



CANADIAN MENTAL
HEALTH ASSOCIATION

ASSOCIATION CANADIENNE
POUR LA SANTÉ MENTALE

Message from the Chair 2011-12

The past year and the next few years ahead are exciting for the healthcare system and the role for mental health and addictions agencies. Health Minister Deb Matthews released the Health Action Plan in February 2012 followed up by the release of the Drummond Report, in particular section five addressing health care spending. In the short few months since February 2012, the government has been moving forward to rethink and take action ensuring healthcare spending is allocated to provide services where it is needed most.

What does all this mean to board directors overseeing community mental health and addiction agencies? There is a loud murmuring of "integration", delivering quality care, ensuring tax payer dollars are optimally serving the community and reducing the number of Multi-sector Accountability Agreements within each Local Health Integrated Network. As a board director, there is the added responsibility of ensuring the Board is effective in delivering on the expectations of our community within the changing landscape of healthcare spending. As volunteers we do this because we are inspired to improve the lives of the community we serve.

For CMHA Halton Region Branch, it is our mission to improve the well-being of our community through quality mental health and addictions services. How do we do this? This past year our CEO, Radhika Subramanyan strengthened her leadership team and operationalized the quality agenda setting the proverbial bar higher than before. As a board, we are actively seeking to engage with our peer board directors of other community mental health and addiction service providers so that we, as a collaborative, can identify the needs of our community and discuss how to optimally



serve the community with their tax dollars.

Our Board came to the realization that while we have been working feverishly to ensure that the quality of care has been improving and shared services between agencies was taking place, we may have taken our eye off community awareness and education on

mental health and addictions. Specifically, we want to help the general public to be more informed and hopefully more inclusive with those who have a mental health and addictions diagnosis.

CMHA-HRB has started and plans to continue to offer complimentary community events with guest speakers like Senator Romeo Dallaire, Olympian Elizabeth Manley and youth and environment advocate Justin Trudeau to help inform and facilitate inclusivity.

In the coming year, we will continue to work with employers on dealing with mental health and addictions in the workplace. We will continue to support the school boards on youth mental health and addictions issues. We will continue to engage our peer board directors in improving the well-being of our community through quality mental health and addiction services.

Kimbalin Kelly
Chair - CMHA-HRB

Our Board of Directors

What do you do for
your mental health?



I get out and enjoy the sun with
friends and family
Sherry, chartered accountant



I read and listen to music
Desmond, lawyer



I enjoy exercising and celebrating my family.
Kimbalin, director of operations and
parent



I indulge in novels and travel the globe
Sarika, sr. health solutions consultant



play hockey and travel with my family
Michele, hr consultant



writing, drawing, vision boards, yoga
Betty-Lou, speaker-advocate



I spend time with my daughter
Sohana, senior manager

Message from the CEO 2011-12

This has been another very exciting and active year for our organization. Our Board has taken bold strides to engage other governance bodies and the community in order to better serve our clients. As an organization we are expanding our role and our capacity to work with youth, older adults, individuals with addictions and complementary health practices. We have embraced strategic themes at an operational level which inspire us in regards to Quality, a healthy workplace and most important: the best care for the individuals and families that we support.

This year, we have had Senator Romeo Dallaire and Don Drummond speak at separate engagements. Our Board's direction to provide free, accessible, inspiring speakers for our whole community has been a significant way to fight the stigma associated with mental health and addiction issues and to ensure that all members of our community have the chance to see and meet leaders who can change our lives. We will continue this path by being honoured to have Justin Trudeau speak in June.

We are focussing on key populations that are at risk in our region. CMHA-HRB continues to support youth with mental health and addiction issues. The youth ARE the future and we have been happy to collaborate with our partner providers in looking at ways in which we can improve services and reduce gaps. The linking and partnering between adult and children services in mental health and addictions is a necessary step that we believe is needed to help



our young people. At the other end of the spectrum, we are energized in the work that we are doing with our aging population. We are pleased to be a part of the Behavioural Supports Ontario project which targets assisting older adults with complex issues through geriatric crisis work.

