



**BE MIND FULL**  
CHAMPIONS FOR POSITIVE MENTAL HEALTH SINCE 1918



## MESSAGE FROM THE PRESIDENT AND CEO

We are celebrating! In year two of our 2013–16 strategic plan, we achieved transformational results.

On May 4th, in front of Queens Park, and again on May 6th at Seneca's King Campus, we moved our youth mental health strategy forward. We launched MOBYSS, Ontario's first mobile comprehensive health clinic for ages 12–25. This ground-breaking clinic will travel to areas across York Region and South Simcoe where youth have difficulty accessing services because of travel, stigma or other barriers.

Thanks to the incredible support of our donors and funders, this winter we integrated and expanded service delivery with the launch of six new programs. They all exemplify improved access, system integration, and client centred care. One such example is the Flexible Supports Program. In collaboration with the Region of York, CMHA and York Support Services Network share one team across two agencies that delivers step-up and step-down services with seamless transitions.

We completed our cultural competency audit that provided us with a detailed report on our strengths and opportunities to better engage and serve diverse ethno-cultural communities. Now, we move forward with a strong governance structure, diverse staff team, and true inclusion of those with lived experience as we implement the recommendations to go from good to great.

Quality is always top of our agenda. We established an ongoing client feedback and evaluation process to ensure their experience is incorporated into our decision making. We strengthened our governance by expanding the Board, bringing in more highly qualified and diverse leaders. We focussed on improving administrative efficiency to allocate more resources to direct service delivery.

We are so proud of the amazing team of volunteers and staff whose actions exemplify commitment to our goal of *mental health for all*. On behalf of the Board, please accept our sincere thanks and appreciation.

**Raghu Raman**  
President and Chair of the Board

**Rebecca Shields**  
CEO



## VISION

Mentally Healthy People in a Healthy Society

## MISSION

As the nation-wide leader and champion for mental health, CMHA facilitates access to the resources people require to maintain and improve mental health and community integration, build resilience, and support recovery from mental illness.

## CREATING IMPACT

All **youth** in York Region and South Simcoe will be prepared to care for their mental health, know where to go for support and have rapid access to services for their mental illness.

To be the very best, we will remain curious and practice **cultural competency**, anti-racism and anti-oppression practices every day.

## OUR BOARD OF DIRECTORS

CMHA is a registered charity, governed by a volunteer Board of Directors. Our Board is guided by a strategic plan. They meet regularly throughout the year to monitor organizational operations. The vision and mission are championed by the work and support of our Board.

