



Canadian Mental
Health Association
Simcoe County
Mental health for all

Annual Report

2018 / 2019

Canadian Mental Health Association
Simcoe County Branch



Table of Contents

3	Report from the Chief Executive Officer and Board President
4	Core Values
5	Program Highlights
6	Crisis Program
8	Program Statistics
12	Financial Statements

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.

Board of Directors 2018/2019

President

Beverly Pearl

First Vice President

Ron Walker

Second Vice President

Stephen Bertelsen

Treasurer

Tim Parr

Secretary

Nancy Roxborough

Directors

Arlinda Demiri

Hailey McLean

Rosemary Richter

Megan Sisson

Resignations effective June 2019

Rob Rymell

Susan Plewes

Matthew Giesinger

Report from the Chief Executive Officer and Board President



Beverly Pearl
Board President

Throughout the 2018 - 2019 fiscal year, The Canadian Mental Health Association (CMHA) Simcoe County Branch, at all times embraced our values, "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 peer support initiative, a renewed commitment to our culture of kindness, continued collaboration with partners, stakeholders, and our national and provincial family. Our new site in North Innisfil continues to serve the region, and harm reduction initiatives toward the opioid crisis in Simcoe County continue to be developed.



Nancy Roxborough
Chief Executive Officer

Achievement of strategic goals:

- Implementation of Continuous Quality Improvement
- Improved staff orientation process
- Reduced the stigma of Mental Health & Addictions
- Improved the implementation of youth into the adult mental health system
- Increased peer support into services
- Increased case management and addiction services
- COAST model implemented
- Participated on all sub-planning tables
- Search for larger space for the Crisis Services program

The following are successful highlights of the year:

- Responding proactively to forthcoming changes mandated by the People's Health Care Act
- Responding to the opioid crisis, working with government and 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
- Continued work on a permanent site in North Innisfil
- Continued promotion of our Start Talking initiative to end the stigma around mental health
- Participation on LHIN planning tables

We are grateful to:

- Community partners, with whom we regularly interact, both at the board and 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.

Core Values

Vision

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

Mission

To provide integrated mental health and addiction services to individuals and families using a recovery approach that respects individual uniqueness and choice.

Values

Respect • Courage • Excellence

Program Highlights

- Amalgamation of 4 Human Services Justice Coordinating Committees (local and regional) into Human Services Justice Coordinating Committee - Muskoka Network Committee
- FMHI - provided 30 psycho-educational sessions to family caregivers, provided system navigation support to 3,750 individuals, circulated 2674 #FamilyMatters E-Notices
- Third party fundraising events increased from 10 in 2017/18 to 25 in 2018/19
- Social media reach continues to grow - followers on Twitter 2,208, Facebook 854 and Instagram 797
- Resource Development & Community Awareness Programs had their first full time summer student through the Government of Canada
- Secured additional facilities in Innisfil, Orillia and Collingwood
- Received Community Infrastructure Renewal Funding through the Ministry of Health and Long-Term Care for facility upgrades related to Health & Safety and Accessibility (Paving, Reshingling, HVAC units etc.)
- Team Spirit continues to offer employment and volunteer opportunities to clients wishing to enhance their skill development. With the support of the North Simcoe Assertive Community Treatment Team we now have a mini team in Orillia
- 835 Naloxone kits were distributed agency wide
- Several staff were trained in Auricular Acupuncture to be used regularly in individual and group sessions with clients
- 29 educational sessions were offered, and 1,172 people received mental health education
- 26th Annual Suicide Conference was held and the 7th Annual Suicide Awareness Walk attracted 120 participants
- RSVP Vocational Programs with members earning remuneration - Culinary Program, Work Crew, Tuck Shop and Reception
- RSVP Culinary Program participated in cooking classes and certification in Safe Food handlers
- Urban Pantry provided RSVP with a raised garden bed, soil and seeds and education in horticultural programming
- Family Health Team - Wellness Counselling Program offers the following groups: Anxiety Series, Better Sleep, Craving Change, Depression 101, Eating Disorders, Freedom from your Inner Critic, Healthy Communication, Understanding Stress and Self, Holistic Wellness, Healthy You and After Baby Support
- Increasing Access to Structured Psychotherapy (IASP) hired 7 cognitive behavioural therapists (CBT) in partnership with the Barrie Community Health Centre, Waypoint and the Georgian Nurse Practitioner-Led Clinic, for IASP - North Simcoe program. The program delivers individual and group CBT for adults with mild to moderate depression and/or anxiety
- Approximately 60 clients are receiving direct support from volunteers, a 20% increase from 2017/2018

Crisis Program



I had some really bad experiences with police because of my mental illness. The COAST team were able to calm me down so that I didn't end up being handcuffed and taken away when I didn't need to be. The COAST team helped me to go to a more supportive location to stay for a few days (CARAH Crisis Bed), to get stabilized and connected to other services I needed."

