

annual 2020/2021 report



canadian mental health association
Peel Dufferin



Canadian Mental
Health Association
Peel Dufferin
Mental health for all

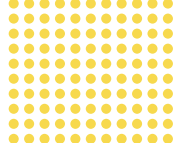
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Message from the Board Chair and CEO

Looking back, 2020 was certainly a year for the record books. We experienced a physical health crisis in the form of COVID-19, confronted social injustice, and braced ourselves for an echo pandemic of mental health issues.

Thanks to investments in IT and Innovation in previous years, Canadian Mental Health Association (CMHA) Peel Dufferin easily transitioned staff to remote working. We began offering counselling, peer support, and groups virtually and stayed connected to clients thanks to a generous donation of cell phones from TELUS Connecting for Good.

In April, we introduced a new triage unit to deal with the increase in calls to our crisis and intake lines and expanded service hours to 8am to 8pm Monday to Friday. The unit became our new front door to the community with staff providing immediate information, rapid intake assessments and access to the Urgent Response Team if a face-to-face visit was required. Almost 450 clients were served through the new single session program alone.

Thanks to generous grants from the United Way Greater Toronto, United Way Guelph Wellington Dufferin, Dufferin Community Foundation and donations from countless individuals and companies, we expanded support for clients struggling to buy groceries and pay rent by distributing more than \$150,000 through the McEvenue Home Works Fund.

With the help of the Ontario Trillium Foundation, Region of Peel, United Way Guelph Wellington Dufferin, Facility Plus, and the Government of Canada's Emergency Community Support Fund we also renovated offices to accommodate social distancing and secured personal protective equipment so that we could continue to see clients who needed help in person.

While we pivoted our own services, several of our staff answered the call for help and volunteered to be redeployed to Grace Manor long-term care home as they struggled to cope with depleted staff levels due to COVID-19. We covered 48 shifts across six weeks and assisted with medications and vitals along with family support, resident social activities, and infection prevention control among other offerings. Other staff redeployed to

testing sites, vaccination clinics, and wherever else help was needed.

Meanwhile we continued to grow and expand our permanent continuum of care. We received funding for a Fetal Alcohol Spectrum Disorder (FASD) Diagnostic Clinic and with the consultation support of Surrey Place, CMHA Peel Dufferin now has a Registered Nurse (RN) who helps coordinate assessments to obtain this complex diagnosis. The RN works with the individual and brings together all the necessary external specialists (psychologists, speech language pathologist, psychometrist, primary care physician) for a diagnosis. They can then provide the individual, the family and any other supports involved, FASD education and direct them to additional services.

This year also saw the growth of the Mobile Crisis Rapid Response Team (MCRRT). MCRRT is a partnership between CMHA Peel Dufferin and Peel Regional Police that pairs up crisis workers with police officers to respond to 911 calls involving individuals experiencing a mental health or addictions crisis. The team has now grown to three cars on the road at all times.

At the request of Ontario Health, CMHA Peel Dufferin became the lead organization for the High Priority Community Strategy (HPCS) in southwest Mississauga. Through the HPCS, a diverse team of community support ambassadors provided residents with COVID-19 resources, isolation supports, masks and hand sanitizers, access to food and necessities, housing and financial resources and mental health support.

Behind the scenes, we worked hard to support our staff through the pandemic, earning a 2020 Non-Profit Employer of Choice Award, and we were also listed 6th on the Forbes list of Canada's Best Employers for 2021. This came on the heels of CMHA Peel Dufferin receiving Exemplary Standing from Accreditation Canada.

We also took steps to address the racial inequities experienced by staff and clients. We started an Anti-Black Racism working group, facilitated conversations, participated in anti-oppression training, brought together the Black Caucus and launched the Bernardi Bursary to help individuals from marginalized communities advance

their education with the goal of supporting diversity in senior leadership in mental health and addictions. There is much work to be done dismantling anti-Black racism in the fabric of our culture, in our governance, policy, human resources, team growth, staff support and client care. This is not a project but a new chapter in a continuing fight.

