



ISLAND COMMUNITY MENTAL HEALTH

Annual Report
2014 - 2015



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Executive Director's and President's Message

On behalf of the Board of Directors and Management team of Island Community Mental Health, we are pleased to provide a brief report on the Society's activities this year; it has been a busy and rewarding year. We completed our name change from Capital Mental Health Association to Island Community Mental Health. Immediately following this initiative we launched our new website.

In April, we welcomed the McCauley Lodge residents back to their new home; as well we welcomed eight new individuals to the Lodge. The Lodge is highly valued in the community and Island Health as residential beds continue to be a priority in Victoria, with an even greater need for both respite units and accessible units, both of which are available at the Lodge. In June we had the formal ribbon cutting ceremony with many community members in attendance. We have also been a partner in the Nigel Valley Master Plan and we look forward to the exciting opportunities this will bring over the next couple of years.

Early in 2015 we had the opportunity to attend a facilitated "strategic thinking" day sponsored by Calliope Learning. This was a good opportunity for the Board and staff to



think strategically about the future of the agency. In October of this year the Board will have the opportunity to benefit from this valuable information as they formalize the strategic plan.

We have promoted both education and community connections this year. To this end many of our staff have completed motivational interviewing, medication upgrade courses, dementia training and many other educational programs. We are continuing to work to

ensure all our services are delivered with a recovery oriented psychosocial rehabilitation framework.

We were successful in two funding opportunities, which have allowed us to enrich our services to the clients. We received funding from the Victoria Foundation to provide programming in our Alzheimer Support Program on Saturday. A significant initiative within this proposal was a caregiver support component, which allowed us to run a monthly lunch-and-learn. The input to date has been overwhelmingly positive from the caregivers in terms of the difference it has made to them on a daily basis.

We received funding from the United Way for a two year pilot program which will provide the opportunity to significantly enhance the young adult programming through the GROW program.

It has been an exciting and challenging year. We would like to extend a special thank you to the Board of Directors and staff for their commitment and work this year. Most importantly, we would like to thank the individuals and families who use our services for the feedback which is invaluable in order for us to continually improve and tailor our services to meet their needs most effectively.



Kim Duffus
Executive Director



Darrion Campbell
Board President

Our Team

Serving over 1000 clients each year requires a skilled and dedicated team. These individuals bring a wide variety of experience and education to Island Community Mental Health, and while they differ in their backgrounds, they all share a dedication to improving the quality of life for those experiencing mental illness. ICMH has a staff complement of 80 individuals who provide direct service, support, and administration for all of our programs.

Our Board

Executive Committee

President: Darrion Campbell

Vice President: Patricia Summers

Past President: Karla Wagner

Treasurer: Valerie Sauvé

Members at Large

Robert Clark

Wilf Gorter

Laylee Rohani

Tony Rushworth

Donna Spence



Our Administrative Team

Kim Duffus – Executive Director

Doug Hohenstein – Director of Operations
and Special projects

Lori Mist – Director of Programs

Imogen Burr – Director of Tenancy and
Property Management

Angela Treverton – Director of Finance

Sarah Crawley – Business Support
Coordinator

Ilene Duguay – Administrative Assistant

Director of Operations and Special Projects

This has been a year of changes for Island Community Mental Health. With a new executive director came a new focus on community partnerships, public profile, and expanding our services and funding sources. In order to develop efficient and nimble responses to changing community needs and best practices, our organization needs a robust and efficient framework for developing proposals and implementing new programming and services.

In 2014-15 ICMH submitted five proposals and funding applications to offer new programs and services to those experiencing mental illness in Victoria, and we were successful in three of those, providing both opportunities and challenges for the organization. The process of developing and implementing these projects has highlighted our strengths as a service organization, and also shown where we can improve.

On the task list for this coming year are revamping our health and safety program, preparing for reaccreditation with the Council on Accreditation for Rehabilitation Services (CARF), and exploring options for client records and data collection and reporting.

It doesn't sound exciting, but the work is essential if ICMH is to continue to grow in its role as a community leader in mental health recovery.

Doug Hohenstein
Director of Operations and Special Projects



Director of Programs

This past year has seen significant changes in all the programs. There has been new partnerships formed in the BRIDGE program with CLBC which will open new opportunities for programming and new clients.

