



ANNUAL REPORT

2023-2024



Canadian Mental
Health Association
Kelowna

Operators of

• **FOUNDRY.**

KELOWNA



Mike Gawliuk
Chief Executive Officer



Bree Hankins
Board Chair

Board of Directors

Board Chair

Bree Hankins

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Jewell Gillies

Kyle Ramsey

Message from the Chair & CEO

It is with reflection, gratitude, and hope that we present to you our 2023-2024 Impact Report.

Our guiding principle at CMHA Kelowna has been, and always will be, to support the mental health of our community. As ongoing uncertainty and overlapping crises and challenges continue to be the reality of the world we face, it is with humble pride that I share with you the positive impact of our efforts on the mental health of individuals, families and youth across our community.

This year, our community grappled with the growing number of individuals without homes. We focused significant energy on efforts to prevent the flow of more people into homelessness. Through the commitment of our team and the tremendous support of our partners, we were able to help a record number of families and individuals stay in their homes through the Central Okanagan Rent Bank. For our community's young people, we continued to place considerable emphasis on youth housing initiatives, preventing the next generation from becoming unhoused and connecting them with the support necessary for their journey into adulthood. In its first year, the Family and Natural Supports program further supported young people by building relationships and resilience, strengthening their core support structures, and setting the stage for strong futures.

We identified the tremendous need for so many in our community to have someone to talk to. Through our multiple counselling channels, we were able to provide just that. From youth ages 12-24 years old accessing walk-in counselling through Foundry Kelowna and Foundry Kelowna's Wellness on Wheels, to adults and couples over 25 years accessing free virtual counselling. In 2023, our supportive housing counselling program expanded with the addition of a second counsellor, increasing our ability to truly meet residents where they're at, mitigating multiple barriers to access and supporting individuals who may be living with more complex needs.

When wildfires tore through the communities of Kelowna and West Kelowna, the CMHA Kelowna team mobilized to provide counselling support at the Prospera Place evacuation centre, as well as emotional and material supports to people affected by this immensely devastating and unforeseen event.

CMHA Kelowna's work garnered local and national attention this year. We received the award for Not-for-Profit Excellence from the Kelowna Chamber Business Excellence Awards. It was an honour to stand next to our longtime partners and nominees, Kelowna General Hospital Foundation and celebrate our collective success. Additionally, our Bright Mindz Youth Housing Initiative received national recognition through the Making the Shift Youth Homelessness Prevention Awards.

We wish to acknowledge the commitment and determination of our Board, volunteers, and all our staff at CMHA Kelowna. What we offer in our community reflects their collective hard work, expertise, passion, and dedication. The initiatives, programs, and impact highlighted in this report demonstrate our overall commitment and dedication to a mentally healthy community. To our funders, donors, sponsors, and partners, we extend our deepest gratitude for your belief in us. It is these relationships that continue to affirm: the way forward truly is together. A special note of thanks to outgoing board members Bree Hankins and Stuart Yanow, whose contributions to CMHA Kelowna have been immense. We would like to extend a warm welcome to our new board chair, Cam McAlpine.

Impact Highlights

CMHA Kelowna's Bright Mindz Youth Housing Initiative received an **Honorable Mention from Making the Shift Youth Homelessness Prevention Awards.**

The **2023 Payton & Dillon Budd Memorial Ride** welcomed **448 Riders & Striders**, sparking conversations around mental health and suicide prevention, and raising over **\$150,000.**

Family & Natural Supports embarked on its first year, creating a new pathway for the prevention and diversion of youth homelessness.

Central Okanagan Rent Bank responded to a record number of families and individuals in need in the Okanagan.