In weekly clinical update meetings, our Rapid Access Addiction Medicine clinic team noticed a theme. Trauma therapy was a needed intervention which was fundamental in long-term recovery based on the etiology of addiction. However, it was not accessible in our region due to barriers. The case for this service was put forth by the team and funding was received for a trauma therapist and peer support to work with addictions clients to support their recovery journey.

As an organization, we remain committed to serving our community and are working to develop a new model of care that incorporates the many lessons from the past few years. This model will also include implementing more virtual care options, immediate access for everyone asking for help, more short-term support options, Ontario Structured Psychotherapy, expanding the MCRRT program, and improving service pathways for racialized clients and their families. With Peel Region receiving roughly half the funding when compared to the provincial average, we must continue to advocate for our community.

This year, more than ever, thank you for your continued support of CMHA Peel Dufferin and the clients we serve.

Sincerely,



**Patrick
Fradley-Davis**

Board Chair



**David
Smith**

CEO

Governance and Strategy



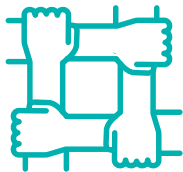
MISSION

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.



VISION

Mentally healthy people in a healthy society.



VALUES

Leadership, integrity, inclusiveness, advocacy, accessibility, and quality.

Leadership: Open, receptive, and meaningful leadership at every level in the organization and within our diverse community resulting in activities, services and outcomes that will benefit the community, particularly those affected by mental illness and addictions.

Integrity: We do the right thing even in difficult situations, work from a position of trust, follow through on our commitments and treat everyone fairly and with respect.

Inclusiveness: Creating an environment where everyone feels they belong, can share ideas and opinions and where everyone interacts in a manner that is respectful, supportive, and professional. This includes celebrating our respective uniqueness, contributions and strengths as individuals and communities.

Advocacy: We work together with others as true partners in the best interest of those affected by mental illness and addictions. This means being proactive, responsive to needs and investing the time, energy, effort to achieve meaningful outcomes.

Accessibility: Programs, services, information, and facilities are available, user-friendly, and accommodating effectively supporting full participation and access for everyone who needs them.

Quality: We deliver high quality, holistic mental health and addiction services and programs that our clients need and deserve. Care, passion, and partnership underpin our client-centred approach and continuous improvement efforts.

Board of Directors

Chair / Patrick Fradley-Davis

Vice-Chair / Peter Simmons

Vice-Chair / Phil Lynn

Secretary / Grant Clark

Past Chair / Wilma Clarke

Lauren Bernardi

Nabila Chaudhry

Linden King

Solange Losier

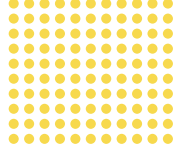
Kumee Rao

Mehak Sethi

Maria Zigouris



**here's
what we've
been up to
this year.**



Stats

PROGRAMS AND SERVICES

98,756 client visits

18,788 clients served

4,511 total group participants

1,011 families served

756 group sessions

CRISIS

60,000 calls for service

44,178 interactions

5,149 clients served

3,916 mobile visits with police

EDUCATION

16,680 individuals trained

267 sessions

RECOVERY WEST

11,086 attendance

592 individuals served

VOCATIONAL

3,240 attendance

273 individuals served

MENTAL HEALTH AND JUSTICE

862 clients served

RAPID ACCESS ADDICTION MEDICINE

4,006 client visits

299 clients served

EARLY PSYCHOSIS INTERVENTION

4,482 client visits

143 clients served

PEEL OUTREACH

347 individuals served

68 clients housed

YOUTH NET

2,202 attendance

86 presentation and displays

Strategic Plan 2019-2022

LEADERSHIP • CLINICAL EXCELLENCE • EVIDENCE-BASED • INNOVATION

After speaking with clients, families, staff and stakeholders, CMHA Peel Dufferin rolled out a new strategic plan prioritizing our goals as we move towards 2022. We listened to those living with mental illness and addictions, client family members, front line clinicians, support workers and community partners and built that feedback into our strategy. This allowed us to incorporate new changes into our systems and continue to provide the safest quality care to our community.