**President:** Dr. Raghu Raman

**Vice President:** Brian Fazackerley

**Treasurer:** Vivian Wong

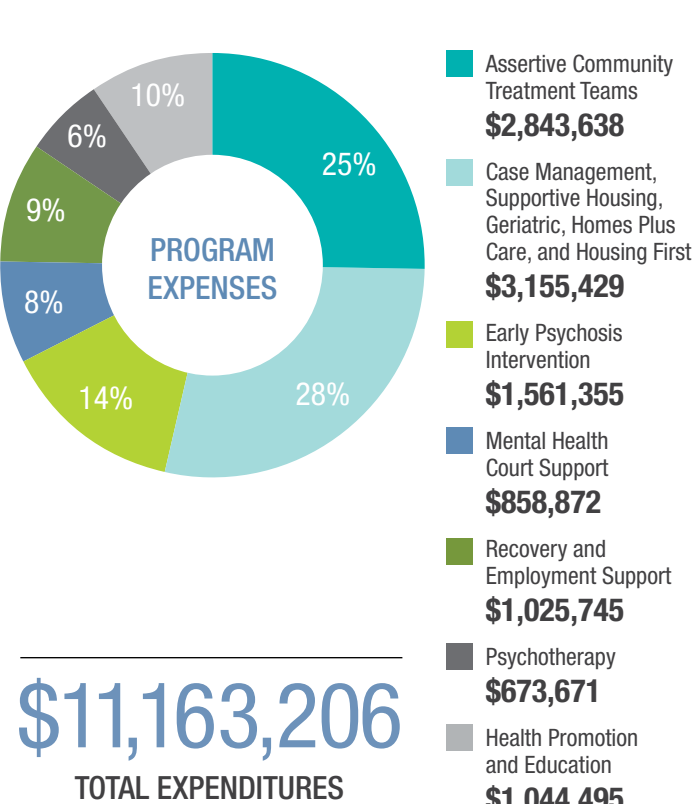
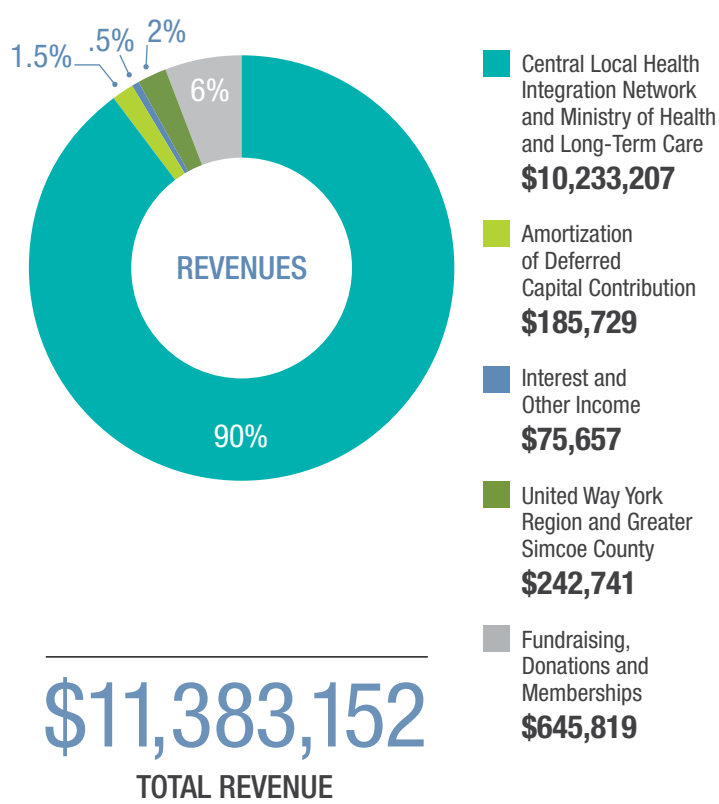
**Directors:** Jacqueline Delfosse, Monica Gaudry, Tammy Lowe, Nilanka Maldeniya, Susan Mendes de Franca, Juanita Nathan, Roy Saad, Omid Safavi, Ali Soheil, Dawn-Marie Stevens, Evelyn Sutherland

## ACCREDITATION

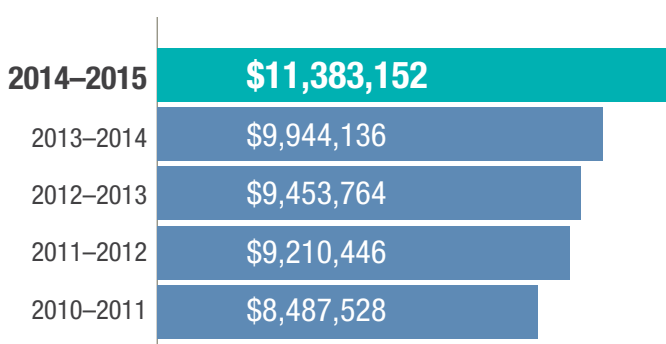
We are proud to have achieved a four year accreditation with exemplary standing from Accreditation Canada.



## FINANCES



## REVENUE TREND



### Notes on financial position

- 14.5% growth over last fiscal year
- Fundraising surplus \$549,190 with \$360,000 transferred to programs and \$189,020 to be used for future MOBYSS and Youth Wellness costs
- With program expansion, CMHA leased a new office space in Newmarket ON
- Overall administrative costs were 14.5%, down from 15% last year

## AGENCY GROWTH

**47**  
new staff positions—  
full time equivalents

**160**  
total number  
of staff

**150**  
volunteers, including  
Ride Don't Hide

**18**  
student placements

“MOBYSS is a great way for youth to connect with community support in an easy-to-access and safe space. It will empower youth to take charge of their own mental health.”



