

CANADIAN MENTAL HEALTH ASSOCIATION SIMCOE COUNTY

ANNUAL REPORT 2021–2022



Canadian Mental
Health Association
Simcoe County
Mental health for all

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COVER PHOTO: TEAM SPIRIT - Ian Simmons, Ed Raftis, Matt Needham, Harry White, Kevin Smith, Bill Wright, Ryan McCarty, Mario Dlugopolski, and Ashley Baber

COVER PHOTO: URBAN PANTRY - Brenda Murray, Kelly Patterson-McGrath, Donna Vaillancourt, Don Wright, Craig Froesce, Priscilla Tsui, Jennifer Reddy and Nancy Clements

CEO HIGHLIGHTS

This is an exciting time at the Canadian Mental Health Association Simcoe County Branch (CMHA SCB). Last year, we unveiled an ambitious new strategic plan. Our strategic framework is centred on individuals and families to help ensure they receive the best possible mental health and addiction (MHA) services and supports. Today, we are well on our way. As you will see inside this report, CMHA SCB has made incredible progress focusing on our strategic pillars and priorities in the past year.

Staff and volunteers within CMHA SCB are embracing the four key enablers that encircle the strategic framework that continues to help us put the plan into action.

As we continue to implement the actions within our strategic plan, we are optimistic about what we can achieve when we work together. A future that inspires bold and impactful change includes diverse voices and positively influences the experiences of the individuals and families we serve.

I continue to be thankful for the dedication, passion and energy of staff, the board of directors, community partners, volunteers and students, working collectively to promote mental health for all and supporting the resilience and recovery of people experiencing mental illness and addiction.

THE FOLLOWING ARE KEY HIGHLIGHTS FROM THE PAST YEAR:

- Embraced our responsibility as an employer and community-based MHA service provider to understand and address how inequities, intergenerational trauma, oppression and racism impact our employees, volunteers, and the individuals and families we serve
- Established and revised >75 agency policies and procedures including Blended Work Model, Privacy and Human Resources
- Collaborated with Simcoe Muskoka District Health Unit and submitted both provincial and federal proposals for establishing Consumption and Treatment Services (CTS) in Barrie, following endorsement by Barrie City Council
- Secured funding for launching new programs such as Justice Safe Beds, Peer Support Services, Crisis Call Diversion and Community Homes for Opportunity (CHO)
- Active partner on a variety of community tables including four Ontario Health Teams and the Child, Youth and Family Coalition of Simcoe County
- Completed a market value assessment of CMHA SCB owned facilities which led to the sale of one property allowing for a capital planning project to co-locate our 24/7 Crisis Beds, Crisis Call Centre and Safe Beds programs at our Bradford facility.

WE ARE GRATEFUL FOR:

- CMHA Ontario, a dedicated partner within the network of CMHA branches that drives MHA system transformation at the national, provincial and local level
- CMHA National who advocates for mental health system change, educates the public, and influences societal beliefs and behaviours to create a climate of understanding and acceptance
- Building and maintaining relationships with our community partners which is essential to delivering high quality services and supports for those we mutually serve
- Donors and funders who believe in CMHA SCB and play a key role in ensuring CMHA SCB can deliver on our mandate and achieve client service excellence

On behalf of the CMHA SCB community, we want to thank the outgoing board members, Stephen Chester-Bertelsen (President), Arlinda Demiri (1st Vice President/Treasurer) and Rose Richter and Janice Mumberson (Directors) for their dedication and commitment to our mission and their tireless support in 2021/22!



Dr. Valerie Grdisa
CEO



MESSAGE FROM OUR BOARD PRESIDENT

It has been a privilege to serve on the CMHA SCB Board of Directors for the last nine years and finish my final year as president, working with my exceptional director colleagues. I am thrilled to have been part of setting the 2021 to 2025 strategic plan into motion with its ambitious call to action. As we emerge from the pandemic, many individuals and families living in Simcoe County are facing the social, economic and mental health impacts of a prolonged public health emergency. The board of directors is proud of the efforts of CMHA SCB staff and volunteers during these unprecedented times.

We are even more optimistic about what can be achieved when we set our sights on a unified vision for the future—one that inspires bold and positive change, includes diverse voices, and positively impacts the experiences of the individuals and families we serve.

One of the boldest decisions and impactful developments during this past year was receiving endorsement by Barrie City Council for the establishment of a Consumption and Treatment Services (CTS) site at 11 Innisfil Street (also known as 80 Bradford Street). This endorsement was followed by countless letters of support notably, MP Brassard, MP Shipley, the Barrie Health Accord and Downtown Barrie Business Improvement

Area, recognizing CMHA SCB as lead agency of the CTS. I am confident that the federal and provincial approvals will arrive shortly so that this proven model of care can respond to the needs in our community and address the opioid crisis.

Most of all, I am grateful for our courageous clients and families, who inspire and enrich our lives when they allow us to share in their journey. Thank you for this opportunity to serve and I wish the board of directors and CMHA SCB team continued success!



Stephen Chester-Bertelsen
Board President

MESSAGE FROM OUR 1ST VICE PRESIDENT/TREASURER ARLINDA DEMIRI

As my tenure on the CMHA SCB Board of Directors comes to an end, I wish to express my sincere gratitude to the organization's incredible staff, my fellow board members, the clients, the volunteers and our wonderful community partners who have made this experience so meaningful. It has been an honour and one of the greatest privileges of my life to work alongside the caring and dedicated individuals in this organization. Thank you for the opportunity to share in the journey of this wonderful organization that touches the lives of so many.