The Friendship centre has been renamed to Seniors' Support Network and includes an outreach component so our seniors do not isolate.

The Alzheimer's support Program has expanded to six days a week from four and also runs a caregiver support group once a month through a lunch and learn program. This provides friendship support and tools for helping their loved ones.

The NetWorks supported employment and education programs have been actively meeting to ensure that we excel in providing evidence-based service and adhere to the fidelity scales developed for these programs. We are simplifying the programs and partnering with Camosun College to offer literacy programming at our site.

The Housing Support and Rehabilitation program has expanded the services offered to include the Ready to Rent program, addictions counselling, help with decluttering and hoarding, and peer support.

Both our licensed care facilities have grown and changed this year. Greenridge Place and Eagle Rock Heights have seen residents experience tremendous success with over half moving to more independent housing.

McCauley lodge has done a remarkable job this past year of settling the residents in their new home as well as adjusting to working in a very different environment while setting up new routines. In addition, we have separated the Bridging/Outreach service to make this component a standalone program with dedicated staff and nursing services. This allows people to have intense supports while living independently with the community.

The staff in all programs should be commended for the changes they have made this year and the work they gave accomplished with and for people with a mental illness.

Lori Mist
Director of Programs

Director of Tenancy and Property Management

Island Community Mental Health operates manages 202 units of subsidized housing throughout Greater Victoria. This includes four apartment buildings which we own and operate. ICMH also maintains three licensed care sites and two programming sites.

2014 was a very exciting year for the property management and maintenance of Island Community Mental Health buildings. All our buildings are continually being evaluated for preventative maintenance issues and regular up keep, however it was our head office at Skinner Street that had the most work done. Replacing the entire rain screen on the building started in September and was completed in May 2015. The building now looks modern and welcoming for our staff and new and returning clients.

We are also proud to be a part of a large project called Nigel Valley, which is looking to redevelop seven acres of property owned and managed by local non-profits and BC Housing to create a better way of providing housing and support to those in need. It is still in the planning process but it will involve two of our apartment buildings in one of the largest improvements to the non-profit community that Victoria has seen in quite some time.

There have been lots of change last year and lots of change moving forward into yet another positive year ahead.

Imogen Burr
Director of Tenancy and Property Management



Program Reports

Alzheimer's Support Program

The Alzheimer's Support Program is a community program working in concert with Island Health and the Victoria Foundation. The centre is located by Elk Lake, open Monday to Saturday.

Music, arts, healthy food and exercise are the cornerstones of the program. This emphasis underpins all of our programming, which focuses on facilitating clients to reach individualized goals identified as they enter the program. These include: Increasing Activity Levels, Reducing Isolation, Monitoring Mental and Physical Health, and Providing Caregiver Respite.

The senior's population in BC is growing as the Baby Boomers Age. Although Alzheimer's and other forms of dementia are considered age-related diseases, statistics show ever-increasing numbers of younger individuals being diagnosed with these diseases. These younger individuals are generally more physically robust, and they and their families are often still engaged in work and community life.

With the focus on "aging in place" we, as part of the Community take our role of supporting the caregivers very seriously. Primary caregivers need to carefully manage their own self-care. Island Community Mental Health recognizes this challenge and, through a grant from the Victoria Foundation, we have implemented a monthly Lunch and Learn program wholly focusing on the Caregiver. These are facilitated sessions, providing an opportunity for peer support, guest speakers, and topical information sharing.

What's next for the Alzheimer's Support Program? We plan to continue to thrive and hope to expand our services.

Heather Reid
Manager

"I wish to express my thanks to you and your staff for the excellent co-operation you have provided for my wife while she attends the program. She realizes that being at the program gives her an outlet to express herself. For myself, I must state that staff are so friendly, both when I visit the centre or phone. This has helped during the last two years during my medical problems. Thank you again for all your help."



On March 7th, 2015, my husband, Lew Lewis started a Saturday program at Pathways.

Previous to that date, I was handling Lew's care on my own.

Needless to say I was overjoyed at the opportunity for Lew to attend on Saturdays. I knew the program would be good for him, and I really treasured the 4 hour block that I had to myself.

I have been overwhelmed at the level of support from you, Heather and the staff at Pathways! Every one of you have been amazing! Lew especially likes "Peter" the cook ☺. Lew has made friends and enjoys his time there immensely. The music portion of the day is also one of his favorite blocks of time. He looks forward to attending. We now have a second day a week to participate in the program.

