



PROGRESS
PLACE

MENTAL WELLNESS

Impact Report 2019-2020

Hope. Opportunity.



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 that provide opportunities for recovery through friendship, employment, education, housing and recreation in a welcoming and accessible environment of support, respect and dignity.



The gift of community –
of knowing that we
belong, that we are
not alone, and that we
matter is at the heart of
everything
we do.

35 Years of Growing Stronger, in Our Community



Carrie Shaw
Board Chair

In a fiscal year that was marked by a global health pandemic, it can be difficult to write just one annual report. The “before” and “during” stories of Progress Place through COVID-19 can seem so different.

What I saw in the organization throughout this anniversary year was the benefit of 35 years of skill and dedication to always improving how we work, serving the changing needs of our community, and seeing our vision pursued with care and in a thousand small ways every day.

I am particularly proud of how our well our Young Adults are doing. Their voice is growing at Progress Place and we are all inspired.

This report outlines the many achievements of Progress Place in our community and as an awarded mental health leader. It shows how when our members succeed, so does our larger



Criss Habal-Brosek
Executive Director

When I’m asked about the “secret” of Progress Place’s success, I am always quick to explain it’s not a secret, really. It’s right there, in our approach. Progress Place doesn’t serve the members. Progress Place is the members and their relationships, our relationships with each other.

When I reflect on our 35th anniversary – which coincides with my own 35th year here – it has been a year marked by COVID-19. But to me it has also been marked by the resiliency of those relationships.

What makes us so resilient?

As we have always done, 2019-2020 has been a year of:

- **Opening new doors**, like when we met with the great people of the Rotary Club of Toronto whose organizational abilities, energy and commitment have given a strong boost to our annual fundraising efforts
- **Embracing quality improvement** projects in key areas like intake of new members of our operations and by participating in key government benchmarking processes

GTA community. It also thanks the many, many partners, donors and friends who make our mission possible. Please join me in expressing our gratitude for their vital contributions.

I’d like to give thanks to outgoing board Director Michaele Sinko, whose dedication and volunteerism made an impact. In turn, we welcome incoming Directors Dave Hillar, David Whyte, Debra Wolfe and Judith Winter. All bring strong connections and business, legal and HR experience which will be invaluable as we continue to develop the board’s long-term capabilities.

Finally, I need to thank our administrative team, led by Executive Director, Criss Habal-Brosek and her team for their tireless commitment to making Progress Place work. During COVID-19, it was this team who saw the way forward to reach out to the community in new and virtual ways. They simply could not accept that the community would cease to exist simply because we couldn’t show up to the physical building.

I also want to congratulate Criss on her own 35th anniversary at Progress Place. Her knowledge and dedication to our vision and mission is an inspiration.

As we look ahead to our next phase, and to overcoming the immediate challenges of COVID-19, I conclude on a note of optimism, even during this difficult time: that the Progress Place community is strong, resilient, and ready for what lies ahead.

- **Growing our employment partners** to help more members find the pathway to future independence back in the workforce

And then there’s COVID-19, which was an agility test for our team and I’m so proud of how we’ve responded.

In reimagining a physically-distanced Progress Place, the team changed everything, or so it seemed, in a week. In so-doing, we have laid the groundwork for innovative new programs, made new partnerships in the community, and reached even more people living with mental illness than ever before. If there’s a silver lining to this health pandemic, it’s that we have been pushed to innovate, and this will make us better in the future.

In particular, we focused on delivering meals to our members to ensure they stayed connected, and we drew on our innovative Warm Line to keep in touch with those living with mental illness from feeling lonely or isolated.

But we went further. In the Progress Place spirit of true community, we collaborated with neighbourhood partners to extend our meal delivery service to others in need. And, we hosted Zoom support meetings to support our members – and our extended neighbourhood community – who were at social and mental health risk because of the pandemic. It was so motivating to have everyone come together, and I thank the Progress Place team for the extra efforts during these extraordinary times.

