

CELEBRATING OUR PARTNERS IN RECOVERY



**PROGRESS
PLACE**

MENTAL WELLNESS

**2017–2018
Annual Report**

OUR VISION

Progress Place's vision is that all people living with mental illness have the opportunity for full recovery.

OUR MISSION

Progress Place is dedicated to improving the lives of people living with mental illness. We offer programs and services which provide opportunities for recovery through friendship, employment, education, housing and recreation in a welcoming and accessible environment of support, respect and dignity.



As an employer, I can say that the people that we have had join us through Progress Place's Transitional Employment Program have been without exception fantastic additions to our workforce. I think it is just as important that the program contributes to destigmatizing mental health issues, and when that happens, everyone benefits.
Susan Fitzpatrick, CEO TC LHIN

I have found the clubhouse has helped boost my confidence in my own abilities and helps me to see myself in an employment role. Seeing other people around me push themselves forward has given me motivation to do the same.
Alykhan, Progress Place Member

Over the last year the community at Progress Place has shown me that failure is not the end and the importance of not giving up.
Bryan, Progress Place Member





42% of Canadians were unsure whether they would socialize with a friend who has a mental illness.

Our Mental Health Awareness Training program for businesses has helped increase awareness, remove barriers, and breakdown stigma.



It is estimated that 10-20% of Canadian youth are affected by a mental illness or disorder.

We provide a space for young adults living with mental illness to pick up where they left off and pursue their plans for the future.



Unemployment rates are as high as 70% to 90% for people with the most severe mental illnesses.

In 2017-2018, 222 members returned to work with support from Progress Place.



Two-thirds of homeless people using urban shelters live with mental illness.

We offer 122 supportive housing units for people living with mental illness in need of stable and affordable housing.

WE BELIEVE

At Progress Place we believe that mental health recovery involves the whole person being embraced by a community of mutual respect and opportunity. With this kind of support, men and women recovering from a mental illness aspire to work and become fully participating members of the community.

WE ARE UNIQUE

Progress Place operates on a 'Clubhouse Model' program, unique in its comprehensive approach. We offer quality programming that adheres to best practices to help with every aspect of life: secure housing, health and wellness, meaningful employment, education, social recreation and healthy, affordable meals. Central to our approach is the 'work ordered day', where members and staff work in partnership on all aspects of clubhouse operation creating a sense of community and gaining valuable work experience.

WE INNOVATE

Progress Place strives for excellence in responding to the ever-changing needs of the community through our quality programming. In response to the growing population of young adults living with mental illness, we innovated our services to offer specialized intake and program activities for young adults. The Warm Line, our confidential and anonymous peer support line, responded to the growing number of people seeking support by expanding our reach and offering online chat and text.

WE COLLABORATE

Progress Place works with more than 100 businesses, community and government partners to ensure that innovative and quality programming is available to diverse communities both within our clubhouse, and outside in the community through our satellite programs.

Report of the Executive Director and Board Chair

2017-18 has been another rewarding year full of opportunity, partnership, change and growth for Progress Place. Our dedicated community of members, board, staff and partners have met every challenge of the changing world with enthusiasm, grace and commitment by continuing to provide quality service to people living with mental illness.

Partnership is at the core of our Clubhouse. Every day our members and staff work in partnership to ensure that all aspects of running the clubhouse are attended to. But it doesn't stop at the clubhouse doors. Our partnerships are at work outside the clubhouse, helping us to deliver our comprehensive range of programming, whether it be providing safe and supported housing, being there on the phone or online for someone in need of a friendly ear, or marshalling the resources of our community partners to deliver valuable programming in priority neighbourhoods.

We are especially proud this year that our Community Place Hub satellite program was one of two sites in Toronto chosen by the Public Health Agency of Canada to be part of the "Healthy by Design, Active Apartment Neighbourhoods" project. This project will provide improvements to the Community Place Hub facilities and the adjacent apartment towers to help address the barriers to healthy living that exist in this underserved neighbourhood. The project will support social interaction, physical activity, access to affordable, healthy food and strengthen collaboration between local agencies, tower owner and residents.

So often we hear from members whose lives have been changed by our recovery-centered and innovative programming that they wish they had known about us sooner. As a result of our partnership with Pattison Outdoor and the Rotary Club of Toronto Sunrise and their generous donation of four large, centrally located billboards featuring Progress Place member, Don, we were one step closer to making sure that anyone in the Toronto area living with mental illness will now know about Progress Place and where to find the help they need.

