



Non-Profit Housing Corporation

Annual General Report 2011/2012

Annual General Report
2012/2013



Community Mental Health
and Addiction Services

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 Report
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 2011-2012

President
Sean Adams

Vice-President
Leonard Pullan

Treasurer
Greg Larsen

Secretary
Inie Slaney

Directors
Suanne Howes
Katherine Turner
Kate Brindley
Steve Sidorski
Sandra Buosi

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 Gargoyles Restaurant (Little Room to the Left), in the City of Thunder Bay, in the District of Thunder Bay, in the Province of Ontario, on the 15th day of June, 2011.

ALPHA COURT MEMBERS: Christina Buzzi, Sean Adams, Greg Larsen, Kate Brindley, Leonard Pullan, Inie Slaney, Patricia Hajdu, Tammy Campbell

REGRETS: Katherine Turner Suanne Howes

GUEST SPEAKERS: Shelley Gaudreau, Meyers Norris Penny, Auditors
Patricia Hadju, Thunder Bay Drug Strategy

STAFF MEMBERS: Cindee Richardson Margie Cholin
Darlene Belliveau Cindy Lyght
Sharon Atwood Holly Gauvin

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 2010 ANNUAL MEETING

The minutes of the meeting of members held June 17, 2010 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 Leonard Pullan

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 (Holly Gauvin)**

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 Sean Adams

Seconded by Greg Larsen

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

CARRIED.

3. Report of the Auditor

Shelly Gaudreau, 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 Sean Adams

Seconded by Greg Larsen

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

Christina Buzzi was presented with a token of appreciation for her 6 years of service and will retire from the Board. Inie Slaney was presented with a token of appreciation for her 5 years of service as the tenant representative and will remain on the Board. Suzanne Persall had given her written notice of resignation from the Board.

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

Inie Slaney
Leonard Pullan
Patricia Hadju
Greg Larsen
Kate Brindley
Tammy Campbell
Suanne Howes
Katherine Turner
Sean Adams

Nominations were than sought from the floor:

Linda Pruneau nominated by Tammy Campbell
Seconded by Inie Slaney

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.

9. Amendments to the By Laws

With the exception of By-law No. 1-17 Membership Classes, the following are changes to the by-laws approved by unanimous vote.

By-law No.1-17

17. MEMBERSHIP CLASSES

In case of resignation, a member shall remain liable for payment of any assessment or other sum levied or which became payable by him to the corporation prior to acceptance of his resignation.

We would like a motion from the membership to delete this last paragraph from Membership Classes by-law 1-17.

It is the intention of the Board to require no fees from members. This would mean that if there were monies/fees outstanding the member would still be required to pay them even if they resigned membership. An "assessment" would simply be an assessment of monies owed.

By-law No.1-3

Being a by-law to amend By-law No. 1, Section 3, Board of Directors

Be it enacted that Section 3 of By-law 1 be changed from:

3. BOARD OF DIRECTORS

The affairs of the Corporation shall be managed by a board of thirteen (13) directors....

The Board of Directors shall consist of:

a) Twelve (12) elected members of the Board and

and replaced with:

*The affairs of the Corporation shall be managed by a board of twelve (12) directors...
The Board of Directors shall consist of:*

a) Ten (10) elected members of the Board and

By-law No.1-5

Being a by-law to amend By-law No. 1, Section 5, Board of Directors

Be it enacted that Section 5 of By-law 1 be changed from:

5. QUORUM AND MEETINGS, BOARD OF DIRECTORS

A quorum for the transaction of business if five (5) members with the following exception: matters of finance involving sums of \$5,000.00 or more and presentation and review of annual budgets. At these times, a quorum shall consist of a majority of directors, seven (7).

and replaced with:

5. QUORUM AND MEETINGS, BOARD OF DIRECTORS

A quorum for the transaction of business is six (6) members with the following exception: matters of finance involving sums of \$5,000.00 or more and presentation and review of annual budgets. At these times, a quorum shall consist of a majority of directors, six (6).

By-law No.1-12

Being a by-law to amend By-law No. 1, Section 12, Board of Directors

Be it enacted that Section 12 of By-law 1 be changed from:

12. DUTIES OF THE SECRETARY

The Secretary shall ensure the appropriate records of board meetings and a decision are maintained and is theoretically considered the custodian of the corporate seal.

and replaced with:

The Secretary shall ensure that appropriate records of board meetings and decisions are maintained and is considered the custodian of the corporate seal.

By-law No.1-19

Being a by-law to amend By-law No. 1, Section 19, Board of Directors

Be it enacted that Section 19 of Bylaw 1 be changed to add the following:

19. ANNUAL AND OTHER MEETINGS OR MEMBERS

..... or email "to last known address".