Internally we have had an influx of new, passionate staff including our Director of Services and Quality, Marie Hoy. Through Marie, we are truly creating a Quality organization, not only through the initiation of the Accreditation Process but also by including Quality processes and ideology in every aspect of our organizational culture.

Our new, revised Mission: "To improve the well-being of our community through high quality mental health and addiction services" illustrates the culture that we are embracing and will continue to work towards.

Radhika Subramanyan
Chief Executive Officer



Our Leadership Team, from middle-left, clockwise: Abdul Habib, Christie Harrison-Wartlick, Radhika Subramanyan, Jason Barr, Lloyd Bowers, Marie Hoy



CMHA-HRB Justice Team, left to right: Mitisha Patel, Sunita Mathai, Megan McNeil, Kimberly Cato, Lori Lafond, Stephanie Richard, Lloyd Bowers

New Community Treatment Court

The Ontario Court of Justice in Halton Region opened a Community Treatment Court (in Burlington) on May 4, 2012. This Court provides a more holistic approach to address special needs offenders. Halton's new Community Treatment Court has been developed through the cooperative efforts of representatives from the Crown Attorney's office (both Provincial and Federal), the defence bar, the Halton Regional Police Service and the Canadian Mental Health Association, Halton Region Branch.

The goals of this court are to:

1. Reduce recidivism
2. Decriminalize special needs offenders
3. Provide special needs offenders with support services
4. Provide alternative options to custodial sentences
5. Protect the rights of the public as well as the accused while at the same time maintaining the integrity of the Criminal Justice System
6. Reduce stigma and create awareness

The Community Treatment Court will bring community resources together and integrate mental health services for the treatment of special needs offenders.



Health and Safety Initiative

CMHA HRB in collaboration with the Victorian Order of Nurses (VON) was funded \$269,344 through a request for proposal process, to assess and develop common training needs for the Community Social Service and Mental Health and Addiction sectors within the Mississauga Halton LHIN. Through this initiative, health and safety modules will be available to the entire sector.

On March 27, 2012, an Occupational Health and Safety Education Day was presented to Community Social Service and Mental Health and Addiction sectors at the Coptic Centre in Mississauga.





Advisory Committee

Back row, left to right - Stephanie McCann, Rob MacKenzie, Bill Sharp, Ron Dallimore, Antonio DiStefano

Front row, left to right - Marie Hoy, Marie Gamble, Gwen Piller

Inset - Catherine Donnars-Hodgson

"Holding the workshops at the Legion is a better reflection of 'recovery' as opposed to the previous setting at the Fairview Street,"— Antonio DiStefano

A New Venue for Peer Groups



In February, 2012 we closed our Fairview Street office in Burlington and relocated staff to the office at 5575 North Service Road (Burloak Office). Consolidating the offices and pooling our resources will enable us to enhance and expand our services to the community. There are plans to open a walk-in service at the Burloak office in the future.

Two peer groups—The Wednesday Afternoon Group (WAG) (pictured at right) and the Art Group (pictured at right)—both held workshops at the Fairview Street office. With strong leadership and support of the Advisory Committee and peer support leaders Elva and Gwen, a new venue was found at the Burlington Legion. The Legion, which is centrally located at 828 Legion Road, is easy for peer group members to get to and is accessible by public transit.



Our programs and services...

Information and Referral Services:

The Information and Referral service is often the first point of contact with the mental health system. This service provides comprehensive and centralized mental health information, education, and referrals to internal programs and community partners. This service is accessed by individuals seeking support, family members, students, and other service providers. The Information & Referral Specialist assesses the needs of the caller and helps to identify the most appropriate services for follow up and support. The Information & Referral Specialist also helps facilitate and manage referrals to CMHA-HRB programs and services.

In the past year, Information and Referral Services has undergone some changes in order to improve the processes and pathways for referrals and continues to look for improvements.

Crisis Services

Crisis Outreach and Support Team (COAST)

The COAST Program provides crisis intervention services to the residents of Halton region and surrounding areas. The program enables individuals in crisis, who have a mental health issue, to remain safely within their own environment by providing a range of accessible services which include outreach assessments, a 24 hour a day crisis line, referrals and interventions to prevent further crisis. The CMHA-HRB COAST Program provides outreach assessments in collaboration with a Halton Regional Police plain clothed officer.

