

## BE MIND FULL

CHAMPIONS FOR POSITIVE MENTAL HEALTH SINCE 1918

# Canadian Mental Health Association York and South Simcoe Branch Annual Report 2015/2016



**Canadian Mental Health Association**  
York and South Simcoe  
*Mental health for all*



Canadian Nonprofit  
Employer of Choice™  
Award  
2015-2016

## Message from the President and CEO

Dear Friends

We, the incredible team at Canadian Mental Health Association (CMHA) York and South Simcoe, have continued to surpass the highest expectations and drive real impact. Whether you think about Youth Wellness Services, Bounce Back, Ride Don't Hide, the Housing First program or an incredibly engaged and focussed team that goes above and beyond every day, CMHA has earned its reputation as an energetic force for mental health.

In 2015-16, we reached our community on a grand scale: over 14,000 individuals, through 2,500 groups and 100,000 visits, all supporting recovery. This achievement is remarkable because each interaction is anchored in our philosophy of client and family centred care. We understand that it is not the quantity of interactions but the quality, based on each unique recovery journey and the needs of each person.

To achieve this, we strengthened our comprehensive cultural competency strategy, which leverages best practices in talent management with cultural outreach and the ability to adapt service delivery.

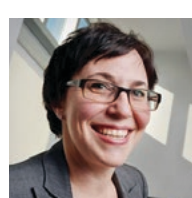
CMHA fully embraced an innovation culture. Founded in diversity and supporting idea generation, we worked to improve service delivery, HR practices and quality. In addition, we launched our philanthropy program, allowing you the opportunity to invest in "wish list" areas to achieve extraordinary results for our clients and families.

Across all levels and programs, CMHA directly contributed to improving the larger system to support better transitions and a more integrated and collaborative approach to care. Anchoring our work in our values, we invite you to join and lead with us by being:

- Client and family centred - through partnership, accountability and action
- Culturally competent - to provide the best service and work experience
- Innovative - to bring value to our community

Thank you to each and every volunteer, staff member and donor. Your commitment makes providing great care in great communities possible every day!

Rebecca Shields  
Chief Executive Officer



Brian Fazackerley  
President



## Canadian Mental Health Association, York and South Simcoe

### 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.

### 2015/2016 Impact Statements

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.

We will be the most culturally competent team in York Region and South Simcoe.

### BOARD OF DIRECTORS

CMHA, York and South Simcoe is a registered charity, governed by a volunteer Board of Directors and 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.

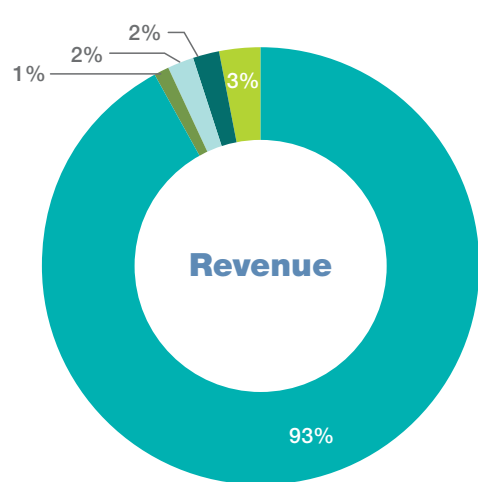
President: Brian Fazackerley  
Past President: Dr. Raghu Raman  
Vice President: Monica Gaudry  
Treasurer: Evelyn Sutherland  
Secretary: Rebecca Shields  
Directors: Jacqueline Delfosse, Tammy Lowe, Nilanka Maldeniya, Susan Mendes de Franca, Juanita Nathan, Roy Saad, Ali Soheil, Dawn-Marie Stevens, Vivian Wong

### Accreditation

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

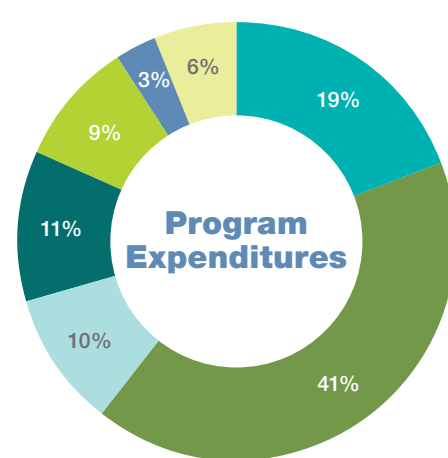


## Finances



Central Local Health Integrated Network & Ministry of Health and Long Term Care	\$14,582,956
Amortization of Deferred Capital Contribution	\$181,088
Interest & Other Income	\$337,909
United Way Toronto and York Region and United Way Greater Simcoe County	\$252,956
Fundraising, Donations	\$575,054