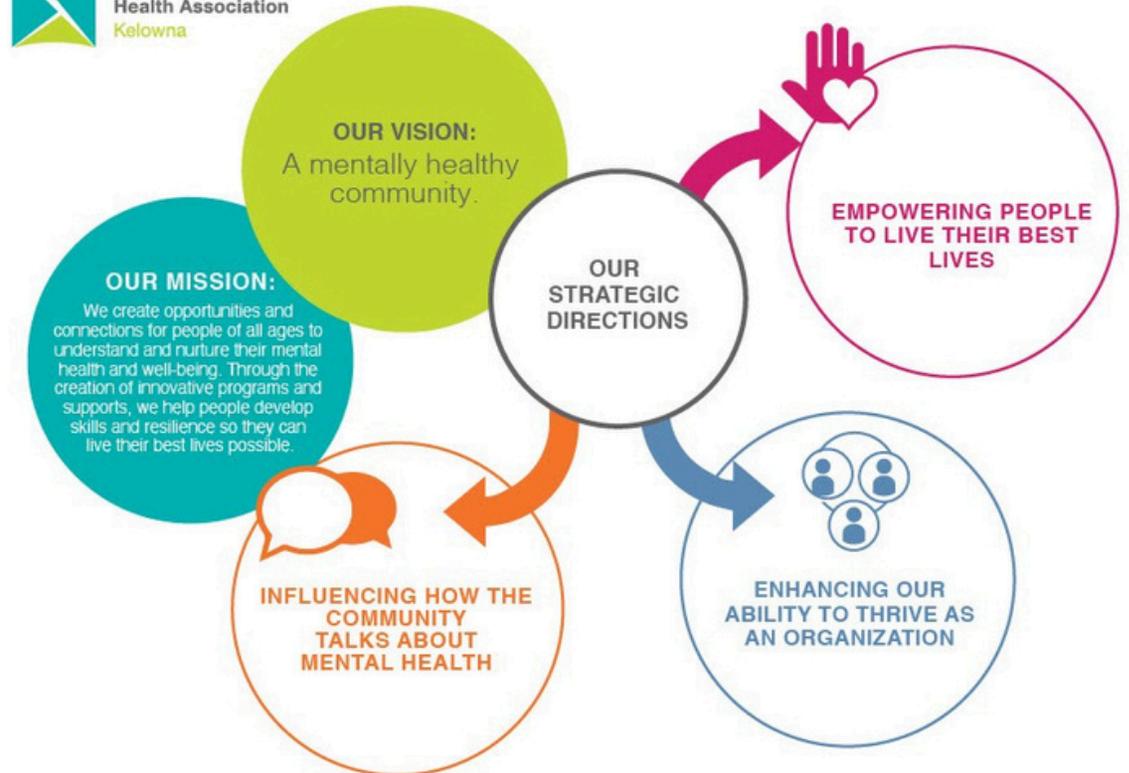
CMHA Kelowna with a host of community partners mobilized emergency supports in response to wildfires in West Kelowna and Kelowna.

The first **REnEW** program concluded with a graduation ceremony for eight participants.

CMHA Kelowna receives **2023 Kelowna Chamber of Commerce Award for Not-for-Profit Excellence.**



Canadian Mental Health Association
Kelowna



STRATEGIC PLAN
2022-2025



Foundry Kelowna

Operated by CMHA Kelowna, Foundry Kelowna is an integrated youth and family clinic that unites partner organizations to provide coordinated services addressing the primary care, mental health, substance use, counselling and social service needs of youth aged 12–24 and their families and caregivers.

1,966 UNIQUE CLIENTS

6,586 APPOINTMENTS

273 YOUTH ATTENDED 301 WALK-IN COUNSELLING SESSIONS
42 YOUTH PARTICIPATED IN 190 PEER SUPPORT SESSIONS

Family Supports & Services

Family supports and services are a crucial aspect of Foundry Kelowna, providing parents and caregivers access to relevant programs and services based on their individual needs. In the past year, the Family Navigation team supported **350** caregivers across **520** visits.