MESSAGE FROM DIRECTOR JANICE MUMBERSON

It has been an honour to serve on the CMHA SCB Board of Directors. The dedication of the organization's staff to providing quality and continually-improving services, and their tenacity in adapting service delivery models in response to the challenges of the past few years has been inspiring. I am grateful to my fellow board members, the staff, and the clients of CMHA SCB for allowing me to be a small part of this wonderful organization. I will continue to celebrate the real and lasting impact that CMHA SCB and its partners have on our community and its members.

MESSAGE FROM DIRECTOR ROSE RICHTER

More than four years have passed since I joined the CMHA SCB Board of Directors, and I have been inspired by the dedication, commitment and tenacity of the staff and clients as they navigated through unprecedented times. I am thankful to my fellow board members and I truly enjoyed serving on the Quality, Risk and Asset Management board committee, to oversee the transformative efforts in action to improve quality of care and manage risks. It was wonderful to be part of setting the 2021 to 2025 strategic plan in motion and I look forward to seeing its impact on achieving the agency's vision and mission.

2021/2022 BOARD OF DIRECTORS

EXECUTIVE COMMITTEE

Stephen Chester—Bertelsen – President

Arlinda Demiri – 1st Vice President and Treasurer

Dr. Orlena Broomes – 2nd Vice President

Dr. Valerie Grdisa (CEO) – Secretary

DIRECTORS

Dr. Ayodele Akenroye

Natalie Conlon

Carrie Gater

Hailey Mclean

Mark McPhail

Janice Mumberson

Rosemary Richter

Angela Wiggins

BOARD GOVERNANCE COMMITTEE

Stephen Chester-Bertelsen (Chair)

Dr. Ayodele Akenroye

Dr. Orlena Broomes

Natalie Conlon

Arlinda Demiri

Janice Mumberson

Angela Wiggins

Dr. Valerie Grdisa (CEO)

Christina Liikane (COO)

Aleta Armstrong (Director, Community Engagement and Inclusivity)

Lynne Cheliak (Clinical Director)

FINANCE COMMITTEE

Arlinda Demiri (Chair)

Stephen Chester-Bertelsen

Natalie Conlon

Carrie Gater

Dr. Valerie Grdisa (CEO)

Christina Liikane (COO)

Lynne Cheliak (Clinical Director)

John Henderson (former Clinical Director)

QUALITY, RISK & ASSET MANAGEMENT COMMITTEE

Dr. Orlena Broomes (Chair)

Dr. Ayodele Akenroye

Hailey McLean

Mark McPhail

Rose Richter

Angela Wiggins

Dr. Valerie Grdisa (CEO)

Rebecca de Witte (former, Director Quality, Risk & Corporate Supports)

STRATEGY AND GOVERNANCE

The CMHA SCB Board of Directors and the three standing committees (Governance, Finance and Quality, Risk and Asset Management) establishes and maintains good governance structures, systems and practices.



OUR VISION

Individuals living in Simcoe County can easily access high quality mental health and addiction services and supports that empower them and respond to their unique circumstances.



OUR MISSION

We are passionate about providing person-centred mental health and addiction services and supports. We advocate for the needs of the individuals and families we serve. We are committed to innovation and are continuously improving our programs and services. We collaborate with our community partners to design and transform an integrated system within Simcoe County.



OUR VALUES

WHEN WORKING WITH THOSE WE SERVE, WE WILL:

- Build therapeutic relationships that are based on respect, trust and compassion
- Collaborate with individuals and families throughout their journey
- Empower individuals and families to make choices about their care

WHEN WORKING WITH EACH OTHER WE WILL:

- Value the unique contributions that each of us bring to achieving our mission
- Commit to building collaborative relationships based on respect, trust and integrity
- Challenge each other to be our best professional selves

WHEN WORKING WITH OUR PARTNERS, WE WILL:

- Develop and maintain meaningful relationships with partners to improve the client and family journey
- Embrace every opportunity to share our knowledge, skills and expertise as a community-based organization

THE STRATEGIC FRAMEWORK

Our strategic framework is centred around individuals and families to help ensure they receive the best possible services and supports. Over the next three years, CMHA Simcoe County Branch will focus our efforts on four strategic pillars that are linked as depicted in the centre of the strategic framework. The pillars include Quality and Reporting, Documentation Quality and Data, Integrated and Innovative and Improved Access.

Quality & Reporting

is foundational to everything we do.

Documentation Quality & Data Driven

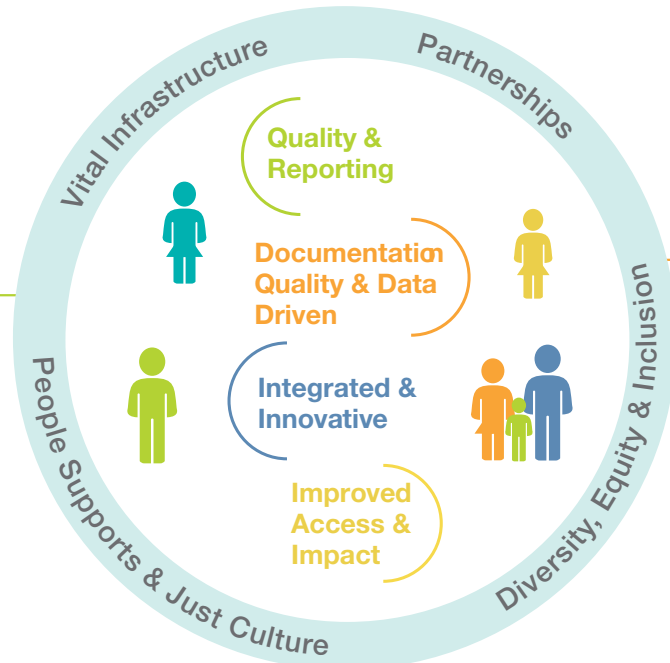
informs decision making at all levels of the organization.

