



Community Mental Health and Addiction Services

Annual General Report 2012/2013



Non-Profit Housing Corporation

Respect ♦ Dignity ♦ Hope ♦ Wellness

AGENDA

1. Minutes of June 7, 2012
2. Message from President
3. Message from Executive Director
4. Message from Treasurer
5. Reports:
 - a) Director of Administrative Services Report
 - b) Director of Housing Property Management
 - c) Director of Community Mental Health and Addiction Services
 - Alpha Court Case Management Services Satisfaction Survey Results
 - Alpha Court Day Centre Satisfaction Survey Results
6. Report of the Auditor
7. Appointment of the Auditor
8. Report of Nomination's Committee
6. Board Member Recognition
7. Adjournment

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MISSION, VISION AND VALUES

Board of Directors 2012-2013

President
Steve Sidorski

Vice-President
Diane Whitney

Treasurer
Sandra Buosi

Secretary
Suanne Howes

Directors
Jill Symington
Alison Warwick
Sally Foucault
Lydia Stam
Saku Pinta

VISION

Alpha Court envisions a society where all people living with mental health or addiction challenges can reach their full potential and live productive lives.

MISSION

Alpha Court promotes living beyond mental illness through the provision of individualized, recovery-oriented, community-based services that are developed in partnership with consumers. Alpha Court exists so that people with mental illness and addiction have:

- safe, decent, affordable housing
- the resources required to meet their basic needs
- self confidence, knowledge and skills to live their lives successfully
- positive and supportive relationships within the community
- support in their efforts to navigate the complex system of community, health and social services
- a supportive and understanding society free of stigma, barriers and oppression.

VALUES

As part of the commitment and passion we bring to our work, Alpha Court is guided by the following key principles:

Respect: We believe in the choices people make, the independence they seek, and the justice they are entitled to.

Dignity: We believe in the strengths, uniqueness, value and worth of all people.

Hope: We believe that hope is the cornerstone to change and recovery.

Wellness: We believe that wellness and health is a human right, which includes a person's social, economical, emotional, physical, spiritual, cultural and intellectual well-being.

**ALPHA COURT NON-PROFIT HOUSING CORPORATION
("the Corporation")**

ANNUAL GENERAL MEETING MINUTES

Minutes of the Annual General Meeting of members of the Corporation, held at Alpha Court Day Centre (270 Windsor Street, Room 221), in the City of Thunder Bay, in the District of Thunder Bay, in the Province of Ontario, on the 7th day of June, 2012.

ALPHA COURT MEMBERS: Sean Adams, Greg Larsen, Leonard Pullan, Inie Slaney,
Suanne Howes, Steven Sidorski, Sandra Buosi

REGRETS: Katherine Turner Kate Brindley

GUEST: Shelley Gaudreau and Jason Poliszczak, Meyers Norris Penny, Auditors
Delusionist, Mackinley Steinhoff

STAFF MEMBERS:	Cindee Richardson	Margie Cholin	Darlene Belliveau
	Cindy Lyght	Sharon Atwood	Linda Magnusson
	Gary Mack	Barb Armstrong	Meghan King
	Joanne Boucher	Robert Rea	Jennifer Lavoie
	Wendy Gaudette	Chantal Henderson	

Sean Adams, President of the Corporation, acted as Chairman of the meeting and Chantal Henderson, staff, acted as Secretary of the meeting.

The Chairman declared that notice of this meeting having been given in accordance with the by-law(s) of the Corporation, and a quorum being present, the meeting was duly constituted for the transaction of business.

1. MINUTES OF JUNE 2011 ANNUAL MEETING

The minutes of the meeting of members held June 15, 2011 were reviewed, and, upon motion duly made, seconded and unanimously carried, it was

Resolved that the minutes of the said previous meeting of members be taken as read and be verified.

2. REPORTS

2.1 President's Report – The report was reviewed. The Chairman moved the adoption of the President's Report as included in the Annual Report.

Moved by Sean Adams

Seconded by Leonard Pullan

That the President's report be accepted as printed in the Annual Report.

CARRIED.

- 2.2 Treasurer's Report – The Treasurer's report was reviewed. The Treasurer moved the adoption of the Treasurer's Report as included in the Annual Report.

Moved by Greg Larsen

Seconded by Steve Sidorski

That the Treasurer's Report be accepted as printed in the Annual Report.

CARRIED.

- 2.3 Executive Director's Report (Cindee Richardson),
Director of Finance and Administration Report (Darlene Belliveau),
Director of Housing and Property Management Report (Sharon Atwood),
Director of Community Mental Health and Addiction Programs Report (Nicole Latour)

The Executive Director's, Administrative Services, Program Manager's and Property Manager's reports were reviewed. The Chairman moved the adoption of these reports as included in the Annual Report.

Moved by Greg Larsen

Seconded by Leonard Pullan

That the Executive Director's, Administrative Services', Program Manager's, Property Manager's be accepted as presented.

CARRIED.

3. Report of the Auditor

Jason Poliszczak, Meyers Norris Penny, presented and provided an overview of the audited financial statements for the Mental Health Program and Housing Program to the meeting.

Moved by Greg Larsen

Seconded by Sandra Buosi

That the Alpha Court Non-Profit Housing Corporation Mental Health Program 2024 and Addictions Program 2015 financial statements as at March 31, 2011 and the Alpha Court Non-Profit Housing Corporation Program 2524 financial statements as at March 31, 2011, including the balance sheet, related statements, and the auditor's report, be approved and adopted.

CARRIED.

4. Appointment of the Auditor

Moved by Greg Larsen

Seconded by Leonard Pullan

That Meyers Norris Penny be re-appointed auditor of the Corporation, to hold office until the next annual meeting of members or until a successor is duly appointed, at a remuneration to be fixed by the Board of Directors.

CARRIED.

5. Nominating Committee Report

A special thank you and a token of appreciation was presented to Inie Slaney for her service and dedication. Inie Slaney has completed 3 consecutive terms as a tenant representative for the Board of Directors.