For myself, I have to say the "**Lunch & Learn**" workshops offered every third Saturday have been such a life-line for me! Jeanne, who heads up the workshops, provides the caregivers with information we would otherwise spend hours trying to find.

We have the opportunity to share our stories and hear from others who are in the same situation. We have the opportunity to toss around helpful tips and tools to make our daily lives easier. Jeanne goes out of her way to provide answers to topics we have all brought to the table. Guest speakers are invited to join the group and provide information as well.

These programs are essential! Without them, we as caregivers would have to wade through so much information to get the help and advice we require. I have attended every workshop and have ALWAYS come away feeling more optimistic about the days ahead. I really look forward to the Saturday group meetings. Each time I know I will come away feeling supported, understood and more confident to deal with my role as caregiver.

Another highlight.....at noon you arrive with a wonderful lunch prepared for the group by Peter, the Pathways cook ☺ It is so very nice to be spoiled like this....not often do we have someone else prepare a meal for us! Thank you for this Heather! And thank you Peter!!

I appreciate all of you, and thank you so much for the opportunity to be a part of this wonderful program.

I sincerely hope that the Lunch & Learn workshops are never discontinued. One can never have enough support programs such as this!

Best wishes and a huge thank you!

Sincerely,

Wanda Lewis

Building Respect, Inspiring Dreams, Gaining Energy (BRIDGE) Program

This past year has been a time of learning and connecting for Bridge participants. Clients have learned about Leadership with a session every month for 8 months about leadership qualities such as the ability to work as part of a team, accountability, and empathy. We started a new program where clients learn about movement and self expression, and we continue to go on recreation outings to strengthen our connection to the Victoria community. Some of our favourite outings include art galleries, coffee shops, going to the beach, and playing baseball.

Individually, some clients are rotating through BRIDGE Centre paid jobs to gain employment skills and experience. Staff have connected clients with Lifetime Networks and the Pandora Arts Collective as part of our emphasis on community integration. Our resident poet has just acquired an electric typewriter and is busy working on his sixth collection of poems. Some more practical individual pursuits are: learning about budgeting, learning new bus routes, and taking a SuperClean course.

We have recently been approved as a Community Living BC service provider and are looking forward to all the exciting opportunities this will bring in the new year.



Here's what some of our clients have to say:

We learn to be patient and listen here.

I feel like laughing and jumping around when I'm here.

I am treated with respect here.

I want to thank you for everything you do.

Darlene Arseneault
Program Coordinator

Robert B. – A Client's Story

In July 2007 I arrived in Victoria very sick, lost and quite often suicidal. I had no hope or direction. In 2008 I sought help and found GROW in the process. Since that time, it has helped guide me in a recovery path previously unimagined.

Through its programs, groups, staff and peer support, i have made tremendous changes in my life. I attend regularly and have since found stable, secure housing, part time employment, obtained a reliable vehicle, quit smoking and reconnected with estranged family. I have learned to set realistic long and short term goals, to always take my meds, open my blinds, exercise, focus on the positive, participate in life and C.B.T. skills etc. I have had more stability than ever in my life.

I have had a wonderful relationship of two and a half years with my recently deceased wife. GROW and its people were and are, incredibly compassionate and helpful during this new time of great anxiety and depression. It is so important to me that I can attend GROW and also, volunteer tending the plants and now the client advisory and newsletter committees. This allows me to give back to GROW and gives me a sense of community, belonging and raised self esteem. I am very grateful.

Thank you

Robert B.

Friendship Centre

Our program for older adults experiencing mental illness has completed some exciting changes this year. In May 2014, our Friday Coffee Talk started at the Dutch Bakery on Fridays: clients met and visited over coffee at the bakery independently. Coffee Talk is almost a year old and is going strong. In October 2014 we shifted the Saturday program to Monday to make the program more accessible for clients.

As of April 1st, 2015, Friendship Centre will become the Seniors' Support Network. On Mondays outreach staff will facilitate clients meeting in the community as they broaden their horizons, and explore Victoria and its resources as a group of friends. Staff will continue to refer clients to appropriate support and recreation resources in the community. The Wednesday core group includes a light lunch, individual service planning, and two hours of programming. The programming consists of activities including yoga, pottery, community outings, and information sessions. The clients direct the programming and their own service plans with the support of staff.

