



[ We Listened ]

EXPANDING SERVICE  
AND IMPROVING ACCESS

Annual Report 2013-2014



Canadian Mental  
Health Association  
Peel  
*Mental health for all*

Association canadienne  
pour la santé mentale  
Peel  
*La santé mentale pour tous*

## [ Message from the Chair of the Board ]

2013-2014 was a remarkable year for CMHA Peel as we experienced some of our greatest organizational growth and change.

We began implementing our 3-year strategic plan, strengthening our commitment to providing quality mental health services, community development, mental health awareness and addressing the stigma surrounding mental illness.

Over the last year we have embraced our strategic goals of expanding and integrating services, being a recognized leader and collaborative provider of mental health and addictions services, and growing our resource base

The most significant change to the organization was of course the hiring of a new CEO, David Smith, to lead our dedicated staff. With an over 20 year career in mental health service provision and management, David's experience, expertise and leadership qualities are highly regarded and will ensure our continued success in promoting mental health for all, and evolving our services to best serve the Region of Peel.

David began his career as a frontline community mental health worker, working for several different CMHA branches in housing and case management and we were excited to welcome him back to the CMHA family.

David succeeded Sandy Milakovic who, after 33 years with CMHA Peel, is enjoying well-deserved retirement, spending more time with her family and

loved ones. My colleagues on the Board join me in expressing our great thanks and gratitude for her years of inspired leadership.

Over the last year the board and staff have embraced our strategic goals of expanding and integrating mental health services, being a recognized leader and collaborative provider of mental health and addictions services, and growing a solid and stable resource base. The programs and initiatives outlined in the following pages highlight our continued work to deliver on those goals and support our vision, mission and values.

On behalf of the board, I thank our staff, partners, funders, members and volunteers for their continued commitment to ensuring a brighter future for individuals and families living with mental health issues.

For over 50 years CMHA Peel has been a leader in providing services for people with mental illness and educating Canadians about mental health issues. As we grow, we must continue our steadfast commitment to pioneer new programs, advocate for the most vulnerable, engage even more members of the community and think big. We move into a new year with great deal of energy and optimism that the mental health of the whole community will benefit from our continued growth and innovation.

Gilles Paquette, *Past Chair*

## [ Message from the CEO ]



What a year! I started the year in MOHLTC and ended it with one of the best community mental health organizations in the province.

Joining CMHA Peel in 2014 was the fulfillment of a lifelong dream for me. Since I began my career as a housing worker in the early 1990's I knew that I wanted to play a senior role in a leading community mental health organization. I came to mental health because I wanted to make a difference for those suffering from mental illness. Coming to an organization as respected and admired as CMHA Peel exceeded my expectations. My thanks go to Sandy for her great leadership over the past thirty three years.

It also exceeded my expectations to come to an organization with such exceptional staff and such a hardworking and dedicated board. The fantastic developments of the last year outlined on Pages 3-4 prove this point. Coming to an organization that was so clinically sound allowed me to get to know the organization and to think about where I could contribute.

I had always thought that community organizations could benefit from the efficiencies gained in the private sector through advancements in management

science. It is why I studied management and is where I have concentrated my career for the last 15 years. Approaches such as Project Management, LEAN methodologies and technology advances can all contribute to a more efficient organization; doing more with simpler processes. These advances, in turn, free up staff to do the more important work with the people we serve - the true definition of a win/win. This will be an area of important focus over the coming year.

There is also a spotlight on mental health now like there never has been in the past. This is thanks to the great work of Bell Canada and "Let's Talk" as well as the continued work of the Mental Health Commission of Canada and the public awareness efforts of CMHA and so many others. We expect that this focus will lead to many new opportunities to support even more people in their mental health.

Thanks again to everyone for their warm welcome. I am looking forward to many great years together working to advance Mental Health for All.

David Smith



## Vision

Mentally healthy people  
in a healthy society

## Mission

CMHA Peel champions good mental health for everyone and supports the full participation of those with mental illness and addictions in the life of the community.

## CMHA Peel

2013-2014 Board of Directors

Kumee Rao – Interim Chair

Neil Brydon – Interim Chair & Chair,  
Audit Committee

Gilles Paquette – Past Chair

## Members

Wilma Clarke

Jemerson James

Jack Kamrad

Louroz Mercader

Tehani Mott

Sangeeta Patel

Jeanette Schepp

Frank van Nie

# [ Putting our Plan into Action ]

**In 2013-2014, CMHA Peel focussed on new strategic goals. Programs and initiatives that provide opportunities for increased collaboration and enhanced services, and help us to have a greater impact our community, include:**

## In-STED

An innovative partnership between CMHA Peel, Supportive Housing in Peel and Punjabi Community Health Services. In-STED is a unique program in Peel, optimizing the integration of community mental health and addiction services.

