

annual **2020/2021**
report



canadian mental health association
Simcoe County



Canadian Mental
Health Association
Simcoe County
Mental health for all

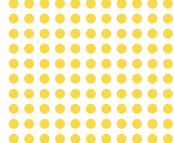


Table of contents

CEO highlights	3
Message from past and outgoing board presidents	4
Strategy and governance	5
A year in review	7
Supporting our clients: an agency's response to COVID-19	9
Client experience of care	11
A year living with the COVID-19 pandemic	13
Excellence through quality improvement	16
Urban Pantry	17
Thanks to our community	18
Client profile	19
Financial report	20



Front cover: Peer support worker Dwayne Todd

Left: Mark Brasier Liberty North Executive Chef, Jennifer Coughlin Deputy Mayor Springwater Township, Liz Grummett CMHA Simcoe County, Ryan McPhail CMHA Simcoe County, Doug Shipley MP Springwater-Oro Medonte

CEO highlights

Fiscal year 2020/21 brought forward unprecedented challenges due to the multi-faceted impacts of COVID-19. Despite these pressures, CMHA Simcoe County staff and volunteers put all their efforts into ensuring that individuals and families are able to access high-quality mental health and addiction services and supports that empower them and respond to their unique circumstances.

The following are key highlights from the past year:

- Adapting our service delivery models to provide virtual care and outreach services
- Responding proactively to health, housing and justice systems transformation priorities
- Co-designing system transformation initiatives with our regional Ontario Health Team (OHT) partners
- Securing funding for expanding or launching new programs such as Opioid Outreach Services, Withdrawal Management Services and Day/Evening Program for Substance Use
- Collaborating with community partners to increase capacity to provide inclusive and evidence-informed approaches to Francophone, Indigenous and LGBTQ2S+ communities
- Lead applicant for the establishment of a Supervised Consumption Site in Barrie with co-applicant, Simcoe Muskoka District Health Unit
- Celebrating the generosity of our donors and impact of our local media partners

We are grateful to:

- Community partners, with whom we regularly interact
- CMHA Ontario, who provides leadership, strategies and processes to drive data-informed decision-making and facilitates collaboration amongst branches
- CMHA National whose advocacy keeps mental health and addictions in focus nationally
- Ministerial partners and Ontario Health for their guidance and commitment to our mandate
- Funders and donors, whose generosity enables us to put clients first and enriches our community

Above all we thank our individuals and families who allow us into their lives. We value their trust and commend their many achievements. We are grateful for their understanding as we adapt to changes associated with the pandemic. We will continue to do our best and advocate for an inclusive society which values and enhances the mental health and well being of all. Finally, sending our true appreciation and fond farewells to four Board members; Beverly Pearl, Ron Walker, Megan Sisson and Jo-Ann Kirkland who served on the Board in 2020/21. We are excited to launch our new Strategic Plan (2021 to 2025) in this coming year!

With respect,



Dr. Valerie Grdisa

A handwritten signature in blue ink that reads "Valerie Grdisa".

CEO, CMHA Simcoe County

Message from past and outgoing board presidents



It has been a privilege to serve on the CMHA Simcoe County Board of Directors for the last nine years. I am grateful to have contributed to the excellent and important work of this dedicated community mental health agency.

It has also been a great pleasure to be part of a board that supported the dedication and creativity of management and staff for so long. Over the years, these compassionate employees have designed, implemented and improved programs to address mental health and addictions, along with valued stakeholders and community partners. Together we continue to advocate for greater understanding of mental wellness.

Most of all I am grateful for our courageous clients, who inspire and uplift everyone when they allow us to share their journey.

Thank you for this opportunity to serve, and all the best wishes going forward.

**BEVERLY
PEARL**

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

Past President, CMHA Simcoe County



More than nine years have passed and the time has come for me to step down from the CMHA Simcoe County Board of Directors, most recently serving as Board President and Chair of the Quality & Risk Assessment Management Committee. Let me begin by saying how privileged I am to have had this opportunity to be part of an incredible board and the CMHA team. The mental health and addiction sector has seen unprecedented change in the past decade and it has brought me so much meaning to contribute to the oversight of the agency's mandate and strategic directions.

For nearly half a century, CMHA has been dedicated to promoting the mental health and well-being of people across Simcoe County, and I am deeply honoured to have contributed to this part of the journey and I wish the board of directors and CMHA team continued success as it launches its next strategic plan (2021-2025). Finally, thank you to the clients and their families for sharing their stories and informing us along your journey.

**RON
WALKER**

A handwritten signature in black ink, appearing to read 'Ron Walker'.

Interim President, CMHA Simcoe County

Strategy and governance

The board of directors and the three standing committees (Governance, Finance and Quality, Risk and Asset Management) establishes and maintains good governance structures, systems and practises. Four new board members were recruited who bring the required knowledge, skills, experience and philosophy to meet their fiduciary responsibilities.

The previous strategic plan (2018 to 2020) was closed at the end of the 2020/21 fiscal year and uncompleted actions have been pulled into the new strategic plan (2021 to 2025). The strategic planning process has been very inclusive and the new plan will be launched at the 2021 Annual General Meeting.



