



Community Mental Health and Addiction Services

Annual General Report 2013/2014



Non-Profit Housing Corporation

Respect ♦ Dignity ♦ Hope ♦ Wellness



AGENDA

1. Call Meeting to Order
2. Declaration of Quorum
3. Declaration of Conflict of Interest
4. Minutes of June 19, 2013
5. Amendments to By-law
6. President's Report
7. Treasurer's Report
8. Interim Executive Director's Report
9. Reports:
 - a. Director of Finance and Administrative Services
 - b. Director of Housing and Property Management
10. Report of the Auditor
11. Appointment of the Auditors
12. Report of the Nomination's Committee
13. Board Member Recognition – Sally Foucault
14. Adjournment
15. Closing Ceremony

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MISSION, VISION AND VALUES

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.

Board of Directors
2013-2014

President
Sandra Buosi

Vice-President

Treasurer
Jill Symington

Secretary
Alison Warwick

Directors
Steve Sidorski
Ed Dodick
Lyndia Elliot
Amy Holmstrom
Inie Slaney
Karen Smith

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 19th day of June, 2013.

BOARD MEMBERS: Steven Sidorski, Diane Whitney, Alison Warwick, Jill Symington, Sally Foucault

REGRETS: Sandra Buosi, Lydia Stam, Suanne Howes

GUEST: Shelley Gaudreau - Meyers Norris Penny, Auditor

Ooshke Bemahdesewin Drumming Group: Larry Wanakamik, Jennifer Sportak, Yvonne Pierre, Sandy Johnson, Tammy Campbell, Linda Pruneau, Jennifer Hudson-Brandt, Saloma Bighead

STAFF
MEMBERS:

Cindee Richardson	Nicole Latour	Darlene Belliveau
Barb Armstrong	Gina Armenti	Cindy Lyght
Jennifer Lavoie	Sharon Wingfield	Linda Magnusson
Joanne Boucher	Wendy Gaudette	Jesse James
Margie Cholin	Nele Schoutteten	Robert Rea
Sharon Greschuk	Chantal Henderson	

Steve Sidorski, 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 2012 ANNUAL MEETING

The minutes of the meeting of members held June 7, 2012 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.

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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 Steve Sidorski

Seconded by Diane Whitney

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 President moved the adoption of the Treasurer's Report as included in the Annual Report.

Moved by Steve Sidorski

Seconded by Alison Warwick

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, Director of Finance and Administration's, Director of Housing and Property Management's, and the Director of Community Mental Health and Addiction Programs' reports were reviewed. The Chairman moved the adoption of these reports as included in the Annual Report.

Moved by Sally Foucault

Seconded by Jill Symington

That the Executive Director's, Director of Finance and Administration's', Director of Housing and Property Management and the Director of Community Mental Health and Addition Programs' Report be accepted as presented.

CARRIED.

3. Report of the Auditor

Shelley 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 Diane Whitney

Seconded by Sally Foucault

That the Alpha Court Non-Profit Housing Corporation Mental Health Program 2024 and Addictions Program 2015 financial statements as at March 31, 2012 and the Alpha Court Non-Profit Housing Corporation Program 2524 financial statements as at March 31, 2012, including the balance sheet, related statements, and the auditor's report, be approved and adopted.

CARRIED.

4. Appointment of the Auditor

Moved by Diane Whitney

Seconded by Jill Symington

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

Although Suanne Howes was not at this meeting today, the President announced Suanne Howes has completed 3 consecutive terms, most current as the secretary, for the Board of Directors. A special thank you and a token of appreciation are given to Suanne Howes for her service and dedication to Alpha Court.

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

Steve Sidorski
Jill Symington
Sally Foucault

Diane K. Whitney
Lydia Stam
Kate Brindley

Sandra Buosi
Alison Warwick

Nominations Committee gave recommendation of nominees, Terri-Lynne Carter and Inie Slaney to serve as a Director on the Board of Alpha Court.

Moved by Steve Sidorski

Seconded by Alison Warwick

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 the new members as well as the entire board as our advocates and advisors.

6. CONCLUSION OF MEETING:

Steve Sidorski, President, thanked the Ooshke Bemahdesewin Drummers Group for a meaningful and traditional performance

THERE being no further business, the meeting was concluded.