The Chairman reported names being submitted for election to the Board. The following have agreed to continue as Members of the Board:

Sean Adams	Leonard Pullan	Steve Sidorski
Greg Larsen	Kate Brindley	Sandra Buosi
Suanne Howes	Katherine Turner	

Inie Slaney can be up for re-election to the Board in one full year. Inie Slaney will remain involved with the Board as a Committee Member (Advisor). As an Advisor, Inie will continue to attend meetings and provide input, but will be excluded from voting.

Nomination Committee gave recommendation of nominees, Robyn Gallant, Alison Warwick and Jill Symington to serve as Directors on the Board of Alpha Court.

Moved by Sandra Buosi

Seconded by Greg Larsen

That no further nominations were received from the floor and the slate of directors as presented by the Nominating Committee was declared elected by acclamation.

CARRIED.

Alpha Court is honored to have the collective skills of these new members as well as the entire board as our advocates and advisors.

9. CONCLUSION OF MEETING:

Sean Adams, President, thanked everyone for coming.

THERE being no further business, the meeting was concluded.

Chairman

Date

MESSAGE FROM THE PRESIDENT

On behalf of the Board of Directors, I want to thank the Northwest Local Health Integration Network and the Ministry of Health and Long Term Care for their continued support of our housing, case management and programming services. I would also like to acknowledge the ongoing support of the Thunder Bay Community Foundation whose contribution to our Day Centre activities is greatly appreciated. Additionally, I thank the Northern Ontario Heritage Fund for their contribution to our Intern position located at the Day Centre.

We are proud to serve Alpha Court and the community of mental health and addiction clients in the city of Thunder Bay. We continue to look for solutions to streamline and simplify the system and support people who live with a mental illness or addiction, and their families.

A special thank you to the staff at Alpha Court for the expertise, compassion and skills that make many people's lives better.

Steve Sidorski
President

MESSAGE FROM THE EXECUTIVE DIRECTOR

Alpha Court Community Mental Health and Addiction Services continues to provide housing, case management and holistic programming through our Day Centre. We are proud to work with people living with mental health and addiction issues and privileged to walk with them on their journey to recovery.

Affordable housing in Thunder Bay is at the point of crisis. The City's low vacancy rate entices landlords who were previously satisfied to be a part of rent supplement programs, to withdraw. Alpha Court has had a long history of maintaining excellent rapport with private landlords and we have paid for damages and costly cleanups often over the years. Not all organizations do this, nor do they abide by the Landlord and Tenant Act, which leaves landlords with the responsibility of picking up the cost of damages and makes participating in rent supplement programs, of any kind, distasteful.

While the government touts the "scattered, rent supplement" model as best practice, it leaves agencies at the mercy of less than reputable landlords and puts recovery of clients at risk. Rent supplements do not work if there is nothing in the market place to rent, so we aim to partner with the private sector on new buildings and long term leases which does not require government investment in capital, but does provide us the ability to manage properties to our usual high standards as evidenced in our Dease and Jasper buildings.

Since the move to deinstitutionalize people with serious and persistent mental illnesses in the early 90's, the "scattered" market has been extensively relied on. Today we see our city Shelter House overflowing with people who become long term residents, many of them seriously mentally and physically ill because there is nowhere else for them to go. The seriously ill, addicted, aboriginal and homeless people in this community are over represented in emergency, detox, and jail.

If this city is to effectively provide seamless service to the mental health and addictions' sector, we have to work together starting with multi-ministerial funding for services. The ministries responsible for health, youth, aboriginal affairs, housing, education and corrections, need to come together and distribute funding more effectively. These issues cannot be addressed if the government works in silos.

Alpha Court will continue to forge new and better working relationships with other health and non-health funded agencies, who very much deal with the health and well being of people with mental illness and addictions. We will put our best efforts into improving the system and our services.

I want to thank the Alpha Court Board of Directors for their faithful time commitments and passion for all that the organization is, and can be. I also want to express my gratitude to the staff of Alpha Court. It is a pleasure to see the growth and change in people on a continuum. Last but certainly not least, I want to thank the clients, participants and tenants of Alpha Court housing and the Day Centre for all of your teaching and sharing.

Cindee Richardson
Executive Director

MESSAGE FROM THE TREASURER

The fiscal year end of March 31, 2013 has been another active year for Alpha Court. The LHIN funded programs along with the Northern Ontario Heritage Funding amount to a budget of \$2,453,777. This includes one-time funding from the LHINS in the amount \$115,016 for taking over part of the Mushkiki Program. The Northern Ontario Heritage Funding was for one F.T.E. in the amount of \$20,664.

The Housing Program, which operates our buildings and our rent supplement programs had a budget of a total of \$1,030,866. Capital reserve expenditures this year were in the amount of \$61,911. Costs were related to repair Jasper's roof due to a leak, replacement of the ceramic tile to all the floors at Jasper, flooring for both buildings, parking lot repairs and painting, windows, install of the CCTV Security System for Dease Street, new range hoods for the kitchens, kitchen cabinets for a retrofit of one apartment at Jasper, and new light fixtures for the hallways at Jasper Dr.

Fiscal 2012-2013 continued with the salary wage and compensation freeze. Pay equity has been achieved. We currently are in maintenance mode with respect to our pay equity plan.

Administrative costs were higher this fiscal year due to litigation costs related to the unionization of staff.

At this time I would like to thank Darlene and her staff for their diligence and hard work over the past year. I am optimistic that next year will offer Alpha Court more opportunities and wish the organization the best of luck in their future endeavors.

Sandra Buosi
Treasurer

DIRECTOR OF FINANCE AND ADMINISTRATIVE SERVICES

The fiscal year ending March 31, 2013 has been another busy year for the Administrative Team. First and foremost I would like to express my gratitude to the Administrative Staff for a great job during the transitions that have taken place during the fiscal year. Your hard work and dedication is much appreciated.

