



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

# 2019-2025 Revolutionizing Care, Delivering Results: *the strategy*





# welcome

## to CMHA York Region and South Simcoe

Since 1984, our team of staff, volunteers and donors have supported people in their recovery journey towards mental health and wellness. We believe in client, family and caregiver-centred care through partnerships, accountability and action. We embrace innovation to lead and create transformational impact by focusing our resources and implementing strategies that truly save, support and improve lives.

# programs and services

Assertive Community Treatment Teams	Case Management for Adults and Seniors	HOPE – Early Psychosis Intervention	Mental Health and Justice for Adults and Youth
Community Transitions Team (from hospital to home)	Employment Support	Clinical Therapy	Community Connections, Peer Support and Wellness Outreach Workers (Psychosocial Rehabilitation)
Flexible Supports Program	Support for Depression	Family Caregiver Education and Support	MOBYSS – Mobile Youth Walk-in Clinic
Bounce Back (Ontario Structured Psychotherapy)	Rapid Access Psychiatry	Telemedicine	Youth Wellness and Choices
Community Education and Training	Community Support Coordinator	Home First Community Support Team	Central Intake

# *transformational impact* by 2025







# *a learning culture* for quality

CMHA York & South Simcoe is leading the way, driving innovation and integration of services for the best outcomes and experience for clients, families, staff and community partners.

## **Examples of our leadership include:**

- Our client, family & caregiver involvement framework and advisory group
- CMHA leadership in Ontario Structured Psychotherapy, Mental Health and Addictions Crisis Hub, and integrating the health care system through participation in four Ontario Health Teams as an Anchor or Lead Partner
- Member of the Region of York's Community Partnership Council and Human Services Planning Board, Co-Chaired by our CEO, Rebecca Shields
- Recognized as a North American best practice site for our Housing First and Flexible Care service models
- Accredited with Exemplary Standing by Accreditation Canada
- Peer support and lived experience embedded across all programs and services including volunteer and governance leadership

# mental health for all

## Our 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 and addiction.

### Access to care

By 2025 CMHA YRSS will provide immediate access to support and services.

- Support client and caregiver led connectivity through all steps in their journey
- Securing and implementation of the Mental Health and Addictions Crisis Hub
- Partnership and outreach to marginalized communities including the top five language communities in our catchment area
- Connecting clients to the right care quicker, reducing barriers and wait lists

### Operational excellence

By 2025 CMHA YRSS will achieve organizational excellence for our people\*, practices, processes and partners. (*\*People in this case refers to staff and volunteers*)

- Support and create a high-performance culture
  - Culturally competent
  - Quality driven
  - Safety first
- Create an inter-professional practice focus for the organization
- Use data to drive excellence and efficiency
- Health equity approach to achieving standardized care

### Thought leader/innovation

By 2025 CMHA YRSS will be revolutionary in building best practices, influencing, and establishing new models of mental health and addiction care.

- Provide leadership in integrating service/funded care models
- Create a “Futures” department/portfolio at CMHA YRSS
- Develop academic affiliation status with a medical school





## strategic alignment

### Strategy Landscape

- Increased population with more complexity of care needs
- Diverse communities
- Partnership and integration provincial health system transformation
- Standardized and data driven outcomes
- Innovation in digital health and research

### Strategy 2019–2025 & Scorecard

#### Structure, Cultures & Values

#### Leadership & Staff Capability

### Future State

- Clients and families find it easier to navigate and get connected to care
- CMHA is the employer of choice developing a learning and high performance culture
- Mental wellness is championed by all citizens, removing the stigma and enabling caring communities where we all belong

# *talent* & culture strategy roadmap

## Year 1 & 2



### Building on the foundation

- Competency Development
- Leadership Assessments
- Launch Talent Guiding Principles
- Talent Scouting & Reviews
- Leadership Development Journeys
- Implement Leadership Edge
- Implement Affinity Groups
- Next Gen Performance Management
- Develop Critical Roles Practice
- Develop Activation Cycle
- Develop Talent Scorecard
- Facilitate Talent Moves

