family had from diagnosis to treatment. It takes great courage to talk about one’s experience. Finn shared with us about what made a difference and challenged us all to be better educated about mental illness, reduce the stigma associated with it and think broadly about what we can do to help.

Volunteers: We provide a place for people to contribute to something meaningful, follow their passion, build skills and friendships. Our Help, Housing & Hope initiatives were supported by 183 of volunteers who gave over 5200 hours this last year, an increase of 40%. That’s the equivalent of 3 full time employees.

Whether serving as board members, specialist advisors, event planners, assisting people in completing tax returns, providing training on computers, or manning an information booth, volunteers are the life-blood of our organization and they make it possible for us to be sustainable and relevant in our community.
Financial Health

Year ended March 31st 2015. This information has been extracted from the audited financial statements by Adams I Heymen I Owen charted accountants. The full statements are available on-line at cmhakelowna.org or by request.

Total Revenue
Revenue
$2,517,738

Total Expenses
Expenditures
$2,435,741
Together we are creating a mentally healthy Kelowna, thanks to the generosity and kindness of our donors and sponsors throughout our 2014-2015 fiscal year.

### Donors

100 Women Who Care  
Linda Aldous  
Theresa Arsenault  
Cameron Bell  
Bell Canada  
Bell Let’s Talk  
BMO Employee Charitable Foundation  
Charolette Boyden  
Maureen & Jim Bradbury  
Callahan Property Group  
Canadian Federation of University for Women  
Chaparral Industries  
Sandra Churches  
Colin Basran Charity Open  
The Colin & Lois Pritchard Foundation  
Common Bond  
Common Thread Market  
Rita Conroy  
Delcourt Wealth Management  
Ecoscape Environmental Consultants Ltd  
Sara Embury  
Karen Erickson  
Eva’s Initiatives  
Extra Foods  
First United Church  
Gateway Foundation  
Christine Gordon  
E.R. Grimwood  
Superintendent Tim Head  
Jessica Hedrick  
Hillary’s Ride for Mental Health Society  
Jane Hoffman  
I Am Me Campaign  
Investors Group  
Angelika Jaeger  
Kathy Keating  
Kelowna Canada Post Heritage Club  
Kelowna Okanagan Mission Rotary Club  
Kelowna Rockets Hockey Enterprises  
Kelowna Trinity Baptist Church  
Cam Kourany & Sharon Varette  
Peter Krabben  
The Lit From Within Project  
Little Creek Dressing  
Jack McLaughlin  
The Medicine Shoppe Kelowna  
The Medicine Shoppe West Kelowna  
Jodi Merckx  
Mission Meats  
Moksha Yoga Kelowna Inc.  
Oranji Fitness  
P.A.C.E Sports Fitness  
Pacific Northwest Garden Supply  
Barbara Padley  
Donna Percival  
Poverty Without Disability Network  
Priebe Family Foundation  
Pushor Mitchell LLP  
RBC Foundation  
Rotary Club of Kelowna Sunrise  
Royal Bank of Canada  
Felicia Sardar  
Debra Sikorski  
St. Andrew’s Anglican Church  
Sun Life Financial  
TELUS Thompson Okanagan Com Board  
The Thomas Alan Budd Foundation  
TWP Fitness  
Vancouver Foundation  
WFG Charitable Trust  

### Donations in memory of

Robert Bigg  
Robbee Gibson  
Kevin Zimmer  
Robert Maears

We are grateful for all donations, however we only have room to list those gifts of $250 and above in this report. Great care was taken to ensure the accuracy of the names listed throughout the report, however, if your name appears incorrectly or was omitted, please accept our apologies.

### Event Sponsors

99.9 Sun FM / 101-5 EZ Rock  
Bell Let's Talk  
Castanet.net  
ChainLine Cycle  
Cycle Path  
Dandy Diva  
Fresh Air  
Intrigue Wines  
Investors Group  
JDS Energy & Mining Inc.  
Jessica Balfour Photography  
Kelowna Cycle  
Nature’s Fare Markets  
New Horizon Productions Ltd.  
Okanagan Skin Care  
Sheerwater Accessories  
Shopper’s Drug Mart  
Spin Co  
The Bike Shop Café  
Total E’Clips Salon & Spa  
Tree Brewing  
Yellow House Restaurant  
The Bike Shop Café  
Total E’Clips Salon & Spa  
Tree Brewing  
Yellow House Restaurant

### Funders

BC Housing  
City of Kelowna  
Community Action Initiative  
Community Living B.C.  
CYMHSU Collaborative - Shared Care  
Government of Canada - Homelessness Partnering Strategy  
Interior Health Authority  
Ministry for Children and Family Development  
Ministry of Social Development and Social Innovation  
Province of British Columbia - Community Gaming Grant  
Regional District Central Okanagan  
United Way Central & South Okanagan Similkameen

### Common Bond Members & Friends

A dynamic philanthropic movement of CMHA Kelowna, committed to raise funds and take a proactive lead in impacting the future mental health of the community for its young people and families.

100 Women Who Care  
Melissa Berry Appleton  
Karen Close  
Wendy Creelman  
Michelle Deighton Hussey  
Wendy Delcourt  
Donna Denison  
Kristin Edstrom  
Nadine Guy  
Melanie Hall - Szyszkiwicz  
Angelika Jaeger  
Eileen Loewen  
Katheryn Martyna  
Allison McKenzie  
Heidi McLaughlin  
Shelly McLaughlin  
Cara McMillan  
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Dr. Hilary Pada  
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Rose Sexsmith  
Adrienne Skinner  
Kylie Sutton  
Cassandra Tompkins  
Shelagh Turner  
Sharon Varette  
Lucille Verley  
Teres Westover  
Susanne Zimmermann

Donations in memory of

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Kevin Zimmer  
Robert Maears

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SUPPORTING A MENTALLY HEALTHY KELOWNA

183 volunteers contributed 5200 hrs

183 volunteers contributed 5200 hrs

HELPING PEOPLE FIND THE RIGHT DOOR
We responded to 18,000 requests for help by phone, email, via the web, and in-person.

SECURING A SAFE AND AFFORDABLE PLACE TO CALL HOME
We helped over 178 people with direct housing and housing supports. 612 rent supplements & utility grants were provided. 92% of once homeless stayed with a roof over their heads for more than 6 months within CMHA housing.

HEALTHY MEALS—A BUILDING BLOCK FOR GOOD MENTAL HEALTH
We served 5,116 meals to people who otherwise would have gone hungry. We provide access to healthy meals through Meals Matter, Supper Club and Kitchen Connections.

REMOVING BARRIERS FOR YOUNG PEOPLE & FAMILIES
We assisted 115 youth in receiving support, life skill education and nutrition classes. The average age of participants was 19 years old, with 100% strongly agreeing that they were treated with respect and their needs were met.

WELLNESS PROGRAMS
Through wellness programs, fitness groups, skills building & special events CMHA Kelowna supported over 298 people to pursue wellness & recovery from mental illness.

HELPING PEOPLE TO HELP THEMSELVES
With 1 in 5 Canadians affected by mental health issues every year, promoting mental health and helping people access appropriate supports is everyone’s concern. We are focused on promoting mental health, raising awareness about mental illness and building strategic relationships to increase our reach and maximize our efforts. Through school presentations, workplace workshops and community education events we were able to reach over 2,000 people.

www.cmhakelowna.org