The amended By-law will read: *At every annual meeting, in addition to any other business that may be transacted, the report of the director, the financial statement and the report of the auditors shall be presented and a board of directors elected and auditors appointed for the ensuing year and remuneration of the auditors shall be fixed. The members may consider and transact any business either special or general without any notice thereof at any meeting of the corporation. With the exception of the Annual General Meeting which requires a public notice or advertisement 21 days prior to the scheduled meeting, no public notice nor advertisement of members' meetings, shall be required but notice of the time and place of every such general meeting shall be given each member by sending the notice by prepaid mail or email **to last known address** 10 days before the time fixed for the holding of such meeting; provided that any meetings of members may be held at any time and place without such notice if all the members of the corporation are present thereat or represented by proxy duly appointed, and at such meeting any business may be transacted which the corporation at annual or general meetings may transact.*

By-law No.1-22

Being a by-law to amend By-law No. 1, Section 22, Board of Directors

Be it enacted that Section 22 of Bylaw 1 be changed from:

22. QUORUM OF MEMBERS:

A quorum for the transaction of business at any meeting of members shall consist of not less than five (5) members present in person or represented by proxy; provided that in no case can any meeting be held unless there are five (5) members present in person.

and replaced with:

A quorum for the transaction of business at any meeting of members shall consist of not less than five (5) members present in person. Members can be represented by proxy in addition to five (5) in person.

10. CONCLUSION OF MEETING:

Sean Adams, President, thanked everyone for coming.

THERE being no further business, the meeting was concluded.

Chairman

Date

Board of Directors

- 12 elected members

Executive Director

Director of Finances and Administrative Services

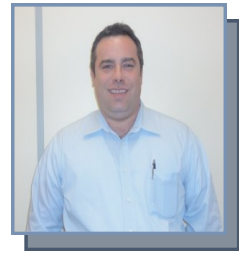
- Accounting Clerk
- Administrative Assistant
- Human Resources Coordinator

Director of Property Management

- Property Clerk
 - Building Management
 - Dease Street (25 units)
 - Jasper Drive (37 units)
 - Rental Supplement Units (112 units)
- Maintenance Superintendent
- Caretaker

Director of Community Mental Health and Addiction Services

- Manager of Programs
 - Community Mental Health Program
 - Ooshke Bemahdesewin Program
 - Rapid Response Outreach Services
 - Homelessness Initiative Project (HIPII)
 - People with Problematic Substance Abuse
 - Alpha Court Day Centre
- Case Managers



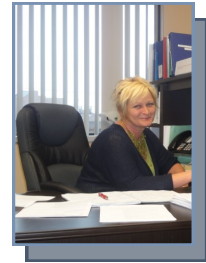
Message from the President

This past year has been one of continued change and growth for the Alpha Court Board of Directors. Taking on policy governance model has led to the development of policies for the board, and some restructuring of the way the board does business; in addition to supporting the marketing of Alpha Court to the community. We launched a new website that will enable people to better navigate services in the community and provide detailed explanations of our expanded services. Our addictions supported housing (ASH) has expanded another eight units and our Day Centre which is something that is new for this year is thriving. We have expanded our partnerships with other agencies to deliver recreation, social, nutrition, education, and therapeutic programming at our location on Windsor Street. Through a shared resource model we are able to provide these programs at no cost to the participants, and with no additions to the budget.

Our Board has participated in the LHINs community sessions and is engaged in the process of finding solutions to enable us to deliver the best client services in a cost effective way. Our supportive housing program has prevented homelessness and has kept people out of hospital. Our Day Centre programs promote a holistic recovery model and enhance the quality of life for participants and our ongoing evaluation of our work and client satisfaction will map our future direction.

On behalf of the Board, I thank our funders, the North West Local Health Integration Network, Ministry of Health and Long Term Care, Northern Ontario Heritage Fund, Thunder Bay Community Foundation, and the United Way of Thunder Bay. We would also like to thank the committed and dedicated staff at Alpha Court as well as the people living with mental health and addictions issues, who inform and direct our services.

Sean Adams



Message from the Executive Director

The past twelve months have marked further growth at Alpha Court, most notably with two new programs. We have completed one full year of the Addictions Supportive Housing (ASH) program and last month we added another eight units, bringing us to 24 units supported with case management for people who are working towards recovery from problematic substance abuse. We also opened a Day Centre that offers programs in three streams; those that are culturally specific to traditional aboriginal teachings, those that are specific to recreation and social needs of people living with a mental illness, as well as educational and therapeutic programs for people recovering from addictions.

The Day Centre has been established as a model we will assess and evaluate, with the belief that it will be an evidence based best practice model that will be replicable across the Northwest. We work with partners in an informal manner, sharing staff expertise and resources so that costs are kept low, and program participants have free access to social, nutritional, educational and recreational opportunities. Our interactions with our partner agencies are based on a belief that together we can enhance the quality of life for our respective clients. This is an altruistic way for professionals to align skills and resources that strengthen individual relationships across agencies. We believe we are reaching a range of clients and stepping out of the agency silos that we normally work in.

In addition to working in partnerships with other agencies, we are a partner in the Thunder Bay Boys and Girls Club's (TBBGC), community hub model. Alpha Court now hosts the Community Action Group of the Windsor, Blucher, Junot area, which is included in the community hub. This community development initiative demonstrates how proactive a group of citizens can be if provided with the basics of a meeting place and some access to resources.