Recovering from mental illness takes courage. At Progress Place I am privileged to see this virtue in action every day. You can see it in the members, in our relationships and in the commitment to a future that’s better than today.

What is the Progress Place Impact in our Community?

2019–2020

Progress Place worked hard to realize its vision of providing the opportunity for individuals with mental illness to have a full recovery.



86%

Reduction in hospitalization rates for Progress Place members one year after joining Progress Place's Clubhouse program.



1,319

Individuals found support with us.



126

Homeless or under-housed individuals found stability in safe and affordable housing.



202

Members earned over \$1.5 million and started to plan their futures with our innovative employment programs.



When Progress Place succeeds for our members the entire Greater Toronto Area community is stronger.

2019-2020 By the Numbers

Progress Place is its members.

Fulfilling our mission only happens with their energy and commitment to each other and to our Clubhouse's future.

Here's what that looked like this year.

Support.

48,353

Visits to our programs on top of almost 1,000 member-guided tours tailored to the needs of prospective members, agencies, students, and more.

11,474

The Warm Line – a first-of-its-kind-program in Canada – provided peer support via 11,474 calls and messages from adults living with mental illness that were feeling isolated and lonely.

14,300

Touchpoints with residents of priority neighborhoods Weston and Mount Dennis at the Community Place Hub.

260

St. James Town Senior Mental Health Day Program supported healthy aging at home for 260 isolated seniors living with mental health, addiction and complex needs.

Stability.

56,000+

Healthy and delicious meals were prepared, served and enjoyed by Progress Place members.

147

Members pursued their Health and Wellness goals through facilitated fitness classes, smoking cessation groups & wellness workshops.

A Future.

158

Young Adult members planned for their future

77

Members are pursuing their educational goals with our support.



Members enhanced their technology skills, helping move us towards a paperless organization by digitizing our intake and attendance processes.

150+

Progress Place collaborated with more than 150 community partners, businesses and government agencies providing innovative and quality programs through our clubhouse and satellite programs in the community.



connection



It is an amazing experience to know that we are able to support a broad range of people and help them succeed in their recovery goals.

Julie's Story

Progress Place aligns perfectly with our corporate citizenship program. Raymond James is recognized by Imagine Canada as a caring company and by the Globe and Mail as an employee-recommended workplace. It gives me great pleasure to speak about how wonderfully this transitional employment program is working in our firm.

The process is very simple for us. Progress Place does all the work. Progress Place members perform the function of assistant mail clerks in our mailroom. Staff from Progress Place train the members on how to do the job and once they agree that the members are able to go out on their own, they are off to work independently within our firm. They become an integral part of our mailroom. Each position lasts approximately six to nine months, and as one person is finishing their tenure with Raymond James, we are ready to onboard the next person so the transition is smooth and seamless. From an employer's standpoint, it really is that simple.

I want to thank all six of the Progress Place members who have worked at Raymond James from the time that we started our collaboration in 2019. We have had members work here at Raymond James who have never worked on the transitional employment program before but we have also had members who have gone out after working on the transitional employment program to work independently from Progress Place. And that's real progress.

It is an amazing experience to know that we are able to support a broad range of people and help them succeed in their recovery goals. I would encourage all employers to see how you can assist Progress Place. There is no doubt that together we can actually make a difference in our community. What better way to become involved and to become a part of the movement to remove stigma than by doing something as simple as this? It is such an easy way to make a difference.