Focussing on the most vulnerable individuals experiencing multiple emergency department visits, the In-STED team addresses a person's most critical needs and links them to services. In-STED will reduce the need for individual's to return to hospital emergency departments, by effectively utilizing recovery principles and encouraging stability for individuals as they transition to community resources that meet their needs.

## SystemWise

System Coordination, in Central West LHIN and Peel Region, was created to facilitate access, for transitional-aged youth (16 to 24 years) and adults with complex mental health and/or addictions challenges, to coordinated, uninterrupted care that is comprehensive, developmentally appropriate and flexibly adapted to the extraordinary needs of the individual.

## Telemedicine

CMHA Peel's Telemedicine initiative aims to increase access to services through the use of video conferencing. Through Telemedicine, members of the community are able to access a wide array of services and providers, not only in their area, but from across the province. It helps to deliver clinical care and distance education among health care professionals and clients, and in turn, brings health care to clients in their own community.

## Client Wellness

The goal of our Client Wellness program is to help clients achieve optimal health and wellness through programming and

educational opportunities that are accessible and affordable. This program strives to increase the well-being of all clients, by enhancing all aspects of health, including greater awareness and motivation towards positive health behaviors, and providing opportunities and a supportive environment to foster positive lifestyle changes. In 2013-2014, there were 4 wellness events; the Wellness Expo, a Women's Wellness Night, Art in the Park and a Client Holiday Party, reaching almost 400 clients.

## Walk for Hope – Walk for Life

Our annual Walk for Hope – Walk for Life was held on April 27, 2013 at Erindale Park in Mississauga. Over 500 people of all ages came out on a gorgeous, sunny spring day to raise over \$12,000 for CMHA Peel mental health awareness initiatives.

## Changes in Altitudes – Changes in Attitudes Community Fair

On September 8, 2013, we held our 3rd Annual Community Fair at Fletcher's Creek Senior Public School in Brampton,

to celebrate and raise awareness of good mental health. The theme of the fair was Changes in Altitudes – Changes in Attitudes and a climbing wall, obstacle course and kite flying lessons were just some of the activities enjoyed by over 500 people.

## Communications and Resource Development

With the goal of increasing awareness of CMHA Peel and our programs, the agency added the new role of Communications and Resource Development Manager, and adopted CMHA National's brand framework and visual identity.

A new website and social media strategy have increased awareness and access to mental health information, and better engaged with our community. Planning and preparation also began for a new community awareness and fund-raising event, Ride Don't Hide. Taking place in June 2014, Ride Don't Hide is a growing national movement with community bike rides in 19 cities across Canada.

# [ Coby's Story ]

Over the last 3 years, I have faced many challenges, but with the support of a case manager through CMHA, I have managed to create a new path. Not only have I created goals for myself, but I have taken significant steps to accomplish them with much success over the past year. My main goals impacted both my physical and mental health. I have my diabetes under better management, and my mental health has stabilized so much that I have now been able to maintain employment. I have also been able to return to school to work on my literacy. I have become an active participant of my own recovery, and I am better able to help my family help me.

I have been diagnosed with Bipolar Schizoaffective Disorder, and living with these illnesses has been difficult at the best of times. Having somebody in my corner that I can rely on for support and advocacy decreases my anxiety, and provides me with the foundation I need to continue achieving goals that I set for myself. It makes me want to grow as an individual, and also gives me the confidence I need to continue in my successes. Due to these supports, I feel I am living life again, and having the opportunity to reach for goals I may not have thought I could achieve independently.

*Coby Preshyon, Client - Access to Recovery*

# More than just numbers

As a result of increased awareness we saw significant growth in display and education requests in 2013-2014. This came not only from the general public, but also from corporations who now understand the need to provide their staff with a greater awareness of the mental health resources and supports available to them. Our Youth Net team also nearly doubled their reach, with over 3600 young people benefitting from their displays, workshops and school presentations.