Our 2nd Annual Business Breakfast built on the strengths of the first, engaging more than 300 members of the business community to help us celebrate our employment partners. We were honoured to have Mayor John Tory speak passionately about the value of our work and so heartily endorse our Transitional Employment Program. Attendees were so inspired by the speeches from a Transitional Employment Partner, a Progress Place Member, and one of our funders that we have many new employment opportunities and

offers of support to help us build our program. In March, we welcomed international partners in the clubhouse community to Progress Place. We were honoured to be asked to host the Clubhouse International Advisory Council and the Directors of Clubhouse International for a full week of meetings to ensure the standards governing all clubhouses continue to evolve and to strategize on ways to support clubhouse development worldwide.

Finally, a reflection on our year 2017-18 and our valuable partnerships must include a mention of the invaluable contribution made by our past Vice Board Chair Craig Thompson who leaves the board after 15 years of service. Craig served as Board Chair and Vice Chair for 8 years and lead Progress Place through our first strategic planning process. We thank Craig for his dedication and commitment. He continues to be a huge support to Progress Place as he sees the value in the work we do.

Past Board Chair Richard Worsfold also leaves our Board after 17 years of service, 15 of those in the roles of Chair, Vice Chair and Treasurer. Richard championed the development of our Employment Committee. Thank you Richard for your tireless commitment, compassion, and sage stewardship. We look forward to continuing to work with Richard in his role as head of the Employment Development Committee.

All of the amazing accomplishments of the past year could not have happened without the courage and determination of Members, Progress Place staff, Board, students, community partners and our funders. Thank you to all for your commitment and passion.



Criss Habal-Brosek
Executive Director



Carrie Shaw
Board Chair



Creating Community

At the Community Place Hub, located between Weston and Mount Dennis priority neighbourhoods, residents find a welcoming place and a “one-stop shop” to address the dearth of easily accessible services. Lead by Progress Place, a network of 25 agencies work together to provide health, settlement, employment, after-school and other services to more than **1,200** individuals in the community.



Tackling Complex Needs

Our Double Recovery program offers those living with mental illness, who also struggle with addiction issues, safe and anonymous support through **775** information and peer-based meetings annually.



Reaching Out

In 2017-18 people accessed support services provided by Progress Place more than **75,000** times both at our clubhouse and through our range of satellite programs/supports in the community.



Improving Health

More than **50,000** nutritious and delicious meals were served at our clubhouse in 2017-18, improving healthy living and helping to address social isolation.

EMPLOYMENT

“Having a mental illness does not mean that you cannot work; in fact quite the opposite. When we start to change how we look at people living with a mental illness we can also change the way we welcome people at our businesses. The Transitional Employment program benefits everyone involved, citizens living with a mental illness who are ready to work in a professional setting in addition to the business sector.

- Mayor John Tory

“Progress Place runs one incredible program! We have been working in partnership with Progress Place since 2002. The level of support that they provide to their members is incredible and the level of service they provide to us is top notch. From Compagnie Parento Limited’s perspective, there really are no down sides to this relationship. Progress Place staff find a suitable employee for us, provide the training and support and at the same time give us the opportunity to give something back to our community. That’s a win-win relationship.”

Justin Quigg
VP Sales and Operations
Compagnie Parento Ltd.





STEP INSIDE PROGRESS PLACE: RECOVERY HAPPENS HERE

Welcome to Progress Place. We provide innovative and recovery-centered programs 365 days a year. Our members and staff work in partnership on all aspects of running the clubhouse, instilling a sense of self-confidence and of belonging to a community. Your visit to our clubhouse will begin with a tour led by one of our members who will take you through each of our three units. Members voluntarily join the unit that most appeals to them and work with staff on that unit during our work-ordered day from 8am to 4pm, paralleling the structure of a typical work day to help with reintegration in the broader community.

The **First Floor Unit** is our media hub, coordinating a weekly 'LIVE' broadcast and social media activities, working in the DJ Booth and producing "**Radio Totally Normal Toronto**" our stigma-breaking radio podcast which explores issues important to the community mental health field. First Floor Unit is also home to our **Education Program** which provided assistance with applications, advocacy, tutoring and study space to help 96 members continue or return to school. Our first Education Expo offered information on education supports available and was a first step in going back to school for many members. First Floor Unit also hosts our **Social Recreation Program** where members can enjoy a meal with friends and have some fun with activities such as bingo, movie nights, sports teams, community outings, creative workshops, and the perennial favourites - dances and karaoke.

Our **Café Unit** prepares affordable and nutritious lunches, dinners and snacks daily. Café Unit also operates the **Boutique** which offers members a chance to get retail work experience and to buy new clothing and household items donated by companies at reasonable prices. Café is also the home to our **Health and Wellness** initiative which promotes increased activity and healthy living through our open gym, facilitated fitness classes, and workshops on issues like smoking cessation and diabetes prevention. We are delighted that in 2017-18 the Café unit reduced sugar consumption by more than 111 pounds!