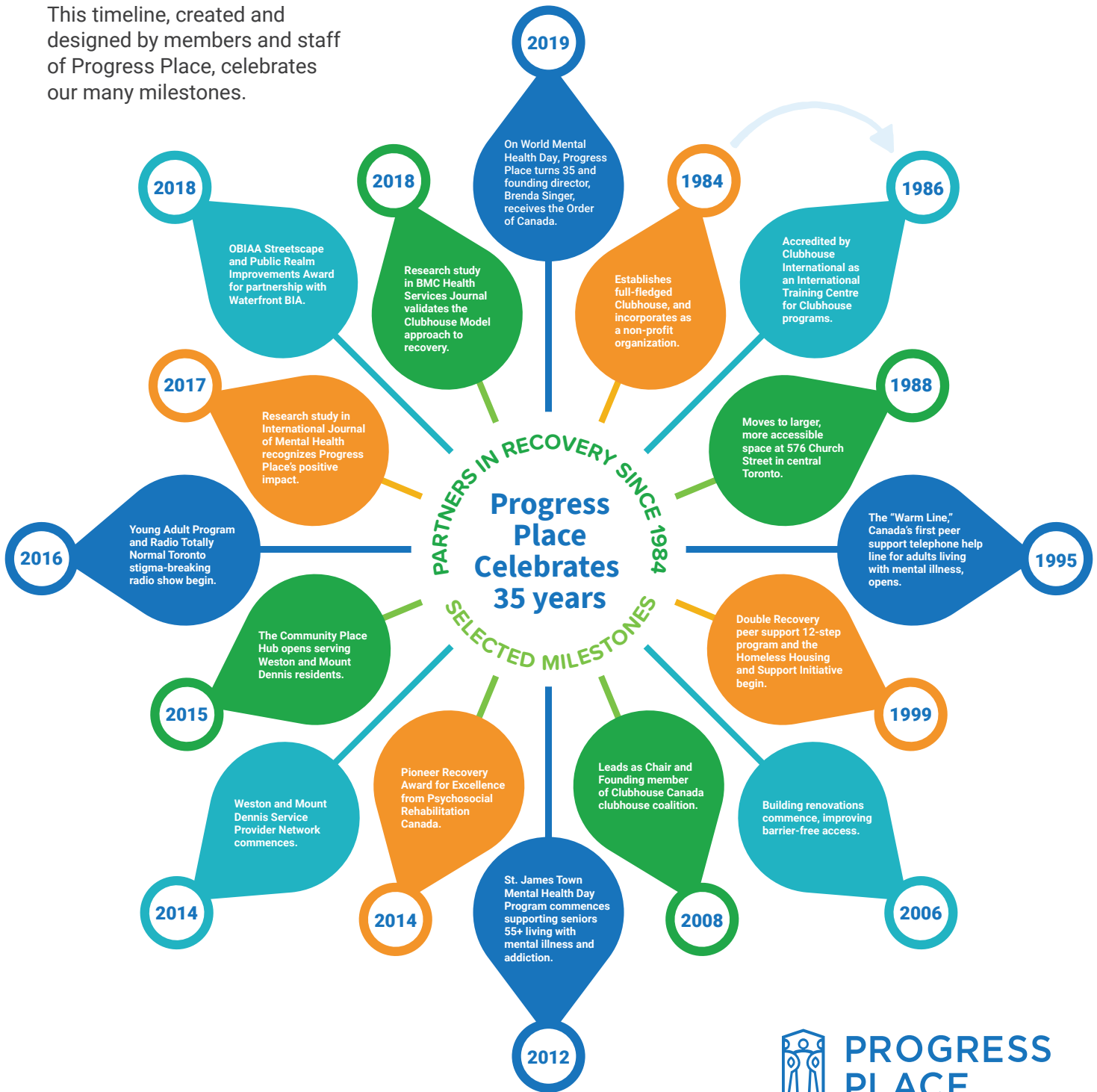
The road to recovery is paved with support, stability, and hope for the future.



