



Canadian Mental Health Association Peel Dufferin Branch Annual Report 2016/2017



**Canadian Mental
Health Association**
Peel Dufferin
Mental health for all

Canadian Mental Health Association (CMHA)

Peel Dufferin Branch

Annual Report 2016/2017

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Canadian Mental Health Association

Peel Dufferin

Vision

Mentally healthy people in a healthy society.

Mission

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

Values

Leadership,
Integrity,
Inclusiveness,
Advocacy,
Accessibility,
Quality.

2016/2017 Board of Directors

Chair:

Neil Brydon

Vice-Chairs:

Wilma Clarke

Patrick Fradley-Davis

Secretary:

Dr. Harpreet Chattha

Audit Chair:

Peter Simmons

Board Members:

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Grant Clark

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Phil Lynn

Louroz Mercader

Tehani Mott

Kumee Rao

Sangeeta Patel



Message from the Board Chair and the CEO

Thank you to our staff, volunteers and clients for another great year at Canadian Mental Health Association (CMHA) Peel Dufferin. With a new Strategic Plan to guide our work in 2016-2017, we focussed on the plan's three priorities: enhancing access to services, expanding our continuum of services for mental health and addictions, and developing our workforce so we can continue to support the best outcomes for our clients and community.

The year was one that could be split into two halves. The first half was highlighted by the addition of the Dufferin CMHA resources and implementing new resources from the LHIN.

Dufferin resources transferred to CMHA Peel on July 1st, 2016. The organization was thrilled to offer services across the entire Central West LHIN and to welcome our great new colleagues from CMHA Waterloo Wellington Dufferin. The transfer came with a name change to CMHA Peel Dufferin and allowed CMHA to introduce new resources in family and addictions services for Dufferin residents, and to begin planning with our new local partners.

The second half of the year was the first period in several years without major investment to drive CMHA's work and was used as a great opportunity to fine-tune the operational side of the organization, move forward on our strategy and to implement our ambitious continuous improvement and quality program.

The first major operational change was the introduction of some new staff-level reporting. These new reports allowed staff to see the great work they had done and to ensure that what was recorded in the system matched what they knew about their work. The organization also benefitted from the formal introduction of several new processes to save time on "non value-adding" activities. This meant less work for staff on

timesheets, greater capabilities to work remotely, higher quality mobile phones and sim cards and policy changes to facilitate staff spending more time in the community supporting clients. Together these changes led to a seven percent increase in reported client visits per staff.

The last few years have seen CMHA Peel Dufferin continually improve its management capabilities to better deliver quality and efficiency projects. This year saw those efforts formalized into a Continuous Improvement program that takes ideas submitted by staff (30 have been submitted to date), prioritizes them and streams them to any one of five quality improvement methods. Managers and staff have been trained in Business Process Improvement, PDSA cycles and Business Case Development that effectively turn ideas into quality improvements. Additionally, 14 of our managers have now been trained through the LHIN sponsored Rotman Advanced Health System Leadership Program to increase the tools at their disposal to bring new thinking to healthcare. This all led to projects to implement structured psychotherapy, implement new models in justice services, improve telephone support, formalize orientation and training, develop and improve models of family support, implement new groups for waiting clients, improve mental health outcomes through physical activity and meditation, alongside many, many other improvements.

The organizational focus on diversity and equity has taken several forms. We continue to hire from a wide variety of backgrounds with staff now able to work in 19 different languages. The entire organization has undergone cultural competence training and the agency also participated in the Central West LHIN's Health Equity Data Collection pilot project, which saw staff trained to improve data collection based on the Social Determinants of Health.

Our Quality Improvement Plan delivered measurable improvements in access for diverse populations and 183 calls or visits were supported using translation and interpretation services. Staff supported the arrival of Syrian refugees offering training, building partnerships and directly reaching out to offer family support. Better serving the needs of our diverse clients and their families remains a vital organizational focus.

The organization made other great strides in giving our employees the support they need to meet new challenges in mental health and to support our staff in meeting the strategic goals of the organization. Following on last year's cross-organizational training, 21 new staff were trained in Compassion Fatigue and almost 50 in suicide intervention. We further increased the clinical skills in the organization offering staff training in complex trauma, trauma recovery, trauma fundamentals, sexual trauma, clinical supervision and mindfulness.