The end of March we have had to say goodbye to our Human Resources Co-ordinator, Meghan King, due to the need to reduce our administrative costs. Meghan was a dedicated employee who was respected by her peers. She was instrumental in the completion of our first collective agreement with frontline and maintenance staff. She will be missed. We wish her the best of luck as she heads to Calgary this spring.

Alpha Court has received monies this year from the Thunder Bay Community Foundation in the amount of \$4,000 to assist us with our Day Programming associated with the Addictions Program. We were also a cash flow agency for the Community Action Group (Windsor Street). The United Way donated \$5,000 to be utilized in workshops related to stress reduction for students at Lakehead University and Confederation College.

At this time, I wish to extend our thanks to Meghan King and Margie Cholin for all their hard work as part of the Mental Health Network. They spent many hours developing workshops for Mental Health Week which have contributed to the success of this event.

Reporting requirements and tight deadlines continue to be a challenge for all staff. In particular the tight turn around for Audit Reports and Government Reports to the LHINS by May 31st is an on-going challenge for all concerned.

I would like to thank my staff again for all the great work that has been accomplished this year. I thank you for your patience when I have been tied up with reports and not been as available as I would have liked to have been. I look forward to working with you all over the next year.

Darlene Belliveau
Director Finance/Administration

DIRECTOR OF HOUSING AND PROPERTY MANAGEMENT

Non-Profit Housing

The housing portfolio was on target with the Operating Budget this fiscal year. The Capital Expenses were over our allocation for 2012-2013 due to extraordinary expenses at Dease and Jasper.

Capital expenses at Dease Street include kitchen cabinet replacement in unit 105 and 301, window replacement in one apartment and one in the office; carpet was removed and tile flooring installed in apartments 302 and 309.

Capital work at Jasper this year included enhancing the fire bells, roof repairs, circulating line repairs and ceramic tile floor replacement in the hallways on all floors. Kitchen cabinets were replaced in units 102 at Jasper. Chairs were purchased for the common room to replace the previous ones. Flooring was changed in apartment 204 on turnover.

The kitchen fans in all units were replaced and cable modulators were installed for the entrance camera to allow viewing on the tenants' television in both buildings. Parking lots were cleaned and lines painted at both sites. Recycle bins were purchased and put in the garbage room at both buildings.

We experienced moderate turnover of tenants at Dease Street and moderate at Jasper Drive this past year: 2 two bedroom units and 1 one bedroom unit at Dease Street, and 2 one bedroom units at Jasper Drive. Turnover costs continue to increase when it is necessary to do extensive repairs on move out. We replace the heaters in two units at Dease Street and refurbished all vacant units.


Diane's hard work shows in the condition of the building at 1500 Dease Street. She assists Mike with the cleaning duties at 1241 Jasper Drive and does exceptional work at both our main office at 221 Wilson Street and our program site at 270 Windsor Street. Maintenance Superintendent, Mike Sternastik, coordinated the necessary repairs at both buildings with his regular duties of general maintenance, refurbishing the units on turnover at both buildings, and the daily upkeep at 1241 Jasper Drive. I thank them both for their efforts in the buildings. I also extend a thank you to Cindy Lyght who assists me in her day to day duties as Property Management Clerk.

The Homelessness Initiative Project and Rent Supplement Programs

This HIPII Partnership Program with BISNO and CMHA continues to be very successful. Currently there is an extensive wait list for these units with the reactivation of the Central Intake office.

In this program, there were 18 move-ins including 3 transfers of tenants to another unit. We obtained 10 new units this fiscal year and cancelled the agreement on 4 units; a year-end we had 71 units in this program. This number goes up and down throughout the year due to landlords withdrawing units or HIPII giving notice that we no longer require a particular unit. The transitional housing units Alpha Court operates within our allocation of 37 units housed 6 clients in the 2 units.

We take great pride in our program's accomplishments and our successful partnership with Brain Injury Services of Northern Ontario (BISNO) and Canadian Mental Health Association (CMHA).



There are 3 units in the Health Program and we have not experienced any activity in this program this fiscal year.

Alpha Court is operating two other rent subsidy programs (750 and 500). These programs are not shared with any partners. The 750 Program has 10 units and we only had 5 changes over this year. The 500 Program has 5 units with one turnover in the fiscal year.

We were successful in reducing evictions with only two in the period. This is partly due to consultation with Support Staff and Landlords to ensure clients are successful tenants. This fact is also helping to maintain good rapport with landlords in the program.

The Ministry of Health and Long-Term Care join ED together with our local LHIN to fund the new Addictions Program (A.S.H.) with 3 Support Staff and 24 Rent Supplement Units. This project started in March 2011 and we have secured 22 units to date, with an additional 2 units for April 1st. We have experienced some issues in the initial stages with three tenants breaching their agreement within months of moving into their units. The vacant units have been filled from our wait list.

We continue to pay out rent and repair money for reasons which include: the tenant being evicted or incarcerated, the tenant leaving with little or no notice and rent is paid while the unit was undergoing repairs or refurbishing for a new tenant. Above normal wear and tear by some tenants is still a concern and we are working closely with these Landlords and Support Workers with unit inspections. The Support Workers are also working with their clients in an effort to address these concerns. Hoarding, mice and bed bugs were issues that we dealt with this year with Clients.

Ontario Disability Support Program (ODSP) and Ontario Works (OW) both increased their maximum shelter allowance 1% and the tenant rent portions changed from the maximum allowable from \$469.00 to \$474.00 for ODSP Clients and from \$368.00 to \$372.00 for OW Clients effective April 1, 2012. We have already received notice that they will both again raise the rents by 1% and we have delivered notice to the tenants that their rent portion will change from \$474.00 to \$479.00 and OW from \$372.00 to \$376.00 effective April 1, 2013. It is always a challenge to ensure that the tenant portion is increased accordingly so that the Landlords receive the correct amount. We are mandated by the Ministry of Health and Long Term Care to implement these changes as it decreases the amount of our Rent Subsidy payment by these amounts for each tenant.