Chairman

Date

BY-LAW AMENDMENTS

Motion to adopt revisions to the Bylaws by direction of the Committee:

The membership is asked to consider amendments to:

- **By-law No. 3**

(By-law as it currently reads in our constitution)

3. Board of Directors

The Board of Directors shall consist of:

- a) Elected members of the Board and
- b) The immediate Past President

We would like a motion from the membership to change this by-law to read:

The Board of Directors shall consist of:

- a) Twelve (12) Elected members of the Board and
- b) The immediate Past President

The membership is asked to consider amendments to:

- **By-law No. 5**

(By-law as it currently reads in our constitution)

5. Quorum and Meetings, Board of Directors

A quorum for the transaction of business is (6) six members with the following exception: matters of finance involving sums of \$1,500.00 or more and presentation and review of annual budgets. At these times, a quorum shall consist of a majority of directors, (7) seven.

We would like a motion from the membership to change this by-law to read:

A quorum for the transaction of business is (6) six members with the following exception: matters of finance involving sums of \$5000.00 or more and presentation and review of annual budgets. At these times, a quorum shall consist of fifty percent (50%) plus one...

The membership is asked to consider amendments to:

- **By-law No. 17**

(By-law as it currently reads in our constitution)

17. Membership - Classes

Members of the Corporation shall consist of (2) two groups, a resident member group consisting of members who are resident in buildings owned and operated by the Corporation and a non-resident group consisting of all individuals who are admitted by the board of directors with the exception of persons presently employed by the Corporation and their immediate families.

There shall be not less than (1) one director from each building owned and operated by the Corporation of Alpha Court elected from the group of members of the Corporation who consist of persons who are residents in buildings owned and operated by the Corporation.

We would like a motion from the membership to change this by-law to read:

Members of the Corporation shall consist of all individuals who are admitted by the Board of Directors with the exception of persons presently employed by the Corporation and their immediate families. Membership consists of people interested in the business of the Corporation.

There shall be not less than (1) one director from each building owned and operated by the Corporation of Alpha Court.

(By-law as it currently reads in our constitution)

The Board of Directors may suspend or cancel any membership for violation of any of the provisions of the by-laws, rules, regulations or requirements of the Corporation including any conduct or behavior detrimental to the interests of the Corporation. Any member who is adjudged bankrupt or who makes a voluntary assignment in bankruptcy shall thereupon cease to be a director. Any member who is in arrears with his dues, fees or any assessments shall not be entitled to vote on any matter.

We would like a motion from the membership to change this by-law to read:

The Board of Directors may suspend or cancel any membership for violation of any of the provisions of the by-laws, rules, regulations or requirements of the Corporation including any conduct or behavior detrimental to the interests of the Corporation. Any member who is adjudged bankrupt or who makes a voluntary assignment in bankruptcy shall thereupon cease to be a director. Any member who is in arrears with his/her dues, fees or any assessments shall not be entitled to vote on any matter. Membership will be reviewed on an annual basis by the Board of Directors.

(By-law as it currently reads in our constitution)

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 remove the above by-law

The membership is asked to consider amendments to:

- **By-law No. 19**

(By-law as it currently reads in our constitution)

19. Annual and Other Meetings or Members

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 telegraph, (10) ten days before the time fixed for the holding of such meeting

We would like a motion from the membership to change this by-law to read:

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 telegraph, email, to last known address (10) ten days before the time fixed for the holding of such meeting...

The membership is asked to consider amendments to:

- **By-law No. 22**

(By-law as it currently reads in our constitution)

22. Quorum of Members

A quorum for the transaction of business at any meeting of members shall consist of not less than (3) three members present in person or represented by proxy; provided that in no case can any meeting be held unless there are (2) two members present in person

We would like a motion from the membership to change this by-law to read:

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A quorum for the transaction of business at any meeting of members shall consist of not less than (3) three members fifty percent (50%) plus 1 present in person or represented by proxy; provided that in no case can any meeting be held unless there are (2) two members present in person.