**“Thank you for spending your precious time with us!”**

*- Pens and Paints participant*

**“This was the best thing in my whole life, having people understand you :)”**

*- Girls Talk participant*

## [ Stats - How it all adds up ]

### ACCESS

- 1204** Telephone Information and referral inquiries
- 28** Information and referral walk-ins
- 30** E-mail inquiries
- 247** Individuals served by CMHA/ Peel Central Intake
- 1013** Wait list check-in calls

### ACCESS TO RECOVERY (ATR), HOUSING & SUPPORT PEEL (HASP), & TREAT AT HOME (TAH)

- 219** Clients served by ATR
- 172** Clients received employment support
- 56** Clients served by HASP
- 22** Clients served by TAH (CMHA Peel staffing)

### ASSERTIVE COMMUNITY TREATMENT TEAM (ACTT)

- 80** Clients served
- 22** Group sessions held

### DAVIDSON SCHOLARSHIPS

- 14** People with lived experience received a total of over **\$6700.00** to further their education

### EDEN PLACE OUTREACH AND DROP-IN CENTRE

- 6559** Attendance days
- 135** Group sessions for **2394** individuals

### Fact PEEL +

- 76** Individuals served

### MCEVENUE HOME WORKS

- 46** Individuals received a total of **\$26,450** to support them with accommodation crises. This included first and last month's rent, rental arrears, utility bills and furniture replacement

### PEEL OUTREACH PROGRAM

- 2737** New client calls to the Street Helpline of Peel
- 62** New client files created by Mental Health Workers
- 187** New client files created by the Family Transition Workers
- 17** Community presentation to **423** participants

### MENTAL HEALTH AND JUSTICE

- 837** Individuals served

### PARTNERSHIP PLACE

- 381** Clients served
- 13,609** Attendance days

### MENTAL HEALTH PROMOTION & EDUCATION

- 20** ASIST (Applied Suicide Intervention Skills Training) sessions for **390** people
- 74** Educational workshops for **3626** participants
- 58** Displays/health fairs (2 French Language)
- 10,107** Individuals served at health fairs/ displays

### YOUTH

- 4** Focus group sessions served **40** youth
- 27** “Girl Talk” & Pens & Paints workshops for **276** youth
- 12** Displays for **1420** youth
- 62** presentations workshops for **1657** youth



# [ Consumer Council - Dave's Story ]

I am 43 years old, and have suffered from severe panic disorder and major depression since I was 16.

It was in a grade 10 classroom that Mental Illness and I were first introduced and I left school right after that very first panic episode. The panic attacks came intensely and constantly and

washing everything away with tsunami like force. Jobs, happiness, hope – all was swept away in the fierce current.

Perhaps it was my body's way of arresting the torrential anxiety that filled me every minute of every day, but depression soon followed. The panic and depression was so bad that I would become frozen by it, stiff and paralyzed in my own

fear. Doctors, counsellors, psychiatrists, family therapists. None of the kings horses..nor the kings men could put me together again. My mental health was severely fractured.

- I have been hospitalized several times because of being suicidal.
- I have been unable to leave my house for years-on-end because of panic attacks.
- I have been depressed so badly that I could

hardly speak, and walking was forced and slow.

- I have been an alcoholic with many years of intense drinking and personal and the relationship carnage that is the door prize of the common drunk.
- I have truly walked in darkness and lived where there exists no light.

This is the bulleted, though not prioritized, list of the “I Haves”. However I would much rather focus on the “Have Not’s”.

- I have NOT succeeded in killing myself, and because of that I went on to accomplish some great things in my life.
- I have NOT lost out on the chance to have a wonderful family, and my wife and son are a testament to how much joy I could have missed.
- I have NOT become a helpless drifter with hopeless abandon for everything and everyone. I have a job that I truly enjoy and that challenges me.
- I have NOT relinquished my belief that I can make a sizeable difference for others that face what I have faced.
- I have NOT given up!!!

During one of my hospital stays I was given a CMHA “Quick Guide” by a nurse, and the resources were so plentiful that I began to see hope! I turned around a 12 year alcohol addiction through the help of CMHA and its partner resources. I now am completely sober for over 5 years and I do volunteer online meetings for addicted individuals.

When I came upon the ad in the Brampton Guardian for “CMHA consumer council members”, I was ecstatic! This is a calling for me and I value the chance to share my story, to help others along the path that I’ve already taken, and more importantly to steer them toward freedom from their mental health challenges, so they don’t needlessly suffer. I am a staunch believer in helping others, and in that I help myself immeasurably.

*Dave Delutis, Member - CMHA Peel Consumer Council*

# We Inspire

## success

## challenge

## volunteer



# [ Peel Outreach Program ] A New Beginning

On a cold winter evening in December 2010 I arrived in Canada with a suitcase of just my basic needs and five-months pregnant. I was running away, not only from my home country, but also from a very abusive relationship, which I didn't choose to go into of my own free will. I felt that I would have died if I hadn't escaped to Canada.

I had made no initial plans of where I was going to stay over here - I knew virtually no one.