I extend congratulations to the Staff and Managers for their continued hard work to support the clients in making these programs very successful. Thank you to the Board of Directors for their dedication.

Sharon Atwood
Director of Property Management

DIRECTOR OF COMMUNITY MENTAL HEALTH AND ADDICTION SERVICES


Community Mental Health and Addiction Programs at Alpha Court continue to evolve to meet consumer need and respond to changes in the demographics of the population we serve. Case Management programs and the Day Centre have undergone some modifications in response to feedback we have received from consumers and systems in the external environment. In April 2013, Alpha Court received data from the Annual Client Satisfaction Survey (see AGM Report) and embarked on the process of evaluating the Day Centre for the first time (see AGM Report). Outcomes from both evaluations indicate the majority of consumers continue to be pleased with Case Management services and Day Centre programs.

Since its inception (November 2011), the Day Centre has supported two hundred and twenty-seven (227) unique individuals. The average attendance per month has been seventy-eight (78) unique individuals. New programs are regularly being introduced at the Day Centre and staff and volunteers continue to actively plan and implement programs based on Consumer feedback and identified need. In addition, some of the programs offered are facilitated by current and past Consumers of Alpha Court services and it is our hope that consumer-led programs increase over the next year. Many thanks to Jesse James (Day Centre Coordinator), Sharon Greshuk (Therapeutic Recreationist) and the volunteers and Consumers of the Day Centre for making it the dynamic program it is. We would also like to extend thanks to our community partners: BISNO; PACE; Peer Support Council; Boys and Girls Club; St. Joseph's Care Group and the Community Action Group.

Along the vein of partnerships, Alpha Court has been actively involved with Faye Peterson in delivering a Women's Empowerment Group at the Thunder Bay Corrections Centre. Two seventeen week groups have been offered over the last year and both groups have received positive feedback from the participants. Thanks to Joanne Boucher (Case Manager) and Nele Schoutteten (Case Manager) for facilitating these groups. In partnership with the Balmoral Detox Centre, Larry Wanakamik (Case Manager) has been offering Cultural Awareness Groups every second week at the Detox Centre. Thanks Larry, for your on-going commitment to this group.

Over the last year, Case Management programs continued to provide concrete long-term and short-term Services to three hundred and ninety-one (391) unique individuals. Case Managers worked diligently to complete Ontario Common Assessments of Need every six months and ensure daily documentation was up-to-date while assuring clients received quality care. A new Case Management position, "step-down", was developed to provide services to consumers who are no longer in need of intensive case management services; however, require episodic care or periodic interventions to assist them maintain wellness and safety. I would like to thank the Case Managers for their work over the last year. I would also like to extend my thanks to Barb Armstrong, Program Manager, for her dedicated and conscientious work over the last year in providing support to Case Managers and ensuring quality assurance is at the forefront of service provision.

Ethical standards of practice are important to Alpha Court and we want to broaden our capacity to address ethical issues. In our efforts to achieve this, Dr. Kotalik from the Centre for Healthcare Ethics was hired to assist with the development of an ethical framework. The framework incorporates Alpha Court's vision, mission and values and will assist with ethical dilemmas faced by the various levels within the organization. Members of front-line and management worked together in accomplishing this



framework. Thank you to Jennifer Sportak, Robert Rea, Aliyah Agha-Dunn and Nele Schoutteten for your participation and input.

On an annual basis, program management looks at the service needs of the people we serve and the skills set of the staff and plan training accordingly. Over the last year, all front-line staff were trained in Dialectical Behavioural Therapy (skills) which they use in their 1:1 work with consumers and will be using to provide groups at the Day Centre.

Lastly, Alpha Court was privileged to have participated in Rendez-Vous 2012. We had delegates from different regions of the world come to our main office and Day Centre to learn about the services we provide and our approach (s) to assisting people with mental health and or addiction issues. Exciting and informative discussions ensued with the delegates, particularly around addictions and harm reduction.

Over the next year, Alpha Court will continue to evaluate programs on a regular basis and modify service provision to meet Consumer need. We will also carry on developing quality assurance procedures to ensure consumers are receiving a high standard of service based on the principles of client-centered care and Psycho-social Rehabilitation.

Nicole Latour, RSW, MPH
Director of Community Mental Health and Addiction Services

On an annual basis, Alpha Court undertakes the task of evaluating service provision from the perspective of consumers. A consent form was developed for consumers to sign and indicate their preferred method of completing the survey. The choices offered were: in-person; phone or mail. Consumers also had the choice of not participating. Case Managers were provided with the consent forms and asked to approach all of their clients about the survey and return the consents to the Director of Programs. Three Confederation College students were hired to conduct in-person and phone interviews.

Method

The 2013 Consumer questionnaire contained 20 items. The initial three questions asked consumers to provide demographical information and the remaining 17 questions were designed to elicit the opinion of Alpha Court's Consumers on current service provision. The questions were divided into three main areas of focus: service delivery; appropriateness of service and service outcomes. The majority of the items were based on a 5-point Likert Scale ranging from Strongly Disagree to Strongly Agree. An ordinal scale was included to gauge consumers' overall rating of Alpha Court's services; the scale ranged from 1 (poor) to 10 (excellent).

Results

Two hundred and six Consumers were approached to participate in the satisfaction survey. Sixty-three (30.6%) indicated they wanted a survey mailed to them, seventy-seven (37.4%) wanted to complete a survey over the phone and seventeen (8.3%) wanted to meet an interviewer in-person. Forty-nine (23.7%) clients stated they did not want to participate. In total, Alpha Court received ninety-one replies resulting in a response rate of forty-four percent; an increase of four percent from the previous year.

Of those who responded, 33% have been consumers of Alpha Court's services for less than a year; 24% have been with services 2-3 years; 19% for 4-7 years and 24% for eight years or more. This is representative of the length of time Consumers have been in services; over half (55%) of the consumers served by Alpha Court have been with services 0-3 years.