The Thunder Bay Community Foundation generously contributed funding for a hot lunch program to be delivered from the Day Centre, and we use this opportunity to discuss nutrition, food acquisition on a restrictive budget, as well as provide an opportunity for participants to simply enjoy a meal with others. We will have our first community garden this year, as well as our first community kitchen. A copy of the June calendar of events is attached for your perusal.

Living in poverty creates stresses, anxiety, and depression that make recovery exceedingly difficult. It is difficult to get well without housing, proper nutrition, or social and recreational options. The majority of our clients struggle to meet basic needs every day, and they do this while dealing with the challenges of their illnesses.

It is our mission and purpose to provide and keep people in their housing, introduce them to creative and innovative opportunities at the Day Centre, and ultimately support their wellness activities that keep them out of hospital and living their best lives.

I want to thank the staff at the North West Local Health Integration Network for their support and availability. I also want to thank the Ministry of Health and Long Term Care for our housing support as well as the Northern Ontario Heritage Fund for providing our second intern. The Thunder Bay Community Foundation has been assisting us for two years now and for that we are grateful. This year we received funding from the United Way for our upcoming events focusing on mental health for students.

In this past year, our Board of Directors has adopted the policy governance board model, participated in a strategic planning session and a board retreat to work on vision and goals for Alpha Court. Too often these selfless volunteers do not get the recognition due to them. We simply could not function without them, and are grateful for the skills, intelligence and dedication to Alpha Court.

The most important attribute to any agency are human resources. I thank the senior management and administration staff for all their hard work this past year. We've had many circumstances that required new learning for all of us. I thank the case managers for their dedication to our clients and their daily commitment to excellence.

I want to thank our clients for their enthusiasm and willingness to try the variety of programs we offer. It is our mission and passion to help improve the quality of life for those that live with mental illness and addictions, and we will work to change the inequities in the system to the best of our ability. Housing, supports, and the multitude of new programs are the basics from which we can grow.

Cindee Richardson



Alpha Court Day Centre

Jesse James is the Alpha Court Day Centre Coordinator. Jesse is a nurse with extensive experience in the field of mental health. In addition to developing programs and coordinating facilitation with staff and partner agencies, he teaches boxing. Please see our June events in the attached calendar. Jesse can be contacted at 683-7729 to register.

Steve Adams is our Northern Ontario Heritage Fund Intern Recreation/Volunteer Coordinator. He has both recreation and human resources diplomas and is focusing on developing our recreational activities for participants and is developing a trained pool of volunteers that will help us to expand our services.