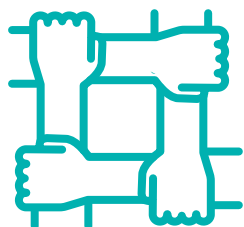
VISION

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



CMHA Simcoe County Management team via zoom

Board of directors

Interim Board President / Ron Walker
Mar 2021– Jun 21, 2021

Past Board President / Beverly Pearl
Jan 2013 – Feb 2021

Vice President / Stephen Bertelsen

Vacancy / 2nd Vice President

Treasurer / Arlinda Demiri

Secretary / Dr. Valerie Grdisa

Directors /

Dr. Orlena Broomes

Hailey McLean

Janice Mumberson

Rosemary Richter

Megan Sisson *Feb 2014 – Jan 2021*

Jo-Ann Kirkland *May 2019 – Jan 2021*

Committees of the Board

Governance Committee /
Chair / Stephen Bertelsen

Jan 2021 - Jun 2021

Chair / Jo-Ann Kirkland

Beverly Pearl

Janice Mumberson

Arlinda Demiri

CEO / Dr. Valerie Grdisa

COO / Christina Liikane

Clinical Director / Lynne Cheliak

Finance Committee /
Chair / Arlinda Demiri

Beverly Pearl

CEO / Dr. Valerie Grdisa

COO / Christina Liikane

Clinical Director / Lynne Cheliak

Finance Manager /

Mary MacLean-Bradley

Quality, Risk & Asset Management
Committee /

Chair / Ron Walker

Beverly Pearl

Hailey McLean

Rosemary Richter

Megan Sisson *Feb 2014 – Jan 2021*

CEO / Dr. Valerie Grdisa

Quality & Risk Management Lead

/ John Henderson

Quality Improvement Specialist

/ Kiel Ferguson



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



A year in review

CLIENT /FAMILY ACCESS & OUTCOMES

- Co-created COVID-19 Operational (re-opening) Plan and four working groups (clinical, people, corporate and IT/virtual care). Focused on client service excellence and improved access. Switched from in-person service delivery to blended model in four months
- Twenty new committees have been launched to enable, staff, volunteers, peers and clients to co-design client-centred strategies and/or staff-focused strategies that improve client, staff and organizational outcomes
- CEO realigned leadership for the Ontario Structured Psychotherapy Program (OSPP) as Mental Health and Addiction Centre of Excellence priority
- Several client/family safety issues were addressed at the Bradford property with coordinated support from Barrie Police Services and Councillor Robert Thomson, City of Barrie
- The psychoeducational sessions for families were restructured from in-person to 100% virtual by September 2020. Eight new topics were developed in five months; 287 family caregivers attended 36 sessions

FINANCIAL HEALTH

- With balanced financial position, the compensation and rewards program was improved to address pay parity issues and include changes to RRSP benefits and a Tax Free Savings Account option. Pandemic pay was provided to eligible staff
- Received more than \$1.7M in one-time/new funding
 - o COVID-19 Emergency Funding from Ontario Health (Central Region) for Tranche 1, 2, 3; included crisis services moving to hotel and wellness checks with paramedics from paramedics clinic
 - o Enhancement funding for COAST and Housing Supplements
 - o Newly funded programs for In-home/mobile Withdrawal Management Services-Where I Live Loved and Day/Eve Care; Opioid Outreach Services; Peer Support Services
 - o Accessed funds from other sources including United Way, Innisfil Community Foundation and County of Simcoe
 - o As lead applicant, completed the application with Simcoe Muskoka District Health Unit for a Safe Consumption Site in Ward 2 of the City of Barrie

ORGANIZATIONAL EFFECTIVENESS

- Senior leadership team (SLT) met frequently to lead coordinated response to pandemic, including July 2020 SLT retreat
- CEO met with >150 staff, board members and community partners individually to inform SWOT analysis
- Completed Staff, Client/Family, Volunteer and Community Partner surveys in June-July 2020 and Staff and Volunteer Check-in survey in February 2021
- Completed a Core Values survey of staff and volunteers in March 2021
- All management, team leads and emerging leaders planning session in August 2020 and management team planning day in November 2020 to align efforts and take 'focus & finish' approach to CEO's Target Operating Model – SWOT analysis
- Commissioned a communications specialist to develop a communications strategy and publish two newsletters (Winter 2021 and Spring 2021)
- The Quality & Risk Management (QRM) team introduced a plan to improve QRM infrastructure including alignment to Healthcare Insurance Reciprocal of Canada (HIROC) risk categories with new monitoring processes and tools



A year in review

INNOVATION & DEVELOPMENT

- Core member of Central Ontario Health Teams (OHT) for specialized populations –steering committee and Mental Health and Addictions (MHA) working group
- Anchor partner on South Georgian Bay OHT [Collaborative Decision-Making Agreement (CDMA)] and lead on MHA Collaborative
- Active collaborator on Couchiching OHT and Social Determinants of Health working group
- Active collaborator on Barrie-area OHT and CDMA writing group
- CEO participated on CMHA ON Governance College Planning Committee – program released
- CMHA management team continues to work with Simcoe Muskoka District Health Unit on several priority initiatives to address opioid crisis
- \$89,768 was raised from our fundraising efforts due to our generous donors and local media partners
- CMHA established a partnership and transferred funding to [Shak's World Community Centre](#)
- New community outreach provided services to more than seven shelters

STRATEGIC PLANNING & COMMUNITY LEADERSHIP

- Invictus Analytics & Strategy Inc., Dr. Bob Bell and Impetus3 drove CMHA Simcoe County's 2021-2025 strategic planning efforts
- Early discussions about Health & Social Services Campus with Barrie Business Association; municipal, provincial and federal politicians, other community leaders and Salvation Army – Executive Committee to provide oversight
- CEO serves as executive member and capacity building officer for Child, Youth & Family Coalition of Simcoe County
- CEO supported two consulting firms to develop the Community Safety and Well-Being Plan in Barrie & area and the rest of Simcoe County
- Communications and management team members responded to regular media inquiries and interview requests



254 STAFF

**45 VOLUNTEERS
3,223.25 HOURS**

5 STUDENTS

Supporting our clients: an agency's response to COVID-19

CMHA Simcoe County responded rapidly to the evolving COVID-19 pandemic and its impact on providing comprehensive mental health and addictions (MHA) services across Simcoe County. Through the first wave of the pandemic, most staff, students, and volunteers worked from home to provide technology-enabled client and corporate services wherever possible. To serve our most critical and complex clients, critical essential programs continued to provide in-person services while adhering to infection prevention and control measures. To meet the new challenges as a result of the pandemic, CMHA Simcoe County deployed staff to support our critical essential services. Additionally, over 30 staff were deployed to community partner agencies to support the most vulnerable individuals in our community.

