



**Canadian Mental
Health Association**
Simcoe County
Mental health for all

Canadian Mental Health Association
Simcoe County Branch

ANNUAL REPORT
2017/2018



Canadian Mental Health Association (CMHA) Simcoe County Branch

ANNUAL REPORT 2017/2018

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MESSAGE FROM THE PRESIDENT AND CEO

Throughout the 2017 - 2018 fiscal year, The Canadian Mental Health Association (CMHA) Simcoe County Branch, at all times embraced our values of “Hope is essential” and “Kindness matters.”

The CMHA Board of Directors is a skills-based, community-governed board. In 2018, the Board updated its strategic plan for the next five years. Highlights include a renewed commitment to our culture of kindness, continued collaboration with partners, stakeholders, and with our national and provincial families.

The following are successful highlights of the year:

- Responding to the opioid crisis and beginning development of a harm reduction site, together with partners in Barrie
- Participating in four Health Links initiatives in Simcoe County
- Continued development of quality initiatives to enhance client experience
- Active partner on the South Georgian Bay Sub Region Alliance
- Active partner in the Children and Youth Mental Health Leadership Consortium
- Active engagement to support Francophone inclusion
- Active engagement in the Aboriginal Health Forum
- Beginning work on a new permanent site in North Innisfil
- Continued promotion of our Start Talking initiative to end the stigma around mental health

We are grateful to:

- Community partners, with whom we regularly interact, both at the board and the operational level
- CMHA Ontario, who continues to create tools and facilitate collaboration among different CMHA branches within the province
- CMHA National whose advocacy efforts keep mental health front and centre across the country
- Funders and donors, whose generosity enables us to put clients first and enrich our community

Above all, we thank all our clients and participants who allowed us into their lives. We value your trust and commend your many achievements. We will continue our journey to be the best we can be and to advocate for greater understanding of mental wellness.



A handwritten signature in black ink, appearing to read 'Beverly Pearl'.

Beverly Pearl
President



A handwritten signature in black ink, appearing to read 'Nancy Roxborough'.

Nancy Roxborough
Chief Executive Officer



GOVERNANCE

The Governance Committee of the Board of Directors is responsible for ensuring the establishment and maintenance of good governance structures, systems and practises. The committee is also responsible for recruiting new directors who bring the required knowledge, skills, experience and philosophy to meet with board requirements.

During each fiscal year, a thorough review and update of the Work Plan and Board Orientation are a priority.

The Governance Committee was deeply involved in updating our strategic plan during the fiscal year, 2017 - 2018.

QUALITY RISK AND ASSET MANAGEMENT (GRAM) COMMITTEE

The GRAM Committee of the Board of Directors is responsible to oversee, review and make recommendations regarding matters of quality care, safety and risk.

The committee seeks policies and practices that will maintain and improve the care received by our clients, ensure safe working conditions for our staff and protect our buildings, vehicles and equipment from damage or loss.

The committee has been involved in preparing for the accreditation process, which will begin in the fall of 2018.

The Risk Register was developed to identify and evaluate risks and to establish policies that minimize the damage that may result from the risks to which all organizations are exposed. The Risk Register was updated in the 2017-2018 fiscal year, based on reports of adverse events and the results of the client satisfaction survey.



CMHA SIMCOE COUNTY BRANCH CORE VALUES

Vision

An inclusive society which values human dignity and enhances the well-being of all.

Mission

To work in collaboration with individuals and their families offering a full spectrum of addiction and mental health service based on a philosophy of recovery and a respect for individual uniqueness and choice.

Values

Respect • Courage • Excellence

PROGRAM HIGHLIGHTS

- New Ministry of Health and Long-Term Care funding for a Dual Diagnosis Court Support worker, Release from Custody worker
- New funding for a Forensic Supportive Housing Program worker plus housing subsidies
- Human Services and Justice Coordinating Committee working towards a new Drug Treatment Court in Barrie; anticipated start date: late 2018
- In addition to existing partnerships, Crisis Services partnered with South Simcoe Police and Nottawasaga OPP to implement a COAST pilot once a week providing joint mobile support for individuals in the Innisfil/Bradford areas
- In March 2018, data and information was collected and compiled from all area police services and presented to the Local Health Integration Network with a funding proposal for permanent implementation
- Crisis Services formally partnered with 211/Connex to implement a “warm transfer” process, where their operator can patch the call directly to our crisis line
- Third time accompanying the OPP Aboriginal Division to fly into communities KI and Wapekeka to assist with the suicide crisis
- Walk in/telephone support increased from 2,815 in 2016/2017 to 3,272
- Ontario Works Addiction Service Initiative (ASI) counsellors began providing brief service support in-house in five locations in the county for individuals who are struggling
- ASI counsellors were trained in Gains Q3 assessments