The membership is asked to consider amendments to:

- **By-law No. 24**

(By-law as it currently reads in our constitution)

24. Nominating Committee

The board of directors shall appoint a nominating committee composed of (3) three members, (1) one of whom shall be a member of the board of directors. The Chairperson of such committee shall be the Past President of the Corporation. The nominating committee shall consider and present the names of members for election to the board of directors to fill expired terms on the board. The consent of those members so named will have been obtained by the committee before the name of such member is proposed. The board of directors shall cause such names to be set out in the notice of the annual meeting. Any name proposed may make additional nominations by delivering or sending them in writing, together with the written consent of the member nominated, to the board of directors prior to the commencement of the annual meeting. Such nominations shall be placed before the annual meeting. Nominations may be made from the floor at the annual meeting.

We would like a motion from the membership to change this by-law to read:

1. The Board of Directors shall appoint a nominating committee composed of (3) three members, (1) one of whom shall be a member of the Board of Directors. The Chairperson of such committee shall be the Past President of the Corporation. The nominating committee shall consider and present the names of members for election to the Board of Directors to fill expired terms on the board. The consent of those members so named will have been obtained by the committee before the name of such member is proposed. Such nominations shall be placed before the annual meeting. Nominations may be made from the floor at the annual meeting by members but only if submitted in writing to the Board of Directors 5 days in advance of the Annual Meeting.

PRESIDENT'S REPORT

The last year has been one of growth, learning and change for the Board of Directors. We have been actively recruiting new Directors and have brought experienced and skilled people on board.

The Board has been actively engaged in governance sessions with the Local Health Integration Network around health care planning, health links and service collaboration. These sessions have provided insight into the issues facing the health care sector and opportunities for Alpha Court to be part of a solution to provide accessible, timely and coordinated care. We look forward to further discussions with other service providers around developing a mental health and addictions system that is responsive to the needs of the people it serves.

Over the last year, Alpha Court has continued to provide case management and recreational/psycho-educational programs to people with a mental illness and or problematic substance use. As identified in the 2014 client satisfaction survey, these services are delivered in a responsible, professional and exceptional manner. Services have enhanced the quality of life for people living with a mental illness and or addiction and have provided opportunities for clients to learn necessary skills, engage in new experiences and share their talents with others. We look forward to continued work with our clients and enhancing/developing programs that meet their service needs.

Housing remains a cornerstone to Alpha Court services. We continue to provide rent subsidies and rent-geared-to-income units to people who are homeless or at risk of becoming homeless. The Director of Housing has secured more units and continues to look for affordable and appropriate housing.

On behalf of the Board, I would like to take this opportunity to thank our funders, the Local Health Integration Network and the Ministry of Health and Long-Term Care, for their continued support. A special thank you to Nicole, for stepping-up and leading the organization during this transition with tremendous compassion and grace. I would also like to acknowledge and thank Alpha Court senior management and all staff for their dedication over the last year and Alpha Court clients for their valuable input we use to guide service provision.

Respectfully submitted,

Sandra Buosi
President

TREASURER'S REPORT

The fiscal year end of March 31, 2014 has been another active year for Alpha Court. The LHIN funded programs along with the Northern Ontario Heritage Funding amount to a budget of \$2,438,657.00. This includes one-time funding from the LHINS in the amount \$115,016.00 for taking over part of the Mushkiki program. The Northern Ontario Heritage Funding was for one fte in the amount of \$5,544.00.

The Housing Program which operates our buildings and our rent supplement programs had a budget of a total of \$1,024,955. Capital reserve expenditures this year were in the amount of \$52,963.00. Costs were related to replacing one hot water tank at Jasper Drive, purchasing garbage sheds for both Dease and Jasper Drive, purchasing a new server and security computer, repairing the fire alarm panel, boiler repairs, replacing range hoods, removing the Lockstone at Dease Street, as well as paying for damages to repair a rent supplement unit.

2013-2014 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.

Alpha Court continues to review administrative costs to keep in line with the Local Health Integration guidelines. This continues to be challenging for all agencies which are funded by the LHINS.

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.

Respectfully submitted,

Jill Symington
Treasurer



INTERIM EXECUTIVE DIRECTOR'S REPORT

Over the last year, Alpha Court has continued to provide exceptional services that are adaptable, flexible and receptive to changing client demographics and need. As a result of dedicated and capable staff, we have been able to continue nurturing community partnerships, improve our housing stock, deliver services in a fiscally responsible manner, ensure on-going quality assurance and make certain service provision is appropriate and hospitable to the diverse population we serve.