As the province moved through a staged reopening action plan in summer 2020, the Ontario Ministry of Health encouraged community-based MHA service providers to customize and prioritize services by developing business/operational continuity plans. In response, CMHA Simcoe County established the COVID-19 prioritization committee. Individuals representing different roles, programs and facilities met with the intention to gradually and safely re-open essential clinical and corporate services and determine the appropriate balance between in-person and virtual services.

Four collaborative working groups were formed including clinical services, virtual services, corporate services and people support.

The COVID-19 working group members collaborated to guide and support the agency when:

- Determining which clients require in-person services by using a prioritized and informed decision-making approach.
- Optimizing virtual services and connecting with clients and colleagues using safe, secure, and reliable platforms and practices.
- Serving clients safely during face-to-face support in the office and in the community.
- Adhering to health and safety precautions and IPAC measures implemented in the workplace to reduce the spread of COVID-19.
- Managing the profound impact of the pandemic including deployment, employee health, wellness, engagement and communication.



Left: Nurse Practitioner Luladay Tebeje
Right: volunteer Allan Brooks

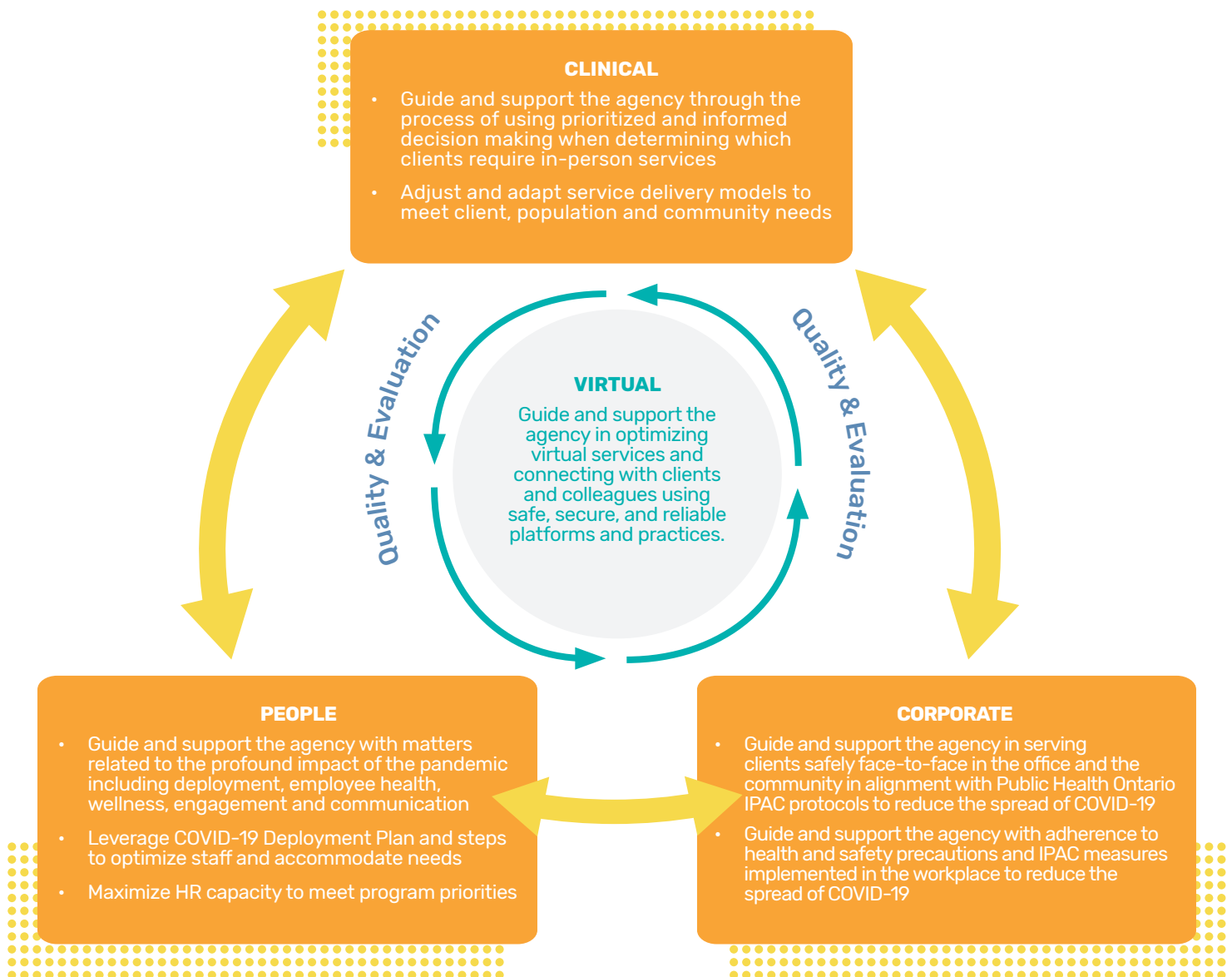


Supporting our clients: an agency's response to COVID-19

COVID-19 PRIORITIZATION WORKING GROUPS

The COVID-19 prioritization working groups meet regularly staying up to date with emerging and evolving public health evidence and directives. This ensures we can support clients and staff with prioritized, innovative service delivery and blended work models.