The **Family and Natural Supports (FNS)** program is designed to support youth at-risk of or experiencing homelessness by connecting them with family or natural support systems - like teachers and coaches, mentors, and other adults in the community. The program provides flexible individualized services to foster and strengthen relationships between youth and their family or other important adults in their lives and community through mentorship, guidance and skill-building. CMHA Kelowna's FNS program is one of only two in the province and ten nationwide.

In 2023 to 2024, its first year, the program delivered **317** appointments, supporting **42** young people.

Empowering people to live their best lives

"I have been to other counsellors before, and it felt like an interrogation.

It was nice to be heard as a human and not just a patient. Foundry [Kelowna] workers are very relatable. They want to know me as a person first and how my problems affect my life."

- J.D.

Foundry Kelowna client



“I have done a complete 180 with my life... and have been given the wonderful gift of an opportunity to begin to heal and build a life for myself.”

- C.S.
Bright Mindz resident

Youth Housing Initiatives

CMHA Kelowna is committed to the prevention of homelessness. By providing housing supports for young people vulnerable in their transition to adulthood, youth in the community can experience safe, stable housing and access to the supports they need to thrive. This year, across Bright Mindz, Housing First 4 Youth, and McCurdy Place supportive housing, **58** young people received support.

Bright Mindz

Bright Mindz is an innovative housing partnership between local developer Worman Homes and CMHA Kelowna. Consisting of 18 studio units, it provides semi-independent living for young people between 17 and 24 years of age.

18 YOUTH CURRENTLY RESIDING IN BRIGHT MINDZ

17 YOUTH SUPPORTED IN ATTENDING SCHOOL AND FINDING EMPLOYMENT

50 YOUTH HOUSED SINCE OPENING IN 2019

Housing First 4 Youth

Housing First for Youth (HF4Y) is a youth-specific adaption of the traditional Housing First model designed to support the prevention and diversion of homelessness. It supports youth in finding and maintaining housing that is safe, affordable, and appropriate, as well as providing them with supports that focus on wellness and social inclusion. Some residents are experiencing stable and secure housing for the first time.



90% PROGRAM SUCCESS RATE

27 YOUTH RECEIVING CASE MANAGEMENT

11 PROGRAM GRADUATES THIS YEAR

Empowering people to live their best lives



“I found the REnEW Program very beneficial...I was pretty grateful because I’m able to use it today in the workforce.”

- Anonymous
REnEW Program Graduate

Foundry Work & Education Program

Foundry Work & Education is a free supported employment and education program for youth interested in working, going to school, or completing a training program. Foundry Work & Education helps youth build the skills and experiences needed to achieve their goals through one-on-one employment counselling, support with resumes, cover letters, and applications, financial support, and more.