**Total \$15,962,315**



Assertive Community Treatment Teams	\$2,963,725
Case Management Supportive Housing, Geriatric, Home Plus Care, Housing First	\$6,413,831
Early Psychosis Intervention	\$1,524,473
Mental Health Court Support	\$1,786,486
Recovery & Employment Support	\$1,477,461
Clinical Counselling Services Program	\$489,656
Health Promotion & Education	\$1,010,630

**Total \$15,666,263**

## Revenue Trend

2015-2016	\$15,962,315
2014-2015	\$11,383,152
2013-2014	\$9,944,136
2012-2013	\$9,453,764
2011-2012	\$9,210,446

### Notes on Financial Position

- Growth of 40.2% over last year thanks to annualized funding for the Peer Support, Flexible Support program, Bounce Back and Rapid Access Psychiatry program.
- Additional growth realized through 30 new rent supplements, commencement of the Federal Employment program, At Work/ Au Travail and slight increase to the Youth Wellness program budget funded through United Way of Greater Simcoe County.
- Administration, including occupancy costs, dropped to 14.2% from 14.5%. The added efficiency was re-invested in front line services including a new volunteer manager.
- CMHA is the lead agency for the Flexible Support and Peer Support programs. We partner with York Support Services Network and CMHA Toronto respectively, thus contracting out \$1,553,511 of services for joint programming.
- Fundraising generated a surplus of \$175,000 to be directed towards MOBYSS and Youth Wellness services.

## Agency Growth

**5.7** New staff positions (full time equivalents)

**167** Total number of staff

**260** Volunteers, including Ride Don't Hide

**20** Student placements

"...Thank you all for being a great team to work with. I will miss your enthusiasm, perseverance, and the 'never say die' spirit, and of course the talent, the opportunity and your expertise that you shared with me."

Zohra Bawari  
BSW student, York University  
(Case Management Program)



## Making it possible



### Sponsors of MOBYSS



### Special recognition to:

Dragon Hearts Dragon Boat Team



Thank you to our annual donors and supporters for their significant contribution to mental health in our community.

### The cyclists, sponsors and donors of Ride Don't Hide 2015



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### Contact Us

Phone: 905.841.3977 | Toll Free: 1.866.345.0183 | Email: yorkregion@cmha-yr.on.ca  
Website: www.cmha-yr.on.ca | Twitter: @CMHAYork | Facebook: CMHAYork



Transformational Impact

5,518 individuals served through our programs

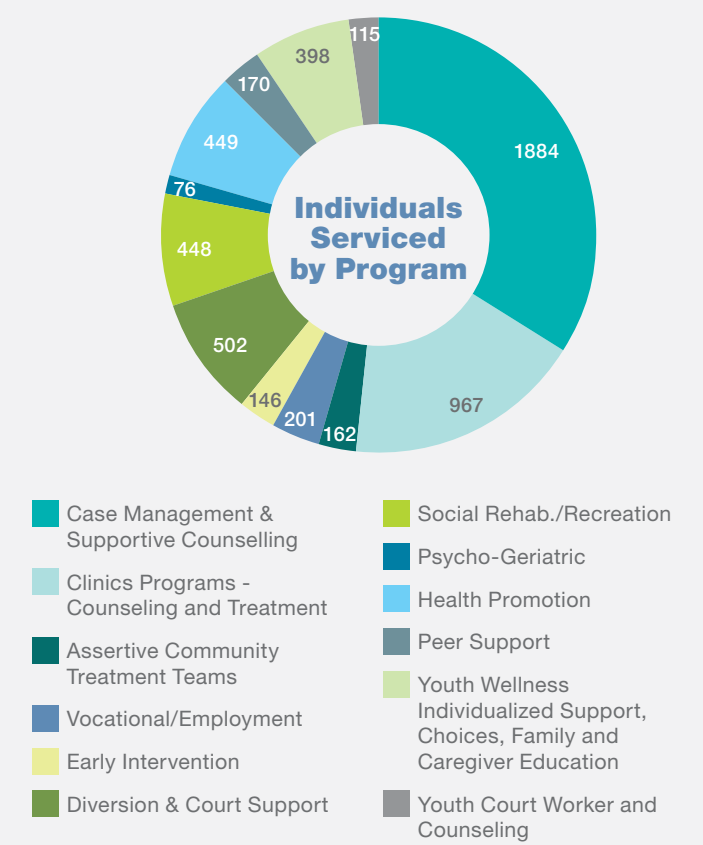
2,624 more individuals served than last year

4,089 subscribers to our informational blog

91% of clients reported they are better able to manage the symptoms of the illness

93% learned positive coping skills

98% would recommend service to a friend or loved one



Highlights of the Year

CMHA York & South Simcoe was awarded the **Canadian Non-profit Employer of Choice (NEOC) Award** for 2015. Candidates for the NEOC award are those non-profits whose people leadership and vision translate into exemplary talent management practices, supporting successful mission delivery in the communities they serve. This award creates positive brand recognition and a true competitive advantage for attracting, retaining and engaging top talent.