Integrated & Innovative

is central to improving, designing and expanding CMHA Simcoe County Branch services and supports.

Improved Access & Impact

responds to population health needs and demonstrates our value.



The four key enablers that encircle the strategic framework will help us advance our plan. We will immediately focus our efforts on promoting diversity, equity and inclusion. Significant effort will also be focused on modernizing our vital infrastructure and people supports while strengthening our partnerships and just culture.

Diversity, Equity & Inclusion is embedded into everything we do.

People Supports & Just Culture will empower CMHA Simcoe County Branch staff and volunteers.

Vital Infrastructure provides CMHA Simcoe County Branch staff and volunteers with the tools they need.

Partnerships are central to coordinating mental health and addiction services and supports and co-designing the health system in Simcoe County.

A YEAR IN REVIEW

CLIENT/FAMILY ACCESS & OUTCOMES

- CMHA SCB committees achieved their objectives over the year and aligned their efforts with the goals, pillars and enablers within the new strategic plan
- The Client and Family Advisory Committee was actively engaged in internal/external initiatives providing recommendations to CMHA SCB in their collaborative partnership to co-design services and programs
- In consultation with Indigenous staff, National Day of Truth & Reconciliation is an agency-wide paid day off for respect and reflection
- On-Duty staffing model redesigned to be more responsive to client needs
- Refined the COVID-19 Operational Plan and created the Blended Work Model Policy and Recovery Business Continuity Plan with consideration of client service excellence and staff experience
- The Ontario Perception of Care Tool for Mental Health and Addictions was utilized in winter 2022 to better understand client experience
- New Client Compliments and Concerns process and webpage introduced
- Implemented many actions in strategic pillar to improve documentation quality of client records

INNOVATION & CARE SYSTEM DESIGN INITIATIVES (INTEGRATION)

- Active partner on four Ontario Health Teams (OHT) and respective working groups: Central Ontario OHT for Specialized Populations, South Georgian Bay OHT, Barrie & Area OHT and Couchiching OHT
- The Urban Pantry Program increased organizational capacity to ensure continued growth of the delivery of community food security programs
- CEO/Health Information Coordinator supervised two Georgian College data science students to develop Management Information Systems data dashboard to support data-driven decision-making
- Market value assessment of CMHA SCB owned facilities completed and Georgian Drive property sold
- Capital planning project underway to co-locate 24/7 Crisis Beds, Crisis Call Centre and Safe Beds programs at our Bradford facility
- CMHA SCB staff presenting at knowledge transfer/exchange events at local, regional and provincial

FINANCIAL HEALTH

- Fiscal year ends with balanced budget
- Received >\$4-million in 2021/22 funding for COVID-19 response, new programs and enhanced services:
 - *One-time funding: Hotel costs for crisis, IT/virtual care, French Language Services e-tools and housing supplements*
 - *Public Health Agency of Canada funded re-location of crisis beds to hotel setting*
 - *New funding: Justice Safe Beds, Peer Support Services, Orillia Crisis Call Diversion and Community Homes for Opportunity*
 - *United Way (Simcoe County) and Innisfil Community Foundation: Enhancing Peer Support Services during pandemic*
- Awaiting provincial and federal approvals on Consumption and Treatment Services
- Cost of Living Allowance (COLA) Committee was established to guide decisions based on benchmarking compensation rates and benefits
- With MHA sector compensation rates 10-20 per cent below other parts of the continuum (e.g., hospitals or home care), we implemented compensation and benefits strategies to address this parity issue and lobbied with CMHA ON for an increase in infrastructure funding



ORGANIZATIONAL EFFECTIVENESS

- CMHA SCB staff were active participants in the strategic planning process and regular Town Halls with the CEO and management team occurred
- Human Resources Committee actively participated in revisions to >50 Human Resource policies and recommended several new benefits
- Privacy Officer led revisions to >10 privacy policies and developed training program (70 per cent staff participation)
- Management team had Business Continuity Plan & Operations Update Retreat in Sept 2021 to establish key policies, procedures and initiatives
- Senior leadership team met weekly and management team met monthly
- Process improvement e-tool launched, Fluke Reliability, introduced by Corporate Supports for Information Technology (IT), Facilities and TEAM Spirit teams
- Cybersecurity investments increased to secure IT infrastructure



COMMUNITY LEADERSHIP AND IMPACT

- During spring 2021 strategic planning process, 35 individuals from 28 partner organizations informed our future directions and >200 CMHA SCB staff engaged in strategic planning events
- Communications and fundraising managers led several fundraising events and represented agency at community events
- Board and staff donated time/money to 5th Annual Keep Talking Virtual Gala on October 29, 2021
- CEO and members of management team responded to range of media inquiries and interview requests
- CEO, members of management team and corporate services served on local, regional, provincial and CMHA Ontario tables
- In May 2021, Barrie City Council endorsed the Consumption and Treatment Services site and in November 2021, Barrie Health Accord and in February 2022, Downtown Barrie BIA provided letters of support, after significant consultation