We are looking forward to doing more community outreach in the future, and to helping to build and support seniors' independence and participation in the communities of their choice.

Darlene Arseneault
Program Coordinator



Greenridge Place & Eagle Rock Heights

We have certainly had a busy and successful year at Greenridge Place and Eagle Rock Heights.

All our clients are all actively engaged in learning new skills to prepare them to live more independently in the community, including cooking and basic life skills.

All sixteen of our clients are currently in jobs, school, volunteer positions, activity programs, or training programs....fantastic!!!!

We have 5 clients actively participating in GROW programs, from yoga to jewellery making and 'Move it with Kathy' which is especially popular.

We have one client who is very busy with a part time job in the community at a fitness club, volunteering with the Art Capacity Program and a Thrift store and has actively returned to her photography passion where she is having success. She is also walking daily and has lost over 50 pounds and states she is feeling like "her old self" for the first time since her diagnosis.

We have 2 clients successfully complete the Super Clean Program and both were offered one day a week cleaning positions after the program for an additional 6 months of paid work. One of these clients is now attending the Beacon Retail Training program as well as working the janitorial job one day a week.

One client has successfully completed the Soup-er Meals Program. Another has also completed this program and went on to successfully complete an additional 6 months in Grab and Go. This client is now investigating returning to school for upgrading.

One client completed UNI 102 and 102 at the University of Victoria and is attending Day Hospital programs. We also have 3 clients attending the CBT Program at Day Hospital.

We have one client taking a computer on line course at Camosun and 3 other clients awaiting upgrading classes in September; one who is already working with a tutor to help her prepare for academics in the fall.

Two of our clients are just finishing up a 30 day assessment at Rockland and both are doing very well and are now going to be referred to more independent housing.

This year ten residents transitioned to other housing, all but one to more independent living. These individuals continue to be successful in their recovery: they are maintaining their jobs, activities, and continuing in a healthy lifestyle.

Debbie Flint, Manager

Rachel K. – A Client's Story

My Two Years at Eagle Rock

Eagle rock is a safe place to heal in order to take baby steps closer to independence. With the help of staff, location, meds, employment and volunteer work my routines and sleep patterns came back.

The first staff that I met was Debbie Flint who I knew previously in the system. This was a real comfort to me to have a familiar face to know that my questions and concerns would be answered. Later my previous case manager came on staff as a part time nurse. This again brought consistency, as she knew the circumstances that I was dealing with. The staff are very caring and consistent with respect in their duties with the care of the clients. I found the relationships with the staff to be very therapeutic. With the therapeutic relationships along with my meds being sorted out, my routines and sleep patterns came back. At this time I was working with Super Clean and later gained part time employment with consistent days and hours in the community with Debbie Flints expertise. This allowed me the structure to indulge into my art. My artwork has been in two juried shows during my time at Eagle Rock. The location was key for me as the house is right beside Swan Lake and I had the opportunity to take a walk every morning with my camera. I lost weight and my energy started to come back. I also volunteer with Art Capacity, which I started as a participant.

In the two years while I was at Eagle Rock with the help of staff and other clients, my baby steps brought inner healing so that I could refocus on the things that I needed to accomplish to regain my independence.

Rachel K.

Gateway to Resources and Options for Wellness (GROW)

GROW is a recovery and wellness based program serving adults recovering from mental illnesses. The program offers a wide variety of group activities designed to teach basic living skills and support leisure and all areas of wellness: physical, social, spiritual, emotional and intellectual. Programs are offered in group settings both onsite and offsite at community centres and outdoor settings to promote community familiarity and integration. We also offer specialized workshops, such as Financial Literacy and Acrylics for Beginners. GROW promotes vocational, educational and volunteer opportunities, and referrals to community resources.

GROW programs follow a Psychosocial Rehabilitation Framework (PSR), and as such promote personal recovery, successful community integration, and a fulfilling quality of life. Our program services are collaborative, client-centered and individualized to meet the recovery and wellness goals of each participant. We are continually re-evaluating programming based on client feedback in order to offer the best possible service to the widest range of individuals.