By training leaders and creating paths to bring teams together, we are working to improve the lives of our clients through quality care and original ideas that lead to mental health for all.

CMHA Peel Dufferin offers programs for:

- Youth and adults experiencing a mental health or addictions crisis
- Seniors (dementia and substance use)
- People navigating the court system
- Those struggling with homelessness or imminent homelessness
- Family members and caregivers of those experiencing mental health or addictions issues

This plan reinforces our mission and our over 55-year history of bringing better mental health to our community. It builds on our commitment to providing equitable access to quality mental health services that support individuals throughout their recovery.



New Programs and Expansions

A MOBILE MENTAL HEALTH RESPONSE TO A MENTAL HEALTH ISSUE

CMHA Peel Dufferin, in partnership with Peel Regional Police, launched the Mobile Crisis Rapid Response Team (MCRRT) program January 2020.

MCRRT pairs crisis workers (registered nurse, registered social worker or occupational therapist) with specially trained police officers to respond to mental health emergencies reported through 911 calls.

The initiative is designed to not only help those in crisis get access to appropriate services in the community, but to reduce the number of hours police spend responding to mental health calls and ease the burden on emergency departments. In 2019, prior to implementing the MCRRT program, Peel police officers apprehended approximately 5,800 people under the Mental Health Act. Once at the hospital, officers could spend up to five hours waiting for the individual to be admitted to care.

In its first month of service with one unit operating out of Mississauga and one out of Brampton, there were 164 MCRRT calls, and 71 clients were formally referred to 24.7 Crisis Support Peel Dufferin rather than being brought to the hospital.

Compared to a police-only response, MCRRT has led to a decrease in police apprehension rates from 70 per cent to 24 per cent when a crisis worker is present. Almost 50 per cent of our MCRRT clients are then connected to ongoing CMHA mental health services, which every client is offered.

CMHA Peel Dufferin was involved in the hiring and interview process for full time MCRRT police officers which was a landmark milestone in our partnership. And all our MCRRT crisis workers are provided with Peel Regional Police's incident response training which ensures the safety of clients, workers, public and police.

Building on this success, we expanded the partnership to include referrals for children and families through EveryMind and added two full-time Punjabi-speaking crisis workers to the team to better support the Punjabi-speaking community and provide a direct referral pathway to ongoing culturally specific services through Punjabi Community Health Services.

Since the close of the fiscal year, the MCRRT program has expanded with one additional unit for a total of three cars per day, 365 days a year. In addition, based on data and stats review, we extended operational hours from 9am to 12:00 midnight rather than noon to midnight.

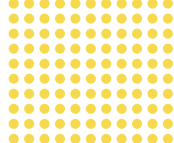


FIRST MONTH OF
SERVICE:

164 MCRRT CALLS

**71 CLIENTS FORMALLY
REFERRED TO 24.7
CRISIS SUPPORT**

**DECREASE OF 70%
TO 24% IN POLICE
APPREHENSION WHEN
A CRISIS WORKER IS
PRESENT**



BEHAVIOURAL SUPPORTS ONTARIO

Behavioural Supports Ontario (BSO) is an initiative developed by the Ministry of Health and Long-Term Care in 2010. An evidence and experience-based framework, BSO is designed to support older adults experiencing responsive behaviours due to dementia, mental health, substance use and other neurological conditions.

BSO crisis mental health nurses respond to referrals from partner organizations, local police, and calls to our 24.7 Crisis Support Peel Dufferin line. They act quickly, responding within three days of referral, to stabilize older adults struggling with a serious mental health challenge or sudden cognitive change to help keep them safe and manage the crisis. Nurses treat clients in their own homes, performing basic physical exams, reviewing medication, and providing referrals to supportive community-based services.

The program has been operating in the Dufferin, Bolton, Caledon area for a number of years and expanded to serve residents of Mississauga in 2020. So far, the program has supported 136 clients and diverted 98 clients from hospital emergency departments.