CEO serves on the following community initiatives:

- *Chair, Ontario Health – North Central Region MHA Planning Table*
- *Executive Member, CMHA Ontario and MHA Centre of Excellence Working Committee*
- *Executive Member and Capacity Building Officer, Child, Youth & Family Coalition of Simcoe County and Chair, Dashboard Working Group*
- *Executive Member, Simcoe County and Barrie & Area Community Safety and Well-Being Plan Working Group*
- *Central Ontario OHT for Specialized Populations representative, Ontario Hospital Association/regional OHTs – MHA Integrated Care Prototypes Working Group*



TEAM SPIRIT

Together **E**veryone **A**chieves **M**ore is the acronym and the SPIRIT behind the name of this wonderful team that was created in 2011. Eddie Raftis, CMHA SCB Life Skills Coach, supported the core development of this program.

Since its inception, the program has grown to include 16 individuals with lived experience, who are involved in maintaining agency properties and assisting clients in moves and maintenance of their residences. Their work includes painting, renovations, garbage disposal, yard maintenance and cleaning. Recently they helped move our crisis program and established a new temporary space.

The members of TEAM SPIRIT not only help with the upkeep of our properties but also gain skills to be used in employment or their daily lives. They develop valuable lessons of employment such as the importance of privacy and confidentiality and being counted on as part of a team. They are encouraged to take care of their own mental health and can take time off as needed without losing their place on the team.

Being part of a team and supporting each other to achieve wellness is a vital component of this program. Most members have been trained in peer support strategies and practice the skills of nonjudgmental listening and respect for individuals' journeys. The members can work at their own pace and learn in a non-stressful environment.

Work duties are assigned with regard to skill and ability. A sense of belonging and having meaningful purpose in their day gives relief from social isolation and loneliness. The commitment of showing up for a shift that offers support, as well as an opportunity to be productive and learn new skills and this experience has increased the confidence and well-being of its members.

During the COVID-19 pandemic, TEAM SPIRIT has maintained on site coverage to support the agency on a Monday – Friday basis. Over the past two years, many lessons have been learned to coordinate and accomplish assigned tasks while observing COVID-19 protocols and adhering to public health measures. It has been a true adventure.

Over the years, TEAM SPIRIT has supported and been supported by approximately 50 individuals.

TEAM SPIRIT was originally allotted 60 hours monthly as paid hours for the team. This past fiscal year there were 720 paid hours annually split amongst the TEAM SPIRIT staff but they have volunteered a total 3,083.5 hours in 2021/22 fiscal year. The commitment of the members and the appreciation of the staff and clients are a consistent theme. TEAM SPIRIT and its members are the pride and joy of CMHA SCB!

“



I just wanted to thank you all so much for the support you provided. The team was so kind and professional; it really made what is typically a stressful process very easy. This team is such a valuable part of the agency.

– Erin Casey, CMHA SCB Mental Health & Addictions Counsellor

”

“

I appreciate your help with everything you do in the agency, you all rock!

– Brittany Burmister, CMHA SCB Case Manager

Go TEAM SPIRIT! Since the day I arrived, I have been inspired by this incredible team and the tireless efforts and dedication of Eddie – who provides compassionate care and authentic leadership.

– Dr. Valerie Grdisa, CMHA SCB CEO

TEAM SPIRIT is always ready and willing to jump in and help the clients we serve. Thank you, for your caring and compassionate support for our clients and a life saver for us as case workers.

– Ken Stafford, CMHA SCB Outreach Brief Service

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by Dwayne Todd



PEER SUPPORT PROGRAM

Peer Support is a nationally and internationally recognized prevention strategy in mental health care offering emotional support, life skills, reduced isolation, system navigation and hope for recovery. Peer support is focused on creating a trusting, equal and empowering recovery-oriented relationship between two individuals who share a similar experience. Peer support, a best practice approach, is critical in helping to fill the gaps and complement clinical care.

CMHA SCB developed our formal peer support program in 2020. Twenty-four individuals took part in peer support training, based on the Guidelines for the Practice and Training of Peer Support developed by the Mental Health Commission of Canada (Sunderland, K. & Mishkin, W., 2013). They learn skills such as active listening, boundaries and using their experiences in a nonjudgmental, helpful way to assist others and provide hope in their recovery.

The program has successfully supported employment of thirteen peer support workers and specialists, many of whom were previous clients and have come full circle in their journey of recovery. It provides formalized one to one peer support for each client, along with a range of support groups. Peer support workers are currently employed in the Case Management, Addiction Services, Family Health Team, Early Psychosis Intervention, and the RSVP program.

Two peer support workers collaborate with the Nurse Practitioner Clinic 12 hours per week to provide client care. Services are available in the Simcoe County shelters (specifically, Elizabeth Fry) by having two peer support workers on site with access to their services five days a week for our most vulnerable populations.

In August 2021, we hired a program coordinator to lead staff and deliver programming. Currently, the program completes an average of four intakes per week. They have 79 registered clients resulting in almost 4,000 interactions in 2021/2022.

The support from the community has been incredible and we received the largest grant to date of \$72K from Innisfil Community Foundation for 2021/2022 programming, as well as funds from the United Way Simcoe County and the Ministry of Health.