- Funding received through Trillium for a Healing Garden
- Funding received to increase our opioid treatment services in Barrie, Collingwood, Midland and Orillia
- To better meet the needs in the Innisfil and surrounding area, an office will be opening in Stroud
- Provided education to 1,148 individuals on mental health and suicide
- Family Mental Health Initiative (FMHI)
 - 7,065 followers of Twitter @FMHISC
 - 581 followers on Facebook @FMHISC
 - 356 individuals stay connected with FMHI by having subscribed to receive the #Family Matters E-Notice at fmhi.ca
- RSVP Member facilitated groups
 - Life Goals – a weekly group led by a certified Life Coach
 - Anger Management – a 6-week course led by two members who received training through People Supporting People. Future groups include: Communication Skills, Self-Advocacy and Boundaries & Self Care
 - Members are now able to sign up to prepare monthly dinners, including recipes and grocery lists

- RSVP Culinary Program
 - New vocational training program for members interested in either working in the food service industry or enhancing daily living skills
 - Members receive monthly remuneration based on worked shifts, enhancing skills for their resume, through trainings available i.e. Safe Food Handlers
- Family Health Team
 - Stepped care approach to new referrals including revised Intake process, increased focus on self-management, group development, adherence to a brief therapy model and community linkages where appropriate to improve access and reduce wait times for service
 - Family Medicine Teaching Unit – provide academic session to all first year residents – Introduction to Counselling Skills and run a bi-weekly counselling clinic where mental health therapists service and coach residents
 - Group development has increased collaboration with community partners including an After Baby group for new parents experiencing mood changes, stress and difficulty coping. The group is offered in partnership with the Georgian Nurse Practitioner-Led Clinic and the Barrie Public Library



PROGRAM STATISTICS



5,407

Mental Health
and Addiction
clients served

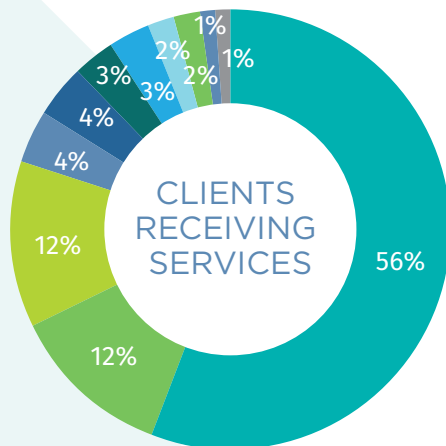


3-day average
wait time
(from screening date to
receiving services date)

1,190 OCANs
completed

Ontario Perception of Care Tool results based on “strongly agree and agree” answers from 182 respondents:

- Services helped me deal more effectively with my life’s challenges: **93.2%**
- Services provided were of high quality **96%**
- Would recommend service to a friend **95.2%**
- Felt welcome from the start **96.1%**



CLIENTS RECEIVING SERVICES

City/Location	Location Count
Springwater	94
Alliston	122
Penetanguishene	192
Angus	207
Wasaga Beach	269
Collingwood	306
Midland	317
Innisfil	367
Other	1,035
Orillia	1,046
Barrie	5,007
TOTAL	8,962

AGENCY GROWTH AND ACTIVITIES



Transitional Rehabilitation Housing Program



1 Suicide
Intervention
Training

1 Non Violent Crisis
Intervention Training

1 Crisis
Intervention
Training

FEATHER CARRIERS: LEADERSHIP FOR LIFE

Since 2015, the Bimaadziwin Committee has been supporting the needs of Indigenous communities for mental health and addictions services in the Simcoe, Muskoka and York regions. One of the committee's greatest concern has been the effectiveness of conventional suicide prevention training in the First Nations Metis Inuit (FNMI) communities. To address this issue, a team comprised of Dr. Ed Connors, John Rice and Dr. Debby Wilson Danard developed a program called Feather Carriers Training. Supported by Barrie Area Native Advisory Circle, CMHA Simcoe County Branch, Enaahitig Healing Lodge and Learning Centre, and Rama First Nation, Feather Carriers Training is a community directed, traditional knowledge and culture-based education program.