SUPPORTING RESIDENTS OF SOUTH WEST MISSISSAUGA DURING COVID-19

In December 2020, the government of Ontario announced a targeted High Priority Communities Strategy (HPCS) to combat the spread of COVID-19. To execute the HPCS, the provincial government recruited local lead agencies to work in partnership with Ontario Health, public health units, municipalities, and other community partners to deliver key interventions for the province's hardest-hit neighbourhoods.

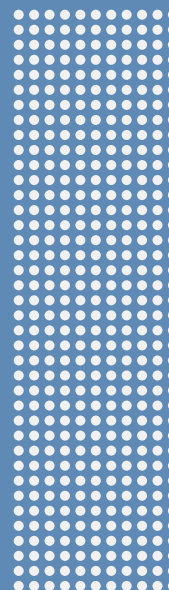
Communities were selected due to their high-COVID-19 prevalence (current or historical), low testing rates, and sociodemographic barriers to testing and self-isolation. Of the 15 priority neighbourhoods identified, six are located in Peel Region, including: Bramalea, Brampton, South West Mississauga, East Mississauga, North West Mississauga and Malton.

CMHA Peel Dufferin was asked to act as the lead organization in the South West Mississauga neighbourhood.

Our diverse team of community ambassadors worked closely with residents to promote and facilitate isolation to stop the spread of COVID-19. The team focussed on community outreach and engagement to educate and enhance awareness of locally available services and supports, distribute personal protective equipment, and answer questions in community members' preferred languages and formats.

They worked to increase access to testing, including operating a pop-up testing site using CMHA Peel Dufferin's Mobile Health Clinic powered by TELUS Health, and providing transportation assistance to testing sites.

The team provided wraparound supports to individuals and families isolating in their home including warm connections to services like grocery delivery, emergency financial assistance, childcare options, and even foster care for pets!



HPCS STAFF DEMOGRAPHICS



4 in 5
employees are
women



59%
of employees were born outside Canada

Languages spoken by staff

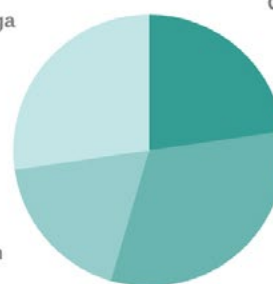
Arabic	Mandarin	Somali
Bengali	Pashto	Tamil
French	Polish	Urdu
Hindi	Punjabi	

Place of residence:



Mississauga
27.3%

Brampton
18.2%



GTA (Other)
22.7%

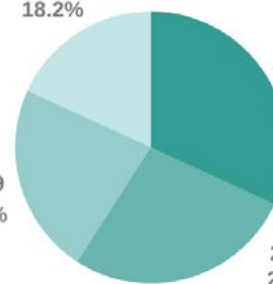
Toronto
31.8%

Age range:



40-49
18.2%

30-39
22.7%



20-24
31.8%

25-29
27.3%

HPCS REPORTING DATA

Number of health and social service organizations engaged and partnered with by lead agencies

22

Number of individuals contacted through community engagement/outreach activities

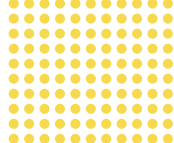
3,069

Number of Community Ambassadors engaged and deployed to conduct outreach activities

13

Number of Personal Protective Equipment (PPE) kits distributed

4,100



ANTI-BLACK RACISM TRANSFORMATIVE ACTION TEAM

CMHA Peel Dufferin's mission is to champion good mental health for everyone and support the full participation of those with mental illness and addictions in the life of the community.

The branch serves clients and their families in Mississauga, Brampton, Caledon, Dufferin, Malton, north Etobicoke and west Woodbridge. Our clients include groups who face systemic barriers due to age, gender, sexual orientation, racial or ethnic background, language, physical or mental disability, newcomer status, household income, and education.

Our service area includes one of the highest percentages (62.3%) of visible minorities within the greater Toronto area, the largest Black population in Canada, and a rapidly growing number of Indigenous persons. Peel Region is also one of the most linguistically diverse regions in the province. Fifty-two per cent of Peel residents and 14 per cent of Dufferin County residents were born outside of Canada. The South Asian and Black populations are the top visible minorities within Peel (Census, 2016).