COVID-19 Prioritization Working Groups - Four Priority Areas

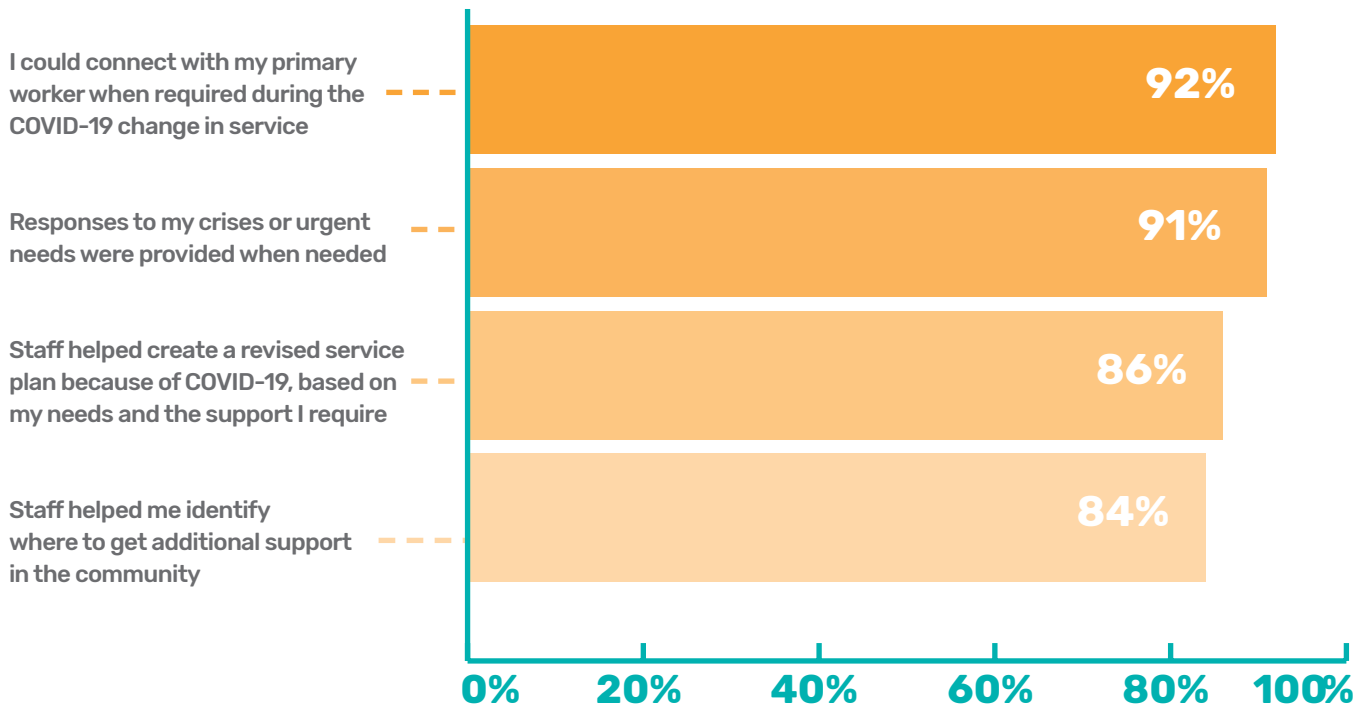


Client experience of care

CLIENT PERCEPTION

Clients were surveyed after first wave of the pandemic (late July 2020).

CLIENT PERCEPTION OF CARE DURING COVID-19 (STRONGLY AGREE + AGREE)



Thank you for the work you are doing especially during the pandemic. Your services are life saving and we hope you feel appreciated by us the recipients of your care."

"My worker has been great before and especially during this period. She checks in on me and is there anytime I need to talk or need advice support."

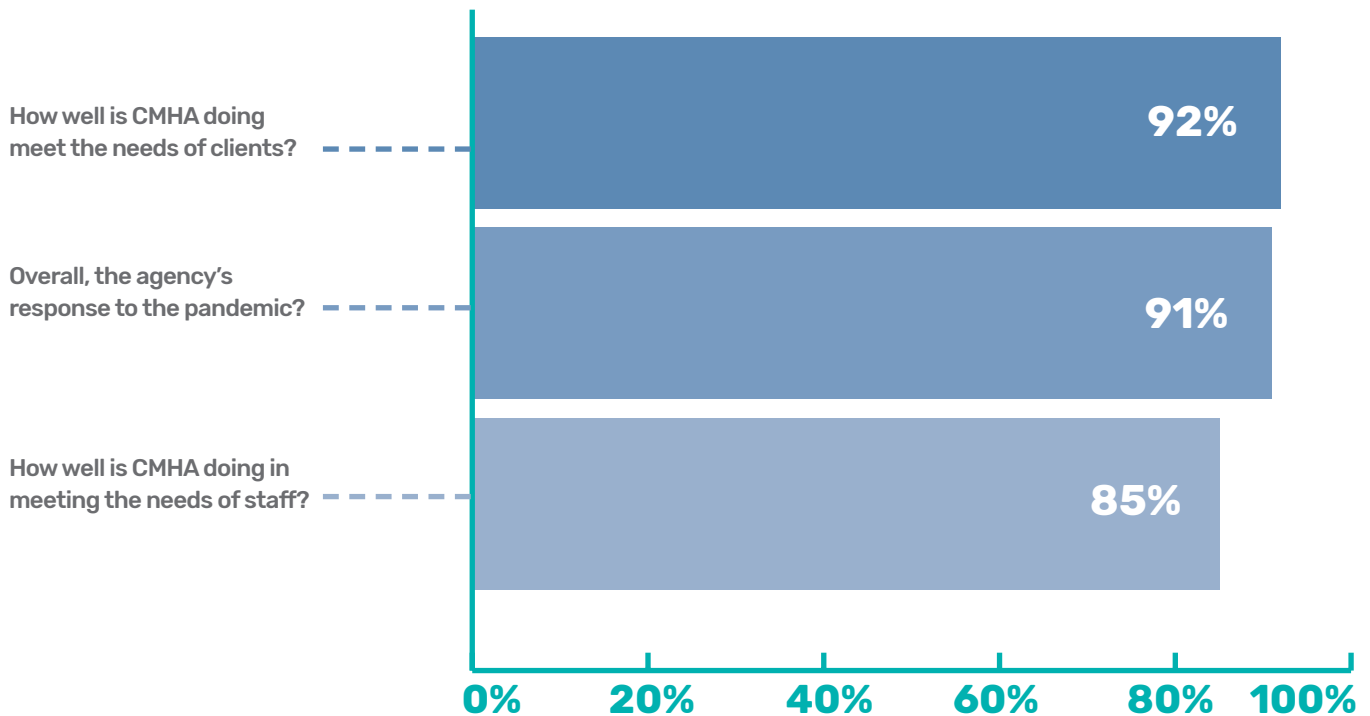
"I truly appreciate the quick transition from the time of the pandemic - there was absolutely no interruption in my counselling. Thank you thank you thank you!"