Individual employees and teams were recognized through our awards program. These awards acknowledge and celebrate employee Innovation, Leadership, Teamwork and Spirit were handed out at our annual Branch Staff Team Appreciation and Recognition (BSTAR) Day in January.

2016-2017 saw the Board and the agency take on a greater role in advocating for increased

funding and improvements to the mental health care system. This work included a coordinated campaign with CMHA Ontario and other branches, as well as meetings and presentations to federal MPs and provincial MPPs and municipal councils. In February, we were pleased to see the Ontario government announce a new investment of \$140 million in mental health and addictions across the province and in March it was announced that the federal government and the province had reached a new funding agreement on the Health Accord. The new Health Accord includes \$1.9 billion of new funding over 10 years for mental health and addictions in Ontario.

CMHA Peel Dufferin's Strategic Plan outlined three goals – improve access, expand and improve our continuum of services and develop the workforce to meet these goals. As you can see, from our expansion into Dufferin County; to improved access for families, clients with addictions and diverse populations; to increased family services and trauma informed interventions; we have delivered on those goals across the whole organization.

As we move into another year I hope you are as excited as we are to continue our work for greater access, greater support and greater impact.

Neil Brydon
Board Chair



David Smith
Chief Executive Officer



2016-2019 Strategic Plan



Last year we launched a new strategic plan for the agency that focuses our efforts in three strategic directions:

Strategic Directions 2016-2019



Statistical Highlights 2016-2017

19,998
Clients served



83,611
Client visits



an 48.5% increase over 2015-2016

5,413
Attendees at



137 trainings, workshops and presentations

Enhanced Access

Provided support to 303 unique individuals across 7 programs in Dufferin

Decrease wait times in Dufferin - from 6 to approximately 2 months

67 presentations, 53 workshops and 19 community displays by the Youth Net team reached 5,885 people

Our new program servicing Rexdale, North Etobicoke and West Woodbridge supported over 400 clients

Continuum of Care

The Outreach Program began a 2-Year Service Enhancement Project based on Housing First principles to improve Triage, Intake, Screening and Assessment, and to provide wrap-around supports to persons experiencing or at imminent-risk of homelessness

Additional Family Support and Addiction workers offered in Dufferin

194 family members supported

20,541 clients served and 1,680 mobile visits at 24/7 Crisis Support Peel Dufferin

Workforce Development

Volunteer Speakers Bureau established

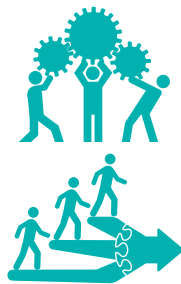
Staff participated on 60+ external committees

74 staff participated in Trauma training

17 staff and 3 community teams ran the Mississauga Marathon raising \$4,000+

Continuous Improvement launched

900 Program run group sessions with **13,165** participants



19,500 Attendees at Recovery West - assisted **252** vocational clients



5,745 Clients supported by the crisis team
(**3,656** identified & **2,089** non-identified)



Helping Clients Achieve Results

Letter of Thanks

This letter is sent with the deepest gratitude and appreciation for your commitment and work that is completed by both organizations (CMHA Peel Dufferin and Peel Regional Police) on a daily basis....

My mother has suffered with mental health issues for more than ten years. She has been homeless, hospitalized and at times completely disconnected from society. It was not until I connected with the Crisis Team this past February 2016 that I was able to get my mother the medical attention and quality of life assistance she needs and deserves. The Crisis team worked with me whenever a crisis presented itself. They were able to coordinate the needs of my mother with the other service providers in the community.

The Crisis team and its social workers and the police officers that support them, made their visits professional and were able to provide empathy and assistance. They communicated with my mother in ways that I was not able to. They explained and discussed with her the need for medical care, and why some of her actions were not considered acceptable. They gave me and my family resources and support programs that we could tap into to allow for us to cope and develop skills necessary for dealing with someone with both mental health and early dementia. It is the nature of the world we live in that we never know how great the people that serve our community are until we need them.

Thank you to all the members of the 24/7 Crisis response team, from the staff at the call centre the social workers who made sure my mother received the service and care she needed.

With our sincere gratitude and appreciation for the work you do, that really does go unnoticed, we say thank you.