Some of the new programs and workshops we have introduced this year include: Cognitive Behavioural Therapy for depression, Financial Literacy, Pathways to Mindfulness, One Pot Wonders (a basic, healthy and budget-friendly cooking group), and more onsite volunteer opportunities, including our volunteer receptionist program.

Another development this year has been the formalization of the GROW Client Advisory Committee (CAC) to provide feedback and suggestions for the development of new services. The CAC has created a resource corner with information from over 30 community agencies, a client newsletter, an “announcements of the week” board, a “feel good board” –which promotes client feedback, suggestions and positive reinforcement – and “One Journey, Many Voices”: an art project which encourages clients to share their stories of recovery through various art mediums.

The Button Project was created as a campaign to raise awareness regarding mental illnesses, and to provide a visual reminder that we are all connected in caring and support. GROW collected 70,000 buttons, representing the 70,000 (one in five) individuals in Greater Victoria who will experience mental illness this year. With help from organizations and individuals locally and internationally, we were able to reach our goal in 5 months! The buttons will be transformed into a permanent mural to be designed and constructed in coming months.

GROW has undergone a makeover in the past year, with revamped and updated computer kiosks, a new reception area, and separate spaces for clients to work on projects, resumes, journaling, etc.

In the coming year, we will be building on our community partnerships. We will be offering another Financial Literacy series facilitated by VanCity, and Qi-Gong onsite at EMP in partnership with Island Health.

In addition, GROW has received United Way funding for a Young Adult Engagement Project designed to reach out to and attract individuals 19-30 by offering programming attractive to this under-served group in recovery. This includes a Community Partners Workshop Series, which will offer Creating Fashion on a Budget and Stone Sculptures workshops, to name just a few.

We are proud of the continued progress and advances in the GROW program, and look forward to offering new opportunities to meet the needs of all who come through our door!

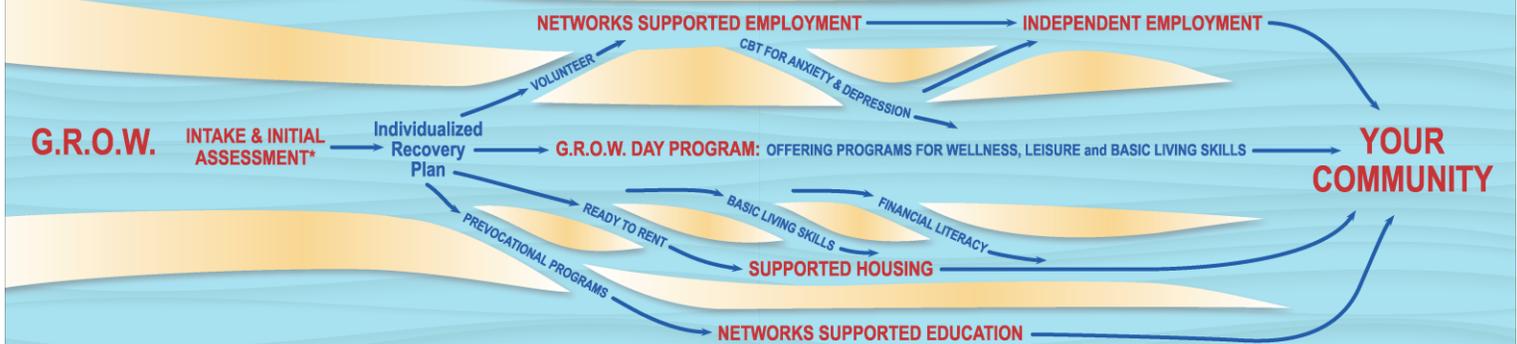
The GROW Team for

Sabine Vanderispailie, Manager

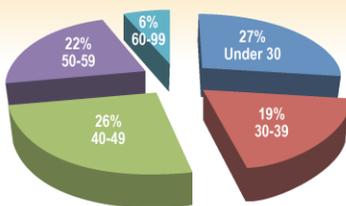
OUR DOOR LEADS TO YOUR COMMUNITY

The **G.R.O.W.** Program provides support for recovery in the areas of wellness, leisure, education, employment and activities of daily living.

The program provides both individual and group interventions that are strength-based, client-centered and integrated with the community.