The **Clerical Unit** provides administrative support to the clubhouse including reception, banking, compiling statistics, publishing a weekly newsletter, and coordinating intake and outreach activities, including clubhouse tours. Clerical unit is home to our **Employment Program**, a key aspect of a member's recovery. Group Employment allows members to do occasional work as part of a team with a staff person. Our unique Transitional Employment program provides 6 to 9-month long fully supported, paid work placements in entry-level positions with our 19 business partners. Members ready to pursue a permanent job receive support with resumes, job searches and interview skills through our Supported and Independent Employment Program.

Progress Place also offers subsidized and supportive housing to 122 members in one-bedroom or bachelor units in downtown Toronto. We provide help when needed to ensure successful tenancy and to support members as they reacquire living skills such as budgeting, cleaning, shopping and cooking.

2017-18 PROGRESS PLACE BY THE NUMBERS

222 Members earned \$1,097,674 as part of Progress Place's Employment Programs

96 Members enrolled in education programs with support from Progress Place

89% Reduction in Hospitalisations for Progress Place members one year after joining our Clubhouse

169 Young Adults received the support they need to carry on their plans for the future

167 Isolated senior residents of St James Town who have joined the Seniors Corner Program

STEP OUTSIDE OUR CLUBHOUSE: PROGRESS PLACE IN THE COMMUNITY

Building on our strong clubhouse roots, we have developed a range of recovery-focused programs out in the community to support people living with mental illness. We pride ourselves on working tirelessly to find innovative ways to improve access to the programs and services needed on their path to recovery.

DOUBLE RECOVERY

Double Recovery is a medication-friendly, 12-Step support program for people living with both substance abuse and mental health issues. We engage participants through relationship building at 16 weekly informal meetings (including yoga based recovery) in the GTA – all run by peers for peers. Our support was provided at **775** group meetings in 2017-18.

WARM LINE

The Warm Line is the first program in Canada to offer a confidential and anonymous peer support telephone, online chat, and text messaging service for adults living with mental illness. The Warm Line is open 365 days a year from 8pm to midnight, when most other support services are closed, for anyone who is feeling lonely or isolated at home. Our online chat support grew by **255%** in 2017-18.

ST. JAMES TOWN SENIOR MENTAL HEALTH DAY PROGRAM

The St. James Town Mental Health Day Program is a collaborative initiative between Progress Place and five agencies which uses the clubhouse partnership model to engage hard-to-reach, vulnerable and isolated senior residents of St. James Town. We ensure our program keeps pace with the evolving and diverse needs of the group by focusing on health and education, personal growth and learning, physical and cognitive activities, leisure life skills, socialization and the preparation of a healthy and nutritious communal meal each day. In 2017-18 this program supported healthy aging at home for **167** seniors with mental health, addiction and complex health needs by providing holistic supports.

COMMUNITY PLACE HUB

2017-18 was a year of growth for the Community Place Hub, a safe and friendly space for residents and service providers to connect, celebrate, teach, learn and organize. This year, the Community Place Hub had over **8,700** visits, offered 61 different programs with **25** partner agencies. The morning meetings brought people together to talk about what's going on in the community and how people can get involved in the work-ordered day. **202** Outreach sessions engaged **1,350** people in the community, and CrossLinx flyer postings brought group employment to the Community Place Hub. New funding allowed for the development of projects to reach out to isolated seniors, and start the process of community led renovation. We look forward to more exciting changes over the years to come.

KATHERINE'S STORY

There is something about a near suicide attempt that changes your life. Four years ago I was homeless and desperately clinging on to life. On my way to the hospital I looked at tombs and wondered which one I would get. I was torn between jumping from a bridge and onto traffic and going to the hospital. Somehow I chose the hospital.

Recovery changes you. It makes you grateful for life, it gives you fire. Progress Place was integral to my recovery. Nothing makes me happier than coming in and spending time with people who understand me. I just finished working on a degree in Design. I'm working my way through a Transitional Employment position. Progress Place has supported me in every step of my recovery.

In the future I hope to have the courage to help my community by opening up about my illness. I believe that change begins with the narratives we share with people. It is through such work that I hope to find my purpose and I feel that Progress Place is integral to such stages of my life.