The majority of the respondents were between the ages of 31 to 45 (38.5%); followed by 46 to 60 (36.2%); 16-30 (7.7%) and over 60 (4.4%). Twelve respondents did not answer the question related to age category. This demographic is reflective of the population Alpha Court serves, the bulk of Consumers lie between the ages of 35-54 (49%).

Male and Female Consumers of Alpha Court are close to evenly distributed (49.6%; 50.4%); however, slightly more females responded to the survey (57%).

Service Delivery

Using a 5-point Likert Scale, ten questions were designed to elicit Consumer feedback around the provision of Case Management. When asked if their worker refers them to needed services, forty-six (51%) of respondents stated they agreed and thirty-nine (43%) strongly agreed; one (1%) respondent did not agree they were referred to needed services and five (5%) felt the question did not apply to them. Eighty-six (95%) of the respondents agreed or strongly agreed their Case Manager helps them resolve problems while three (3%) disagreed/strongly disagreed and two (2%) felt the question did not apply to them. When asked if they were encouraged to use

natural supports, eighty-three (91%) of the respondents strongly agreed/agreed and one (1%) disagreed; seven (8%) did not feel the question applied to them. Eighty-eight respondents (97%) strongly agreed/agreed with the statement “my worker encourages me to pay attention to my physical health” while one respondent (1%) disagreed with the statement; two respondents (2%) did not feel the statement applied to them. One of the roles of a Case Manager is to promote independence and assist consumers develop ways of addressing environmental and interpersonal stressors. When asked if workers help consumers develop coping strategies, eighty-one (89%) agreed/strongly agreed, while four (4%) disagreed and six (7%) felt the question did not apply. To assess whether consumers are receiving the appropriate amount of services, they were asked to report on the number of times they see their worker (figure 1).

FIGURE 1

1>Times/week	Once every 2 weeks	Once every three weeks	Once a month
38.5%	36.3%	6.6%	18.7%

Fifty-four (59%) of the respondents felt this was enough, while thirteen (14%) did not feel they had enough time with their worker; twenty-four (26%) did not reply to this question. Participants were also asked to rate their satisfaction with the care they have received, eighty-eight (97%) of the respondents agreed/strongly agreed they are satisfied while three (3%) disagreed.

Appropriateness of Services

A series of eight questions were designed to evaluate whether services are in accordance with the principals of recovery and Psychosocial Rehabilitation. All respondents indicated they agree/strongly agree Alpha Court staff treat them with “dignity and respect” and “listen to what they have to say” (100%). Eighty-five (93%) stated they agree/strongly agree they can talk about personal issues with their worker while five respondents (5%) disagreed; one respondent (2%) did not feel the question applied to her/him. Eighty-six respondents (95%) reported they agree/strongly agree their worker supports them in their recovery, two (2%) disagreed and three (3%) did not feel the question was applicable. In line with the principle of recovery, participants were asked if their worker points out their strengths, eighty-three (91%) indicated they agree/strongly agree with the statement while four (4%) disagreed and one strongly disagreed (1%). The remaining three (3%) did not feel the question applied. Ninety respondents (99%) agree/strongly agree they “have a say in their planning and care”; while one (1%) did not feel the question applied to him/her. Sixty-six respondents (73%) agree/strongly agree their cultural beliefs are respected while one respondent (1%) disagreed with the statement. Twenty-four (26%) did not feel the question applied to them. Sixty-three (69%) respondents agree/strongly agree their worker respects their spirituality while one disagrees (1%). Twenty-seven (30%) of the respondents did not feel the question around spirituality applied to them.

Outcomes of Service

An additional six questions were designed to evaluate consumer outcomes related to service provision. The variables measured were based on recovery-orientated principles. As a result of Alpha Court’s services, Eighty-three (91%) of the respondents agree/strongly agree they feel more hopeful about the future, while five (6%) disagree/strongly disagree. Three respondents (3%) did not feel the question applied to them. In terms of becoming more independent as a result of services, seventy-eight (86%) agree/strongly agree they have while eight (9%) disagree; five (5%) did not feel the

question applied to them. For consumers addressing mental health issues, seventy-six (84%) feel they can better manage their illness as a result of services; whereas, eleven (12%) disagreed; four (4%) did not feel the question applied to them. A similar question was asked around managing an addiction, forty-five (49%) respondents feel they can better manage as a result of services and ten (11%) disagree; a significant number (40%) of respondents did not feel the question applied to them. Participants were also asked to rate the overall quality of services they received from Alpha Court over the last year (figure 2).

FIGURE 2

Poor									Excellent
1	2	3	4	5	6	7	8	9	10
0	0	1.1%	0	0	2.2%	22.5%	29.2%	18%	27%

Discussion

The response rate to the 2013 client satisfaction survey is the highest since the annual evaluative process started within the Agency. The demographical distribution of those who responded to the survey is representative of the larger population Alpha Court serves with regard to age, gender and length of time in service.

In comparison to the 2012 client satisfaction survey, there is minimal variance with regard to responses to service delivery, appropriateness of services and service outcomes. However, responses indicating “does not apply to me” are on average 5-7 points higher per question in the 2013 survey. For the 2014 survey, it may be more beneficial to leave the “does not apply to me” out for some questions where a forced choice is appropriate.

In all three of the areas assessed: service delivery; appropriateness of services and service outcomes, the majority of responses lie between strongly agree and agree reflecting positive feedback in terms of the Case Management services Alpha Court provides. Areas of service delivery with a five percent or greater response rate in disagree or strongly disagree categories are worth examining and developing strategies to address the higher rates. These areas are as follows: “I feel I can talk about private and personal concerns with my worker”; “As a result of Alpha Court services I have become more independent”; “As a result of Alpha Court services I feel I can better manage the symptoms of my mental illness” and “As a result of Alpha Court’s services I can better manage my addictions”. Although this may not account for the higher disagree/strongly disagree responses in the mentioned items, it is important to keep in mind the majority of respondents have been in services for three years or less. Greater confidence in a consumer’s ability to manage addictions and symptoms may increase with longer service provision. Having said this, program management will look further into these outcomes, including feedback from front-line staff. Strategies to consider are further staff training in relapse prevention and the provision of more psycho-educational groups around symptom management.