In 2020, CMHA Peel Dufferin began the process of critically reflecting on our existing health equity, accessibility and inclusion systems and practices.

We started an Anti-Black Racism working group, facilitated conversations among staff, participated in anti-oppression training, and formed a Black Caucus. With the help of a grant from the Region of Peel Community Investment Program Core Fund, we also engaged the services of consultants with expertise in dismantling systemic racism and cultural competency to help us begin to weave anti-Black racism into the fabric of our culture, governance, policy, human resources, team growth, staff support and client care.

We received a very generous donation from CMHA Peel Dufferin Board Member and Founder of Bernardi Human Resource Law LLP, Lauren Bernardi. As a lawyer and human resources advisor, Lauren is passionate about equity and diversity in the workplace.

The donation was used to create the Bernardi Bursary to help staff members from marginalized communities advance their education towards senior leadership in mental health. In addition to helping individuals advance their careers, the bursary enables CMHA to further develop a leadership team with diverse perspectives and experiences.

In 2021, CMHA Peel Dufferin engaged with an external consultant to complete a staff census:

- 56% identified as a visible minority
- 9% identified as 2SLGBTQ+
- 14% identified as Black
- 23% identified South Asian



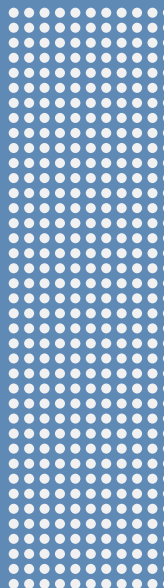
STAFF CENSUS

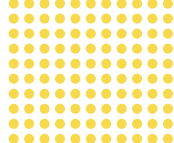
**56% IDENTIFIED AS A
VISIBLE MINORITY**

**9% IDENTIFIED AS
2SLGBTQ+**

**14% IDENTIFIED AS
BLACK**

**23% IDENTIFIED
SOUTH ASIAN**





CMHA Peel Dufferin believes it is imperative that the staff represent the diversity of the community and recognizes there is still work to be done to achieve this goal.

CMHA Peel Dufferin collects clients' demographic information to help inform quality improvement initiatives and gaps in service delivery.

During the fiscal year, of clients responding to demographic questions 40 per cent identified as White, with all other respondents identified as visible minorities including:

- 13% identified as Black
- 16% identified as South Asian
- 4% identified as Aboriginal

EXPANDING CMHA PEEL DUFFERIN SERVICES

Clinical Programs:

1. RAAM Program – Registered trauma focused CBT therapist, and peer support worker added
2. MCRRT – Five full time crisis support workers added (In collaboration with CMHA Peel Dufferin and Punjabi Community Health Services)
3. New program within Mental Health and Justice Services, Post-Court Transition – One full time registered nurse, and housing specialist (in collaboration with Services and Housing in the Province)
4. New program within MHJS, Fetal Alcohol Spectrum Disorder – One full time registered nurse

Other:

- Resiliency training and compassion fatigue training offered for staff
- Learning Management System implemented: a new platform to virtually manage and deliver mental health promotion resources
- Quick Guide App now available: a digital database for mental health and addiction providers and complimentary resources in Peel Region and Dufferin County translated into five other languages including Hindi, Urdu, Gujarati, Spanish, and French.



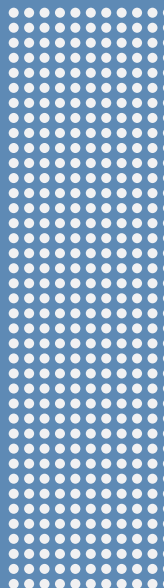
CLIENTS DEMOGRAPHIC

40% IDENTIFIED AS WHITE

13% IDENTIFIED AS BLACK

16% IDENTIFIED AS SOUTH ASIAN

4% IDENTIFIED AS ABORIGINAL





Education and Training

EXPANDING SERVICES TO MEET EMERGING NEEDS

Although the pandemic has certainly challenged the Mental Health Promotion team, it also presented opportunities to grow and improve. Adapting most of our presentations and workshops to a virtual format gave us the opportunity to learn new skills, expand our reach, and support even more people.