~ D.F.

Journey from Ride Along to COAST

For almost seven years, the crisis program has been diligently working in collaboration with law enforcement stakeholders in our region to implement an evidence-based, best-practice approach to Crisis Outreach and Support Team (COAST) services.

One of our primary undertakings was a ride along program where a crisis worker accompanies a police officer to provide mental health support. The ride along program began with Barrie Police in September 2012 and by 2017 grew to include Ontario Provincial Police detachments Orillia, Barrie, Huronia West and Nottawasaga, as well as the South Simcoe Police Service.

The crisis program provided a CMHA mental health worker to work alongside a police officer responding to mental health and addiction-related calls in our



COAST saved my life. They reached out to me when I was not able or willing to do anything for myself. Had COAST not become involved with me and connected me to the help I needed, I know I would have died in my environment."

~ J.R.

communities. Having the opportunity to attend these calls for service with an officer allowed the crisis worker to provide crisis intervention services, which includes assessment, supportive counselling, service navigation and follow-up supports.

This approach helped significantly to reduce unnecessary apprehensions by police, increase diversion from hospital emergency rooms, increase access and connect individuals to more appropriate resources in their own communities.

Additionally, the crisis program, in conjunction with Barrie Police, conducted two three-month COAST pilot projects (2015 and 2017). During the pilots, we were able to implement a model of COAST that included a Mobile Crisis Rapid Response Team (MCRRT). Our performance data proved positive and led to receiving funding for COAST services on a permanent basis.

What is COAST?

COAST is a crisis response team comprised of a mental health crisis worker and a plain-clothed police officer, who respond to mental health and addiction-related calls for service in the community in an unmarked vehicle. It's considered a best practice for dealing with individuals experiencing a mental health crisis.

In December 2018, we received permanent funding for two full-time COAST workers to service the Barrie and Couchiching sub regions.

In January 2019, we launched permanent COAST services, implementing one COAST crisis worker full time with Barrie Police Services, and one full time split

between South Simcoe Police and Orillia OPP.

With these current resources established, we're now hoping our continued advocacy will lead to further development of COAST in the Barrie and Couchiching areas.

Journey continues towards full time COAST.



COAST helped me when I was too unwell to help myself. They even helped my family find the right services for them too."

~ S.B.

Accredited with Commendation

In 2018 we ended up a 4-year cycle of quality improvements to meet Accreditation Canada Standards.

We achieved an Accredited with Commendation status. Areas where we excelled were related to standards in medication management and infection prevention and control. We were specially commended about our client safety practices and our ability to manage multiple sites.



Program Statistics



7,176

mental health and
addiction clients served
(excluding FHT)



2-day

average wait-time
from screening date to
receiving services date



1,484

OCANs completed

Ontario Perception of Care
tool results based on "strongly
agree and agree" answers
from 371 respondents:

97%

Services helped me deal more
effectively with my life's challenges

97%

Services provided were of high quality

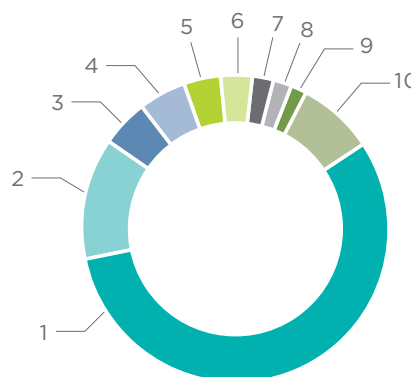
96%

Would recommend service to a friend

97%

Felt welcome from the start

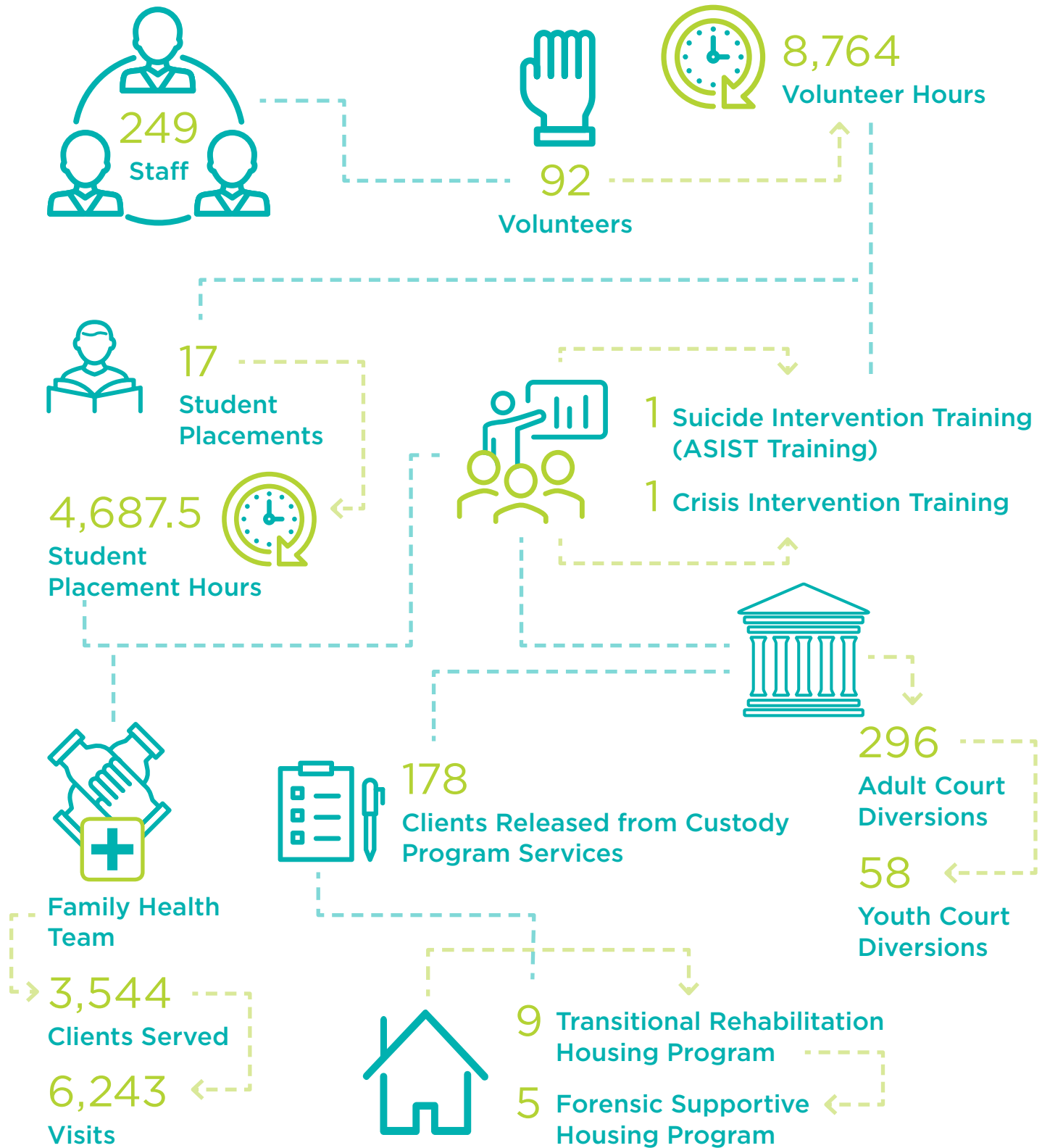
Clients Receiving Services



Location	Number of Clients	Location	Number of Clients
1 ● Barrie	4,031	6 ● Wasaga Beach	226
2 ● Orillia	914	7 ● Penetanguishene	174
3 ● Midland	364	8 ● Springwater	138
4 ● Innisfil	359	9 ● Angus	120
5 ● Collingwood	289	10 ● Other	560

Total 7,176

Agency Growth and Activities





Individuals Using Addictions Services

548

Adult Program

323

Opioid Program

95

Community Withdrawal
Management

385

Brief Service

246

Youth Program

85

RAAM

365

Ontario Works

116

Umbrellas

204

Other



Staff helped me through very hard times, very easy to talk to and very trustworthy. They go the extra step to ensure I stay on track including prompt response to my messages after hours which was extremely appreciated."