114 NEW CLIENTS
527 APPOINTMENTS
22 SECURED EMPLOYMENT
13 ATTENDED VOCATIONAL TRAINING
6 RETURNED TO SCHOOL

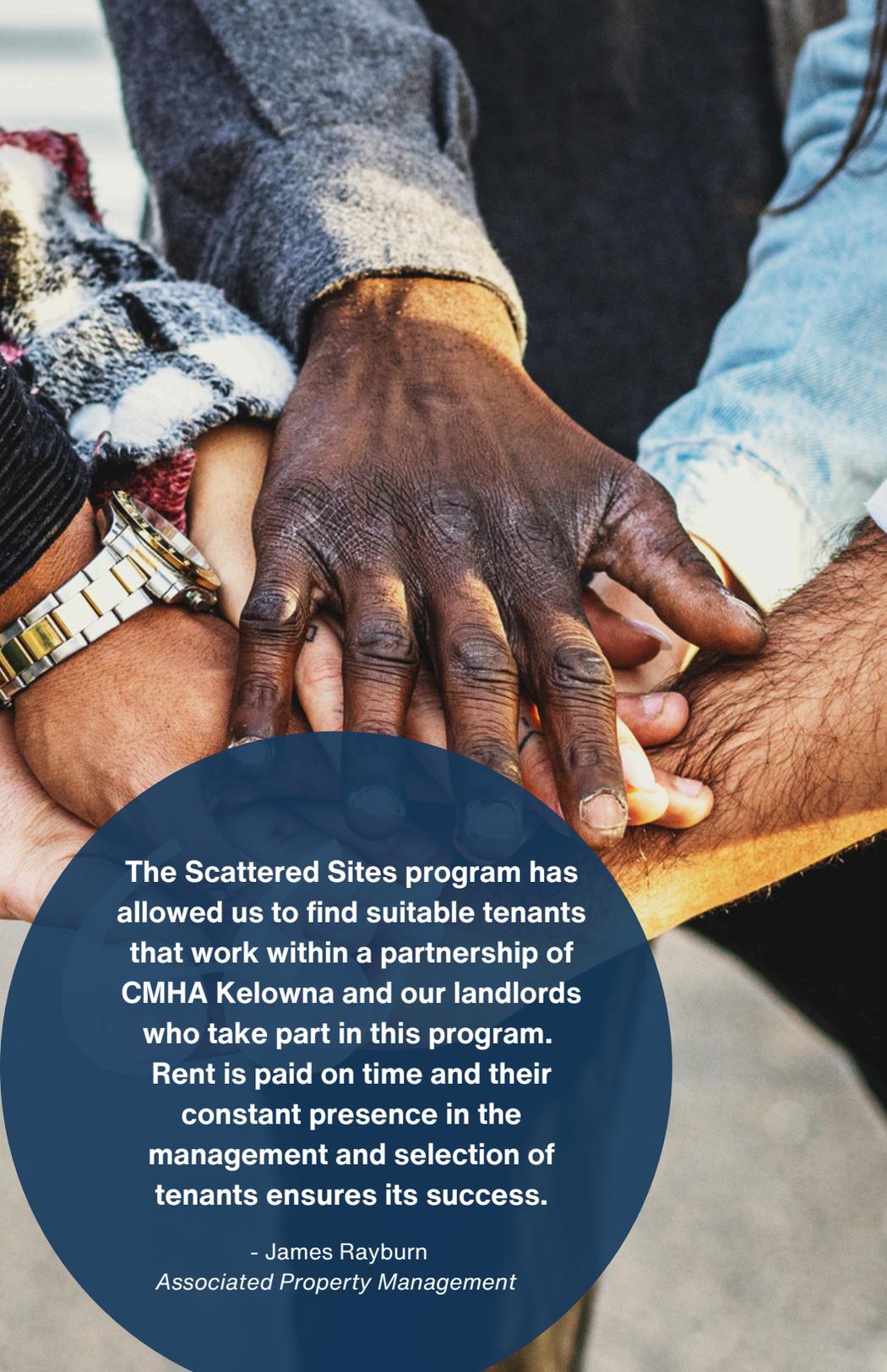
REnEW Program

In 2023, the REnEW (Residential Energy Efficiency Works) program welcomed **8** participants from the Foundry Works employment program to participate in a four-week training program that provided classroom and hands-on field instruction, equipping students with job-ready skills and creating future opportunities.

The students used those skills to perform a full energy retrofit with our non-profit partner, Freedom’s Door. The opportunity to learn skills in a work environment and the success that resulted from the program was outstanding.

As a result of this year’s success, FortisBC has signed on with CMHA Kelowna for a multi-year agreement to deliver further REnEW sessions moving forward.

Empowering people to live their best lives



The Scattered Sites program has allowed us to find suitable tenants that work within a partnership of CMHA Kelowna and our landlords who take part in this program. Rent is paid on time and their constant presence in the management and selection of tenants ensures its success.

- James Rayburn
Associated Property Management

Cultivating Community Roots

CMHA Kelowna provides supports to people at risk of or experiencing homelessness through a number of different programs, including prevention and diversion services, case management, scattered-sites housing, and outreach to people who are sheltering outdoors. In 2023, with the input from our program participants, Homelessness Services was renamed Community Roots, signifying the stability, sense of belonging, and growth the program provides.