~ June 2012 ~
Alpha Court Day Centre

S	Mon	Tue	Wed	Thu	Fri	S
	<p>*Anger Emotional Response in You- (A.E.R.Y.) -Clients will need to be referred to Alpha Court and registered for the programs of their choice. Please send referrals Alpha Court Fax# 683-8225.</p>					
3	<p>4 Peer Support Services (NOPA) 11:00am-1:00pm(RM216) *** Boxing Class 130pm-230pm (Exercise Rm) *** Weight Training 230pm-330pm (Exercise Rm) *** Strategies for Change (Rm 216) 2:00 pm – 4:00 pm *** Ooshke Programming 2:00pm-4:00pm(Rm.221)</p>	<p>5 Frisbee Golf (Boulevard Lake) Start:10am *** Jewelry Making (RM 221) 12:30PM -2:00PM *** Open Gym 2:00pm-4:00pm (Floor Hockey) *** Creative Writing 2:00pm-3:00pm (Rm.216) ***</p>	<p>6 A.E.R.Y Program (RM 221) 1:00pm-2:00pm *** Get Crafty 2:00pm-3:30pm (Rm221) *** Healthy Choice Cooking Program (Kitchen)1030am-1230pm *** A.C. Garden Crew 10:00am-12:00pm (Outside) *** Living Through the Arts 3:00pm-4:00pm(Rm.216) (Guitar Lessons)</p>	<p>7 Yoga (Room 221) 12:30 pm – 2:00pm *** Walking Program (1241 Jasper Drive) 2:00 pm – 4:00 pm *** Social Gaming Club (Main floor) 1:00pm-3:00pm (Pool Tournament) *** Annual General Meeting 5:30pm-7:30pm (Rm.221)</p>	<p>8 Eat Well, Cook Well!(SINO)10:30am -1230pm (Kitchen) *** Movie of the Week1:00pm-3:00pm (Rm.216) "Transformers 2" *** Ooshke Programming 2:00pm-4:00pm (Rm.221) ***</p>	<p>2 Movie of the Week1:00pm-3:00pm (Rm.216) "Transformers 1" *** Ooshke Programming 2:00pm-4:00pm (Rm.221) *** Music Group (Rm.216) 3:00pm- 4:00pm</p>
1	<p>11 Peer Support Services (NOPA) 11:00am-1:00pm(RM216) *** Boxing Class 130pm-230pm (Exercise Rm) *** Weight Training 230pm-330pm (Exercise Rm) *** Strategies for Change (Rm 216) 2:00 pm – 4:00 pm *** Ooshke Programming 2:00pm-4:00pm(Rm.221) *** "Express Yourself" (Writing/ Journaling workshop) 2:00pm-4:00pm (Rm.204)</p>	<p>12 Frisbee Golf (Boulevard Lake) Start:10am *** Jewelry Making (RM 221) 12:30PM -2:00PM ***</p>	<p>13 Men's Group (Rm221) 2:00 pm – 4:00 pm *** A.C. Garden Crew 10:00am-12:00pm (Outside) *** Living Through the Arts 3:00pm-4:00pm (Rm.216) (Guitar Lessons)</p>	<p>14 Meditation (Rm 221)10am-12pm *** "Kick Start Your Future" (IRLC)2:00pm-4:00pm(Rm221) *** Walking Program (1241 Jasper Drive) 2:00 pm – 4:00 pm *** Social Gaming Club (Main floor) 1:00pm-3:00pm (Pool Tournament)</p>	<p>15 Movie of the Week1:00pm-3:00pm (Rm.216) "Transformers 3" *** Ooshke Programming 2:00pm-4:00pm (Rm.221)</p>	<p>16 Movie of the Week1:00pm-3:00pm (Rm.216) "Transformers 3" *** Ooshke Programming 2:00pm-4:00pm (Rm.221)</p>
1	<p>18 Peer Support Services (NOPA) 11:00am-1:00pm(RM216) *** Boxing Class 130pm-230pm (Exercise Rm) *** Weight Training 230pm-330pm (Exercise Rm) *** Strategies for Change (Rm 216) 2:00 pm – 4:00 pm *** Ooshke Programming 2:00pm-4:00pm(Rm.221)</p>	<p>19 Frisbee Golf (Boulevard Lake) Start:10am *** Jewelry Making (RM 221) 12:30PM -2:00PM *** Open Gym 2:00pm-4:00pm (Basketball) *** Creative Writing 2:00pm-3:00pm (Rm.216) ***</p>	<p>20 A.E.R.Y Program (RM 221) 1:00pm-2:00pm *** Get Crafty 2:00pm-3:30pm (Rm221) *** Healthy Choice Cooking Program (Kitchen)1030am-1230pm *** A.C. Garden Crew 10:00am-12:00pm (Outside) *** Create-A-Teel! (Outside) 1:00pm-3:00pm *** Basic Ojibway Language Workshop 6:00pm-7:30pm (Rm.221)</p>	<p>21 Yoga (Room 221) 12:30 pm – 2:00pm *** Walking Program (1241 Jasper Drive) 2:00 pm – 4:00 pm *** Social Gaming Club (Main floor) 1:00pm-3:00pm (Chess)</p>	<p>22 Eat Well, Cook Well!(SINO)10:30am -1230pm (Kitchen) *** Movie of the Week1:00pm-3:00pm (Rm.216) "Mission Impossible" *** Ooshke Programming 2:00pm-4:00pm (Rm.221) ***</p>	<p>23 Movie of the Week1:00pm-3:00pm (Rm.216) "Mission Impossible" *** Ooshke Programming 2:00pm-4:00pm (Rm.221) *** Music Group (Rm.216) 3:00pm- 4:00pm</p>
2	<p>25 Peer Support Services (NOPA) 11:00am-1:00pm(RM216) *** Boxing Class 130pm-230pm (Exercise Rm) *** Weight Training 230pm-330pm (Exercise Rm) *** Strategies for Change (Rm 216) 2:00 pm – 4:00 pm *** Ooshke Programming 2:00pm-4:00pm(Rm.221)</p>	<p>26 Frisbee Golf (Boulevard Lake) Start:10am *** Jewelry Making (RM 221) 12:30PM -2:00PM *** Basic Bicycle Maintenance Workshop 2:00pm-4:00pm(Outside)</p>	<p>27 Men's Group (Rm221)2pm-4pm *** A.C. Garden Crew 10:00am-12:00pm (Outside) *** Create-A-Teel! (Outside) 1:00pm-3:00pm *** Basic Ojibway Language Workshop 6:00pm-7:30pm (Rm.221)</p>	<p>28 Meditation (Room 221) 10 am-12pm *** Yoga (Room 221) 12:30 pm – 2:00pm *** Walking Program (1241 Jasper Drive) 2:00 pm – 4:00 pm *** Social Gaming Club (Main floor) 1:00pm-3:00pm (Ping-Pong Tournament)</p>	<p>29 Movie of the Week1:00pm-3:00pm (Rm.216) "Mission Impossible 2" *** Ooshke Programming 2:00pm-4:00pm (Rm.221) ***</p>	<p>30 Movie of the Week1:00pm-3:00pm (Rm.216) "Mission Impossible 2" *** Ooshke Programming 2:00pm-4:00pm (Rm.221) *** Music Group (Rm.216) 3:00pm- 4:00pm</p>

Mental Health Network

We are honoured to sit as Alpha Court's representatives on the Mental Health Network, a committee comprised of individuals volunteering and/or representing the community who are committed to educating the public by hosting awareness events during national campaigns such as Mental Health Awareness Week and Mental Illness Week. The goal of the Mental Health Network is to promote recovery and wellness, educate the public about mental health and mental illness, and address the stigma surrounding such issues.