Age of Clients



Intake & Initial Assessment*

Areas assessed with an Occupational Therapist:
Self-care • Productivity • Leisure • Family Involvement

- Components of the client's mental, physical and psychosocial performance are assessed.
- OT collaborates with the client to identify needs, interests, goals and develop an individualized recovery plan.
- Clients are encouraged to identify strengths and achievements that can then be used as resources for recovery.



**ISLAND COMMUNITY
MENTAL HEALTH**

A Non-Profit Organization Serving
Greater Victoria Since 1956
www.islandcommunitymentalhealth.ca

T.F. – A Client's Story

In 2009, I was diagnosed with acute depression and anxiety. My recovery was a slow process with its ups and downs. As those with Mental Illness issues are aware, it is not unusual to have several relapses over the course of your recovery and I was no different. After moving to Victoria in 2011 with my husband, I set out to find resources available in the community to assist me with my recovery plan. My wellness journey brought me to a variety of community wellness programs where I was supported by fellow clients, facilitators, and other professionals. One of the most influential programs I attended was the GROW program, which falls under the Island Mental Health Umbrella. The GROW program is unique to Victoria in that it follows a psycho-social rehabilitation framework which promotes personal recovery, successful community integration and a higher quality of life for individuals with mental health and addiction challenges.

The GROW program strives to achieve these goals by offering a variety of groups designed to support physical, social, spiritual and mental aspects of recovery. It is these activity-based programs that have helped build my resiliency, develop coping skills and has empowered me to make new social connections. These programs equipped me with strategies to live a balanced life and to experience positive mental wellbeing.

I cannot take all the credit for my successful recovery (I am enrolled at Camosun College for Fall 2014, and hope to pursue my Masters Degree thereafter), it is the support, love, and guidance of GROW's staff/facilitators that I am where I am today. When I look back at my journey, it is always with immense gratitude and admiration for the assistance, knowledge, tools and support I received. I can't thank these people enough for being such a positive impactful force in my life.

– TF

Housing and Rehabilitation Support Program

Our program is based on the principles and practice of Psychosocial Rehabilitation (PSR). PSR encompasses all activities of daily living and life skills to support the client through advocacy, education, building community connections, medication management and wellness. Housing Support Workers support clients with their recovery through teaching home management, cooking, shopping, and budgeting. We also connect clients to social and employment programs in the community. Services are client-centered and follow PSR practice: person is at, and and achieve their goals. help each individual health and wellness and potential.

Our services are offered to buildings owned and well as 87 apartments Greater Victoria. All the a rent subsidy through BC support and rehabilitation by Island Health.

Recently the Housing offered new services: Peer Outreach, Community

security, and Ready to Rent Training. Peer support has a very successful coffee club where clients meet in the community to socialize and lend support to each other. Peer support will also offer a peer to peer recreation and social individual support service as well as a swimming, knitting and book club groups. Addictions outreach will supply clients with addictions support through making referrals to community resources and offering groups or individual support when needed. In future recovery groups will be facilitated by a support worker. Community Navigation offers our clients and outreach clients information on resources and how to connect with services they need. Food security will provide an opportunity for clients and outreach clients to quickly receive food when it's available such as fresh vegetables and fruit as well as prepare meals with the support of a worker. Ready to Rent will offer clients and outreach clients the certified ready to rent training that assist them to find and maintain rental housing in the community.

“Having a roof over my head that I can afford, has opened up so many more doors for me. I no longer have to worry so much about things; like being able to eat. The Satellite program has provided me with a greater sense of safety and stability, which has helped me to re-build my relationship with my son”.
-Satellite Housing Tenant

starting where the supporting them to set Our program goal is to create and sustain achieve to their highest

clients living in two operated by ICMH, as located throughout housing clients receive Housing, and the program is contracted

Support team has Support, Addictions Navigation, Food

The Housing Support and Rehabilitation Program is excited to be offering new services and to be working within the PSR framework as mandated by the provincial government of BC. Our staff enjoys working with clients to support them with their rehabilitation.

Lori Mist
Coordinator



“My Housing Coach makes me feel like an equal, which may not seem like much, but for me it really helps with my self-esteem which is a big part of my recovery”.

Satellite Housing Tenant



McCauley Lodge and Outreach

The 2014/15 year can be summed up by the word “change”. We moved back into a brand new building, with some new residents, some new staff and several new routines and procedures to develop and implement. Serving meals and medications on three floors felt daunting at first but the staff pulled together as a team: they made suggestions, were open to trying new things, and have been thinking outside the box.