The Peer Support Program also received funding this year to offer an additional Peer Support Training and Professional Development session in collaboration with CMHA Muskoka Parry Sound and Barrie Area Native Advisory Circle.

The Peer Support Program received a generous donation from **#SpeakUpForLee** campaign of \$62K, which will be used to develop a speakers bureau and support to families in the upcoming year (see page 20 for more details).

We could not do this work without the generous support of the foundation and our donors! There is hope this wonderful program will continue to grow and expand to offer needed peer support in other areas in our community.

“

As a clinician, I deeply value the collaborative, empathetic and hopeful approach that peer supporters bring to the circle of care.

– Maia Knauer, Family Health Team CMHA SCB

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FRENCH LANGUAGE SERVICES

The Regional Francophone Navigator position was developed in autumn 2019. The role as Francophone navigator involves helping clients as they seek French Language Services (FLS) by providing resources, connecting them to community partners or advocating on their behalf. There is a case management component as well as a community awareness/education responsibility.

There are over 600,000 French speaking Ontarians and over 13,000 live in Simcoe County.

The French Language Services Act (1989) guarantees an individual's right to receive services in French from Government of Ontario ministries and agencies in areas where Francophonie's make up at least 10 per cent of the population.

CMHA SCB is seeking official FLS designation and therefore, continues to increase its active offer of FLS across the agency. Our long-term goal is to offer services that are culturally appropriate, available, accessible, clearly communicated, visible and equivalent in quality to what is available in English.

Emotional, physical and mental health well-being are all intrinsically linked. For clients to receive support in the language of their choice, it is important to create a safe environment for them to identify as Francophone from the onset of services.

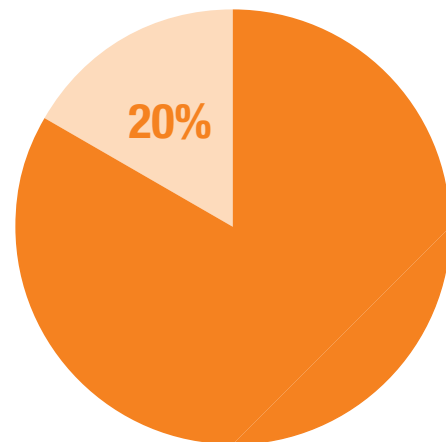


ACCOMPLISHMENTS:

- Signage in all CMHA SCB locations with the program contact information
- Active offer of training presented to approximately 85 staff with the goal to ensure the balance of the employees are trained in 2022-2023
- French tab on the agency's website that offers resources on different topics related to mental health and addiction services
- Bilingual staff identified by their badge and offered lanyards and buttons to highlight French language proficiency
- Offer for staff to take part in French courses through Collège Boréal with the possibility of partial tuition reimbursement
- Monthly staff conversation group in partnership with La Clé de la Baie
- CMHA SCB FLS committee meets quarterly and is supported by Entité 4 planning agency as well as Ontario Health Lead for French Language Services
- i-Pads offered to Crisis Services and On-Duty with translation applications to assist francophone clients as they access services
- Workshops for adults 65+ offered in partnership with Chigamik Community Health Centre
- Regional Francophone navigator serves as advisory committee member of the Francophone Situation Table for Ontario Health (Central Region)

CRISIS SERVICES

In September 2021, Orillia Ontario Provincial Police (OPP) invited CMHA SCB to partner with their Provincial Communications Centre, to implement a new Crisis Call Diversion (CCD) Unit. This initiative was implemented in November 2021 and is one of the first of its kind in the province. The CCD Unit workers are positioned at the OPP Provincial Communications Centre, which covers all of the OPP Central Region. The CCD Unit workers receive and respond to mental health and addiction related calls transferred from 911 communicators, when there is no imminent risk identified. The objectives of the CCD Unit include working with 911 communicators to help divert calls away from unnecessary police response where appropriate, by de-escalating callers, assessing for risk, and providing crisis intervention and referrals to ongoing community resources. The CCD Unit workers respond actively to any changes to risk or safety and refer back to police for intervention if their risk assessment deemed police intervention required.



**calls diverted from
police response**



1 in 5 calls to CCD result in police diversion

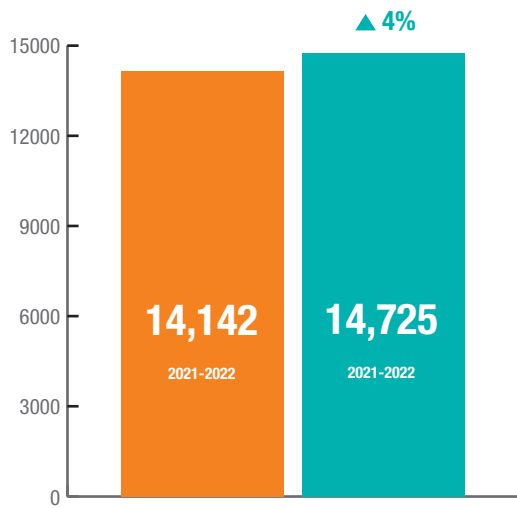
CRISIS OUTREACH AND SUPPORT TEAM

CMHA SCB received temporary funding to enhance our existing Crisis Outreach and Support Team (COAST) partnerships (Barrie, South Simcoe and Orillia OPP) from January 2021 to July 2021. This additional funding allowed for increased COAST staffing and capacity in our communities, to support and address the ongoing impacts to mental health and addictions due to the pandemic.