Alpha Court has been actively engaged in dialogue with key community partners around creating a seamless continuum of care that is responsive to client and system need. We would like to take this opportunity to thank our partners for their continued coordination with us and look forward to future discussions and collaboration.

Since its inception, Alpha Court has been providing rent-geared-to-income and subsidized housing to people with a mental illness and/or problematic substance use. Over the years, Property Managers have worked diligently at developing positive relationships with landlords throughout the community. As a result, we have been able to secure appropriate and affordable housing for our clients and improve our housing stock. I would like to extend my thanks to the Alpha Court housing staff for their hard work and dedication and acknowledge our Landlords for their commitment to our housing programs.

Case Managers and Day Centre staff have provided services to 489 people in the last year. Data from our 2014 client satisfaction survey demonstrates the outstanding services front-line staff provide to our clients. I would like to thank the front-line staff for their work and dedication to the people we serve. I would also like to thank the program managers for their commitment to quality assurance and the on-going guidance they provide to staff.

Recently, Alpha Court was granted permanent funding for the Day Centre. We would like to thank our funders for recognizing the therapeutic benefits of the Centre. We would also like to recognize our partners: Brain Injury Services of Northern Ontario, St. Joseph's Care Group, People Advocating for Change through Empowerment and Northwestern Ontario Peer Council. These services have provided and facilitated a number of dynamic programs. The Day Centre is a concrete example of how partnerships can lead to resource sharing and providing cost-effective services.

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During the last year, Alpha Court staff has been working diligently at accomplishing our cultural and diversity plan. The plan outlines a number of strategies aimed at enhancing culturally appropriate services and making the organization a welcoming environment for the diverse population we serve. All staff members have been fully engaged in this process; the talents and creativity of the staff was very apparent during the planning and implementation phases.

I would like to extend my gratitude to the Administration staff for their continued commitment to the organization. They are the cornerstone of operations and have been a source of information and skill. I would also like to thank the Board of Directors for dedicating their personal time to the organization and providing guidance and support.

Over the next year, Alpha Court will continue to provide services that are timely, appropriate and responsive. We look forward to on-going collaboration with our key community partners in developing a continuum of care and improving access to services. We will also be reviewing feedback from our annual surveys and developing and implementing strategies to address any concerns/recommendations clients/tenants have expressed.

Respectfully submitted,

Nicole Latour RSW, MPH
Interim Executive Director

DIRECTOR OF FINANCE AND ADMINISTRATION'S REPORT

The fiscal year ending March 31, 2014 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.

This fiscal year, we received in May \$6,000.00 for the Community Action Group. This was for the DSSAB fiscal year ending December 31st, 2013. In February we received another \$6,000.00 for Community Action Group which will carry the funds until December 31st, 2014. We were the cash flow agency for the Community Action Group (Windsor Street).

The Administration Team has adapted to the loss of 1 fte in trying to lower administrative costs as per the Local Health Integration guidelines. Workloads have been distributed among staff and cross training has been underway this fiscal year. The Human Resource Coordinator position will be missed as we head into union negotiations next fiscal year.

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 again in the next year.

Respectfully submitted,

Darlene Belliveau
Director Finance/Administration

DIRECTOR OF PROPERTY MANAGEMENT'S 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 2013-2014 due to extraordinary expenses at Dease and Jasper.

Capital expenses at Dease Street include: a power supply fire alarm, flooring for units 303, 204 and 308, kick space heater, range hoods, a computer and a paved walkway. Capital work at Jasper this year included: a computer, flooring for units 309, 203 and 307, the hallways and office, hot water tank, and repairs to the boiler system.

Garbage sheds and recycle bins were purchased for both buildings. Parking lots were cleaned as well as the windows at both buildings.

We experienced moderate turnover of tenants at Dease Street and moderate turnover at Jasper Drive this past year: three two bedroom units at Dease Street, and one two bedroom unit 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 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 greatly 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.

In this program, there were 20 move-ins including 5 transfers of tenants to another unit. We obtained 11 new units this fiscal year and agreements were cancelled on 15 units. At year-end we had 67 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.