Client experience of care

STAFF PERCEPTION

Staff were surveyed in late July 2020 and again after second wave of the pandemic (February 2021). Results reflect the February 2021 survey.

STAFF PERCEPTION OF CARE DURING COVID-19 (STRONGLY AGREE + AGREE)



Top three areas staff feel CMHA Simcoe County is doing best in their response to COVID-19:

1. Leadership communication
2. Client supports
3. Infection prevention and control and health and safety

I feel that the agency has been very sensitive towards both clients and staff needs during this time and I feel well supported in my role at this time."

"The agency has developed dynamic policies to protect staff and clients to the extent possible. Communication has been excellent and reflects on genuine concerns and transparency."

A year living with the COVID-19 pandemic

PARTNERSHIP WITH SHELTERS CREATES SAFE HAVENS

For the David Busby Street Centre, the pandemic has created challenges on a scale it has never seen.

Before March 2020, the Mulcaster Street shelter had never turned anyone away, with enough cots, in combination with a women's shelter run by the Elizabeth Fry Society, to accommodate nearly 80 people, and enough room to add another 20. However, with the pandemic, demand surged, and the two shelters shifted to a local motel so people could physically distance, and they routinely supported up to 115 people.

From the get-go, CMHA found ways to help, sending more than two dozen staff to pitch in. Staff from both CMHA and the shelter have learned lessons they can apply post-pandemic.

Before COVID-19, the shelter struggled to persuade participants to seek help from CMHA. Working in the shelters has given CMHA staff insight on how to build rapport with those who are homeless, while shelter workers have learned from CMHA to use addiction treatment tools.

The partnerships strengthened and lessons learned will endure after COVID-19. Before, too many services operated in silos, but the pandemic required a united response. The result will be a better community that provides the best possible care for people seeking shelter.

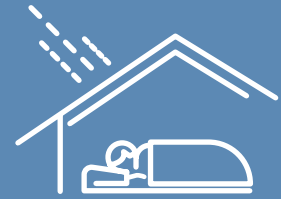
COMMUNITY OUTREACH EFFORTS

In response to increasing demands on the shelters and community service systems, CMHA staff supported over 13,000 client interactions in the shelter system. Support offered is broad in scope and includes meal distribution, social support, health promotion and prevention, client monitoring, client de-escalation and crisis intervention, system navigation, and therapeutic supports and interventions.

Feedback from our shelter partners:

“It was an authentic and powerful partnership supported by healthy leadership in the community”

“...CMHA was incredibly supportive and really stepped up to help vulnerable individuals in the state of emergency. They were deployed into shelters and also assisting with street outreach. They really were one of the only organizations that were willing to continue service in the midst of the pandemic to vulnerable individuals...”



2 shelters routinely
**SUPPORTED 115
PEOPLE**



**13,000+ CLIENT
INTERACTIONS**

**9 COMMUNITY
AGENCIES SUPPORTED**

24 STAFF DEPLOYED

A year living with the COVID-19 pandemic

COAST CRISIS SUPPORTS EXPAND

Crisis Outreach and Support Team (COAST) is a specialized unit comprised of a CMHA crisis intervention worker and a plain-clothed police officer, partnered together in an unmarked police vehicle. The team responds to 911 calls for service related to mental health and addictions, providing immediate intervention, risk and mental health assessment, support, and diverting from unnecessary police apprehensions and visits to emergency rooms. The team connects families and individuals to community services.

This approach reduces stigma associated with mental health, increases safety, provides appropriate and timely response, and is considered best practice for supporting with individuals in the community who are experiencing crisis.

In January 2019, two full-time COAST workers were permanently funded – one providing services with Barrie Police, and one split between South Simcoe Police and Ontario Provincial Police in Orillia. Additional funding was provided in early 2020 and allocated to include two full-time COAST workers in Barrie, one full-time in Orillia, and one half-time in South Simcoe.

With the onset of the pandemic, there were notable increases in mental health crisis calls. In response, temporary COAST enhancement funding was provided in January 2021 to enhance capacity in the Barrie, Innisfil and Couchiching areas.



665 RESPONSES

199 ER DIVERSIONS

**203 INDIVIDUALS
REACHED HAD NO
CURRENT MENTAL
HEALTH SUPPORT**

**REFERRAL SOURCE
FOR INCOMING CALLS:**

61% 911/EMERGENCY

**39% COMMUNITY/
OTHER**



Left: CMHA Crisis Program – Leissa Shaver, Shannon Bond, Ian Scheeres, Rachel Doiron

Right: COAST Team. PC Peters, Lynn Lavigne, Rachel Perrin and PC Brown

A year living with the COVID-19 pandemic

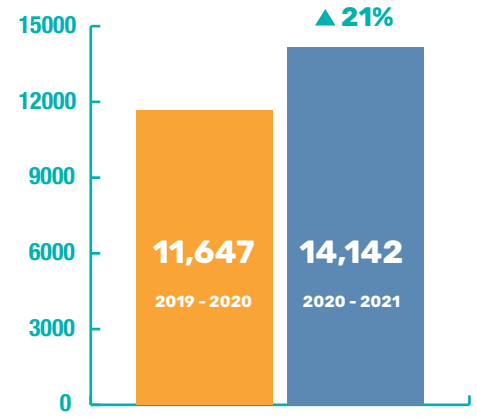
CRISIS SERVICES FIND HOME IN HOTEL

When the pandemic struck, those who manage crisis services reacted decisively. The first priority was to find a new space for those in crisis beds because CARAH House did not allow for proper physical distancing.