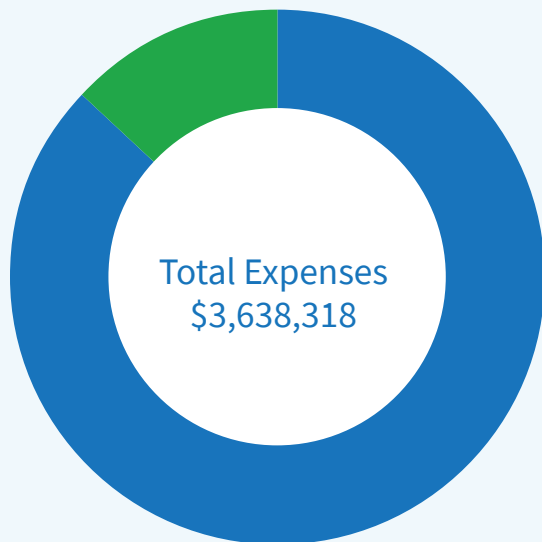
Progress Place turns 35

We're proud to have turned 35 on World Mental Health Day, October 10, 2019.

This timeline, created and designed by members and staff of Progress Place, celebrates our many milestones.

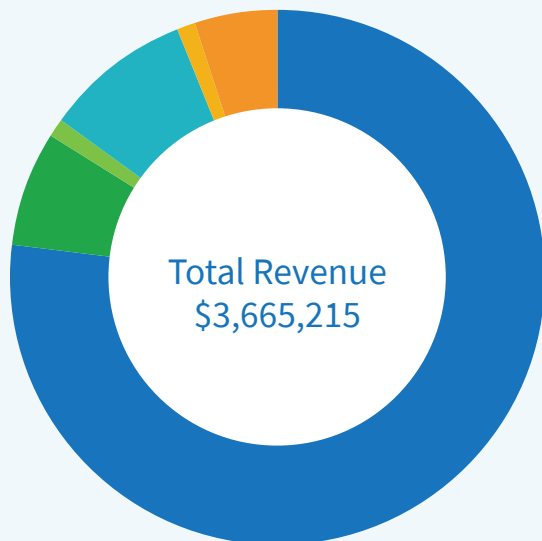


Audited Financials 2019-2020



87%
Clubhouse, Housing,
St. James Town,
Warm Line,
Double Recovery

13%
Other Programs



77%
TC LHIN

9%
Municipal Funding

7%
MOHLTC

1%
Other Revenue

1%
Federal Funding

5%
Resource Development

Recovery Happens Here

Progress Place Clubhouse

576 Church St.
Toronto, ON
(416) 323-0223

Our clubhouse is a recovery centre for people living with mental illness open 365 days a year. Combining a comprehensive network of services that includes employment, education, recreation and housing, our innovative approach is progressive and world-renowned.

St. James Town Seniors Program

200 Wellesley St E.
Toronto, ON
(416) 458-9616

This clubhouse modelled collaborative initiative supports healthy aging at home for vulnerable and isolated Seniors 55+ through health and education, personal growth, community outings, recreation, and daily nutritious communal meal programs.

The Community Place Hub

1765 Weston Rd.
Toronto, ON
(416) 323-1429

The Hub is a safe and friendly space for local residents and service providers to connect, celebrate, teach, learn and organize, offering more than 60 unique programs addressing physical and mental health, children and youth, senior and newcomers' needs.

Supportive Housing

For Information
(416) 323-0223

Our Supported Housing program provides access to 122 safe, affordable bachelor and one-bedroom apartments in close proximity to Progress Place.

Double Recovery

16 Locations, Across the GTA
(416) 323-0223

The Double Recovery program offers safe and anonymous support through weekly informal, peer-based meetings for people in the GTA living with mental illness and struggling with substance abuse.

The Warm Line

warmline.ca
Call: (416) 960-WARM (9276)
Text: (647) 557-588

The Warm Line is a confidential and anonymous peer support telephone, online chat and text service open 365 days a year from 8pm to midnight.



belonging



I was encouraged to use my strengths, talents and abilities... It had been years since I felt needed and wanted in this way.