My worker is absolutely fantastic. She helps me recognize that I still have value."



All staff members have been extremely helpful, and very knowledgeable and have gone above and beyond."



Staff work hard at making it safe, friendly and helpful within a supportive learning environment."



Staff made me feel comfortable about my mental illness instead of anxious."

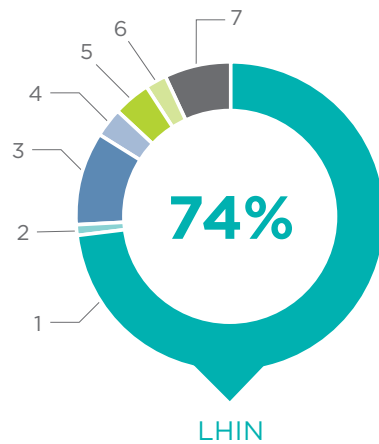


Very friendly, very compassionate, very understanding. Loved my worker to pieces, will miss her."

Financial Statements 2018/2019

Canadian Mental Health Association Simcoe County Branch. Year end March 31, 2019.

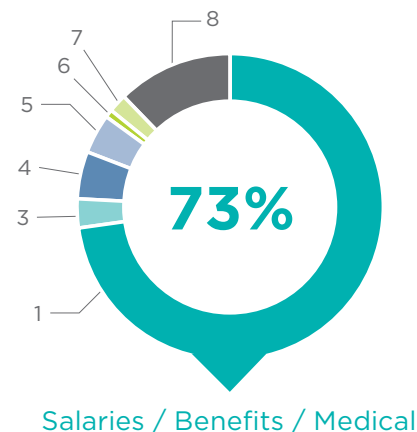
Revenue



1	● LHIN	\$15,422,659	74%
2	● Paymaster	\$230,028	1%
3	● Ministry of Health	\$2,006,179	10%
4	● Grants	\$605,262	3%
5	● Rental Revenue	\$823,185	4%
6	● Fundraising / BOT	\$323,504	2%
7	● Other	\$1,356,340	7%

Total \$20,767,157

Expenses



1	● Salaries / Benefits / Medical	\$14,863,751	73%
2	● Sessional Fees	\$50,264	0%
3	● Supplies	\$507,985	3%
4	● Sundry Expenses	\$923,311	5%
5	● Equipment Expenses	\$860,854	4%
6	● Fundraising / BOT Expenses	\$160,129	1%
7	● Contracted Out Expenses	\$389,261	2%
8	● Building / Grounds	\$2,531,697	12%

Total \$20,287,252

Complete audited Financial Statements are available on request.



Canadian Mental
Health Association
Simcoe County
Mental health for all

Association canadienne
pour la santé mentale
Simcoe County
La santé mentale pour tous



years of
community
ans dans la
communauté

www.cmhastarttalking.ca | starttalking.ca | [facebook.com/StartTalking1](https://www.facebook.com/StartTalking1) | [@StartTalking1](https://twitter.com/StartTalking1)
Email: info@cmhastarttalking.ca | **Crisis Lines:** 705-728-5044 | 705-728-5835 | 1-888-893-8333

Contact Us

BARRIE OFFICES

15 & 21 Bradford Street

Barrie, ON L4N 1W2

705-726-5033 | 1-800-461-4319

128 & 134 Anne Street

Barrie, ON L4N 6A2

705-726-5033 | 1-800-461-4319

90 Mulcaster Street

Barrie, ON L4M 3M5

705-726-5033 | 1-800-461-4319

370 Bayview Drive

Barrie, L4N 7L3

705-721-0370 | 1-800-461-4319

COLLINGWOOD OFFICE

186 Erie Street Suite 101

Collingwood, ON L9Y 4T3

705-444-2558

ORILLIA OFFICES

76 Nottawasaga Street

Orillia, ON L3V 3J4

705-329-5846 | 1-888-329-5846

50 Nottawasaga Street

Orillia, ON L3V 3J4

705-325-4499

MIDLAND OFFICES

337 Midland Ave

Midland, ON L4R 3K8

705-527-8738

850 Hartman Drive

Midland, L4R 0B6

705-528-1206

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