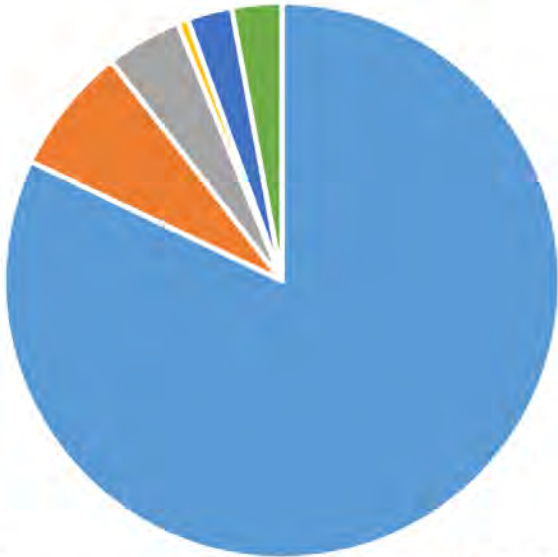
Two years ago I was not in a very good space. I suffered through severe depression and struggled with substance abuse which led to multiple visits to the hospital. My journey to Progress Place began while I was in hospital when I met a community worker who suggested I check it out. To be honest I can't really remember my first impression of the clubhouse and in fact didn't even think I was going to participate in the work as much as I have. What I did know at the time was that I wanted to keep myself busy during my recovery so that I would not relapse. I chose to be on the Café Unit, because I had previously worked in a restaurant and had great memories of my experience there, so the Café Unit felt familiar and comfortable. Right away I was engaged in the work and I thought to myself 'I can manage this, this is something I can add to my life and not feel too overwhelmed'. I now participate on the Café Unit five times a week and I even attend the evening and weekend program. Since coming to the clubhouse I have become more sociable and have found my support network has grown. In fact, many of my long time acquaintances are now friends and many have commented that I am more outgoing and personable.

Progress Place has changed my life by giving me meaningful work to engage in and a space to learn about myself. I can now say I am very proud of the work I have accomplished in the clubhouse. Last summer I was able to complete my first group employment, I am happy to share that I am now working at my first Transitional Employment position at the St. Lawrence Market BIA, five days a week. I look forward to completing this position and finding my next challenge. Progress Place has been a positive experience for me and I hope to continue on this path for my recovery.

JESS' STORY

AUDITED FINANCIALS 2017-18

Revenue \$3,452,312



- TC LHIN
- MOHLTC
- Municipal Funding
- Federal Funding
- Other revenue
- Resource Development

Expenses \$3,520,894

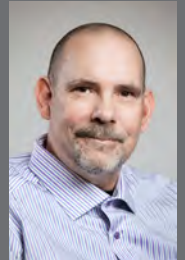


- Clubhouse, Housing, St. James Town, Warm Line, Double Recovery
- Other Community Programs



When I came to Progress Place I felt broken and fearful, and now, my sense of confidence and belonging has given me wings to fly! - Judith

Doing work in the clerical unit has raised my confidence and self-esteem. It's a fantastic place with quality people both members and staff. - Brian



I didn't really have friends before this but when I go to the clubhouse and I am greeted by so many people, it makes me happy. I can honestly say that I am very proud of my life as it is. - Lloyd

The Seniors Program breaks up my lonely days at home. I feel refreshed coming to the program, connecting and participating in the activities of the day. I am always learning something new. - Zoltan



I am very grateful to the Community Place Hub for providing great staff and resources for affordable and nutritious food. It has also helped me find work and I have also made good friends. - Steve

THANKS TO OUR FUNDERS



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Housing Connections
Loblaws at Maple Leaf Gardens
Ministry of Health and Long-Term Care
Pattison Onestop
Pattison Outdoor
philbabcock photo + design
Pieta House (Darkness Into Light Walk)
Public Health Agency of Canada
Rotary Club of Toronto
The Globe and Mail
Toronto Central LHIN

ST. JAMES TOWN COMMUNITY CORNER

Alzheimer's Society of Toronto
Dixon Hall
Fred Victor
Hospice Toronto
The Neighbourhood Group
Sherbourne Health Centre
St. Michael's Academic Family Health Team
The Neighbourhood Organization
Toronto Community Housing Corporation
Toronto Employment and Social Services
Toronto Public Health
Women's Health in Women's Hands CHC
Youthdale Treatment Centres

COMMUNITY PLACE HUB

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Alzheimer's Society
City of Toronto - Community Development
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For Youth Initiative
Frontlines
Humber Employment and Social Services
John Howard Society
Learning Enrichment Foundation
North York Community House
Reconnect

Regeneration Community Services
The Neighbourhood Organization
Toronto Community Housing Corporation
Toronto District School Board
Toronto Public Library
Unison Health and Community Services
Weston King Neighbourhood Centre
Weston Property Management
Yorktown Family Service

TRANSITIONAL EMPLOYMENT PROGRAM

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CELEBRATING OUR PARTNERS

The Board of Directors, staff and members acknowledge with thanks, the outstanding contributions, support, and inspiration received from our funders, donors, employers and partners.



Hope.
Opportunity.



**PROGRESS
PLACE**

MENTAL WELLNESS

Visit progressplace.org