Planning commenced early January in preparation for hosting the 7th annual celebration of Mental Health Week. As in past years, the committee organized workshops and events in the community to promote a healthy body, mind and spirit. Mayor Keith Hobbs proclaimed Mental Health Week May 6-12 in the City of Thunder Bay in a ceremony at City Hall followed by "Random Acts of Kindness" which consisted of committee members distributing flowers with inspirational messages to people in the vicinity of City Hall. This year's theme of Mental Health Week was Relax, Recharge and Revitalize and a record of 54 **free** workshops were offered throughout the City varying from Meditation, Yoga, Therapeutic Gardening, to Parenting, Zumba and Cooking Vegetarian. These workshops would not be possible without the support of community agencies, businesses, and individual volunteers who have come together to host these events.

We would like to give special Migwetch to our presenters, Janice Hilton and Larry Wanakamik who did outstanding jobs. Janice Hilton, Trainer and Consultant, volunteered her time and provided the "True Colours Personality Assessment" workshop that was thoroughly enjoyed by all that attended. Larry Wanakamik, Community Mental Health & Addiction Worker in the Ooshke Bemahdesewin Program, offered the Aboriginal Cultural Teachings & Mental Health Workshop and participants were awed by his sharing of stories. We hope that they enjoyed providing the workshops as much as we enjoyed attending. Although overall statistics and workshop evaluation data is not available at this time, preliminary data has indicated that another successful year was had and all workshops were well attended.

The planning prior to Mental Health Week and the week itself is an extremely hectic but exhilarating time and we are grateful for a bit of a "breather" before we start meeting again in late June where we will start planning for Mental Illness Awareness week this fall.

Respectfully submitted,

Margie Cholin & Meghan King



Message from the Treasurer

The fiscal year end of March 31, 2012 has been another active year for Alpha Court. The LHIN funded programs along with the Northern Ontario Heritage Funding amount to a budget of \$2,355,463.00. This includes one-time funding from the LHINS in the amount \$103,033 for taking over part of the Mushkiki program. The Northern Ontario Heritage Funding was for one fee. from December 2011 to November 30, 2011.

The Housing Program which operates our buildings and our rent supplement programs had a budget of \$739,754 plus \$280,865 for a total of \$1,020,619. The SHRRP funding was for the architects design and repair of the stucco failure at Jasper Drive. The total monies received for SHRRP amount to \$167,715. Expenditures for the Jasper repairs amounted to \$167,133.

Capital reserve expenditures for the fiscal year were \$34,611.00 for Dease Street and \$137,785.00 for Jasper Drive. All of the stoves were replaced at both Dease and Jasper Drive. The majority of costs at Jasper pertain to the stucco and window problems. SHRRP covered part of the expenditures with the remaining monies coming from the reserve fund. It should be noted that in some year's expenditures from the reserve fund can be significantly higher than the funds received during the fiscal year. Monies are used on as needed basis with any expenditure over \$5,000 requiring both Board of Directors approval as well as the Ministry of Health approval.

Fiscal 2011-2012 continued with the salary wage and compensation freeze except for pay equity monies that were owed staff. Pay equity was paid out to entitled staff this fiscal year. Pay equity has been achieved and Alpha Court will now enter maintenance procedures as required by the Pay Equity Act.

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.

Greg Larsen



Director of Finances and Administrative Services Report

The fiscal year ending March 31, 2012 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.

In June of this year, we moved our main office to 221 Wilson Street. The move has provided a much safer location for our staff. The premises are very well maintained by our landlord and we appreciate working in a much healthier work environment.

January of this year, we welcomed Meghan King to our Administrative Team as the Human Resources Co-coordinator for Alpha Court. Meghan began her work with Alpha Court as an intern funded by the Northern Ontario Heritage Fund. We are most pleased to have Meghan join us as a permanent fulltime employee.

Alpha Court has received monies this year from the Thunder Bay Community Foundation in the amount of \$6,000 to assist us with our Day Programming associated with the new Addictions program.

The operating budgets for the Health and Addictions Programs along with Northern Ontario Heritage Fund amounted to \$2,355,463. The MOH funding for the operation of the buildings at Dease Street and Jasper Drive was budgeted at \$739,754. This included a budget of \$52,586 for the capital reserve. The rent supplement programs including the addictions rent supplement totaled \$280,865. We also received Social Housing Renovation and Retrofit Program (SHRRP) funding for the repairs to be made at Jasper Drive due to the stucco failure in the amount of \$41,576 for architect fees and a further \$143,438 for the actual construction costs.

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.

