



Canadian Mental
Health Association
York and South Simcoe

ANNUAL REPORT 2022 2023

CANADIAN MENTAL
HEALTH ASSOCIATION
YORK REGION SOUTH SIMCOE



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VISION, MISSION, VALUES



VISION

Mental health for all.



MISSION

As the nationwide 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.



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



Managers at the CMHA-YRSS Beacon of Light Awards Celebration

“CMHA is my “work family.” We support each other, build each other up and see the strengths in each other. CMHA makes a difference in so many lives. I’m proud to be part of such a client centered and caring community of staff. I chose to work here because I could do what I love – to support people in their recovery – but it’s the organization, the culture of the workplace and the people that make it home.”

Nancy, CMHA-YRSS staff

A LETTER FROM BOARD CHAIR & CEO

One of the best parts of our roles as CEO and Chair of the Board is when people take the time to share kudos and recognition. This year, in recognition of excellence, inclusion, innovation and teamwork, our staff nominated 144 of their fellow staff, volunteers and teams for our Beacon of Light Awards. When you have a total of 344 staff members this amount of support and recognition is remarkable.

Our team encourages each other to do their best. And our clients, families and community feel that positive impact. This is in addition to the many emails we receive that celebrate the wonderful work of our team.

So, for this year's Annual Report letter, we thought we would share a few highlights of the comments we've received that illuminate the commitment, appreciation and quality of care our team delivers each and every day.

While these highlights are focused on a few individuals, they are indicative of our entire agency and the magic created when we work together with our clients' needs as our guiding light. We are truly thankful and endlessly inspired by the care and effort of our team.

We commend our staff, volunteers and partners-in-care for delivering exceptional, caring, high-quality services, this year helping more than 18,000 individuals in our community achieve stronger mental health.

With gratitude,



Laura Bhoi
Chair of the Board



Rebecca Shields
CEO



NOTES OF APPRECIATION

“There isn’t one interaction I had with Dr. Ma where she did not go the extra mile to deliver high quality advice and service. She is always respectful, thorough, and professional.”

“Michelle, Nurse Practitioner on MOBYSS, attended an outreach call with myself and OPP that was presented at the situation table. Michelle was able to take some vitals and assess a transgendered youth with an eating disorder in need of medical care. I am sure that you are already aware of all the wonderful things that Michelle is doing for CMHA clients, but wanted you to know that her help truly reaches all corners of our area. She also breaks down barriers for clients accessing services.”

“Nadia has been a big part of partnering with the Crown Attorneys, Duty Counsel, Judges and Addiction Services Central Ontario in getting the Community Treatment Court and Domestic Treatment Court back up and running. These courts allow for those that may need the time, support and the attention which is needed to lessen their chance of reoffending and ending up back in the criminal justice system.”

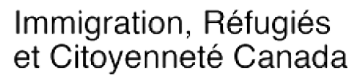
“At multiple instances, I witnessed Dahli speak up to include those whose voices may not be heard.”

“When the #StopTheHate group was formed last year, Edna not only chose to join the group but to take on a leadership role and head one of the subcommittees focusing on reviewing and recommending changes to policies to make a CMHA a more inclusive space for all.”

“Marilu consistently innovates & uses her initiative to make positive changes within our team and the agency as a whole (her work with the harm reduction committee being a great example). She is my partner and co-lead and her knowledge & creativity in solving problems and streamlining processes in tracking and managing the day to day makes my life so much easier.”

“Yekta’s service to the Rapid Access Psychiatry program goes above and beyond Yekta’s regular job responsibilities. Yekta demonstrates a warm and supportive manner in her role. It is a pleasure to work with her. Clients have shared glowing feedback of her delivery style and openness in sharing personal examples for the purposes of learning CBT skills and building group trust online.”

THANK YOU TO OUR GENEROUS FUNDERS



Graduates of CMHA-YRSS' inaugural Leadership Edge development program

HIGHLIGHTS

ONTARIO STRUCTURED PSYCHOTHERAPY LAUNCH

As the only community agency selected as a Network Lead Organization by Ontario Health, CMHA-YRSS opened the doors to its Ontario Structured Psychotherapy (OSP) program in 2022. The OSP program provides free and convenient therapy to help individuals experiencing depression, stress and anxiety learn practical strategies and skills to improve their mental health.