New team members were hired to meet the additional shift requirements due to 8 new residents. We have been fortunate to find eager new casuals and a new full time cook who have become integral pieces of the McCauley team. The new kitchen has been used to its full potential to provide tasty, nutritious meals, which the residents have enjoyed immensely.

Residents old and new have found ways to become a new community; it has been encouraging to see the group blend together with acceptance and a new energy. All are very thankful for the amazing new facility that was purpose built with them in mind.

NetWorks Employment Solutions and Education Coaches

Networks Supported Employment program is an evidence-based practice using an Individual Placement and Support (IPS) model to help clients find and maintain paid, competitive employment in the community. Being evidenced-based, there is considerable research indicating it is more successful and therefore a preferred way of supporting individuals with mental health and substance use issues to find and keep meaningful employment. The eight principles of this model are:

1. Zero Exclusion – every person who wants to work is eligible for support.
2. Paid, competitive employment is the goal.
3. IPS services are integrated into other mental health supports.
4. Personalized benefits counselling is provided to ensure clients are accessing all the supports and benefits they are entitled to, and so that they are aware of how working and their income may affect their benefits.
5. Rapid Job Search – job search begins as soon as the client expresses interest in working. There are no pre-employment assessments, training, or testing.
6. Job Development – Employment specialists develop relationships with employers in the community.
7. Individualized supports are time-unlimited – clients receive support as long as they need to find work, maintain a job, and find a new job, when necessary.
8. Individual preference – Clients determine the type, hours, and location of work they want to pursue.

Our goal is to make the service available to everyone who may benefit from it. Even though some job-seekers know the practical “how-to”s of finding work, experience has shown that individualized support can make all the difference when it comes to facing the ups and downs of a job search while maintaining one’s mental health and recovery.

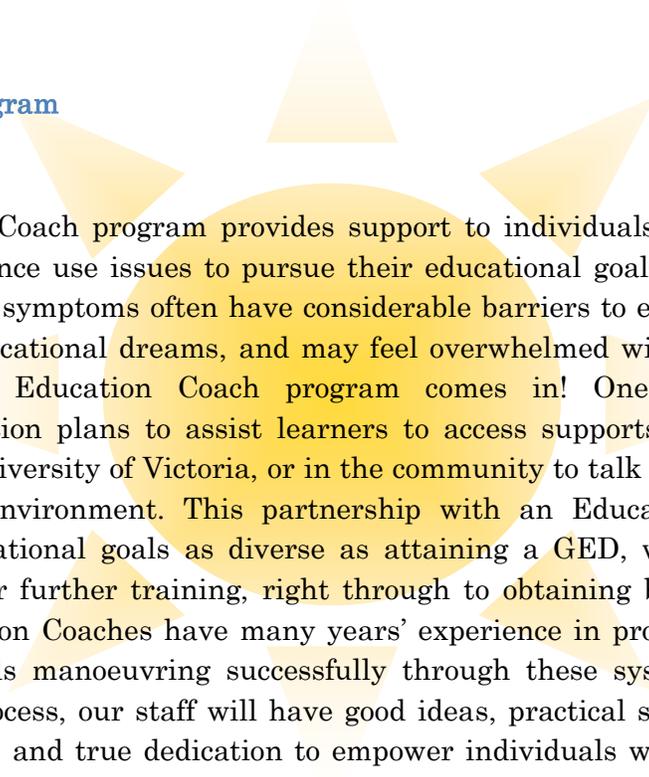
Clients pursue employment along a full spectrum of job targets from entry level dishwashing to professional, academically trained career pursuits, depending entirely on the individual’s experience and desires. One of many things that makes this program unique and keeps our staff engaged is the dynamic is our partnership with our heroic clients and their key supports.

In partnership with key supports, mental health issues impacting a client’s employment goals can be reduced, and many job-seekers have found work in areas of their choosing. We also work closely with the Education Coach Program to assist clients to increase their skills along the way as needed. Often clients move in and out of the program over the long term as they pursue long-term employment goals.

To keep our skills up to date, staff have a keen appetite for the latest and greatest in providing comprehensive support to job seekers including ongoing, interactive webinars from PSR BC, as well as an intensive four-day Motivational Interviewing training.