Housing First

Housing First is an approach to ending homelessness that centers on quickly moving people experiencing homelessness into independent and permanent housing, and then providing additional supports and services as needed.

41 ACTIVE PARTICIPANTS
8 NEW PARTICIPANTS IN 2023
75% HOUSING RETENTION SUCCESS

Community Roots Outreach

CMHA Kelowna engages with people who are experiencing homelessness, providing immediate needs support, and working to reduce barriers to housing, including getting ID, an income source, and facilitating referrals to community services.

4600 TOTAL INTERACTIONS
3230 FOOD & WATER PARCELS
3532 HARM REDUCTION KITS
364 SUPPORTED TO ACCESS RESOURCES & COMMUNITY PARTNERS

Independent Housing

Through thoughtful negotiation with landlords, Scattered Sites and Market Rental programs create opportunities for people previously facing homelessness to experience independent living.

95 INDEPENDENT HOUSING UNITS
31 LANDLORD PARTNERSHIPS

Prevention & Diversion

CMHA Kelowna provides short-term financial assistance through a Rent Supplement or one-time Utility Relief subsidies to help people remain housed throughout financial hardship.

\$616,125 TOTAL RENT SUPPLEMENTS DISPERSED

Central Okanagan Rent Bank

CMHA Kelowna provide no interest loans, grants, or a loan/grant combination to help keep a roof over people's heads and prevent them from falling into homelessness.

\$113,293 DISTRIBUTED
239 HOUSEHOLDS IMPACTED



**“It feels good to know that
someone else cares... I was
falling down,
and you picked me up”**

- Anonymous
Supportive Housing Counselling client

Counselling Services

Providing multiple pathways to free counselling services means people in the community have somebody to talk to. In the past year, CMHA Kelowna bolstered counselling services to ensure people can access support when they need it. Through Foundry Kelowna, youth ages 12-24 can access walk-in counselling at the centre or Wellness on Wheels, throughout the school division, and virtually. Through adult virtual counselling sessions, individuals and couples ages 25+ can get the help they need. Expanded in 2023, Supportive Housing Counselling delivers accessible support to individuals that may have more complex needs or barriers to support.

698 UNIQUE CLIENTS
2239 SESSIONS DELIVERED

Supportive Housing Counselling

The supportive housing counselling program started in 2022 to bring clinical counselling to CMHA Kelowna’s supportive housing residents directly on-site. Residents in our supportive housing buildings face multiple barriers to accessing counselling in the community. The new on-site counselling program was designed to remove barriers, address residents' complex needs, and build residents' capacity, while meeting them where they are at. In December 2023, the program expanded with the addition of a second full-time clinical counsellor and offering services at a total of four supportive housing sites.

The supportive counselling program enables clients to attend sessions through either pre-scheduled appointments or on a drop-in basis. The counsellors provide either short-term or long-term clinical counselling on a variety of topics based on the resident's unique needs and goals.

Empowering people to live their best lives



I didn't have the tools I do now.
I've never ever felt a sense of
belonging like I do with what I do [now].
I've got my meaning and purpose
and quality of life I never had.

- Eimert K.,
Peer Support Volunteer

Wellness Programs

CMHA Kelowna creates opportunities for individuals to nurture their wellness through the Wellness Development Centre, Peer Support, Discovery College, and Wellness Grants.

Wellness Development Centre

The Wellness Development Centre is a place where individuals dealing with mental health issues can connect with others, engage in wellness-based activities, learn and improve mental wellness, and contribute to a vibrant community. Participants enjoy in-house classes like art and dance, as well as field trips around Kelowna.

4197 CENTRE VISITS

Peer Support

Peer Support connects people with lived experience to individuals who are going through a challenging time, creating a supportive environment, and creating hope by demonstrating that recovery is possible.

97 GROUP SESSIONS
516 PARTICIPANTS

Discovery College

With the launch of a new Discovery College Kelowna website, learners both locally and across the globe have the opportunity to explore mental health topics through self-guided workshops.