Director of Housing and Property Management Report

Non-Profit Housing

The housing portfolio was on target with the Operating Budget this fiscal year. The Capital Expenses were over our allocation for 2011-2012 due to extraordinary expenses at Jasper.

We received special retrofit SHRRP funding for Consultant and Construction Fees to repair the deficiency at the stucco bay window areas at 1241 Jasper Drive. The Ministry has approved these costs and the funds were received and the work completed in the fiscal year. The balance of the expenses was covered from the Capital Reserve account.

Capital expenses at Dease Street include stove replacements with installation of Safe-T-Elements, minor soffit and fascia repairs. We also purchased new furnishings for the common room. Carpet was removed and tile flooring installed in apartments 107 and 308. The refrigerator was replaced in unit 107. The office carpet was replaced with tiles. Capital work at Jasper this year included minor roof repairs, circulating line repairs and stove replacements with installation of Safe-T-Elements. Items were purchased for the Tenants' Community Kitchen. The carpet cleaner machine which is share at both buildings was replaced this year.

We experienced moderate turnover of tenants at Dease Street and high at Jasper Drive this past year: 3 two bedroom units at Dease Street, 1 one bedroom unit and 3 two bedroom units at Jasper Drive. Turnover costs continue to increase when it is necessary to do extensive repairs on move out.

Diane's hard work shows in the condition of the building at 1500 Dease Street. She assist's 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 Jasper with access to each unit along with his regular duties of general maintenance, refurbishing the units on turnover at both buildings and the daily upkeep at 1241 Jasper Drive. I praise them both for their efforts in the buildings. I 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 16 move-ins including 4 transfers of tenants to another unit. We obtained 6 new units this fiscal year and cancelled the agreement on 5 units. At year-end we had 69 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 10 clients in the 3 units. One landlord cancelled the agreement on both the Transition units as he wanted to move away from short term tenants and they were changed back to HIP units. We obtained one other unit for our Transition tenants for a total of 2 units at March 31, 2012.

Alpha Court is operating two other rent subsidy programs (750 and 500) with the allocation of 12 (8 and 4 respectively) units. These programs are not shared with any partners. The 750 Program experienced two move-outs and 3 vacant months during the year. December 1st we added one unit increasing the allocation to 8. The 500 Program has 4 units at year-end with no turnover in the fiscal year.

We were successful in reducing evictions with only two in the period. This is in large part due to consultation with staff and Property Management about which tenant will be a good match with which landlord and the hard work done by the Case Managers to help clients be successful tenants. Support Workers are working more closely with clients on move-out. This fact is helping to maintain good rapport with landlords in the program.

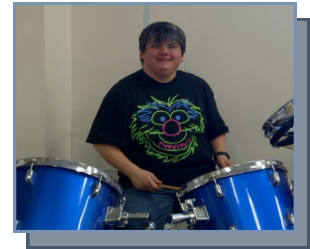
We continue to pay out rent and repair money for reasons which include: the tenant being evicted or incarcerated, the tenant leaving with little or no notice and rent is paid while the unit was undergoing repairs or refurbishing for a new tenant. Above normal wear and tear by some tenants is still a 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.

The Recovery Program with Ontario Disability Support Program (ODSP), where they issue a cheque for the difference in the rent from Ontario Works (OW) maximum of \$368 to the ODSP maximum of \$469 continues. This is issued once a client is approved for ODSP. There is a change in the Maximum Allowable Shelter portion for ODSP and OW this year which will affect the rental portion the tenant pays for their unit effective April 1st, 2011. ODSP changed from \$464.00 to \$469.00 and OW from \$364.00 to \$368.00 (1% increase) reducing the amount that we pay for a subsidy. It is always a challenge to ensure that the tenant portion is increased accordingly to ensure that the Landlords receive the correct amount.

The Ministry of Health and Long-Term Care join together with our local LHIN to fund a new program in Addictions with 3 Support Staff and 24 Rent Supplement Units over the next two years. This project started in March 2011 and we have secured 2 units for April 1st.

I extend congratulations to the Staff and Managers for their continued mutual hard work, support and dedication to the clients in making these programs very successful.

Sharon Atwood



Director of Community Mental Health and Addiction Services Report

The past year has been witness to positive changes and movement toward greater quality assurance. The focus has been to: introduce more programming/social opportunities for clients; learning how to utilize a new software system (EMHWare); rising to the expectations around the implementation of Ontario Common Assessment of Need (OCAN) and introducing greater standards for service delivery and promoting further accountability.

During the first part of the fiscal year, the agency changed software vendors to accommodate the increasing demand for electronic record keeping, assessments and e-health. The change resulted in a steep learning curve for front-line staff and management which was handled with grace and professionalism. Some staff members have become very proficient with the software and have provided leadership and guidance to their peers. Differences in data population between our past and present vendors posed a challenge to members of management responsible for submitting reports; however, representatives from the Local Health Integration Network have continued to provide guidance to Alpha Court around this issue.