NetWorks staff have been actively working towards stronger partnerships with community resources, e.g. ACT teams in order to increase partnerships and integration with treatment teams, and we are thrilled to be involved in a research pilot project with Island Health and Camosun College on the effect of supported employment services in the last term of academic studies, and that the project has been extended through November.

Education Coach Program



The Education Coach program provides support to individuals with Mental Health and or Substance use issues to pursue their educational goals. Those experiencing mental health symptoms often have considerable barriers to even begin the process of pursuing their educational dreams, and may feel overwhelmed with the whole process. This is where the Education Coach program comes in! One-to-one support and individualized education plans to assist learners to access supports right on campus at Camosun College, University of Victoria, or in the community to talk over their concerns in a non-threatening, environment. This partnership with an Education Coach supports clients through educational goals as diverse as attaining a GED, wanting upgrading to prepare or qualify for further training, right through to obtaining bachelor's or master's degrees. Our Education Coaches have many years' experience in providing mental health support to individuals manoeuvring successfully through these systems, so wherever a learner starts the process, our staff will have good ideas, practical support as well as the compassion, patience, and true dedication to empower individuals who have the desire to improve their lives in this way.

This coming year, we are excited provide a new Upgrading Course on location at Island Community Mental Health. Starting in September, this project partnering with Camosun College instructors to deliver math, English, computer skills to our own learners wanting to get a head start. We look forward to this new venture and know the building blocks our clients receive will assist them to continue further training in the future.

Education Coach Will Gordon, celebrates three successful years in partnership with the "Ambassador's Program" with Camosun. This is a very important partnership providing mental health services and support for students, building important connections with students, staff and community resources.

Along the lines of partnering with educational facilities and students, the Healthy Minds, Healthy Campuses Event in Vancouver was enthusiastically attended once again by Ed Coach Will Gordon. This key annual event is a dynamic and ever-growing partnership of Canadian educators, other professional staff, and faculty to discuss educational trends and visions for future.

So, between both NetWorks Employment and the Education Coach programs, expansion continues into the future and we look forward to continued growth over the years to come.

Regards, Pat Valks
Program Coordinator



Financial Report

| \$000's | 10/11 | 11/12 (restated) | 12/13 | 13/14 | 14/15 |
|---|--------------|---------------------|--------------|--------------|--------------|
| Revenues | 4,571 | 5,487 | 6,570 | 5,716 | 6,237 |
| Expenditures | 4,541 | 5,416 | 5,629 | 5,711 | 6,558 |
| Recoveries from (repayments to) BC Housing | (2) | 27 | 8 | -- | -- |
| Excess (deficiency) of revenues over expenditures from regular activities | 28 | 98 | 949 | 5 | (321) |
| Gain on sale of capital asset | -- | -- | -- | -- | -- |
| Total excess (deficiency) of revenues over expenditures | 28 | 98 | 949 | 5 | (321) |
| Invested in capital assets | 908 | 1,671 | 2,904 | 3,453 | 3,430 |
| Internally restricted | 1,245 | 888 | 886 | 393 | 169 |
| Externally restricted | 1,060 | 1,103 | 818 | 760 | 687 |
| Unrestricted | 48 | 94 | 97 | 103 | 103 |
| Total closing fund balances | 3,261 | 3,344 | 4,705 | 4,709 | 4,389 |

Women's Auxiliary

During the year the Women's Auxiliary kept the Gift Shop running by gathering donations to sell in the shop. The volunteers are very dedicated and we receive lots of donations from the public and our members.

We are getting to be known as a place to buy reasonable clothes etc. and we have many return shoppers. It is a low stress place to come to, to have a look around and a chat. One never knows what is going to be in the shop! Lots of good buys! We could use more volunteers though.

We also take part in the Christmas craft Fair at E.M.P. by having coffee and goodies to sell. We also honour our Gift Shop volunteers during "Volunteer Week" by a small honorarium.

A many thanks to all our volunteers and people who support us, which we couldn't do without. During the year we took in from the gift shop after expenses \$5,821.25. Our donations for the year were \$15,000.00, which went to purchase a van for McCauley Lodge.

Respectfully Submitted by,

Arlene Baker
President, Women's Auxiliary