– N and Family

Journey to Recovery

Youth Homelessness is a growing concern and prevention is important to reducing future adult homelessness. A 17-year-old male, we'll call him Derrick, was on the verge of becoming homeless or incarcerated due to his family's concerns with his addiction and mental health. His family had become fearful around him because of unpredictable and violent behaviour due to several incidents in the household. The family disclosed this to their Ontario Works Worker, who in turned referred the matter to Outreach. Derrick was open to meeting with a worker, and though there were a few bumps on the road, over time he developed some insight to his challenges. He is now seeing his psychiatrist as part of his care, sees his medication as a part of his recovery, and is living successfully in the family home.

CMHA Case Worker

Knowledge Brings Empowerment

I wanted to say thank you for running such an amazing ASIST workshop. My step-father attempted suicide over the holidays and had called me in the middle of this attempt (he had taken pills).

I wanted to make sure you and Denis knew that you both had a major hand in keeping him alive. The training you provided me with allowed me to act without hesitation or self-doubt. There is a strong possibility if you both had not entered my life and taught me what you had, this story would have ended very differently. So thank you for doing what you do every day because it truly does make a difference.

ASIST workshop participant

Caring Community Awards

The Mississauga Steelheads

In October 2014, the Ontario Hockey League and the CMHA Ontario announced a unique partnership to raise awareness about suicide and promote the mental health of young athletes. The Talk Today program educates OHL players about mental health and encourages them to break free from stigma and discrimination so that they can speak openly about these serious issues.

The Mississauga Steelheads have embraced the program for the last three years. In early 2017, Steelheads players participated in in-school mental health presentations with CMHA Peel Dufferin's Youth

Net staff. Players talked to students about how they handle bullying, stress, etc.

Beyond Talk Today, the Steelheads have supported CMHA throughout the year through our annual suicide prevention walk and our signature awareness event, Ride Don't Hide.



Shelley White – Responsible Gambling Council of Canada CEO

Shelley White is the former president and chief executive officer at United Way of Peel Region. In her 13 years at the helm of the United Way, Shelley refined the organization's investment strategy to focus on the root causes of poverty in Brampton, Caledon and Mississauga. She has advocated and brought to light the many challenges facing individuals and families seeking support for mental health issues in the region. Shelley often championed the work of CMHA and other mental health agencies and worked to tackle systemic issues by providing thought leadership, researching core issues, and building the capacity of the sector.

As a social change champion, Shelley is committed to building individual and community resilience. She is an active leader in the Peel community. In 2012, Shelley received the Queen Diamond Jubilee Medal and Leading Women Building Communities Award.



Radhika Panjwani – Mississauga News Reporter

Radhika Panjwani is a reporter with The Brampton Guardian and The Mississauga News, writing about community issues, arts and entertainment. A strong advocate and supporter of mental health, Radhika has written about the work of CMHA and the mental health system to educate local residents on where to get help when they need it, and to advocate for system improvements.

Over the last three years Radhika has written about Ride Don't Hide, 24/7 Crisis Support Peel, Walk for Life – Walk for Hope, and was a key contributor to Metroland Publishing's Mental Health Series in January 2016.

The series shed light on the challenges for individuals and families in Peel seeking help for mental illness.

She holds a bachelor's degree in science (microbiology) plus a degree as well as two diplomas, in journalism and communications.



Ride Don't Hide 2016

Ride Don't Hide 2016 demonstrated another year of sponsors, donors and community partners joining together to support a great community cause of changing the way we view mental health and removing stigma associated with mental illness. This was CMHA Peel Dufferin's third annual ride. CMHA Peel Dufferin was one of 29 communities participating in the annual ride raising over \$1.36 million nationally.

Families, friends, bike clubs and organizations took to the Caledon Hills to raise awareness whilst cycling through the picturesque countryside. It was a spectacular day of cycling with great food and entertainment. Over 230 riders raised \$44,306 for local community mental health programs.

For national ambassador and ride founder Michael Schratter, the groundswell of support for Ride Don't Hide has been a dream come true.

"Ride Don't Hide for me has always been about empowering others to come out of the dark," says Michael. "Never in my wildest dreams could I have imagined Ride Don't Hide would be what it is today. To see thousands of people come out and ride, and show each other there's nothing to be ashamed of, that's what Ride Don't Hide is all about."



\$44,306

Raised



230

Riders



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Thank you to our Supporters and Volunteers



Talk Today

CMHA's Talk Today youth mental health program continues to grow and break new ground. Now in its third year, the program has provided mental health and suicide awareness training to approximately 2,500 individuals – young athletes, coaches, parents and many others across Ontario and Western Canada.

Our partnership with Mississauga Steelheads continues to grow as we work together to promote the mental health of young athletes and raise awareness about mental health, suicide and suicide prevention.