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We take great pride in our program's accomplishments and our successful partnership with BISNO and CMHA.

There are 3 units in the Health Program and we have not experienced any move outs in 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 4 changes this year. The 500 Program has 5 units with no turnover in the fiscal year.

The Ministry of Health and Long-Term Care join 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 24 units to date. The vacant units have been filled from our wait list. There have been two evictions and we have housed 14 clients this year. The transitional housing units that Alpha Court operates have both been moved to A.S.H housing. We have housed 9 clients in the 2 units over the past year. One transitional unit was cancelled by the landlord and taken out of the program but was immediately replaced with another unit.

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 and the tenant rent portions changed from the maximum allowable from \$474.00 to \$479.00 for ODSP Clients and from \$372.00 to \$376.00 for OW Clients effective April 1, 2013. We have not received any notice to increase the tenant rent portions for this upcoming fiscal year. 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 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.

Respectfully submitted,

Gina Armenti
Director of Property Management

CLIENT SATISFACTION SURVEY 2013-2014

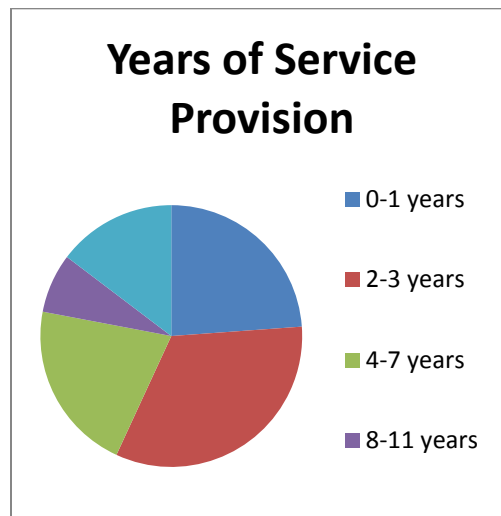
RESULTS

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. Two Lakehead University students were hired to complete the surveys over the phone and in-person with clients.

At the time the surveys were administered, May 2014, there were a total of two hundred and eighty-eight (288) people receiving case management services. One hundred and nine (109) people completed surveys, resulting in a response rate of 37%. The people who responded to the survey share similar demographical characteristics to that of the larger population Alpha Court serves.

Figure 1 represents the number of years respondents have been in services. Slightly over half (57%) have been in services 0-3 years.

FIGURE 1



The majority of the respondents lie within the 46 – 60 years of age range (45.9%), followed by 31 – 45 (36.7%), 16 – 30 (12.8%) and over 60 years of age (4.6%). Slightly over half (56.9%) of the respondents were female.

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The tables below demonstrate a comparison between the responses of 2013 and 2014.

Service Provision	2013				2014			
QUESTION	SA	A	D	SD	SA	A	D	SD
My worker refers me to services I need	61%	50%	1%	1%	51%	43%	1%	0%
My worker helps me resolve problems	45%	49%	2%	1%	54%	44%	0%	0%
I am encouraged to make my own choices	38%	49%	1%	0%	49%	49%	0%	0%
Staff treat me with dignity and respect	47%	52%	1%	0%	56%	41%	1%	0%
Staff listen to what I have to say	45%	54%	0%	0%	46%	52%	1%	0%
I can talk about personal and private concerns with my worker	45%	48%	0%	0%	56%	40%	1%	0%
My worker points out my strengths	48%	42%	4%	0%	44%	52%	1%	0%
My worker encourages me to pay attention to my physical health	40%	56%	1%	0%	46%	47%	3%	0%
My worker helps me develop coping strategies	45%	43%	4%	0%	34%	58%	3%	0%
I am satisfied with the help my worker has provided me with family relationships	31%	49%	2%	0%	38%	46%	1%	0%
I have a say in my planning and care	38%	60%	0%	0%	50%	47%	0%	0%
AVERAGE	43%	50%	1.5%	.2%	47.6%	47%	1%	0%
Appropriateness of Services								
QUESTION	SA	A	D	SD	SA	A	D	SD
I feel my cultural beliefs are respected by my worker	28%	40%	1%	0%	36%	36%	3%	0%
I feel my spirituality is respected by my worker	28%	40%	1%	0%	39%	40%	1%	0%
I feel my sexual preference is respected by my worker (2014 question)	NA	NA	NA	NA	39%	38%	2%	0%
My worker treats me appropriate to my age (2014 question)	NA	NA	NA	NA	46%	52%	0%	0%
AVERAGE	28%	40%	1%	0%	40%	41.5%	1.5%	0%