Last year, CMHA Peel Dufferin's certified adult educators facilitated 267 sessions reaching 16,680 participants through workshops, webinars, and presentations at workplaces and in the community.

Over the past year, the Mental Health Promotion team saw increased interest from businesses looking to support the mental well-being of their staff. In response, we expanded our training catalogue to offer businesses, support agencies, and community groups a variety of mental health topics specific to COVID-19.

Every day, our team makes a positive impact. We work hard to improve our audience's knowledge of mental health, increase awareness of mental health services and supports, and make connections within our community.

Our new trainings round out a suite of over 40 different courses and workshops that are available to increase mental health literacy in our community. Every dollar businesses invest in mental health returns \$2.30 in increased productivity: a worthwhile investment indeed.

MENTAL HEALTH FOR ALL, STARTING WITH A MENTALLY HEALTHY WORKFORCE

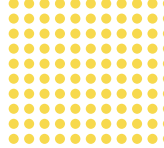
As a community mental health provider, CMHA Peel Dufferin witnessed first-hand the toll that social isolation and the stress caused by COVID-19 had on people. During this time, we took steps to ensure that we provided appropriate resources to staff to cope with the demands of serving clients, from home, while juggling family responsibilities, remote learning, and loneliness. In addition to a robust Employee Assistance Program and Wellness Benefit that could be used to purchase ergonomic equipment for a home office, CMHA Peel Dufferin offered Resiliency Training and Compassion Fatigue Training to all staff.

To ensure we did all we could, CMHA Peel Dufferin applied for, and received, a Canadian Nonprofit Employer of Choice™ (NEOC) Award in 2020. The award recognizes nonprofits whose exemplary talent management practices support successful mission delivery in the communities they serve.



**267 SESSIONS
FACILITATED**

**16,680 PARTICIPANTS
REACHED**



More than just a plaque on a wall, the NEOC award measures a nonprofit's leadership attributes, HR practices and employee opinions. The NEOC program provides a framework to evaluate an organization's talent management issues and start constructing a corrective plan of action. This program further enables the board and senior staff to probe and analyze the issues and start the transformational change needed to achieve the impact the donor rightly expects.

We are extremely proud of our staff and the many wonderful individuals who helped us create a workplace worthy of recognition.

The award also came on the heels of the Canadian Mental Health Association ranking 6th on the Forbes list of Canada's Best Employers for 2021 and CMHA Peel Dufferin receiving Exemplary Standing from Accreditation Canada.



Ride Don't Hide

In 2020 CMHA Peel Dufferin and CMHA Toronto joined forces to produce Ride Don't Hide Greater Toronto: a fundraiser to support housing-related mental health programs.

When the COVID-19 pandemic descended on the GTA in March 2020 the Ride Don't Hide Greater Toronto Committee was already halfway through planning our branch's largest fundraising event of the year.

Faced with what seemed like a never-ending stay at home order we had no choice but to hold our collective breath and wait, hoping that strict social distancing, personal protective equipment, and enhanced cleaning would stop the virus in its tracks so we could resume planning for an in-person event.

The deadline to order jerseys came and went. Permit applications were put on hold. Marketing and promotion efforts stopped completely. By May, it was obvious that the world, and Ride Don't Hide, wouldn't be returning to "normal" any time soon.

But our branches rely on the money raised through Ride Don't Hide to pay for programs and services like McEvenue Home Works, a fund used to help people living with mental illness maintain and secure safe housing. Two months into the pandemic many clients were already struggling to pay rent, buy groceries, and afford other necessities. At CMHA Peel Dufferin, the number of applications for assistance through the McEvenue Home Works Fund was increasing by the day.

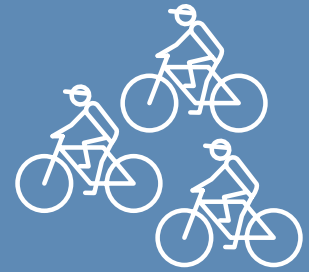
Knowing that our clients needed help, cancelling Ride Don't Hide was out of the question: we would need to adapt. But how do you transform a 300-person bike ride into a virtual event?