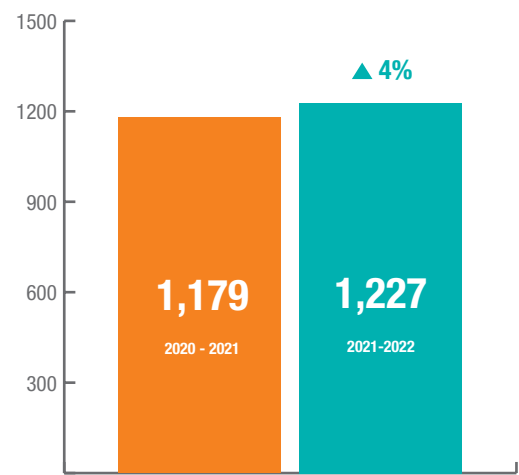
In January 2022, the COAST program was successful in securing funding to expand services in Orillia for two years. This funding enabled the Orillia COAST to better serve the community by adding one full-time constable and a second crisis worker, which allowed the program to expand to seven days a week.

CRISIS LINE

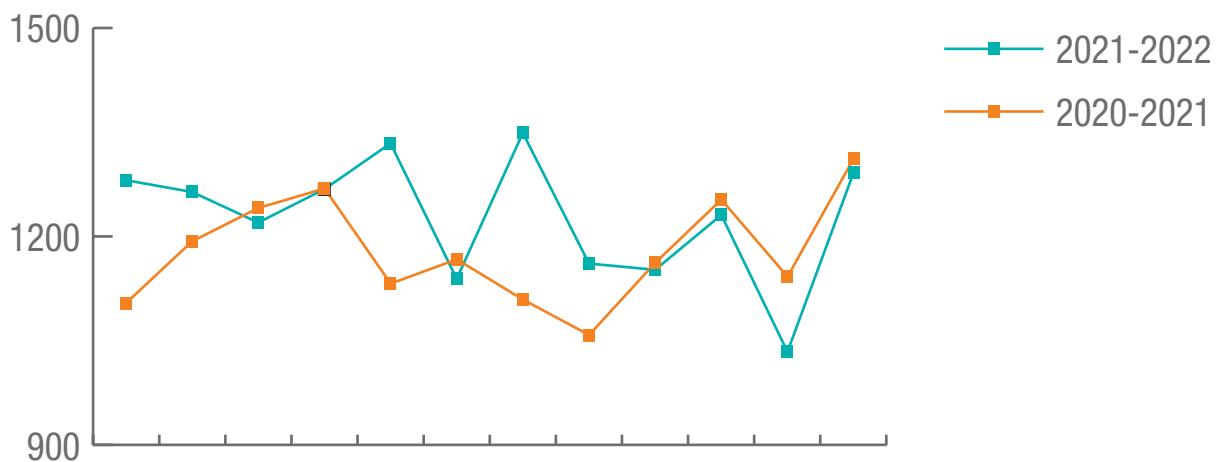
As the pandemic persisted in 2021/22, there was an increase to call volumes, acuity of crisis calls and levels of support needed. The CMHA SCB Crisis Line team continues to provide crisis de-escalation/ support, safety/crisis planning and referrals to appropriate community resources. On average, the crisis line received 1,227 calls per month, an increase of 4 per cent from the previous year.



Annual crisis call volume



Average monthly crisis call volume



Crisis monthly call volume

ONTARIO STRUCTURED PSYCHOTHERAPY PROGRAM

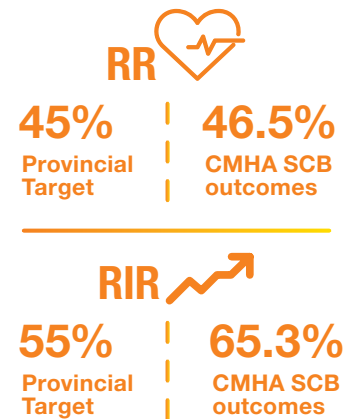
The Ontario Structured Psychotherapy Program (OSPP) provides evidence-based cognitive behavioural therapy to individuals aged eighteen and over with depression or anxiety-related conditions. Individuals can access approximately eight to twelve structured therapy sessions and up to a maximum of twenty sessions depending on the particular condition. Therapy is problem-focused, goal-oriented and teaches practical strategies and skills. The OSPP provides treatment for:

- Depression and low mood
- Generalized anxiety and worry
- Unexpected panic attacks and agoraphobic fears
- Social anxiety and performance fears
- Specific fears
- Health anxiety
- Obsessive-compulsive concerns
- Stress-related problems
- Post-traumatic stress

Measurement-based care is a core component of the OSPP. During every session, clients are asked to complete validated assessment tools to assist in informing treatment planning. These tools help clients to have a visual representation of gains made in therapy and increases motivation and incentive. The two outcomes measured are “Recovery Rate” and “Reliable Improvement Rate”. Ontario Health sets targets for both measures.

Currently, the provincial target for Recovery Rate (RR) is 45 per cent and the target for Reliable Improvement Rate (RIR) is 55 per cent. CMHA SCB

has been consistently exceeding targets on these outcomes over the past year with 46.5 per cent (RR) and 65.3 per cent (RIR) respectively.



This program is delivered in a “hub and spoke” model with community-based delivery sites. Waypoint Centre for Mental Health Care is the network lead organization for our hub. CMHA SCB is responsible for the delivery of these services in the Barrie area and partners with Catholic Family Services of Simcoe County, to collaboratively meet the needs of the local community, based on a joint service level agreement.

