

OUTREACH SERVICES

700

clients supported

180

new clients served


C MHA offers more than an outreach program—we have transformed outreach services into a case management-focused approach with a client-centered delivery model. Outreach workers assess the client's needs and identify any psycho-social limitations, economic challenges and barriers. The outreach workers and the clients set a care plan based on the services available and the client's short and long-term goals.

This approach may limit the ability to serve more individuals, but it increases the possibility of keeping clients housed and supported. After addressing immediate physical and safety needs, we continue to support clients after finding housing, including assisting with life skills like budgeting, groceries, and home maintenance.

Increases in the cost of living and the housing limitations on the North Shore and the Sunshine Coast are significant challenges for our outreach services. The pandemic continues to reveal unseen challenges concerning mental health, substance use disorders, racial discrimination, limited support for abused victims still with an abuser, and little support for the LGBTQ+ community. This made our outreach services, which remained opened to the public by appointment throughout the year, both a challenging and a needed service.

Importantly, despite a doubling of staff capacity over the last year, we continued to turn away more than 10 clients on the North Shore per month and up to 10 clients per month on the Sunshine Coast. We continue to advocate with our funder, BC Housing, to increase supports in our communities.

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Thank you for supporting
our community's
mental wellness!

To Reverend Sharon,
I want to thank you for the
generous donation of Save-on-Foods
gift cards from you and your congregation.
Our Outreach clients will greatly
benefit from having some means
for a healthy meal. Food insecurity
affects 1 in 7 Canadians or 15% and
for families with children this increases
to 19%. Having a donation of food
cards allows our Outreach clients

to stretch their paycheck to cover
rent and groceries. Balancing a budget
with meager means can be tough
to support even the basics of food
and shelter. Thank you again for
making such a positive difference
in the lives of members of our
community.

with gratitude,
Kirsten