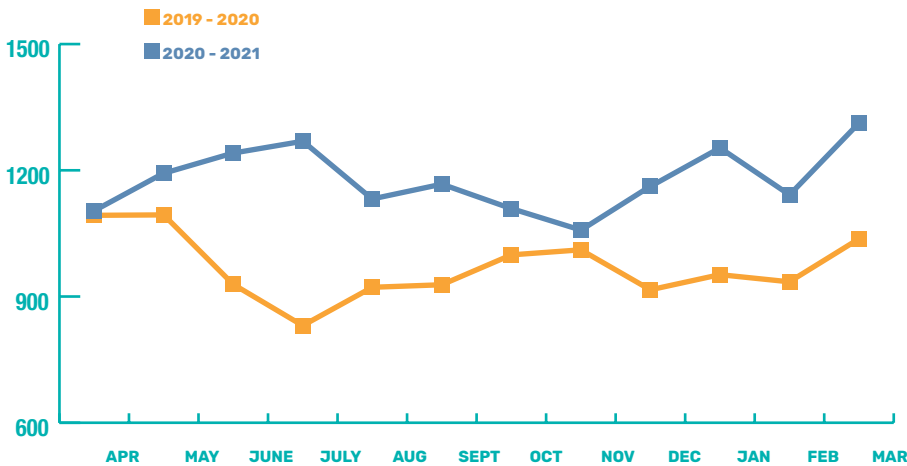
That meant seeking emergency funding from the Ministry of Health to move crisis beds to a local hotel. At the hotel, each client had a room, with laundry and food prep done off site during weekdays and ordering out on weekends.

Staff were vigilant in safeguarding clients in a hotel setting not exclusive to the crisis program. To protect clients from COVID-19, staff screened for symptoms and took regular temperatures.

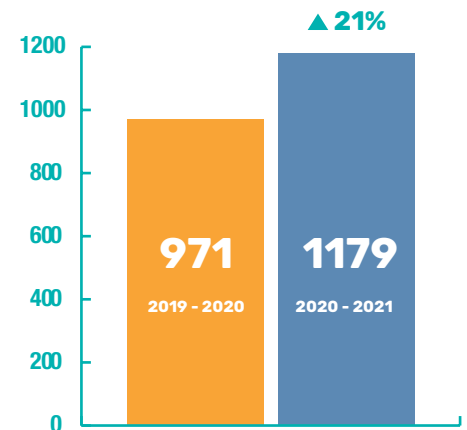
From May to December, crisis line call volume surged compared year over year. The crisis team showed the true spirit of CMHA, responding to global crisis to ensure clients receive care.



Annual crisis call volume



Crisis monthly call volume



Average monthly crisis call volume

Parthiv Patel,
CMHA Simcoe County
IT Specialist

A year living with the COVID-19 pandemic

LOCAL LEADERSHIP SAVES LIVES AND GUIDES PROVINCIAL RESPONSE

Assertive Community Treatment Teams (ACTT) are no strangers to crisis. So, when the pandemic struck in March, they knew they had to act swiftly.

It was quickly decided that to prevent the service from going offline, local providers should split into two cohorts. That way, if someone was infected with COVID-19, or a close contact, no more than half the team would be sidelined.

That decision was essential because ACTT staff care for the sickest of the sick – often described as an ICU without walls. To be accepted by a team, a client must have been in hospital for a mental illness for 50–200 days in a year. The protocols likely saved lives as the cohorts were able to see clients in-person without limiting contacts.

Beyond breaking into cohorts, new protocols were created to provide safe service, such as assessing client functional status, potential risks and administering injections outdoors.

ACTT staff may include a psychiatrist, registered nurse or registered practical nurse, social worker, peer specialist, addiction specialist, occupational therapist, and mental health and addiction counsellors.



Above: Sylvia Araic - CMHA Crisis Program

Excellence through quality improvement

Thanks to CMHA Ontario for providing the training, education and resources to Quality Improvement Project (Cohort 5) committee members to develop a clear discharge planning process within the Case Management program. Based on the result of the Ontario Perception of Care Tool for Mental Health and Addictions client survey, clients did not believe they had enough or the right information at discharge from the CMHA program. The Quality Improvement Project (Cohort 5) aim is to ensure client's quality of care meets the standards of CMHA Simcoe County Branch.

The project at CMHA Simcoe County, concentrated on improving the discharge planning process for clients graduating from the case management program. The project included insights from clients, community and staff. CMHA Simcoe County used a number of quality improvement tools and discovered:

- Consistency in process and approach to discharge planning is required
- Formal training for staff to build confidence and skills need to be developed
- Clients felt anxious and uncertain when discussing discharge planning
- Discharge planning was not discussed during the intake process for Case Management
- Skill based training to improve clinical assessment is required

Jim Nancarrow, a client of CMHA Simcoe County agreed to participate in this project. He first engaged with CMHA Simcoe County in 2009 when connecting with the Addiction Services team. Jim accessed the Transitional Housing Program, which stabilized his housing needs while working on his recovery. Jim was grateful for the opportunity to participate with this project by sharing his perspective and he presented to the Board of Directors with the program manager. He recommended that case managers use supportive language during the discharge planning process to help decrease one's anxiety.

Urban Pantry

The Urban Pantry Project is in its third and final year of an Ontario Trillium Foundation grow grant. We have seen incredible success even when we adapted services to comply with public health guidance due to the COVID-19 pandemic. Urban Pantry collaborates with like-minded individuals and groups working together on community food security (urban agriculture, food skills & food access).

Since 2018, the project has built six new community gardens in Barrie with the newest at Barrie Housing as well as new plots in the Shear Park community garden. In fact, virtual community consultations for three new community gardens were completed in the City of Barrie community garden program, with three more gardens planned for 2021. The gardens will include a teaching garden at Andrew Hunter Elementary School.

In addition to the community gardens, Urban Pantry conducts community cooking classes at various community partner locations at Barrie Community Health Centre, CMHA - RSVP Clubhouse, Barrie Free Methodist Church and Barrie Housing. Cooking classes run in 6-week sessions and are free to participate. During COVID-19, classes moved to a virtual format where ingredients were delivered to participants' homes and services were supported by Catulpa Community Support Services and Barrie Housing.

Another component of the Urban Pantry includes the Good Food Box. This not-for-profit buying club is open to anyone in the community. Boxes are packed with fresh, high-quality, seasonal fruits and vegetables. Every month, 250-300 boxes were sold including 'pay it forward' boxes donated to local community organizations. With the box menu changing monthly, each Good Food Box presents a convenient and affordable way to eat good healthy food.