With the support of our sponsors, Facility Plus and Comprehensive Benefit Solutions, we reached out to registrants to refund or convert registration fees into donations, cancelled bookings with on-site vendors, and relaunched as Ride Don't Hide, Virtually.

The new format allowed participants the freedom to get involved in ways that would have been impossible to combine in an in-person event. Although we missed the atmosphere and comradery of years past, shifting to a virtual format also meant that the event suddenly became accessible to people who otherwise would not have been able to participate due to lack of transportation, specialized equipment, and limited finances.

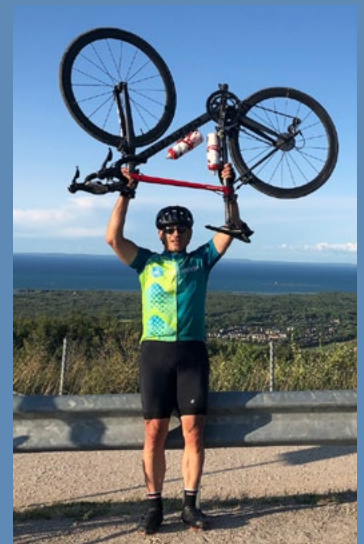
In total, 244 people signed up and pledged to complete an activity of their choosing during the month of June. The outpouring of support from riders, runners, walkers, yogis, knitters, paddlers and climbers (just to name a few) was both humbling and inspiring.

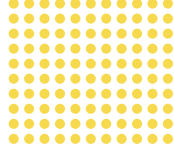
Together, we raised an incredible \$77,242 for mental health!



\$77,242 RAISED

244 PARTICIPANTS





Caring Community Awards

The Caring Community Awards were developed to recognize individuals and organizations who have made significant contributions to the mental health of our community. The recipients for 2020-2021 are as follows:

ISLAMIC SOCIETY OF NORTH AMERICA

The Islamic Society of North America (ISNA) holds a Food Bank Distribution Day on the first Saturday of every month. Since the start of the COVID-19 pandemic they have been supporting between 350 and 500 families every month by providing food vouchers and connection to other services and necessities. They also welcome buses who help bring individuals with mobility challenges. ISNA has been able to support families coming from as far away as Guelph, Kitchener, and Hamilton with a network of dedicated volunteers. They have been a committed and passionate partner in addressing the stressors related to COVID-19 and have welcomed CMHA Peel Dufferin's Community Health Ambassadors to distribute personal protection equipment kits and COVID-19 educational information, even providing their volunteers to assist with language needs. ISNA creates a safe and inviting environment for their members, and we are grateful for their partnership and the support they give CMHA Peel Dufferin to connect with clients and communities in need.

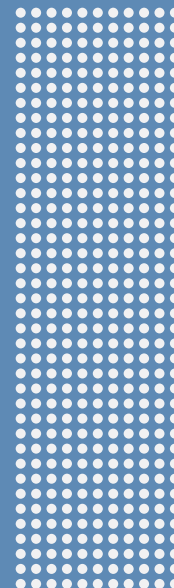
CMHA Peel Dufferin is thankful for the support and assistance ISNA has provided to not only our clients but the community at large as well.

JOHNSON & JOHNSON CONSUMER HEALTH

Johnson & Johnson (J&J) believes that good health is the foundation of vibrant lives, thriving communities and forward progress. Since 2018, J&J's Consumer Health division, located in Markham, Ontario, has worked closely with CMHA Peel Dufferin to educate and support J&J employees about mental health in the workplace.

In addition to their internal focus on employee health and wellness, J&J Consumer Health is a regular and generous donor to our branch's outreach program. We have come to rely on their staff to arrange donations of personal care products including sunscreen, Band-Aids, and cleanser for distribution to homeless and street involved members of our community. When we began working with the Peel Family Shelter, all it took was one phone call and we had seven pallets of baby products on our doorstep ready for distribution.