Respectfully submitted,

Nicole Latour RSW, MPH

Alpha Court's Day Centre has been in operation since November 2011. Since that time, the Centre has provided services to two-hundred and twenty-seven (227) unique individuals and introduced a variety of new programs. On average, seventy-eight (78) unique individuals attend the Day Program per month. This is the first formal quantitative client satisfaction survey that has taken place at the Day Centre since its inception.

Method

A nineteen item questionnaire was developed to gauge participants' satisfaction with the structure of the Centre and evaluate client outcomes. The survey tool contained sixteen items based on a 5-point Likert Scale and one ordinal scale measuring overall satisfaction with the Day Centre. During a three week period in April 2013, Day Centre participants were handed a survey at the Day Centre and provided the option of submitting it into a box to maintain confidentiality. To avoid someone completing a survey more than once, a Participant's name was crossed off a list once he/she received a survey.

Results

Thirty-seven (37) Day Centre Participants completed a survey. The majority of those who responded lie within the 46-60 (41%) and 31-45 (38%) age ranges followed by those 30 year of age and under (19%) and 60 years of age and over (2%). Twenty-two (59%) of the respondents indicated they have an addiction to one or more of the following: alcohol (16%), tobacco (35%) and drugs (8%). The frequency respondents attend the Centre was measured as well, sixteen (43%) attend two or more times a week, eleven (30%) attend once per week, seven (19%) attend two or more times per month and two (5%) attend once per month. One person did not respond to this question.

Day Centre Structure

Seven questions were designed to evaluate the structure of the Day Centre and whether current processes are meeting client need. The majority (76%) of the respondents strongly agree/agree the building the Centre is located in is accessible and they are able to get to the Centre easily (81%). The majority also feel the Centre is well organized (81%) and the size of the groups are comfortable (92%) . Fewer respondents (62%) agree they receive enough information on the programs available.

Client Outcomes

Nine questions were asked with the purpose of evaluating client outcomes directly related to participation at the Centre. Participants were asked whether the Day Centre has helped them better manage their Mental Health, thirty-one (84%) indicated they agree/strongly agree while three (8%) were unsure. They were also asked whether their substance abuse has decreased since using the Centre, twenty-two respondents (59%) stated the question did not apply to them and twelve (32%) stated they agree/strongly agree while the remainder were unsure. Thirty respondents (81%) felt participating in the Centre helped them reach their goals and thirty-three (89%) feel the Centre provides a safe environment for personal growth. Thirty-three (89%) of the respondents agree/strongly agree the Centre provides them with activities they would otherwise not do and thirty-two (86%) agree/strongly agree as a result of participating at the Centre, they have developed new interests. Thirty-two (86%) agree/strongly agree that using the Day Centre, they feel more comfortable around other people and thirty respondents (81%) agree/strongly agree attending the Day Centre has increased their quality of life. Finally, participants were

asked to rate their overall satisfaction with the Day Centre, 18 (56%) did not respond to this question. For those who responded, see results below (figure 1)

Figure 1

Poor									Excellent
1	2	3	4	5	6	7	8	9	10
0				6%		25%	19%	12%	38%

Discussion

Feedback from the first evaluation of the Day Centre have been positive, the majority of respondents are satisfied with the structure and operations of the Centre. One statement that elicited a lower satisfaction rate was, “I am given enough information about programs”. A goal for the next couple of months will be to identify, with Participant feedback, ways to improve communication about programs and schedules.

Client related outcomes were also positive, especially in terms of managing their mental health and reaching their goals. The Centre has provided an opportunity for Participants to explore activities they may not be able to access in the Community and develop new interests; encouraging people to step into the unknown is part of being treated as dignified adults. A noteworthy outcome is Participants feeling the Day Centre has increased their quality of life.

It is important to consider when assessing the data presented that the participants approached to complete a survey were attending the Centre at the time. In the future, it would be beneficial to elicit feedback from people who have stopped attending or attend on a sporadic basis. Future evaluations should strive to increase the response rate and perhaps include a longitudinal study of client outcomes.

As mentioned, this is the first evaluation since the inception of the Day Centre. Further evaluations are on the horizon with the primary intention being to ensure client needs are continually being met and they have feedback into programs being offered.

Respectfully submitted,

Nicole Latour, RSW, MPH
Director of Community Mental Health and Addiction Services

NOMINATIONS COMMITTEE REPORT

The Board of Directors of Alpha Court is comprised of twelve people. Ten positions are elected to the Board from the general membership while 2 are appointed as Tenant Representatives.

The following have agreed to serve as members of the Board of Directors:

Steve Sidorski - Chair
Diane Whitney - Vice President
Sandra Buosi - Treasurer
Jill Symington - Director
Alison Warwick - Director
Sally Foucault - Tenant Representative
Lydia Stam - Director
Saku Pinta - Director

The Nominations Committee wishes to thank the Board members for their continued support.

The Nominations Committee give recommendation of nominees: Inie Slaney - Tenant Representative, Kate Brindley, Terry-Lynn Carter to serve as Directors on the Board of Alpha Court.