She introduced me to a newcomer's office and we talked about how I could get support though local programs. But most importantly, she reminded me that everything was going to be alright, and told me I could call her anytime.

I remember standing outside of Pearson Airport alone. Everything seemed to be moving so fast, it felt like I was in a Hollywood movie - everything was so surreal. I just stood outside wondering what next step to take.

Even with all that I felt, I knew I was safe, and that no one would harm me and my baby. I looked down at my bulging belly, which I had been hiding all throughout the flight, heaved a sigh of relief, rubbed my belly and whispered to my unborn baby "finally we are safe". I managed to summon the courage to approach a taxi driver whom I told to drive me to any place where I could lay my head to sleep.

That was just the beginning of the journey to

where I am today. Because of the Peel Outreach Program and my worker, Sheri, I was blessed to not have to walk that journey alone.

That night I found myself at a homeless shelter in Mississauga. As I stood at the receptionist's desk, with tears streaming down my face, in walked Sheri from the Peel Outreach Program. She quickly came to my aid, spoke up for me and comforted me. I don't know what she said or what she did that night, all I know was I got a room in the shelter and I had the most peaceful sleep that I'd had in a very long time.

The next day, Sheri Kepka came to pick me up from the shelter and we went for a meal. I'll never forget that delicious meal we had at Subway; it was the best ever. She introduced me to a newcomer's office in Mississauga and we talked about how I could get support though local programs. But most importantly, she reminded me that everything was going to be alright, and told me I could call her anytime.

I moved to my first real home in Canada when my son was four months old. It was a one bedroom apartment, but it was luxury to me. Sheri was no longer my worker but over the years she has remained someone I could call for advice and encouragement.

This spring I graduated from Mohawk College's Practical Nursing program and recently wrote my licensing exam. I am lucky to have been offered a job at Hamilton General Hospital where I did my placement, and I start this July 2014. I hope to go back to University to get my Bachelor of Science in Nursing to become a registered nurse. My son is now 3 years old and he will be going to junior kindergarten next year, he is in preschool right now and he loves his school. I became a permanent resident of Canada in 2012, we now live in a wonderful two-bedroom place - we even have our own backyard!

Sometimes I wonder what would have happened to me if I had arrived a little earlier to the shelter or even one minute later. Chances are that I could have missed Sheri and not connected with the Outreach Program. I will forever keep her not at the bottom of my heart but at the very top.

- former client, Peel Outreach Program

# We Help Outreach

"I was delighted to receive a call inviting me to her graduation as she claimed this special day would not have been possible without the supportive interventions of Outreach. I was welcomed at the graduation with open arms and it was especially touching to receive a big hug from her son who was only a few weeks old when I last saw him.

It was incredible to be witness to what this incredible young woman had accomplished from the day I first saw her in the doors of the shelter. Her graduation day was filled with laughter, stories, hopes, dreams and great food!

It felt amazing to offer flowers and a card on behalf of the CMHA Outreach team in recognition of not only this special day but to also honour her plight of hardship and SUCCESS!"

-Sheri Kepka,  
Peel Outreach Program

# improve access shorten wait lists



# [ Caring Community Awards ]

## Target Canada

From their earliest days in Canada, Target has reached out to CMHA Peel and supported our community and client events. Volunteerism is a big part of Target culture and their employees have donated their skills, talents and energy, contributing hundreds of hours to CMHA Peel.

For the last two years 20 Target employees have rolled up their sleeves to help out at our Community Fairs - from set-up, to games and kite lessons, to clean-up - they've been integral to the success of this community engagement event.

Their efforts haven't stopped there. Our seasonal holiday party is an annual highlight for our clients and their families. One of the most special moments at the party is when each client receives a gift, beautifully wrapped for the season. Since 2012 Target employees have folded, wrapped, taped and beribboned these gifts, donating not only their time, but all the paper and trims as well. Many of last year's gifts were enveloped in reusable Target shopping bags (making the wrapping as useful as the gift)

and all included ribbon and candy canes for a festive touch. Community giving is—and always has been—a cornerstone of Target and in fact, they have set a corporate goal of donating 1 million volunteer hours a year by 2015. At CMHA Peel we are grateful that over 300 hours of that goal has been in support of us.

## Bell Canada – Finance & Operations

Over the last few years Bell's Let's Talk Day has been an incredible campaign for raising awareness and funds for mental health organizations and reducing stigma associated with mental illness. Bell's connection and commitment to CMHA Peel over several years has been demonstrated through both corporate giving and employee engagement, and continues today.

In 2011 a team of Bell employees joined forces with CMHA Peel to develop a community engagement plan for the agency's 50<sup>th</sup> Anniversary. Several employees worked closely with CMHA staff to create a series of events and initiatives to increase mental health awareness

and celebrate CMHA Peel's anniversary milestone in the community.