### Measures of success

- Launched competency framework
- Leadership assessments and PDPs
- Identified emerging leaders
- Launched Leadership Edge
- Launched Affinity Groups
- Implemented Next Gen Performance Management

## Year 3



### Accelerate

- Leadership Development 2.0
- Mature talent reviews and practices
- Launch Leadership Edge – Phase II
- Accelerate Affinity Groups
- Build succession for leadership and critical roles
- Mature performance management program
- Engage and build Leadership Edge Alumni Community
- Streamline development planning
- Implement employee engagement strategy

### Measures of success

- % of internal leadership appointments
- Readiness of succession candidates
- 70-20-10 performance mix
- # of Talent Moves
- Retention rates and engagement score
- Leadership Index
- Impact from Affinity Groups and CEP Projects

## Year 4



### Scale for impact

- Build a high performance culture
- Scale and spread Affinity Groups
- Build a robust leadership pipeline
- Establish robust succession plans for leadership and critical roles
- Sustain Talent Moves
- Scale Mentoring Program
- Scale CEP Projects
- Build a culture of teaming and engagement
- Strengthen coaching practice

### Measures of success

- Depth of leadership pipeline
- 2 successors per leadership and critical role
- Improved Leadership and engagement index
- 70-20-10 performance mix
- Employer of choice recognition



# mental health education and training

Continue to offer industry leading mental health education and training for adults and youth, to bring vital awareness and useful tools to promote, support and achieve enhanced mental awareness in our workplaces, homes and communities.

Over the next six years, offer 500 courses and workshops to the general public, community organizations and corporations.

## Currently available courses include:

- Mental Health First Aid Basic
- Mental Health First Aid for Adults who interact with Youth
- ASIST
- safeTALK
- Mental Health Works
- Living Life to the Full
- Responding with Respect Series  
(ranging from 1 hour to 1 day)
  - Mental Health Basics
  - Mental Health Problems
  - Make Wellness a Priority
  - Resilient Minds in Tough Times
  - Adapting to Challenges
  - Seniors and Depression
  - Teens and Mental Health

- Workplace Wellness Series  
(ranging from 1 hour to 1 day)
  - Workplace Mental Health: Senior Management
  - Workplace Mental Health: Supervisors
  - Workplace Mental Health: Staff

For more information or to book a course, visit our website at:  
[www.cmha-yr.on.ca/learn/workshops-courses](http://www.cmha-yr.on.ca/learn/workshops-courses)  
or contact Danielle Luciano  
[dluciano@cmha-yr.on.ca](mailto:dluciano@cmha-yr.on.ca) or  
1.866.345.0183 ex. 2220



**Mental Health  
First Aid CANADA**



**LIVING LIFE  
TO THE FULL**  
helping you to help yourself

**Responding  
WITH Respect**





*how we get there:* organizational values

## **Client- and family-centred**

Through partnership, accountability and action

## **Culturally competent**

To provide the best service and work experience

## **Innovation**

To bring value to our community

## **Team values**

Trust, Respect, Communication and Teamwork



# get involved

**Volunteer** and build new skills, meet new people and learn about mental health, [cmha-yr.on.ca/get-involved/volunteer](https://cmha-yr.on.ca/get-involved/volunteer)

**Make** a donation and invest in programs that make a difference to you, [cmha-yr.on.ca/get-involved/donate](https://cmha-yr.on.ca/get-involved/donate)

**Host an event** and raise funds for CMHA, while sharing the message of mental wellness, resilience and recovery.  
Contact Catherine Matzig, [cmatzig@cmha-yr.on.ca](mailto:cmatzig@cmha-yr.on.ca)



[cmhainmotion.ca](https://cmhainmotion.ca)



Phone: 905.841.3977 | 1.866.345.0183  
Email: [yorkregion@cmha-yr.on.ca](mailto:yorkregion@cmha-yr.on.ca)  
[www.cmha-yr.on.ca](https://www.cmha-yr.on.ca)

## Our Funders

Our many generous and committed donors and volunteers