Nominating Committee

~ June 2013 ~
Alpha Court Day Centre / 270 Windsor St. Rm.221

S	Mon	Tue	Wed	Thu	Fri
2	3 <u>Scrapbooking</u> 10:00am-3:00pm (Rm.202) *** <u>Basic intro to Gardening</u> 12:00am-1:00pm (Outside) *** <u>Coffee Talk (NWOPC)</u> 11:00am-1:00pm (Rm.221) *** <u>Boxing Class</u> 130pm-230pm (Exercise Rm) *** <u>Weight Training</u> 230pm-330pm (Exercise Rm) *** <u>Ooshke Programming</u> 2:00pm-4:00pm(Rm.221)	4 <u>Jewelry Making</u> (RM 221) 12:30PM-2:00PM *** <u>Meditation</u> 2:30pm-4:00pm (Rm.221) Cancelled due to training	5 <u>Zumba Class</u> 12:00pm-1:00pm (Rm.221) *** <u>Rock Climbing</u> 1:00pm-2:30pm (Gym) *** <u>Art Program</u> 2:00pm-4:00pm (Rm221) BISNO *** <u>Open to Public Beading Workshop</u> 6:00pm-7:30pm (Rm221) *** <u>Knitting Group</u> 6:00pm-7:30pm (Rm.221)	6 <u>Yoga</u> (Room 202) 12:30 pm -2:00pm *** <u>Walking Group</u> (1241 Jasper Drive) 2:00 pm – 4:00 pm *** <u>Social Gaming Club</u> (Main floor) 1:00pm-2:30pm *** <u>Canvas Painting</u> 2:15pm to 3:30pm (Rm.221) ***	7 <u>Eat Well, Cook Well</u> (BISNO)10:30am-1230pm(Kitchen) *** <u>Alpha Court Garden Crew</u> 11:00am-12:00pm (Outside) *** <u>Friday Lunch BBQ</u> 11:30am-1:00pm (Rm.221) *** <u>Women's Empowerment Group</u> 12:00pm to 2:00pm (Rm.221) *** <u>Movie of the Week</u> 12:30pm-3:00pm(Rm.202) "Beautiful Creatures" *** <u>Frisbee Golf</u> 2:30pm-4:00pm (Boulevard Lake) *** <u>Ooshke Programming</u> 2:00pm-4:00pm (1241 Jasper Dr.)
9	10 <u>Coffee Talk (NWOPC)</u> 11:00am-1:00pm (Rm.221) *** <u>Alpha Court Garden Crew</u> 11:00am-12:00pm (Outside) *** <u>Boxing Class</u> 130pm-230pm (Exercise Rm) *** <u>Weight Training</u> 230pm-330pm (Exercise Rm) *** <u>Ooshke Programming</u> 2:00pm-4:00pm(Rm.221) *** <u>Wii Gaming (PACE)</u> 2:00PM-4:00PM (Rm221) *** <u>Express Yourself</u> 2:00pm-4:00pm (Rm.202) <u>Writing/Journaling Workshop</u>	11 <u>Jewelry Making</u> (RM 221) 12:30PM-2:00PM *** <u>Get Crafty& Create-A-Tee</u> 2:00pm-3:30pm (Rm221)	12 <u>Healthy Choice Cooking Program</u> SJ (Kitchen)1000am-1200pm *** <u>Art Program</u> 2:00pm-4:00pm (Rm221) BISNO *** <u>Open to Public Beading Workshop</u> 6:00pm-7:30pm (Rm221) *** <u>Knitting Group</u> 6:00pm-7:30pm (Rm.221)	13 <u>Yoga</u> (Room 202) 12:30 pm -2:00pm *** <u>Boxing Class</u> 1:30pm-2:30pm (Exercise Rm) *** <u>Walking Group</u> (1241 Jasper Drive) 2:00 pm – 4:00 pm ***	14 <u>Alpha Court Garden Crew</u> 11:00am-12:00pm (Outside) *** <u>Friday Lunch BBQ</u> 11:30am-1:00pm (Rm.221) *** <u>Women's Empowerment Group</u> 12:00pm to 2:00pm (Rm.221) *** <u>Movie of the Week</u> 12:30pm-3:00pm(Rm.202) "Jack Reacher" *** <u>Mini-Putt</u> 2:30pm-4:00pm (Boulevard Lake) *** <u>Ooshke Programming</u> 2:00pm-4:00pm (1241 Jasper Dr.)