Over the last year, front-line staff worked diligently to complete OCAN assessments for all clients receiving services. As a result of their hard work, Alpha Court was elevated to "implementation completed" status. Staff will continue to be met with the challenge of completing assessments every six months on each client; however, their past performance shows their ability to rise to this challenge.

A greater focus has been placed on quality assurance to ensure services are delivered in a professional matter and Alpha Court is accountable to the people it serves, the Board of Directors and the organizations that provide funding. Strategies have been put in place to ensure high standards are met in terms of record keeping, client services and staff safety. Growth will continue to occur in this area.

The Grand Opening for the Day Centre took place in November 2011. Since that time, attendance and programming has increased significantly. Programs have been geared to meet the social, physical, mental and spiritual needs of clients and are based on the philosophies of harm-reduction and health promotion. Thank you to Jesse James, Day Program Coordinator, who has worked vigorously to ensure the success of the centre and has shown great dedication. Thank you to the many Alpha Court staff for facilitating programs. Our partners (BISNO, Dilico and PACE) have contributed immensely to the centre and are running well-attended, quality programs. St. Joseph's Care Group has also contributed time and expertise to the centre along with Peer Counsel.

Recently, a new leadership structure has been introduced in the agency. Barb Armstrong has been hired as a Program Manager; she brings many years of quality service and experience to the position. She will be working closely with the Director of Community Mental Health and Addiction Services to provide support to staff and ensure quality services are delivered. Thank you to the Team Leaders (Barb Lovie, Gene Wazinski, Joanne Boucher, Kevin Lyons and Barb Armstrong) for their dedication and work over the last year.

As a new member on the management team, I would like to extend thanks to my co-workers for providing valuable information and guidance. I would also like to thank The Executive Director for providing this opportunity and recognizing the skills and potential of staff.

Thank you to Case Managers for their work over the last year and adapting to changes in service delivery and management personnel. Some Case Managers continue to engage in professional development and have enhanced their training in trauma, crisis intervention and life-skills coaching in order to provide quality service to clients.

Thank you to the Administration staff and the Human Resource Coordinator for their on-going support.

Nicole Latour

2012 Consumer Survey Report

On an annual basis, Alpha Court undertakes the task of evaluating service provision from the perspective of the consumers. In the past, surveys have been mailed out (self-addressed envelopes and paid postage provided). In an attempt to increase traditionally low response rates, consumers were contacted by students of Alpha Court to complete the survey over the phone. Consumers who did not have a phone were identified and surveys were mailed to them (self-addressed envelopes and pre-paid postage provided). Prior to being contacted via phone, consumers were approached by their case managers asking for signed consent so their phone numbers could be released to the students.

Method

The 2012 consumer questionnaire contained 33 items. The initial four questions asked consumers to provide demographical information. The remaining 29 questions were designed to elicit the opinions of Alpha Court's consumers on current service provision. The items were divided under three main categories: access to services, appropriateness of services and Alpha Court Day Centre. The majority of the items were based on a 5-point Likert Scale ranging from Strongly Disagree to Strongly Agree. A rating scale was included to gauge consumers' overall opinion of Alpha Court's services. The scale ranged from 1 (poor) to 10 (excellent). Two items were open-ended questions and asked if consumers felt there was anything about Alpha Court's services that need to be changed and if there are needed services Alpha Court is not currently providing.

Results

Two hundred and thirteen consumers were approached to complete the survey and eighty-four responded resulting in a response rate of thirty-nine percent. The response rate for the 2012 survey increased seventeen percent from 2011. Slightly over half of those that responded were female (57%), thirty-six were male (43%). The majority of the respondents were between the ages of 46 to 60 (44%) and 31 to 45 (28%). This is consistent with the age cohort Alpha Court provides services to; over half of the clients lie within the cohort of people between 35 to 64 years of age (67%). Thirty-one (37%) of the respondents have been clients of Alpha Court under a year, twenty-two (27%) have been with Alpha Court for 2-3 years, fifteen (17%) have been receiving services for 4-7 years and sixteen (19%) have been with services eight years and over.

Access to Services

A total of five items were developed to engage consumers' opinions on accessing services. The majority of the responses to the items were ranked in the agree/strongly agree categories. Ninety-eight percent of respondents agree/strongly agree that their worker "refers them to services that they need" and eighty-nine percent report their worker encourages them to use natural supports. When asked if their worker helps them resolve problems, ninety-seven percent strongly agreed or agreed. The number of times a client is seen by their worker and whether the client feels this is adequate was also measured. Forty-two percent of the respondents reported seeing their worker one or more times a week while thirty-five percent see their worker every two weeks. Nineteen percent see their worker every three weeks to a month. Four people did not respond to this question. The majority of respondents agreed that the amount of times they see their case manager is enough (72%).