Keith's Story

Years ago, I had a very successful job in Vancouver, a girlfriend, and a lifestyle that relied heavily on alcohol. When I lost that job and that girlfriend, I began drinking even more to cope. I came back to Toronto and lost job after job due to my drinking. I caused a lot of trouble for my family and friends. I was living in my mother's basement apartment. I started breaking things, and even flooded the basement. I was not always able to pay rent. Alcohol had taken over every aspect of my life.

After being homeless and sleeping in the park or my car, I decided to go to treatment for the third time. Two weeks after leaving treatment, I relapsed. I lost all hope. On November 13, 2018, I attempted suicide. I was rushed to St. Michael's Hospital where I had two major operations in 24 hours and was diagnosed with severe depression and anxiety. I spent two months in the mental health unit where every week, a Progress Place staff member would invite potential members to visit the clubhouse. After some encouragement from my doctor, I decided to give it a try.

I found I really liked what Progress Place had to offer. I thought it would be a good next step for me. I chose the Café Unit because I loved to cook and this was the perfect place to learn to cook in a professional kitchen. I didn't know what to expect on my first day, but to my relief, I fit in right away. I was welcomed with open arms by staff and members. Everybody was so helpful and I didn't

feel any judgement. I was encouraged to use my strengths, talents and abilities to help both in the café and in other aspects of the clubhouse too. This gave me confidence that I could eventually get back to the person I was before. I have met many members and made some incredible friendships, which means a lot to me as I lost many friends along the way. I also started going back to church regularly and began my spiritual journey. I realized Progress Place was the place for me to get my life back. It had been years since I felt needed and wanted in this way.

As all these wonderful things were happening, my precarious housing situation was looming over me. I was at the end of my stay in my transitional housing apartment. My caseworker and I applied everywhere with no luck as some places had year-long waiting lists. I was so relieved when I was accepted into Progress Place housing.

Thanks to Progress Place and ODSP I now have a fully furnished apartment to call my home. Having a safe, affordable and beautiful place to live is so valuable to me. I have reunited with my family, and my relationship with my mother is better than ever. I remain alcohol free. I have come full circle from being a broken man with no hope to a man who can dream again. Taking part in Progress Place's transitional employment program is my next goal. I feel eternally grateful and blessed to have found Progress Place. It has changed my life completely.



Our Core Funders and Partners Who Make our Work Possible

Toronto Central LHIN

City of Toronto Tower Renewal

Ontario Ministry of Health
and Long-Term Care

City of Toronto Housing
Connections

Employment and Social
Development Canada

City of Toronto Solid Waste
Management Services

City of Toronto Employment
and Social Services

Toronto Public Health

Thanks to the individual donors who collectively donated more than \$85,000 to help provide a place for people to belong, to connect with others, to feel needed and to receive the help they need.

Progress Place Community Partners

These are just some of the agencies, organizations and partners who we work with daily.

Clubhouse Partners

Addictions and Mental Health Ontario
Art Gallery of Ontario
Centre for Addiction and Mental Health
Clubhouse Canada
Clubhouse International
CHUM Charitable Foundation
Church Wellesley BIA
Church Wellesley Safety Network
George Brown College
Halmyre
MP Bill Morneau
MPP Suze Morrison
PricewaterhouseCoopers
Regent Park CHC Diabetes Education Program
The Rotary Club of Toronto
The Rotary Club of Toronto Sunrise
Royal Ontario Museum
Ryerson University
St. Joseph's Health Centre
Storm Crow Manor
Toronto Police Service Disability Community Consultative Committee
Mayor John Tory
University Health Network
University of Toronto
Councillor Kristyn Wong-Tam
York University

Transitional Employment Partners

Benchmark Hospitality
Blakes LLP
Body Plus
Compagnie Parento
Compass Group - Bell Location
Deloitte
Dentons LLP
Fresh Start
FundThrough
Lenczner Slaght LLP
Minden Gross LLP
Rangle.io
Raymond James Ltd.
Ricoh - BLG Location
St Lawrence BIA
StackAdapt
Sodexo
Toronto Central LHIN