The Mental Health and Addictions Centre of Excellence at Ontario Health has identified the expansion of the OSPP as a key commitment in their strategic plan “Roadmap to Wellness” which focuses on improving mental health services for communities across Ontario and supporting patients and families living with mental health and addiction challenges.

Visit <https://www.ontario.ca/page/roadmap-wellness-plan-build-ontarios-mental-health-and-addictions-system> to find out more.

CLIENT PROFILE

LOCATION

| | |
|--------------------|-----|
| Muskoka | 2% |
| Couchiching | 14% |
| Barrie & area | 57% |
| North Simcoe | 7% |
| South Georgian Bay | 6% |
| Other | 6% |
| Unknown | 6% |

PEOPLE [%]

| GENDER | % |
|--|-----|
| Female | 55% |
| Male | 43% |
| Transgender, non-binary, Intersex, and/or Two-Spirit | 0% |
| Unknown | 1% |



8,004
clients served



| AGE | % |
|---------|-----|
| 0 - 17 | 5% |
| 18 - 34 | 38% |
| 35 - 54 | 35% |
| 55+ | 23% |
| Unknown | 0% |

79
volunteers



5,874
volunteer
hours for
fiscal year



19
students



254
staff



Volunteer Glory Gonzague



OUR COMMUNITY



Lynne Cheliak, Charlie from Kool FM Barrie, MP Doug Shipley, MPP Andrea Khanjin, Katherine Chabot

We remain grateful to our community – to our donors, volunteers and mental health champions who continued to support us throughout another year of the pandemic. While we remained physically distanced and held meetings and events virtually, we were able to continue to foster strong donor relationships.

We are thankful to those who invited us to speak with their workplaces or community groups about the effects of the pandemic on mental health. These important conversations created wonderful collaborations and new partnerships. This year gifted us an incredible opportunity to share the importance of CMHA SCB services and supports and to demonstrate the impact of how giving is making a difference. Thank you to our donors, volunteers, third party event organizers, and mental health advocates for contributing to the important work of CMHA SCB.

We were deeply honoured to meet with the MacMillan Family whose #SpeakUpForLee campaign honours the memory of their daughter and sister Lee MacMillan who lost her brave battle with depression in March 2021.

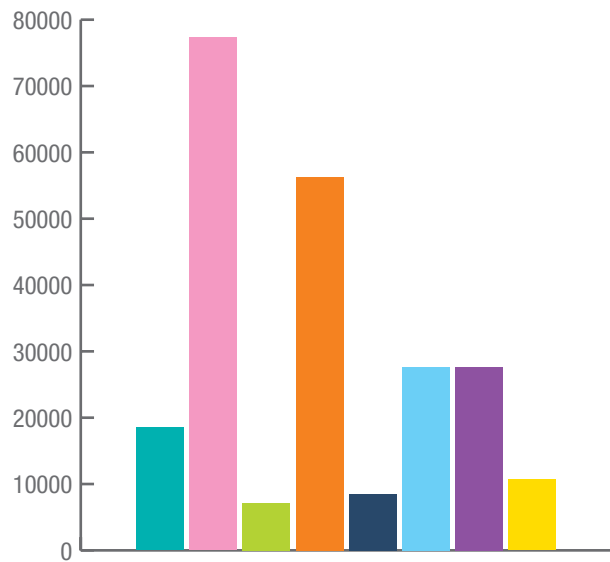


Lee MacMillan

Lee was a mental health advocate and her family continues her advocacy work. By supporting the campaign, they encourage people to come together as a community, spread kindness (especially online), and help people recognize mental health is health.

Thank you to the MacMillan family who generously donated \$62K to our Peer Support program so that services can be provided to individuals, families and communities from a lived experience perspective. This donation will help grant an opportunity for the development of a speakers bureau. We are overwhelmed by this incredible donation and would like to express our sincerest gratitude to the MacMillan family for partnering with us on their journey.