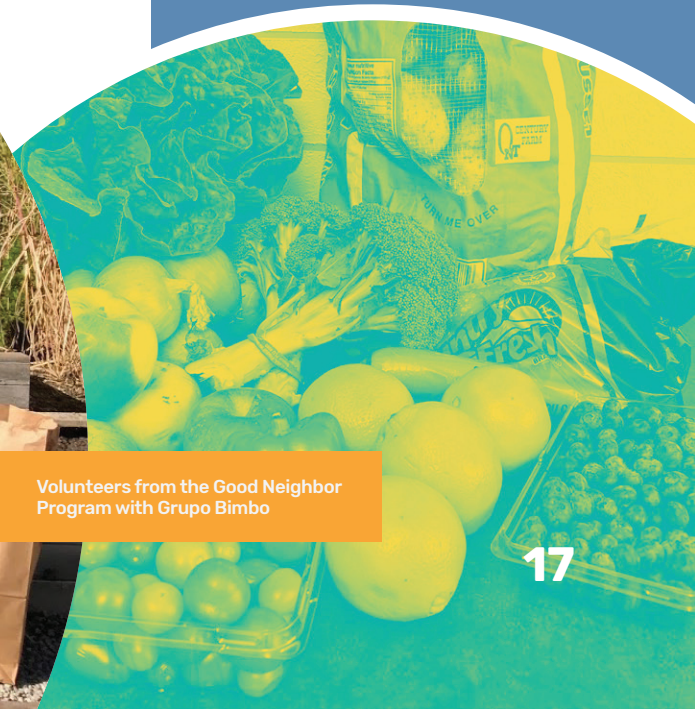
6 COMMUNITY GARDENS

6-WEEK COOKING CLASSES AVAILABLE to the community

250-300 FOOD BOXES purchased each month



Volunteers from the Good Neighbor Program with Grupo Bimbo

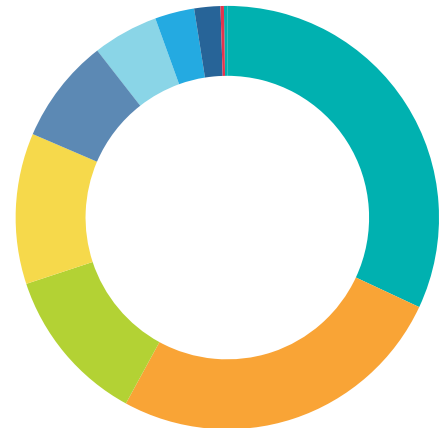


Thanks to our community

DONATIONS 2020-21

Unsolicited	\$37,060.05
Weblink Donation Form	\$20,389.10
Client Christmas Campaign	\$9,200.00
Keep Talking Gala virtual	\$8,981.40
3rd Party Events	\$3,828.20
In Memoriam	\$6,348.80
Employee payroll	\$2,210.45
Golf Tournament	\$1,650.00
Mental health education in community	\$100.00
Total:	\$89,768.00

\$37,060.05
\$20,389.10
\$9,200.00
\$8,981.40
\$3,828.20
\$6,348.80
\$2,210.45
\$1,650.00
\$100.00
\$89,768.00



During this time of great uncertainty, we have been comforted and honoured by the outpouring of generosity and support from our community. Thank you for continuing to raise funds, volunteer and participate with awareness-building events.

CMHA Simcoe County dedicated all of our effort to supporting individuals, families and community during the COVID-19 pandemic. Your support is instrumental in providing care for some of the most vulnerable people in our area.

FOURTH ANNUAL "KEEP TALKING" VIRTUAL GALA

Thank you to everyone who supported our fourth annual "Keep Talking" virtual gala! Together we raised over \$8,500 for the Youth Shine Campaign. Seventy-four people joined us virtually and enjoyed gourmet meals delivered by our CMHA Simcoe County volunteers. Thank you to our mental health champions - Jeff's Junk, Stephanie Adams from Harvey Kalles Real Estate Ltd. Brokerage and the Mitchell Conlon Memorial Fund. Thank you to our corporate sponsors-Signz n' Designz, Liberty North, Jeff and Jack Garner and the Protectors of Youth Riding Club. A big thank you goes to Jenna Mae Turner-Film and Photo for her creative work towards our gala video.

Finally, thanks to our third-party event organizers for your generous support of CMHA Simcoe County. We are truly grateful to have been chosen as the beneficiary of your fundraising activities and we look forward to collaborating with you again in the coming years.



Top: The Hanna Family
Bottom: Mr. Pushup (Randy Beal)

Client profile

GENDER	#	%	AGE	#	%
Female	4,647	55%	0 - 17	389	5%
Male	3,595	43%	18 - 34	3,262	39%
Transgender, non-binary, Intersex, and/or Two-Spirit	49	1%	35 - 54	2,862	34%
Unknown	136	2%	55+	1,906	23%
			Unknown	8	0%

TOTAL CLIENTS SERVED: 8,427 / AVERAGE AGE: 40

CLIENTS RECEIVING SERVICES



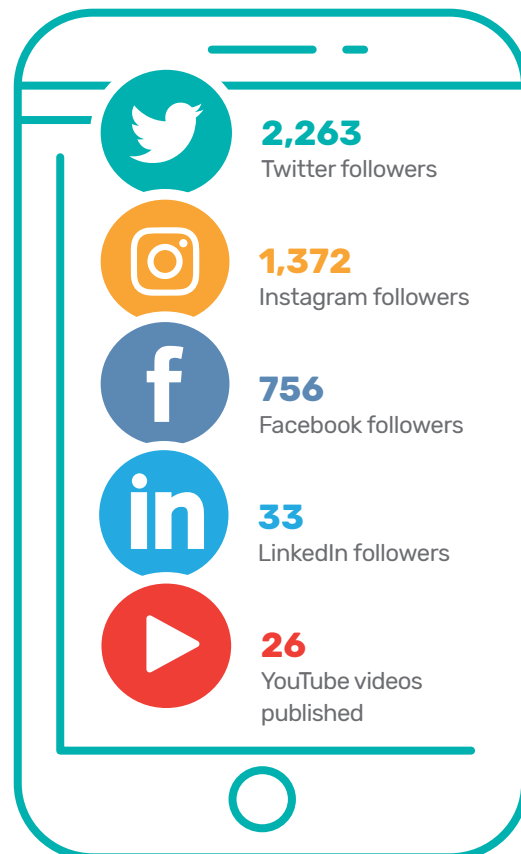
LOCATION

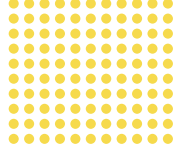
- Muskoka
- Couchiching
- Barrie & area
- North Simcoe
- South Georgian Bay
- Other
- Unknown