Offered in multiple languages in partnership with Across Boundaries and Hong Fook Mental Health Association, the program supports individuals in York Region, South Simcoe, North York, North Etobicoke and Malton. In its first five months of operation, the program exceeded its referral targets by 93%.

For more information visit osp-cmha.ca

REGIONALLY EXPANDING REACH

Within York Region and South Simcoe, CMHA-YRSS continues to prioritize improving access to mental health services. York Region's population of 1.2 million people is the most diverse community in Canada so it's vital we tailor our programs and services to meet our community's unique needs. For example, in 2022 we re-engaged and re-designed the Newcomers' Health and Well-Being program to improve access to medical and mental health services for newcomers. We also expanded the language capacities of our Family Support Group now offered in English, Chinese, Farsi, Tamil and Urdu.



Assertive Community Treatment Team – South Simcoe won our Team Beacon of Light Award 2022!

PARTNERSHIPS

The integration of healthcare services is a key enabler to providing the best client care. Working toward this goal, CMHA-YRSS continues to collaborate with Ontario Health Teams and community healthcare partners to develop and implement integrated care models. CEO Rebecca Shields leads many of these partnerships including serving as Co-Chair for Ontario Health Central Region Mental Health and Addictions Table and Health Integration Table.

RECOGNITION

The exceptional impact and culture of our team has been recognized by:



*Aurora Chamber of Commerce
Nonprofit Business Excellence
Award – Finalist*



*Corporate Culture
Award 2022*



Our Senior Management Team accepts the
Canada's Most Admired Corporate Culture Award

IMPACT



18,543

Clients Served



37

Programs and
Services



344

Employees



12,951

Individuals supported
through regional
programs in York Region
& South Simcoe



5,592

Individuals supported
across Ontario through
BounceBack and Ontario
Structured Psychotherapy
Programs



“CMHA’s Flexible Supports Program has provided an important emotional support for me. I’m very self-motivated and my social worker reminds me not to be so hard on myself. She is someone I can talk to, she helps me sort out what I’m doing, connects me with other programs that can help, and she supports and coaches me through my mental health challenges.”

Kim, CMHA-YRSS client



Office fun!



Client Holiday Party 2022



Client Camping Trip - Summer 2022

“I think the skills offered within BounceBack should be available everywhere and everyone should complete this program. There are so many people out there struggling and thinking it will get better with time, but this non-invasive program really teaches you skills to cope with your symptoms. BounceBack was the first step of taking control of the situation I needed to, in a soft way.

Julie, CMHA-YRSS client



Our Team Inspires!



Our Full Management Team

“MOBYSS helped me grow in ways I didn’t know I could. I was a hermit who shut everyone out. Now I’m setting goals and completing them. Talking to my peer support worker has helped me grow as a person.”

CMHA-YRSS
youth client



We're Here for You!



Client Camping Trip - Summer 2022



Clients are at the heart of everything we do!

“CMHA’s Ontario Structured Psychotherapy program has been a really helpful program for me, teaching me tools and strategies to help deal with my depression and anxiety... It’s helped me cope with my big emotions and express myself so I can have a more controlled response.”

Alice, CMHA-YRSS client



PHILANTHROPY

PHILANTHROPY

With the support of more than 2,100 donors, CMHA-YRSS raised a record-breaking \$750,603 to fund innovative mental health programs.

We are incredibly grateful for the transformative donations made by The Kyle Brandon Traves Foundation, Vince's Market Charity Product Initiative, TD Bank, Telus and the Ontario Trillium Foundation that allowed us to innovate and expand our programming.

And after going virtual for two years, Mental Health in Motion 2022, CMHA-YRSS' biggest annual fundraising event returned, live and in-person, bringing hundreds of mental health advocates, supporters and champions back together to run, walk and ride in support of youth mental health. We reconnected, re-energized and celebrated together and raised more than \$170,000 to ensure every young person aged 12-25 in York Region and South Simcoe has access to MOBYSS' no-wait, no-cost, no-judgement mental and physical health care when they need it the most.