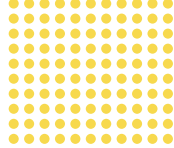
Despite all they have done for CMHA Peel Dufferin and our clients, J&J has never once requested any type of recognition or public display of gratitude. They really are a company who just plain cares about the community. CMHA Peel Dufferin greatly values and appreciates the generosity of J&J Consumer Health.



Donors

Donors make it possible to help support our youth, awareness and client wellness programs that don't receive government funding. These activities help to ensure individuals and families know where to turn for help when they need it, and support clients in their recovery.



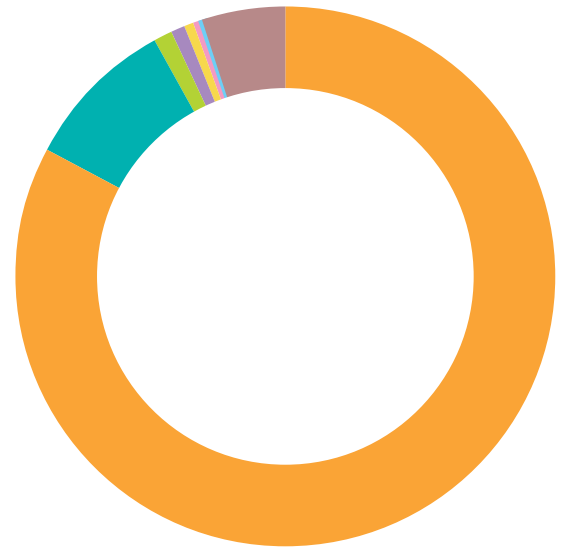


Financial Report

REVENUE

TOTAL: \$ 23,293,914.89

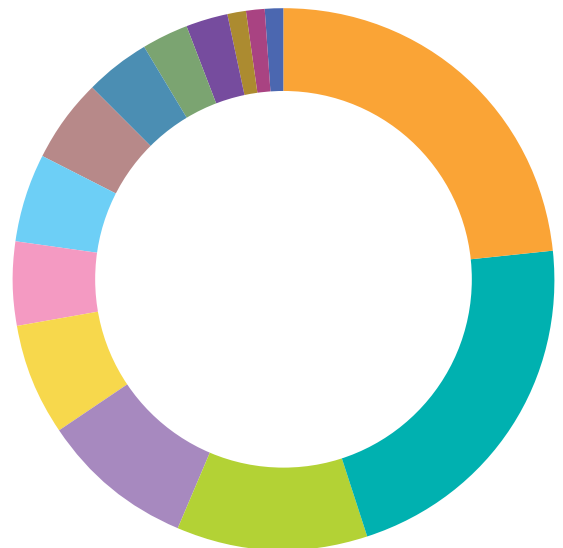
Central West LHIN	19,296,577.92
Region of Peel	2,129,715.58
United Way	311,879.01
Ontario Trillium Foundation	173,463.02
Partner Agencies	150,295.23
County of Dufferin	72,645.57
Canada Summer Students	53,012.00
Donations and other income	1,106,326.56



EXPENSES

TOTAL: \$ 23,299,995.01

Crisis Services	5,469,820.62
Multi-Disciplinary Care Collaborative Services	5,058,222.75
Administration	2,653,491.65
Outreach & Housing	2,122,997.95
Rapid Access Addiction Medicine	1,557,002.85
Assertive Community Treatment Team	1,184,691.08
Rent	1,180,475.05
Recovery West	1,178,523.13
Justice	933,620.32
Clinical Management	622,822.46
Other	570,255.04
High Priority Community Strategy	265,913.78
Mental Health Promotion	260,884.39
Youth	241,273.94



Employee Appreciation

We would like to thank each team member for their commitment to our clients' success, for the speed in which they adjusted to our new world post-pandemic, to those who were deployed to assist in long-term care homes during COVID-19 and to folks who changed the way they worked to meet increased demand in crisis, triage, and many other areas of support. We could not have done it without you.

We would also like to thank those who celebrated their 5th, 10th and even 30th anniversaries as a part of CMHA Peel Dufferin. Your dedication to the community and to your colleagues is priceless.





canadian mental health association **Peel Dufferin**



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