QUESTION	SA	A	D	SD	SA	A	D	SD
As a result of services I receive from AC, I feel more hopeful about the future	31%	59%	4%	0%	47%	42%	7%	0%
As a result of AC services, I have become more independent	24%	61%	8%	0%	40%	45%	6%	0%
As a result of services I receive from AC I feel I can better manage my symptoms of mental illness	19%	63%	12%	0%	38%	50%	7%	0%
As a result of services I receive from AC I feel I can better manage my addictions	16%	32%	10%	1%	25%	34%	4%	1%
I am satisfied with the care I have received	40%	57%	3%	1%	50%	44%	2%	1%
AVERAGE	26%	54%	7%	1%	40%	43%	5%	1%

Please note: percentages will not equal 100 as “does not apply to me” was not included. Items with no responses are also not counted.

As part of our commitment to improve service delivery, the above data will be reviewed by a service quality improvement committee and recommendations and strategies will be put forth to address areas of concern.

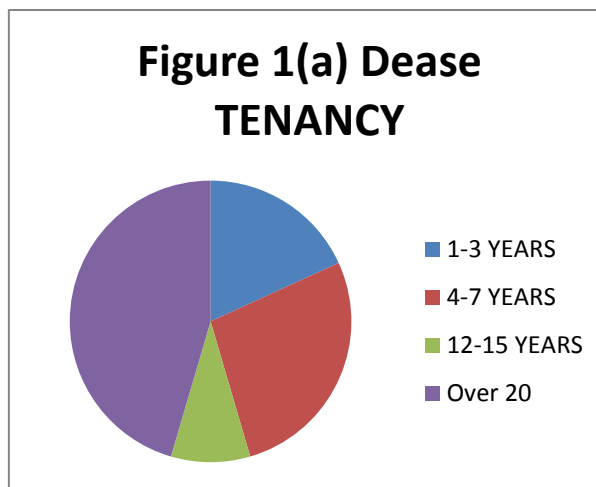
TENANT (DEASE/JASPER) SURVEY 2013-2014

RESULTS

On an annual basis, Alpha Court sends out satisfaction surveys to tenants residing in our Dease and Jasper buildings. The survey contained 10 items aimed at eliciting information about the condition of the apartment buildings, the sense of community within the buildings and the response time of Alpha Court staff in addressing tenant issues. Surveys were mailed to all tenants and included a stamped, self-addressed envelope. As an incentive to increase the response rate, tenants who completed the survey were entered into a draw to win a \$50.00 grocery voucher. All responses were anonymous.

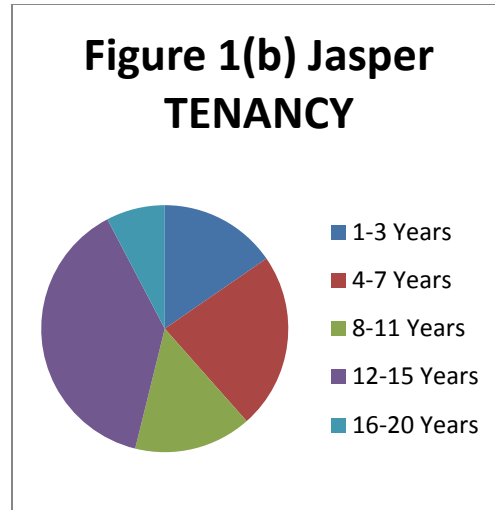
Results

Dease Street is located in the South end and has a total of 25 units. Eleven (11) tenants replied to the survey which results in a response rate of 44%. Figure 1(a) shows the length of residency of the respondents.



Jasper is located on the North end and has a total of 34 units. Fourteen (14) tenants replied resulting in a response rate of 41%. Figure 1(b) shows the length of tenancy among the Jasper respondents.