This year, in addition to providing training to the Steelheads players and staff, a partnership with Teachers' Life, provided funding for Steelheads players and our Youth Net staff to team-up and provide in-school presentations to over 300 students. In addition to the mental health presentation, Steelheads players shared their personal experiences of how they deal with stress, bullying, school and the pressures associated with elite hockey.

"The Mississauga Steelheads Hockey Club is proud to support, and partner with the Canadian Mental Health Association Peel Dufferin branch," states James Richmond, Mississauga Steelheads Head Coach. "Our players and staff are very thankful for the life training skills provided to us from the CMHA. As a team, we are honoured to play a part in discrediting any negative stigma that may be attached to mental health issues in our community."

Our Talk Today games in February and March provided opportunities to combat stigma by starting a conversation around mental health and encouraging people to seek help when they need it.

"Partnering with the Mississauga Steelheads has been a great opportunity to generate public awareness and promote positive mental health throughout our communities," says David Smith, CEO of CMHA Peel Dufferin. "The Steelheads players are excellent role models to our young hockey fans and their families and offer positive leadership in both athletics and mental health initiatives."

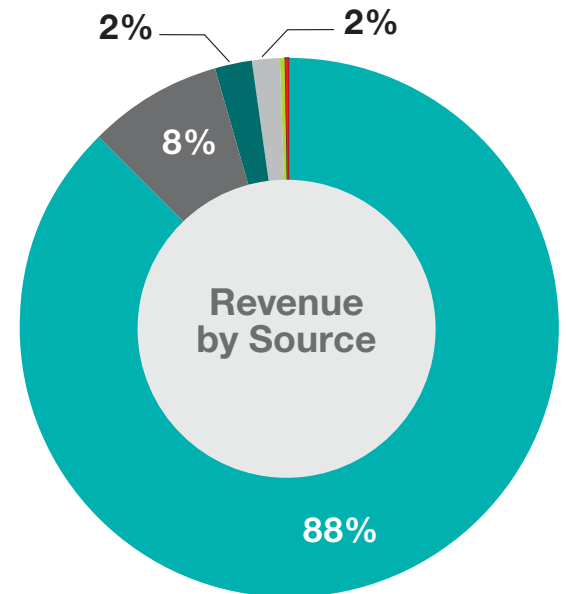


Financials 2016-2017

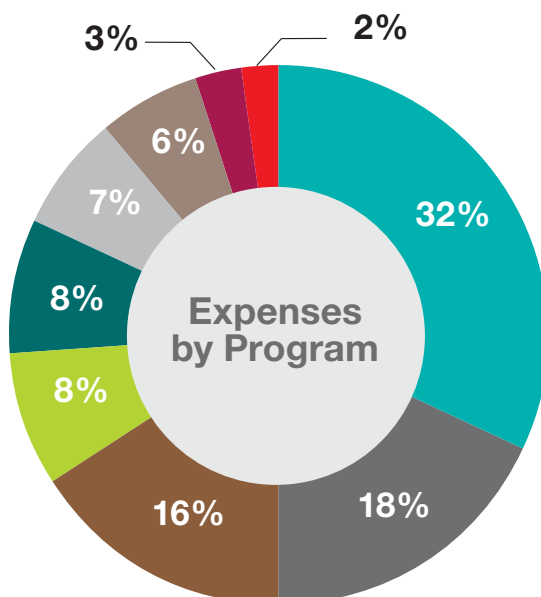
Revenue

CWLHIN	\$14,500,368
Region of Peel	1,349,064
Fundraising & Other Income	376,805
United Way of Peel	284,495
Interest Income	23,764
Federal Government Grants	22,627

Total Revenues: 16,557,123



Expenses



Case Management/Intake/Substance	\$5,353,297
Crisis	2,942,073
Management & Admin.	2,723,709
ACTT	1,290,367
Recovery West	1,264,497
Outreach	1,191,691
Justice	1,024,772
Other	417,853
Mental Health Promotion	313,269

Total Expenses: \$16,521,527

Thanks to our Donors!

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Based on our Fiscal year - April 1, 2016 to March 31, 2017. List reflects donations made during this period (and also includes Ride Don't Hide donations for the 2016 Ride). We appreciate and value all donations made. If we have inadvertently made an error or omission please contact communications@cmhapeel.ca.

Contact Us

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**Canadian Mental
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