# TRANSFORMATIONAL IMPACT

**2,894**

individuals served through our programs

**440**

more individuals served than last year—thanks to the great work of our staff and volunteers

**94%**

reported that they were better able to manage the symptoms of the illness

**4,021**

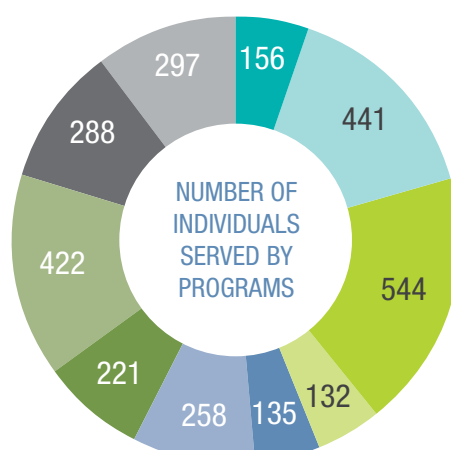
subscribers to our informational blog

**95.5%**

learned positive coping skills

**96.1%**

would recommend service to their friend or loved one



- ACTT
- Community Connections and Peer Support
- Court Support Adult and Youth
- Employment Services
- HOPE (EPI)
- Housing First and Flexible Supports
- Homes Plus Care
- Case Management, Adults & Seniors
- Psychotherapy
- Youth Wellness Individualized Support, Choices, Family and Caregiver Education



Dr. Bob Bell, Deputy Minister of Health and Long-Term Care and Kim Baker, CEO of the Central LHIN



Dr. Eric Hoskins, Minister of Health and Long-Term Care and Ontario's MPPs at MOBYSS launch



MPP Chris Ballard and John at the funding announcement for Flexible Supports Program



Ride Don't Hide 2014 team

## HIGHLIGHTS

### NEW EVIDENCE BASED PROGRAMMING

**More peer support** was added as we expanded Community Connections with three new peer support workers and now have a total of **17** dedicated peer support positions.

**Right place, time and care models** in partnership with the Region of York for the joint CMHA-YSSN *Flexible Supports Program* that allows fluid transitions to more and less intensive services, increased access to community psychiatry and holistic care that includes primary care support through nurse practitioners.

**Leading innovative practices** were celebrated as we launched *MOBYSS.ca*. Our mobile walk-in clinic for youth features an early intervention and comprehensive health approach that is non-judgemental, accessible and allows video conference access to physicians at hospitals including Ontario Shores Centre for Mental Health.

**Increasing awareness and education** by providing *Mental Health First Aid* training for employers and youth sports coaches and instructors. We help people change lives and build skills to manage mood and anxiety in just 12 hours by facilitating the amazing *Living Life to the Full* courses for youth, adults, seniors and employee groups.

## HEALTH PROMOTION AND EDUCATION

**4,634** adults reached by our trainers and outreach workers

**9,045** students reached through our Youth Wellness team

**99.6%** of Mental Health First Aid participants found the course to be relevant

**100%** of Living Life to the Full participants reported an improved ability to respond positively to negative thinking



[www.mobyss.ca](http://www.mobyss.ca)

It costs only \$250/visit to reach a youth in need. CMHA continues to raise funds to keep wheels on the road.



[www.ridedonthide.com](http://www.ridedonthide.com)

Ride Don't Hide contributed \$75,000 for Youth Wellness. We increased the number of riders from 203 to 401 and raised \$115,000 for mental health in Toronto and York.

## MOVING FORWARD IN 2015/16

We are proud to be launching two services to support individuals to overcome mild to moderate depression and anxiety. Both are delivered through referral from primary care practitioners to ensure that services are accessible and available for everyone. **Bounce Back** offers an evidence-based cognitive behavior coaching model that is delivered by watching a DVD and receiving coaching over the telephone. **Group Psychiatry** provides quick access to psychiatric assessments for mood and anxiety disorders followed up by group medical visits.

We will be moving forward on our **cultural competency strategy** by developing our scorecard and reaching out to diverse communities to increase our knowledge and understanding. We will take action to engage people with lived experience of mental illness from communities to evaluate our service delivery and create strategies for improvement such as better integration and adding complementary service offerings.

**BounceBack™**  
reclaim your health

“CMHA saved my life. Without the caring staff to support me, I would never have made the choices I needed to.”

## THANK YOU TO THOSE WHO MADE IT POSSIBLE



### Special recognition to:

Dragon Hearts Dragon Boat Team

All our annual donors and supporters for your significant contribution to mental health in our community.

### Sponsors of MOBYSS



### The cyclists, sponsors and donors of Ride Don't Hide 2014