CMHA collaborated with the Georgina Nurse Practitioner-Led Clinic to provide the **new Aboriginal Navigator service**. An Aboriginal Navigator provides support and advocacy for First Nation, Inuit and Metis Status and Non-Status peoples living in Northern York Region and South Simcoe. Focus is on individuals who face challenges with addictions, mental health and chronic diseases.

In partnership with York Support Services Network, CMHA completed the first year of the innovative **Flexible Support Program**. Working with staff from both organizations, 1,000+ individuals received service to increase their housing stability and overall wellness. The program offers a variety of supports including: supportive groups, intensive case management, an expanded Housing First Program and a high intensity community support team.

The **Peer Support Program** is a supportive learning process that helps people understand and manage their mental health, enhance their own wellbeing, and achieve the lives they want.

638 Recovery education sessions offered

- Some of our new collaborations include:
- Mackenzie Health Hospital-Mental Health Inpatient and Outpatient
  - Markham Stouffville Hospital-Mental Health Inpatient and Outpatient
  - Newcomer Centres
  - Employment Resource Centres
  - Housing with Supports and Social Housing
- This year **PeerZone** was launched in Canada and delivered by the Peer Support Program. This is a new peer support and recovery education initiative originating in New Zealand with a solid evidence base.

CMHA developed a robust Workplace Wellness program for employers with six face-to-face modules for senior managers and supervisors, and a module for employees with an employee e-Learning tool. Over 100 supervisors from Markham Stouffville Hospital took the training.

Quotes:

- Our instructor addressed many topics/issues that were excellent for our job situations.
- I now recognize the value in active listening – not rushing to a fix.
- I learned a lot about myself and the way I think about staff suffering from mental health issues.

CMHA was appointed leader and co-chair of the Mental Health and Addiction Service Coordination Council. A multi-stakeholder table including people with lived experience of mental health and addictions and family member to improve system integration and collaboration.



Health Promotion and Education

12,571 youth learned valuable information through Youth Wellness workshops

3,157 people were served through health fairs

1,640 individuals participated in mental health skill-building courses

1,200 youth accessed MOBYSS, our region's first mobile health care unit for youth

745 youth developed new skills and increase resiliency to manage life's curve balls

231 loved ones were educated and connected through our Family & Caregiver Education Program

Ride Don't Hide

Ready, Set, Go! Cyclists ready themselves for Ride Don't Hide 2015.

446 riders raise \$133,605 for local mental health services and supports



Celebrating cultural diversity.



Celebrating our amazing volunteers with Nyk Morrgan.



MOBYSS joins Toronto's Pride Parade for the first time!



The Management team participating in Cultural Competency training.



All CMHA staff participated in a training and team building event.



Preparing to celebrate the holidays with clients and staff.

Moving Forward in 2016/2017

After a year of consultations and engagement with our clients, families, community partners, staff and donors, we are proud to launch our 2016-19 Strategic Plan: Excellence, Innovation and Impact.

Beginning this year, we are expanding our focus to youth and their families. Building on key strengths, we will ensure that every family member or caregiver who needs support, receives support. Using our cultural competency expertise and a trauma informed lens, we will offer clinical counselling and enhanced care for those supporting a loved one or dealing with the tragic event of losing someone to suicide. We commit to providing family and caregiver education to our top five language and other under-served communities.

To have true impact, we must continue to listen to the voices of clients and families and be a positive, intentional influencer and partner in system transformation. We will be the first community mental health agency to invite client and family voices to be our advisors at every policy and program development decision-making table. We will share knowledge and act with them to improve transitions of care and system navigation. We will also lead in our talent management and high-performing team strategy so that quality and delivery of service remains exemplary and our team thrives as they provide great care in great communities.

"I wanted to take the time and thank you for all the hard work you and the team did in my court case some years ago. The reason that I am bringing up old news, is that I got hired at Bell Technical Solutions as Field Service Technician - installing internet, phone and TV. Bell did a criminal background check and everything came out clean. So if it wasn't for the team's hard effort, I wouldn't have this career opportunity.

Although it may seem that I am having some success with Bell at the moment. I am still moving forward with the military career path, as I feel I could utilize more of my education and enrich my life more in such an arena.

Thank you and all the best."