PEOPLE [%]

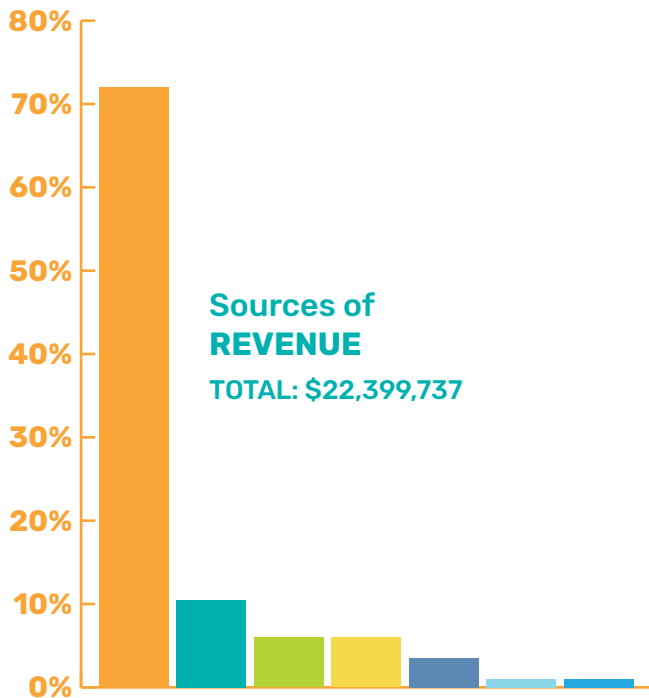
155 [2%]
 1,210 [14%]
 4,987 [59%]
 530 [6%]
 499 [6%]
 445 [5%]
 601 [7%]

OUR SOCIAL NETWORKS





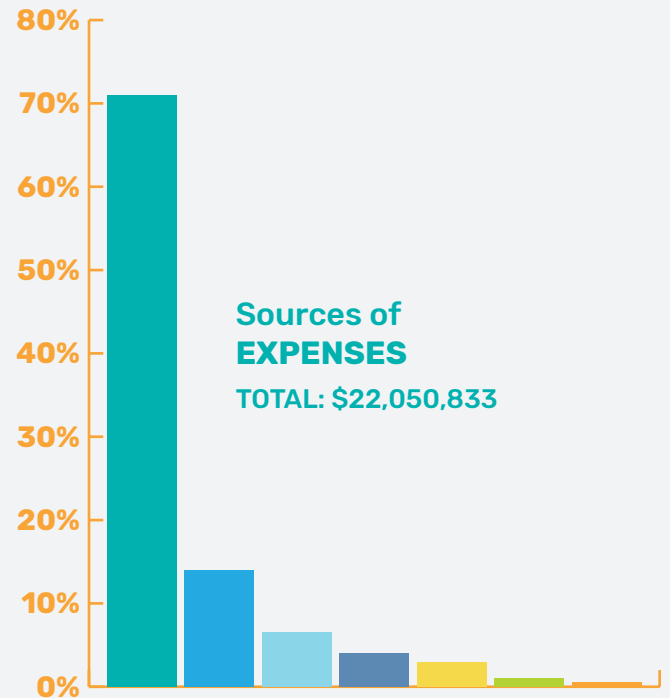
Financial report



SOURCE

REVENUE

LHIN	\$16,145,464 [72%]
Ministry of Health	\$2,383,334 [10.5%]
Other	\$1,308,101 [6%]
Paymaster	\$1,303,743 [6%]
Rental revenue	\$799,717 [3.5%]
Grants	\$234,705 [1%]
Fundraising/BOT	\$224,673 [1%]



SPENDING

Salaries/benefits/medical	\$15,738,438 [71%]
Building/grounds	\$2,993,010 [14%]
Equipment expenses	\$1,446,265 [6.5%]
Sundry expenses	\$816,214 [4%]
Contracted out expenses	\$576,827 [3%]
Supplies	\$328,566 [1%]
Fundraising/BOT expenses	\$114,753 [0.5%]
Sessional fees	\$36,760 [0%]

Finance figures are prior to audit adjustments.



Meredith Fryia, CMHA Simcoe County
Manager – Addiction Services

canadian mental health association **Simcoe County**



**Canadian Mental
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Simcoe County
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 Canadian Mental Health Association Simcoe County

 CMHA SC

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

Barrie Offices

15 & 21 Bradford Street, Barrie, ON L4N 1W2
Tel: 705-726-5033 | 1-800-461-4319

128 & 134 Anne Street, Barrie, ON L4N 6A2
Tel: 705-726-5033 | 1-800-461-4319

90 Mulcaster Street, Barrie, ON L4M 3M5
Tel: 705-726-5033 | 1-800-461-4319

370 Bayview Drive, Barrie, L4N 7L3
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Collingwood Office

186 Erie Street Suite 101 Collingwood, ON
L9Y 4T3
Tel: 705-444-2558

Innisfil Office

7325 Yonge Street, Innisfil ON L9S 2M6
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Orillia Offices

76 Nottawasaga Street, Orillia, ON L3V 3J4
Tel: 705-329-5846 | 1-888-329-5846

50 Nottawasaga Street, Orillia, ON L3V 3J4
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