More recently members of Bell's Finance and Operations team marked Let's Talk Day and the United Way of Peel's Spring Day of Caring by giving back to the community through CMHA Peel. In January, 16 Bell volunteers spent the afternoon sorting and stocking food donations at our Outreach office.

This spring the Bell employees were back, and this time they brought bags of their own donations collected at their offices. The donations included much needed street food, personal care items and baby items. They also helped sort a large clothing donation the outreach team recently received. The 25 Bell volunteers made quick work of sorting and organizing the clothes for distribution, a task that would have taken our staff many hours to complete.

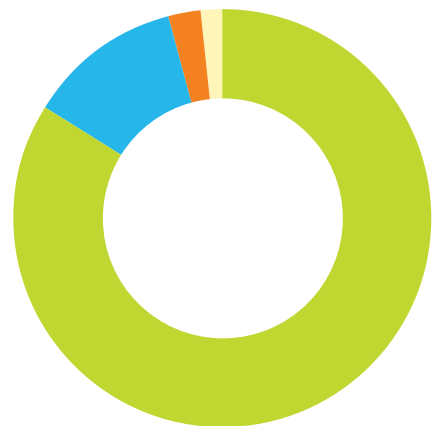
Bell employees have also supported CMHA Peel through their employee giving program contributing over \$2000 to our programs over the last few years.





# [ Financial Statistics ]

CMHA Peel Branch Statement of Revenue and Expenditures  
April 1 2013 to March 31 2014



Revenue by Source      \$11,258,461

84%	Central West LHIN
12%	Region of Peel
2.5%	United Way of Peel
1.5%	Resource Development



Expenses by Program      \$11,231,799

37%	Launch, ACTT, Mental Health & Justice, Homeworks, Transitional Aged Youth & PHSJCC
22%	Crisis (Coast; Peel Crisis Capacity Network)
16%	Management/Administration Community & Resource Development
10%	Homelessness/Outreach
15%	Mental Health Promotion (incl. Partnership Place & Eden Place & Youth Net)

Full audited statements are available upon request

## CMHA Peel Branch

Statement of Financial Position as at March 31, 2014

	2014	2013
<b>Assets</b>		
<b>Current</b>		
Cash and cash equivalents	\$ 2,654,771	\$ 2,503,123
Short-term investments	198,000	153,558
Accounts receivable	268,441	400,213
Prepaid expenses	26,935	22,854
	<u>3,148,147</u>	<u>3,079,748</u>
<b>Long-Term Investments</b>	940,056	663,000
<b>Rent Deposits</b>	58,834	58,361
<b>Capital Assets</b>	704,129	706,496
	<u>\$ 4,851,166</u>	<u>\$ 4,507,605</u>

<b>Liabilities</b>		
<b>Current</b>		
Accounts payable and accrued liabilities	\$ 995,668	\$ 1,098,097
Ministry of Health payable	2,006,554	1,095,439
Deferred revenue	301,625	791,045
Deferred capital contributions	144,538	148,997
	<u>3,448,385</u>	<u>3,133,578</u>
<b>Future Employee Benefits</b>	240,000	240,000
<b>Deferred Capital Contributions</b>	559,579	557,487
	<u>4,247,964</u>	<u>3,931,065</u>

<b>Net Assets</b>		
Internally restricted (note 17)	136,199	141,665
Unrestricted	467,003	434,875
	<u>603,202</u>	<u>576,540</u>
	<u>\$ 4,851,166</u>	<u>\$ 4,507,605</u>

APPROVED ON BEHALF OF THE BOARD:

*Allyson Rydman Vice Chair*  
*[Signature]*



Be a part of the recovery process

# You CAN make a difference!

When you make a donation, volunteer your time, or participate in an event like *Ride Don't Hide*, your generosity has a real impact, ensuring that our programs and services are available to more and more people in our community.

**General Donation:** Donate to CMHA Peel through the mail, over the phone or via our website using our secure online platform. You can even create your own online personal giving page to support your fundraising efforts or event.

**Fundraising Events:** Help raise funds and awareness by attending,

sponsoring or volunteering for an event like our annual ***Ride Don't Hide*** cycling event.

**Corporate Giving:** Businesses can support CMHA by sponsoring an event or program, making a corporate gift, or matching employee contributions.

**Tribute & Memorial Gifts:** Say thank you to someone special or mark a special occasion with a gift **In Honour** to CMHA. A **Memorial Gift** is a thoughtful way to honour someone's memory and support community mental health.

