



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



# 2012–2013 Annual Report

*Stories of Recovery*

*Stories of Hope*

*Stories of Great Care in Great Communities*

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# Message from the President and the CEO

“My life is better for it,” a CMHA client wrote anonymously in response to our annual survey. He was referring to one of our case managers who went above and beyond to connect him to resources.

Another woman told us, “Without this (psychotherapy), I would not have learned new skills that will help me for future mental health and emotional stability.”

It is the caring, dedication and the profound belief in hope and recovery for each person that characterizes a CMHA staff person. We hear the appreciation of these qualities from participants at our community development program, when referring to their worker, “Shirley never gave up on us and continued to try various ways to gather families together.”

*“My Case Manager is my guardian angel. Thank you.”*

We hear the caring from Stephen, our Youth Wellness staff, who reaches out to students who are fighting to not let their vulnerabilities limit them. “As I continue to witness Keith’s personal growth, I will always remember it started with a private conversation behind closed doors in that vacant boardroom. He did all the talking and I just had to listen and eventually Keith pieced out his own path for change.”

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We truly are committed to Mental Health for All; for those affected by mental illness and for those who wish to build their resiliency and strengthen their personal capacity. It is from this perspective that last year we expanded our community education offerings so that we may reach more mothers, fathers, co-workers, neighbours and friends in York Region and South Simcoe with mental health promotion and prevention strategies. *Living Life to the Full*, eight workshops that help you help yourself, **changes** lives in 12 hours. For workplaces and community spaces, the Mental Health First Aid seminar and our Responding With Respect series equips our community to care for ourselves and each other.



The needs are growing and changing in our community. There is an increasing recognition that there is no health without mental health. Thus, the Board and Senior Leadership engaged in an extensive review of our current capacity. We also held stakeholder consultations to determine how we can maximize our resources, open our doors for more people to join us and set key priorities to create impact where our community needs us most.



We will continue to build on strengths, set the standard for quality mental health services and build partnerships that support the health and wellness of our community. We cannot do this alone. Thank you to the Central Local Health Integration Network, Ministry of Children and Youth Services, United Way of York Region and of Greater Simcoe County, our generous donors and volunteers. Most of all, my sincere gratitude goes to the staff for making change possible both in individual lives and in our neighbourhoods.

A handwritten signature in blue ink, appearing to read 'Stephen Brooks'.

Stephen Brooks  
President

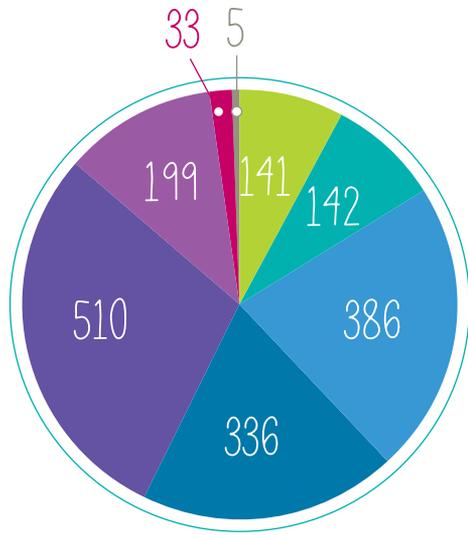
A handwritten signature in blue ink, appearing to read 'Rebecca Shields'.

Rebecca Shields  
CEO

# Community impact

NUMBER OF INDIVIDUALS SERVED: 1752

- Assertive Community Treatment Teams
- HOPE, Early Psychosis Intervention
- Case Management, Supportive Housing, Geriatric
- Employment and Social Recreational Support
- Mental Health Court Support
- Psychotherapy
- Youth Wellness Individual Support
- Homes Plus Care [Emergency Diversion, start March 2013]



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CMHA continues to deliver recovery based mental health supports. Clients are telling us that our services are leading to **positive change and improved lives.** 85% indicated reaching new stages of recovery including understanding their mental illness, gaining coping skills and feeling more empowered.

In our model of client centred supports CMHA was proud to launch some great new initiatives. Homes Plus Care is an emergency diversion strategy to connect people with housing, support and resources to maintain their mental health in the community and runs in partnership with Addiction Services of York Region, our local hospitals, shelters and crisis services.

Telemedicine allows individuals to see their physician or any other health care provider through two-way video conference technology. Last year 317 clients were service and connected to Mental Health, Emergency Telemedicine-Teleburn, Gastro-Enterology, General Surgery, Hematology, Neurology, Oncology, and Dermatology.