/...2



Six items on the survey were designed to measure the sense of safety and belonging the respondents have. As shown in figure 2(a) and (b), the majority of respondents agree and strongly agree that they feel safe and as tenants feel a sense of belonging and community.

Figure 2(a) - (Jasper Drive)

	Strongly Agree	Agree	Disagree	Strongly Disagree	Total
I feel safe in my building	42.86% (6)	57.14% (8)	0.00%	0.00%	14
I feel a sense of belonging in my building	42.86% (6)	50.00% (7)	0.00%	7.14% (1)	14
I am proud to live in this building	35.71% (5)	64.29% (9)	0.00%	0.00%	14
People help their neighbours	42.86% (6)	57.14% (8)	0.00%	0.00%	14
I feel safe in my neighbourhood	42.86% (6)	57.14% (8)	0.00%	0.00%	14
I feel like I belong in my neighbourhood	28.57% (4)	71.43% (10)	0.00%	0.00%	14

Figure 2(b) – (Dease Street)

	Strongly Agree	Agree	Disagree	Strongly Disagree	Total
I feel safe in my building	45.45% (5)	45.45% (5)	9.09% (1)	0.00%	11
I feel a sense of belonging in my building	45.45% (5)	45.45% (5)	9.09% (1)	0.00%	11
I am proud to live in this building	45.45% (5)	45.45% (5)	9.09% (1)	0.00%	11
People help their neighbours	30.00% (3)	60.00% (6)	10.00% (1)	0.00%	10
I feel safe in my neighbourhood	36.36% (4)	45.45% (5)	18.18% (2)	0.00%	11
I feel like I belong in my neighbourhood	27.27% (3)	63.64% (7)	9.09% (1)	0.00%	11

The majority of items in the survey addressed the condition of the two apartment buildings both individual apartments and the building as a whole. The majority of responses fell within the good to excellent range (figure 3)

Figure 3(a) (Jasper Drive)

	Poor	Satisfactory	Good	Excellent	NA	Total
Overall condition of your apt.	0.00%	35.71% (5)	42.86% (6)	21.43% (3)	0.00%	14
Overall condition of the building (internal)	0.00%	14.29% (2)	57.14% (8)	28.57% (4)	0.00%	14
Condition of bldg. grounds	0.00%	21.43% (3)	42.86% (6)	35.71% (5)	0.00%	14

Figure 3(b) (Dease St.)

	Poor	Satisfactory	Good	Excellent	NA	Total
Overall condition of your apt.	0.00%	36.36% (4)	36.36% (4)	27.27% (3)	0.00%	11
Overall condition of the building (internal)	0.00%	9.09% (1)	45.45% (5)	45.45% (5)	0.00%	11
Condition of bldg. grounds	0.00%	9.09% (1)	63.64% (7)	27.27% (3)	0.00%	11

Questions were asked about the response times for non-emergency repairs. For Jasper, the majority of people indicated the response time was 2 – 3 working days (78.6%) while at Dease, the average response time was 2 working days (45.45%) followed by more than 4 working days (36.36%). Despite some repairs taking over 4 working days, the majority of respondents indicated they are satisfied with the response times, Jasper (85%) and Dease (72.7%).

Attendance at tenant meetings has always been low, responses indicate only thirty-six percent of the tenants attend meetings at Dease and twenty-eight percent at Jasper.

Overall, tenants appear satisfied with the two buildings owned and operated by Alpha Court. In an effort to improve the quality of service tenants of Alpha Court receive, an ad hoc committee will be formed to review the results of the two surveys in greater detail and make recommendations to address any issues/concerns. The committee will also identify strategies to increase attendance at the Tenant meetings. Input will be sought from the two tenant representatives on the Alpha Court Board.



REPORT OF THE NOMINATING COMMITTEE

The Board of Directors of Alpha Court is comprised of twelve people. Twelve (12) positions are elected to the Board from the general membership, (2) two of which are Tenant Representatives.

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

Sandra Buosi
Jill Symington
Alison Warwick
Steve Sidorski
Terri-Lynne Carter
Lyndia Elliot
Amy Holmstrom
Ed Dovick
Inie Slaney
Karen Smith

The Nominations Committee wishes to thank the Board members for their continued support. We are currently looking to fill (2) two positions on the Board.

Nominating Committee