Waterfront BIA
WeirFoulds LLP
Winners College Park

The Community Place

Access Alliance
Artscape Weston Common
City of Toronto - Tower Renewal
City of Toronto - Waste Management
COSTI
Crosstown Family Health Team
Food Share
For Youth Initiative
Frontlines
John Howard Society
Humber River Family Health Team
MPP Faisal Hassan
MP Ahmed Hussien
Learning Enrichment Foundation
Mission of Hope
North York Community House
Councillor Frances Nunziata
Reconnect Community Health Services
Regeneration Community Services
Toronto Community Housing Corporation
Toronto District School Board
Toronto Public Library (Weston & Mount Dennis)
Unison Health and Community Services
Urban Arts
Weston King Neighbourhood Centre
Weston Masonic Temple
Weston Property Management
Yonge Street Mission
York South Weston Planning Table
York West Active Living Centre
Yorktown Family Services

St. James Town Seniors Mental Health Program Partners

Dixon Hall
Hospice Toronto
Our Lady of Lourdes Church
Sherbourne Health Centre

Health Centre at 410
The Corner
The Neighbourhood Group
The Neighbourhood Organization
Toronto Public Health
The Re kai Centre

Double Recovery Partners

519 Church Street Community Centre
All Saints Community Church
Canadian Mental Health Association – Toronto
Centre for Addiction and Mental Health
Christian Resource Centre-40 Oaks
Maxwell Meighen Centre
Renascent Wright Centre
St. James Town Community Corner
St. Joseph Community House
St. Michael's Hospital
Toronto Harbour Light
UHN Toronto Western Hospital
Women's Own Withdrawal Management Centre

Supportive Housing Partners

Mainstay Housing
Medallion Corporation
Toronto Community Housing Corporation
Toronto Mental Health & Addiction Supportive Housing Network

In-Kind Donors

Addition-Elle Lawrence Park
Addition-Elle Queen St. N
Addition-Elle Eglinton Town Centre
Addition-Elle Yonge Street
B2 Sales
Bely.ca
Canadian Custom Apparel
George Herman House
Grafton Apparel Ltd.
Great Canadian Sox Co.
Kumari's
Loblaws-Maple Leaf Gardens
McGregor Socks
Patagonia

Penningtons-Eglinton Town Centre
Pinnacle Cosmetics
Reitmans-Dufferin Mall
Reitmans-Metro Centre
Reitmans-Scarborough Town Centre
Reitmans-TD Centre
Reitmans-Yonge Eglinton Centre
Reitmans-Yonge Shepherd Centre
Ricki's-Cloverdale Mall
Ricki's-Dufferin Mall
Rita Tesolin
RW&CO-Eaton Centre
RW&CO-Fairview Mall
RW&CO-Richmond Hill
RW&CO-Yorkdale Mall
Stuart Knight
Torrid-Eaton Centre
Torrid-Square One
Two Ten Foundation Canada
Wilson Dunn Promotion Inc.

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The National Club
PEGA
Phelps
Quandl
Raymond James - Webber Brodlied & Associates
Rotary Club of Toronto Sunrise
The Waterfront BIA
Welcome Wagon



We look forward to welcoming you.


We welcome you to tour our Clubhouse, The Community Place Hub in Weston, or our Seniors Day Program in St. James Town to see the difference Progress Place is making in the lives of individuals in these communities.

Please contact us at 416-323-0223 to arrange/book your visit.


Check out Radio Totally Normal Toronto (RTNT), our new monthly podcast, which explores and showcases stories and new initiatives from Toronto's diverse mental health community.

If you or your organization have a story you'd like to share, contact us at rtnt@progressplace.org

Connect with us Online

 theclub@progressplace.org

 Progress Place Clubhouse

 @progress_place

 @progressplaceclubhouse

progressplace.org



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