*“I don’t think I would have survived had it not been for CMHA. The recovery is slow but it is going in the right direction.”*

With our commitment to the efficient use of resources, we are pleased to start process improvement in services using a LEAN/ Six Sigma approach. Thank you to Janssen for supporting this incredible opportunity.



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*“In ongoing art therapy session, I did have a lot of opportunity express myself – my triggers, my stories, my delusion, myself, my personal difficulties to the therapist and peers. The therapist was able to understand my problems deeply throughout the process and provide me effective support. Gradually I developed a lot of coping strategies to save myself.”*

*“While dealing with the grief of my brothers’ completed suicide, I was diagnosed with Bi polar disorder. I was so overwhelmed with my new diagnosis I did not know how to piece my new life back together again. The HOPE team has been there for me when I needed it the most. ...my worker help me by listening, planning my hopes and dreams with me,... we talked about how I can achieve them, but most of all my worker helped me find a purpose in my life ... After working on myself with the HOPE team, I found out that there are people that understood the problems that people like me have to deal with on a day-to-day basis...I now have a job, I play live music venues and I graduated school with an honors diploma. Life will always be a battle; my psychosis was just a blip in my life. The HOPE team helped me recognize that not all hope is gone in my life, but to keep having hope forever in your heart, just like I will with the HOPE team.”*

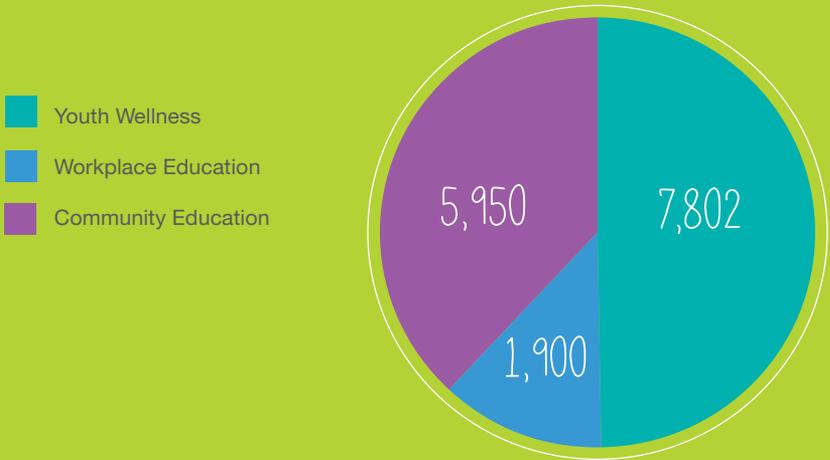
*“When I was a recent, unemployed, telephone interviewer/data entry/clerk unmanaged by schizophrenia, I had a struggling, overwhelming, surreal, psychosis that led me as a missing person by the police. I ended up the ICU unit for 2 months for frostbite, dehydration, depression, and psychosis downfall. CMHA-ACTT Team took my case. The team helped with psychotherapy, assisted with benefits, monitored my mental health and meds, helped the dynamics of the family relationship and provided lots of encouragement, hope and smiles. Thank you for helping me be a better person that I really am.”*

*“The Community in Action program ...focus was on community engagement and development as an opportunity to impact the health of a community. It ...was one of the finest programs offered. During this time, I suffered the loss of my son and found that volunteering with this program provided me with a great sense of fulfillment and satisfaction. There is a stronger sense of belonging to the community. This program is vital for not only the Charles Darrow Co-op but the community as a whole.”*

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# Health Promotion and Education

NUMBER OF INDIVIDUALS SERVED: 15,652



## Program Highlights for 2012/13 include:

- Launched Living Life to the Full and changed the lives of 24 people
- Charles Darrow Co-op received an award for the community development work lead by CMHA YR
- Brought Responding with Respect and Mental Health First Aid curriculum to CMHA YR
- Attended numerous health fairs reaching many culturally diverse communities
- Continued to be a leader in work place mental health promotion and education
- Launched a comprehensive, locally relevant, mental health promotion social media strategy that includes our @CMHAYork, Facebook and awesome blog

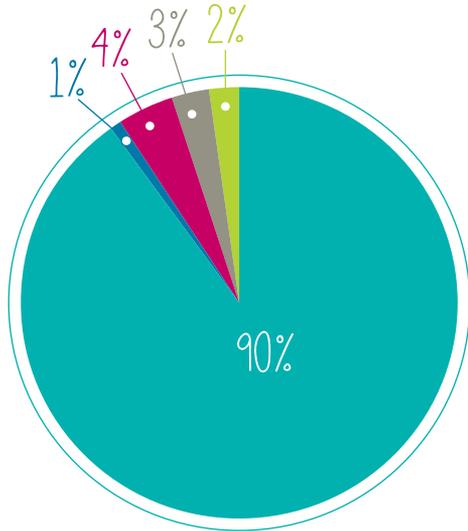
*“I felt inspired by the Living Life to the Full group to keep going, and take charge of my life.”*