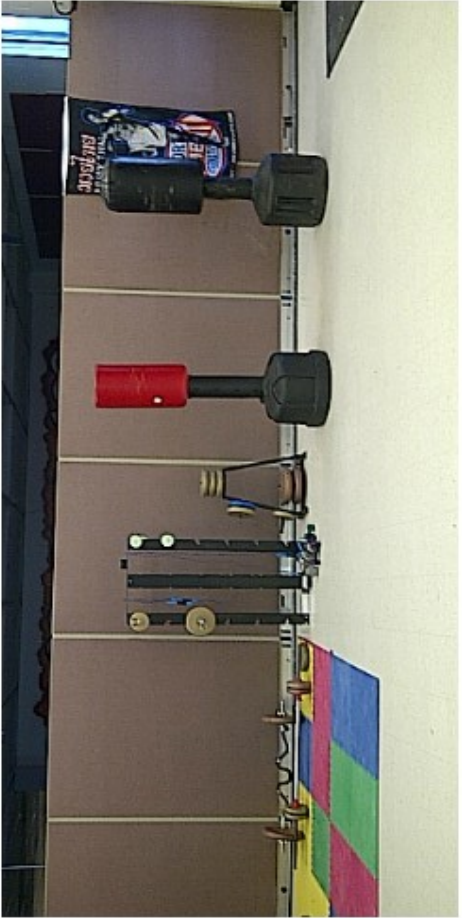
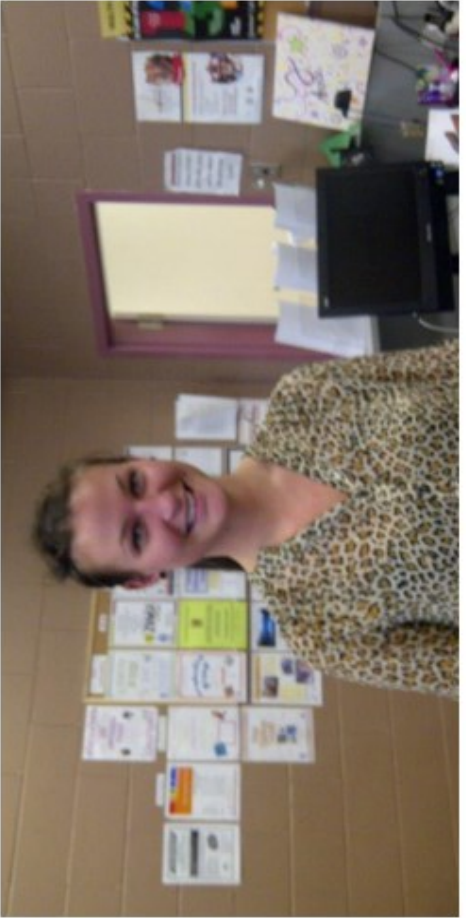
<p>17</p> <p><u>Alpha Court Garden Crew</u> 11:00am-12:00pm (Outside) ***</p> <p><u>Boxing Class</u> 130pm-230pm (Exercise Rm) ***</p> <p><u>Weight Training</u> 230pm-330pm (Exercise Rm) ***</p> <p><u>Ooshke Programming</u> 2:00pm-4:00pm(Rm.221) ***</p> <p><u>Wii Gaming (PACE)</u> 2:00PM-4:00PM (Rm221)</p>	<p>18</p> <p><u>"Fit4Less" gym session</u> 10:30am-12:00pm (McIntyre Centre) ***</p> <p><u>Jewelry Making</u> (RM 221) 12:30PM-2:00PM ***</p> <p><u>Meditation</u> 2:30pm-4:00pm (Rm.221)</p>	<p>19</p> <p><u>Zumba Class</u> 12:00pm-1:00pm (Rm.221) ***</p> <p><u>Rock Climbing</u> 1:00pm-2:30pm (Gym) ***</p> <p><u>Art Program</u> 2:00pm-4:00pm (Rm221) BISNO</p>	<p>20</p> <p><u>Yoga</u> (Room 202) 12:30 pm - 2:00pm ***</p> <p><u>Walking Group</u> (1241 Jasper Drive) 2:00 pm – 4:00 pm ***</p> <p><u>Social Gaming Club</u>(Main floor) 1:00pm-2:30pm ***</p> <p><u>Boxing Class</u> 1:30pm-2:30pm (Exercise Rm) ***</p> <p><u>Aboriginal Drumming</u> 2:00pm-4:00pm (1241 Jasper Dr.) ***</p> <p><u>Canvas Painting</u> 2:15pm to 3:30pm (Rm.221) ***</p> <p><u>First Nations Teaching</u> 6:00pm-8:00am (Rm.221)</p>	<p>21</p> <p><u>Eat Well, Cook Well</u>(BISNO) 10:30am-1230pm(Kitchen) ***</p> <p><u>Alpha Court Garden Crew</u> 11:00am-12:00pm (Outside) ***</p> <p><u>Friday Lunch BBQ</u> 11:30am-1:00pm (Rm221) ***</p> <p><u>Women's Empowerment Group</u> 12:00pm to 2:00pm (Rm.221) ***</p> <p><u>Movie of the Week</u> 12:30pm-3:00pm(Rm.202) "Silver Linings Playbook" ***</p> <p><u>Frisbee Golf</u> 2:30pm-4:00pm (Boulevard Lake) ***</p> <p><u>Ooshke Programming</u> 2:00pm-4:00pm (1241 Jasper Dr.)</p>	<p>24</p> <p><u>Alpha Court Garden Crew</u> 11:00am-12:00pm (Outside) ***</p> <p><u>Coffee Talk (NWOPC)</u> 11:00am-1:00pm (Rm.221) ***</p> <p><u>Boxing Class</u> 130pm-230pm (Exercise Rm) ***</p> <p><u>Weight Training</u> 230pm-330pm (Exercise Rm) ***</p> <p><u>Ooshke Programming</u> 2:00pm-4:00pm(Rm.221)</p>	<p>25</p> <p><u>Credit Repair!</u> A How to. 10:30am-12:00pm (Rm.221) ***</p> <p><u>"Fit4Less" gym session</u> 10:30am-12:00pm (McIntyre Centre) ***</p> <p><u>Jewelry Making</u> (RM 221) 12:30PM-2:00PM ***</p> <p><u>Get Crafty& Create-A-Tee</u> 2:00pm-3:30pm (Rm221)</p>	<p>26</p> <p><u>Healthy Choice Cooking Program</u> (Kitchen)1000am-1200pm ***</p> <p><u>Zumba Class</u> 12:00pm-1:00pm (Rm.221) ***</p> <p><u>Art Program</u> 2:00pm-4:00pm (Rm221) BISNO</p>	<p>27</p> <p><u>Yoga</u> (Room 202) 12:30 pm - 2:00pm ***</p> <p><u>Boxing Class</u> 1:30pm-2:30pm (Exercise Rm) ***</p> <p><u>Walking Group</u> (1241 Jasper Drive) 2:00 pm – 4:00 pm ***</p> <p><u>Canvas Painting</u> 2:15pm to 3:30pm (Rm.221)</p>	<p>28</p> <p><u>Alpha Court Garden Crew</u> 11:00am-12:00pm (Outside) ***</p> <p><u>Friday Lunch BBQ</u> 11:30am-1:00pm (Rm221) ***</p> <p><u>Women's Empowerment Group</u> 12:00pm to 2:00pm (Rm.221) ***</p> <p><u>Movie of the Week</u> 12:30pm-3:00pm(Rm.202) "Warm Bodies" ***</p> <p><u>Mini-Putt</u> 2:30pm-4:00pm (Boulevard Lake) ***</p> <p><u>Ooshke Programming</u> 2:00pm-4:00pm (1241 Jasper Dr.)</p>
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Aboriginal Programming

Arts&Crafts





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