The training is divided into two parts. Part one outlines the steps for a community mobilization strategy where annual training is translated into action and needed system changes that involves whole communities. Part two is viewed from an Indigenous perspective which is one of Life Promotion and changing the dialogue from illness into wellness.

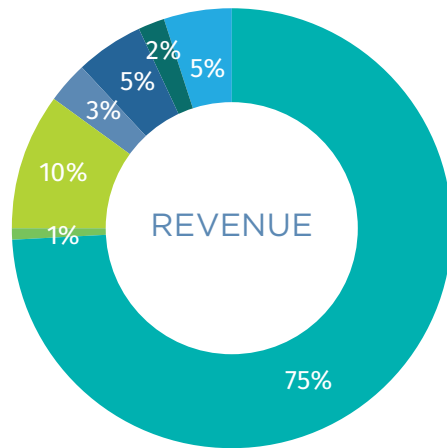
The training schedule is loosely based on the Anishinaabe Send-off Ritual which is five days spread out over the calendar year. It begins with introducing historical issues and fundamentals of life promotion, follows up at three and six months to review life promotion objectives, and ends one year to the start date where participants present life promotion projects and are encouraged to pick up Life Promotion as a personal commitment.

CMHA Simcoe County and Feather Carriers

Over the past year, the FNMI team at CMHA Simcoe County has accomplished the following:

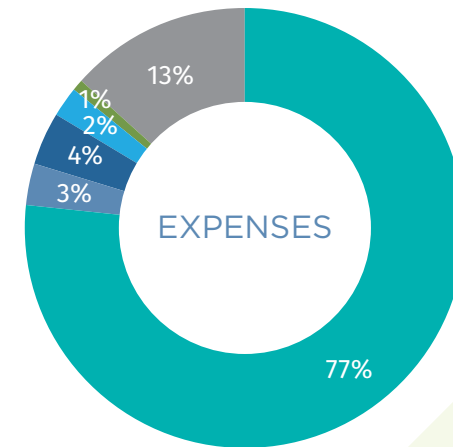
- Adapted the five days of training into one day, giving participants a basic experience in the Life Promotion program
- Conducted four in-house trainings and hosted a Pre-suicide Awareness Training Conference at Orillia's YMCA Geneva Park
- Presented at the International Association of Suicide Prevention Conference in New Zealand
- Provided in-kind supports to develop and deliver a youth specific training program to local First Nations communities
- Facilitated four trainings sessions for the Indigenous Policing Bureau of the OPP to connect with youth in the Northern Indigenous communities of Kichenumaykoosib Inninwuk and Wapekeka.
- Provided in-kind supports to continue the work and training being delivered, as a result of the three-year grant from Ministry of Health and Long-Term Care transferred through the Barrie Area Native Advisory Circle

FINANCIAL STATEMENTS 2017/2018 (PRIOR TO AUDIT ADJUSTMENTS)



● LHIN	\$ 13,717,006
● Paymaster	\$ 270,117
● Ministry of Health	\$1,775,818
● Grants	\$459,237
● Rental Revenue	\$837,400
● Fundraising	\$302,564
● Other	\$849,572

Total \$18,211,714



● Salaries/Benefits/Medical	\$13,523,941
● Sessional Fees	\$57,240
● Supplies	\$481,927
● Sundry Expenses	\$753,012
● Equipment Expenses	\$267,704
● Fundraising Expenses	\$78,865
● Contracted Out Expenses	\$253,996
● Building/Grounds	\$2,332,707

Total \$17,749,392

Complete audited Financial Statements are available on request.



Canadian Mental Health Association - Simcoe County Branch

cmhastarttalking.ca | starttalking.ca | [facebook.com/StartTalking1](https://www.facebook.com/StartTalking1) | [@StartTalking1](https://twitter.com/StartTalking1)

Crisis Line: 705-728-5044 | 705-728-5835 | 1-888-893-8333

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