MENTAL HEALTH TRAINING FOR OUR COMMUNITY

It was a record year for our Community Education and Training (CET) Program and we had the incredible opportunity to deliver 115 workshops and presentations to over 1800 individuals across a number of companies and organizations throughout our community. We are continuously inspired by our partners who choose to make an investment in mental education for themselves, and for their networks, so they can help offer support to someone they work with, know and love.

“At a team huddle, I asked for feedback on the Resilient Minds webinar.

The feedback was resoundingly positive! Everyone was impressed with the speaker and found the content relevant and applicable, and everyone learned something.

They were all grateful we invested in providing support for employees beyond their day-to-day jobs.

From my perspective, I was so impressed by the level of healthy conversation that resulted when I asked for the feedback...it was easily one of the most robust chats our Team has had in a long time”

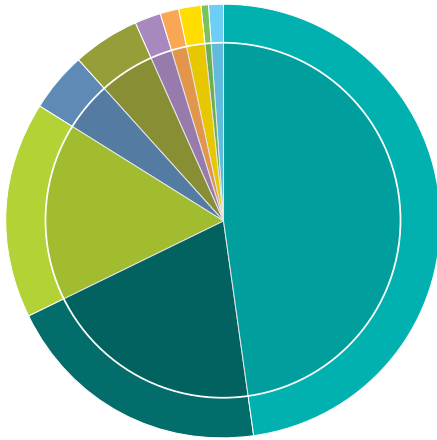
- Manager, alphabroder Canada



MENTAL HEALTH IN MOTION

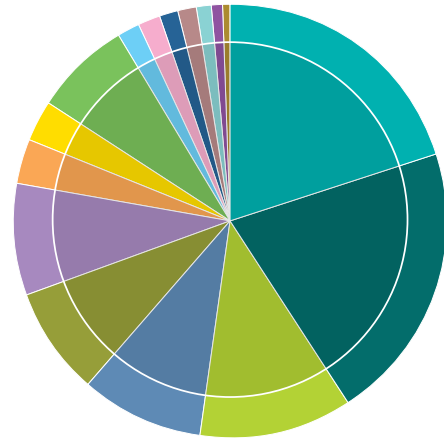


FINANCIAL OVERVIEW



REVENUE
total: \$ 42,452,344.00

Ontario Health	\$20,291,915
CMHA Ontario	\$8,500,000
MOHLTC	\$6,888,992
Regional Municipality of York	\$1,898,202
Other income and interest income	\$2,109,449
Transfer Payments via other CMHA	\$851,068
Federal Government	\$566,957
Fundraising	\$750,603
Amortization of deferred capital contributions	\$211,365
United Way (Greater Toronto, York Region, South Simcoe)	\$383,793



EXPENSES
total: \$ 42,407,375.00

BounceBack	\$8,592,858
Community Homes for Opportunity	\$8,764,148
Case Management (Including Geriatric)	\$4,889,752
All Supportive Housing and Housing First	\$3,862,431
Assertive Community Treatment	\$3,412,636
All other small programs	\$3,487,175
Early Psychosis Intervention	\$1,422,859
Counselling and Treatment (Including MOBYSS)	\$1,296,314
Ontario Structured Psychotherapy	\$3,095,313
Court Support	\$721,907
Employment Programs	\$721,797
Immigration, Refugees and Citizenship Canada	\$572,427
Community Connections and Peer Support	\$560,210
Youth Wellness, Choices and Community Withdrawal Management	\$503,805
Indigenous Aging at Home Program	\$371,146
Community Outreach, Education Awareness	\$132,597



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E-mail: yorkregion@cmha-yr.on.ca

Website: www.cmha-yr.on.ca



Aurora

15150 Yonge Street, Suite 201
Aurora, Ontario, L4G 1M2

Alliston

35 Victoria Street East, Unit 1
Alliston, Ontario, L9R 1T3

Markham

3601 Highway 7 East, Suite 710
Markham, Ontario, L3R 0M3

Charitable Status Number: 123635534RR0001



Newmarket

1101 Nicholson Road, Unit 5
Newmarket, Ontario, L3Y 9C3

Newmarket Courthouse

50 Eagle Street East, Room 2088,
Newmarket, Ontario, L3Y 6B1

Vaughan

8271 Keele Street, Unit 2
Vaughan, Ontario, L4K 1Z1