Appropriateness of Services

The fifteen items under this category focused on the 1:1 work between clients and case managers. A significant amount of clients feel they are encouraged to make their own choices (97%) and feel staff respect them (100%). In keeping with theme of respect, eighty percent of clients feel their cultural beliefs are respected by their worker (16% did not feel this question applied to them) and eighty-three percent feel their spirituality is respected (15% replied the question did not apply) . In accord-

ance with the philosophy of Psychosocial Rehabilitation, ninety-one percent of clients that responded report their worker points out their strengths and eighty-four percent feel they are more independent as a result of Alpha Court services. A significant number of respondents report their workers support them in their recovery process (97%) and feel more hopeful about the future as a result of receiving services from Alpha Court (94%). Eighty-one percent feel they can discuss personal and private concerns with their worker and the worker listens to what they have to say. It was felt by eighty-nine percent of the respondents that their worker assists them develop coping strategies and as a result of services they can better manage the symptoms of their illness. In addition to providing support to clients, case managers will work with the client system (in particular family members), seventy-nine percent of respondents are satisfied with the help workers have provided with family relationships.

Using an ordinal scale, clients were asked to rate the quality of services they received from Alpha Court. One respondent indicated they felt services were poor and 12 responded they were moderate (14%). Seventy-one responded services were excellent (84%). Less than half (45%) of the respondents were aware of the agency's complaint process; however, eighty-six percent felt they could make a complaint if needed.

Day Centre

Five questions were designed to gather feedback regarding clients' knowledge of the Day Centre and potential barriers to participation. Eighty percent of the respondents indicated they are aware of the Day Program and sixty-seven reported they attend programs offered at the Centre. Of the respondents who indicated they do not attend, five percent reported they did not want to participate or were uninterested in programs being offered, nineteen percent stated they lack the transportation to attend and twenty-one percent presented anxiety as a barrier to attending. Respondents also had the option of selecting "other" as a reason for not attending the Day Program and indicating the reason (Figure 1.1)

Figure 1.1

- Works during the day or no time
- Unaware of programs being offered/limited programming
- Medical issues
- Would like to attend; however, not ready at this time
- Already involved in programs elsewhere

Qualitative Feedback

Two questions were added to the survey to gather qualitative data on where consumers would like to see Alpha Court services in the future and any changes they would like to see to current service provision.

There were five major themes to arise out of the question "If you could change anything about Alpha Court, what would it be?" (Figure 2.1)

Figure 2.1

- Consumers would like to see their Case Manager more than once a week and to have access to Case Managers after regular working hours.
- Safer and better housing.
- More counseling and life skills.
- More information on Alpha Court services.
- Increased funding for people with a mental illness

The following are answers to the question, "Is there a service which you feel you need but are not getting from Alpha Court?" (Figure 2.2)

Figure 2.2

- "To know how far I am on the housing list"
- "Better access to Doctors and help getting these services."
- "A psychiatrist" (x2)
- "Sexual and relationship education"
- "Workers do not always seem to listen to concerns. I do not want people smoking pot in the building. More reinforcement from Landlord and workers regarding smoking in the buildings."

Discussion

The 2012 survey has the highest response rate of annual surveys and the sample surveyed is representative of the larger population of Alpha Court clients. However, to ensure clients are receiving quality services, Alpha Court will continue to strive to increase response rates and develop innovative strategies to elicit client feedback on service provision.

Consumer feedback was very positive with regard to accessing needed services and the amount of support provided. Staff's commitment to recovery is evident through the quantitative data which indicates consumers are more hopeful about their future and feel they are active participants in service provision and their strengths are recognized. Consumers also feel they are respected by staff which is imperative to Alpha Court's philosophy. A significant role of case managers is to promote independence and self-care; consumers feel their workers help them develop coping strategies and manage symptoms of their illness.

Feedback about attendance at the Day Centre and improvements in service provision suggests consumers would like more information on Alpha Court services and programs. The agency is currently working to improve the website and public relations materials. It is recommended case managers provide on-going information to clients around programs being offered and clients are thoroughly informed about the agency at intake (including written materials). The data suggests consumers are also not aware of the complaint process, it is recommended that existing consumers are mailed information about the complaint process and new consumers are provided this information when services commence. Some feedback indicates consumers would like services Alpha Court does not

directly provide such as psychiatry or primary care. Although case managers assist consumers access these resources, systemic barriers exist which make it difficult to engage these services in a timely matter. Quantitative and qualitative data suggests some consumers are not satisfied with the amount of time workers spend with them. With the introduction of the Program Manager model, direct client service provision will be monitored more closely and strategies will be implemented to oversee client contacts.

Recognition:

Four students were instrumental in data collection. Each student called a number of consumers to do the surveys. Making a cold call is not always an easy task and the students did it with enthusiasm and showed commitment to the process. I would like to thank Lauralyn Thicke, Paul Rioux, Nele Shoutteten and Stanley Fonyonga

I would also like to thank Robert Rea for his assistance with developing the survey tool.

Respectively Submitted,

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

Report of the Nominating Committee

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:

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

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

The Nominations Committee give recommendation of nominees, Robyn Gallant and Alison Warwick to serve as Directors on the Board of Alpha Court.

Nominating Committee

[Audited Financial Statements provided by Meyers Norris Penny \[Attachment\]](#)

Supported by:



Non-Profit Housing Corporation

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