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# Finances

## REVENUES

- Central Local Health Integration Network & Ministry of Health and Long Term Care: **\$8,500,023**
- Amortization of Deferred Capital Contributions: **\$132,486**
- Interest & Other Income: **\$385,417**
- United Way of York Region: **\$267,367**
- Fundraising, Donations and Memberships: **\$168,471**



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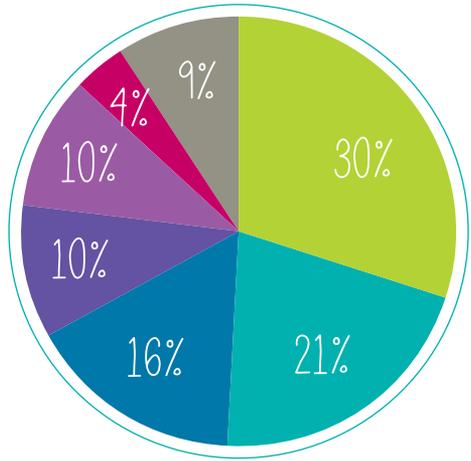
## REVENUE TREND

2012–2013	<b>\$9,453,764</b>
2011–2012	\$9,210,446
2010–2011	\$8,487,528
2009–2010	\$7,827,221
2008–2009	\$7,295,485

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## PROGRAM EXPENDITURES

-  Assertive Community Treatment Teams: **\$2,839,482**
-  Case Management, Supportive Housing, Geriatric, Homes Plus Care: **\$2,020,149**
-  Early Psychosis Intervention: **\$1,515,551**
-  Mental Health Court Support: **\$910,877**
-  Recovery & Employment Support: **\$916,172**
-  Psychotherapy: **\$409,395**
-  Health Promotion & Education: **\$806,462**



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TOTAL REVENUE  
**\$9,453,764**

TOTAL EXPENDITURES  
**\$9,418,088**

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# Vision

*Mentally Healthy People in a Healthy Society*

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# Mission

*To be a recognized leader in promoting and supporting mental health in our community*

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# Values

**Equity of access** to high quality, effective client, family and community directed services, resources and information that diminish access barriers.

**Prevention, early identification and intervention** to reduce the incidence and severity of mental illness and substance abuse, instill hope, support harm reduction, recovery and well-being.

**Community awareness through information and knowledge** to reduce the stigma associated with mental illness and to encourage those in need of help to get it, and get it sooner.

**Collaboration, service integration and strategic partnerships** to better meet the needs of our clients and the community, harnessing and building upon community experience and expertise.

**Respecting diversity** and the integrity, dignity, culture and beliefs of all individuals, regardless of individual differences.

**Empowerment and inclusion** to increase the capacity of individuals and groups to make informed choices and decisions that affect them and to help transform their choices into actions and successful outcomes.

**Excellence and innovation** setting high standards, targets, and measures for performance, life-long learning, evidence-based program development through research, and quality improvement initiatives through responsible leadership.

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## Board of Directors

President: Stephen Brooks      CEO: Rebecca Shields  
Vice President: Raghu Raman      Treasurer: Vivian Wong  
Directors: Marty Kestenberg, Charlie Cummins,  
Susan Mendes de Franca, Steven Polak, Tammy Lowe,  
Juanita Nathan, Omid Safavi

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## Locations

### **Administration Office**

1091 Gorham Street, Suite 300  
Newmarket, ON L3Y 8X7

### **Alliston**

Unit #4, 35 Victoria Street East  
Alliston, ON L9R 1T3

### **Aurora**

15150 Yonge Street, Suite 3A  
Aurora, ON L4G 1M2

### **Markham**

3601 Highway 7 East  
HSBC Tower, Suite 710  
Markham, ON L3R 0M3

### **Newmarket Courthouse**

50 Eagle Street West, Room 2088  
Newmarket, ON L3Y 6B1

### **Vaughan**

Vaughan Community Health Centre  
9401 Jane Street, Building A  
Vaughan, ON L6A 4H7



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CMHAYork





ACCREDITATION CANADA  
AGRÈMENT CANADA



**Ontario**

Central Local Health  
Integration Network



**United Way**

York Region  
Member Agency



**United Way**

Greater Simcoe County



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

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