FUNDRAISING REPORT

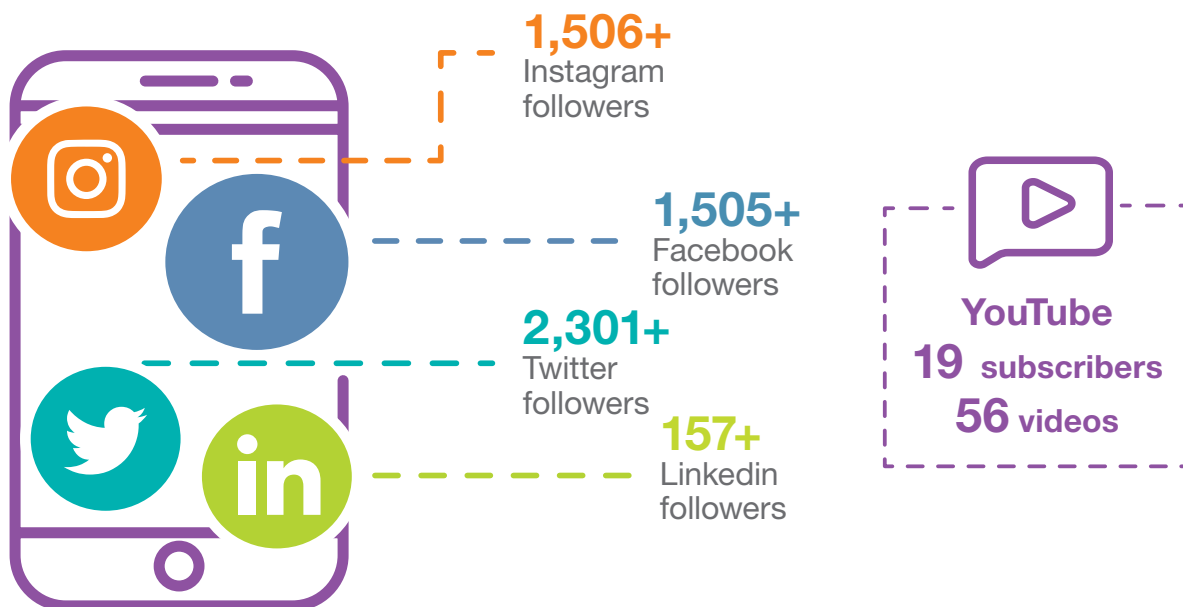


April 1, 2021 - March 31, 2022

| | |
|------------------------------|----------|
| 5th Annual Keep Talking Gala | \$18,509 |
| 3rd Party Events | \$77,326 |
| Canada Helps | \$7,107 |
| In Memoriam | \$56,260 |
| Start Talking Cup 2022 | \$8,501 |
| Unsolicited | \$27,639 |
| Online Donation | \$27,680 |
| Christmas Campaign | \$10,700 |

Total Revenue: \$233,722

SOCIAL MEDIA STATS

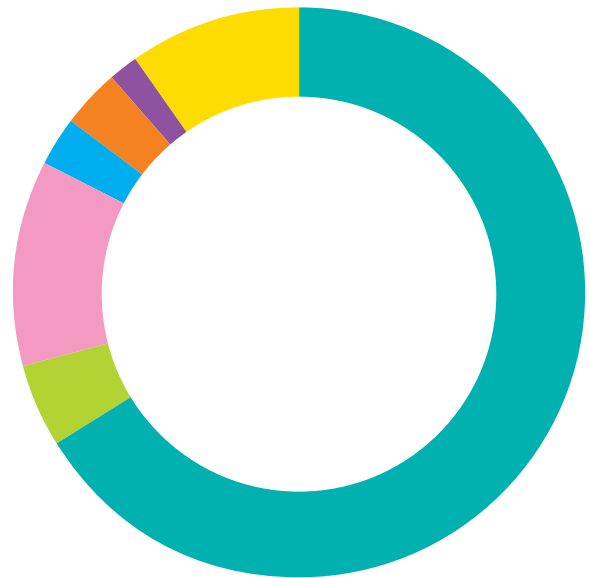


FINANCIAL REPORT

Sources of Revenue

| | |
|--------------------|--------------------|
| Ontario Health | \$16,335,913 [66%] |
| Paymaster | \$1,177,784 [5%] |
| Ministry of Health | \$2,824,177 [11%] |
| Grants | \$687,140 [3%] |
| Rental Revenue | \$811,896 [3%] |
| Fundraising/BOT | \$435,506 [2%] |
| Other | \$2,364,700 [100%] |

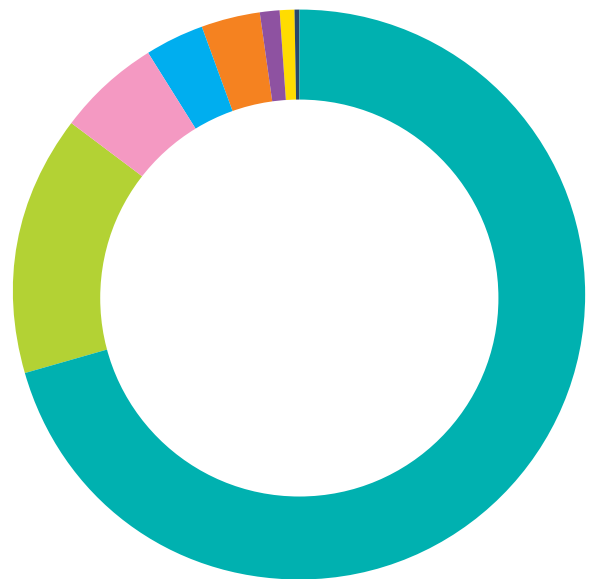
TOTAL \$24,637,116



Sources of Expenses

| | |
|---------------------------|--------------------|
| Salaries/Benefits/Medical | \$16,460,472 [71%] |
| Sessional Fees | \$57,104 [0%] |
| Supplies | \$295,895 [1%] |
| Sundry Expenses | \$1,338,278 [6%] |
| Equipment Expenses | \$784,511 [3%] |
| Fundraising/BOT Expenses | \$162,420 [1%] |
| Contracted Out Expenses | \$758,326 [3%] |
| Building/Grounds | \$3,464,872 [15%] |

TOTAL \$23,321,878



CANADIAN MENTAL HEALTH ASSOCIATION SIMCOE COUNTY

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

Collingwood Office

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

Innisfil Office

7325 Yonge Street, Innisfil ON L9S 2M6 Tel: 705-726-5033 | 1-800-461-4319

Orillia Offices

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


50 Nottawasaga Street, Orillia, ON L3V 3J4 Tel: 705-325-4499

Midland Offices

337 Midland Ave, Midland, ON L4R 3K8 Tel: 705-527-8738

850 Hartman Drive, Midland, L4R 0B6 Tel: 705-528-1206

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