103 TOTAL ENROLLED STUDENTS
5 COURSE OFFERINGS

In the Community



Wildfire Response

When wildfires devastated West Kelowna and Kelowna, CMHA Kelowna mobilized, supporting the community through walk-in and virtual counselling sessions, and connecting those who had lost their homes with access to critical resources to begin to rebuild their lives. In total, **248** support hours were provided across **17** staff.

Ride Don't Hide The Payton & Dillon Budd Memorial Ride

On June 11, 2023, **448** participants attended Ride Don't Hide - The Payton & Dillon Budd Memorial Ride. Celebrating its 10th year, the event aims to unite the community to spark conversations around mental health, support one another, and signal hope to those who may be struggling. The event raised over **\$150,000** in support of programs and services through CMHA Kelowna.

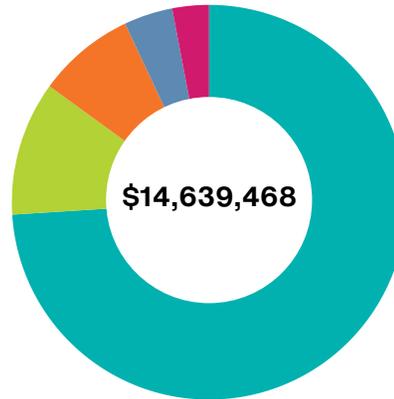
Influencing how the community talks about mental health.

Financial Statement

Financial information from April 1, 2023 - March 31, 2024.

This information has been extracted from the audited financial statements prepared by management and audited by Grant Thornton LLP. The full statements are available at cmhakeLOWna.org or by request.

Revenue



- Government Funding 74%
- Grants 11%
- Tenant Rent 8%
- Donations 4%
- Other 3%

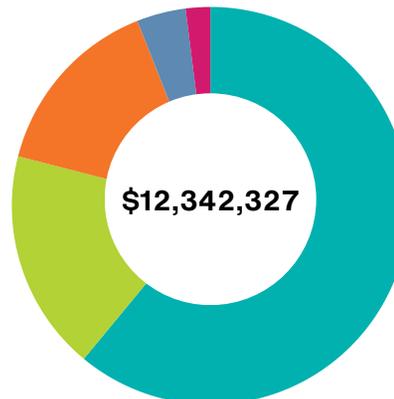
Expenses



- Programs & Services 90%
- Administration & Governance 6%
- Community Engagement & Education 4%

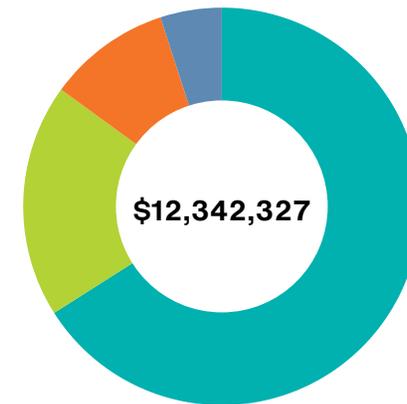
Programs & Services

(90% of our expenses)



- Housing 61%
- Foundry Kelowna 18%
- Homelessness Services 15%
- Nutrition 4%
- Wellness 2%

Breakdown of Program Costs



- Staff Wages & Benefits 66%
- Building Maintenance 19%
- Program Expense & Activities 10%
- Rent Supplements 5%

The way forward is **together**.

To learn more about CMHA Kelowna and how you can support our vision of a mentally healthy community, visit **CMHAKelowna.org**



**Canadian Mental
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Kelowna

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KELOWNA

The Canadian Mental Health Association, Kelowna offices are located on the ancestral, traditional, and unceded lands of the Okanagan nation and syilx peoples. We are committed to sustaining relationships with Indigenous peoples based on respect, dignity, trust, and cooperation in the process of advancing truth and reconciliation.

CMHAKELOWNA.ORG