Safe Beds

The Safe Beds Program provides short-term residential support for individuals experiencing mental health crisis. The program provides individuals opportunities to engage in problem solving, equipping them with the tools and resources to manage crisis effectively and assisting them with establishing personal goals.

Justice Services

Court Support

Mental Health Court Support Services is a voluntary program that assists individuals that have a mental health issue and are involved in the criminal justice system. Assistance is offered in two ways: i) Assistance is provided for those accused of minor criminal offenses to be diverted out of the criminal justice system. These individuals are instead referred to the mental health system where they can receive the appropriate supports. ii) Individuals with more serious charges are assisted to access mental health support while in the midst of court proceedings and also to navigate the often complicated court system.

Release from Custody

This service provides individuals with mental health issues, including dual diagnosis and concurrent disorders that are housed in a correctional facility, assistance to reintegrate back into the community in a safe and supportive manner.



art submitted by CMHA-HRB clients

*“I take this opportunity to thank you abundantly,
and in complete and total honesty and integrity
I have run out of accolades for you. You have
been my ROCK in the sinking sand. ”*

a client of our services



art submitted by CMHA-HRB clients

Community Support

The Community Support Program is based on the foundation of strength-based case management for individuals who have mental health issues. The goal in the delivery of services is to enhance empowerment of individuals by:

- Recognizing that the quality of life is defined differently for each individual in his/her own recovery
- Providing opportunities for participation in familial, social and community environments
- Reducing barriers to independence and recovery
- Care coordination through a systems integration approach in their own environments and communities

Dual Diagnosis Program

This program provides assessment and short term (4-6 months) support to individuals with a dual diagnosis of a mental health and developmental issue. Individuals are supported to create plans that outline their immediate and long term goals as well as making connections with community partners to achieve these goals.

The Community Concurrent Disorder Program (CCDP)

The CCDP is comprised of the following three key components:

- 1) Enhanced community crisis supports for people with concurrent disorders
- 2) Expansion of community chemical withdrawal management across the Mississauga Halton Local Health Integration Network (MH LHIN)
- 3) Expansion of case management services for concurrent disorders

The program consists of a unique structure where CMHA-HRB is the lead organization subcontracting services to our mental health and addiction partners: ADAPT, PAARC, Mobile Crisis of Peel and Trillium Health Centre.

Yoga Sessions

CMHA-HRB, in partnership with Inner Sanctum Yoga's Studio's, offers individuals experiencing mental health issues an opportunity to participate in a Fitness and Wellness Program through the practice of Yoga. This program was offered for 4 sessions in the communities of Acton, Georgetown, Milton, Burlington and Oakville throughout the year. The sessions were free of charge to individuals in Halton who have lived experience with mental health issues.

Funding for this program has been received from the Communities in Action Fund.



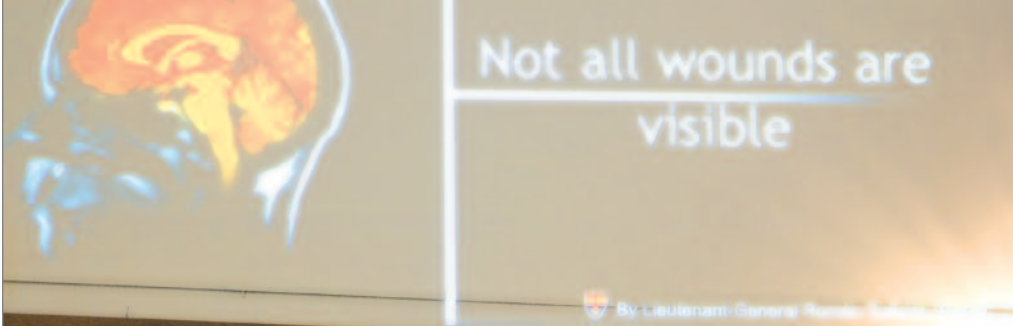
Roméo Dallaire Shares His Experience and Vision

The Board of Directors and staff of CMHA-HRB were excited to have Roméo Dallaire as the keynote speaker at their Annual General Meeting in June of 2011.

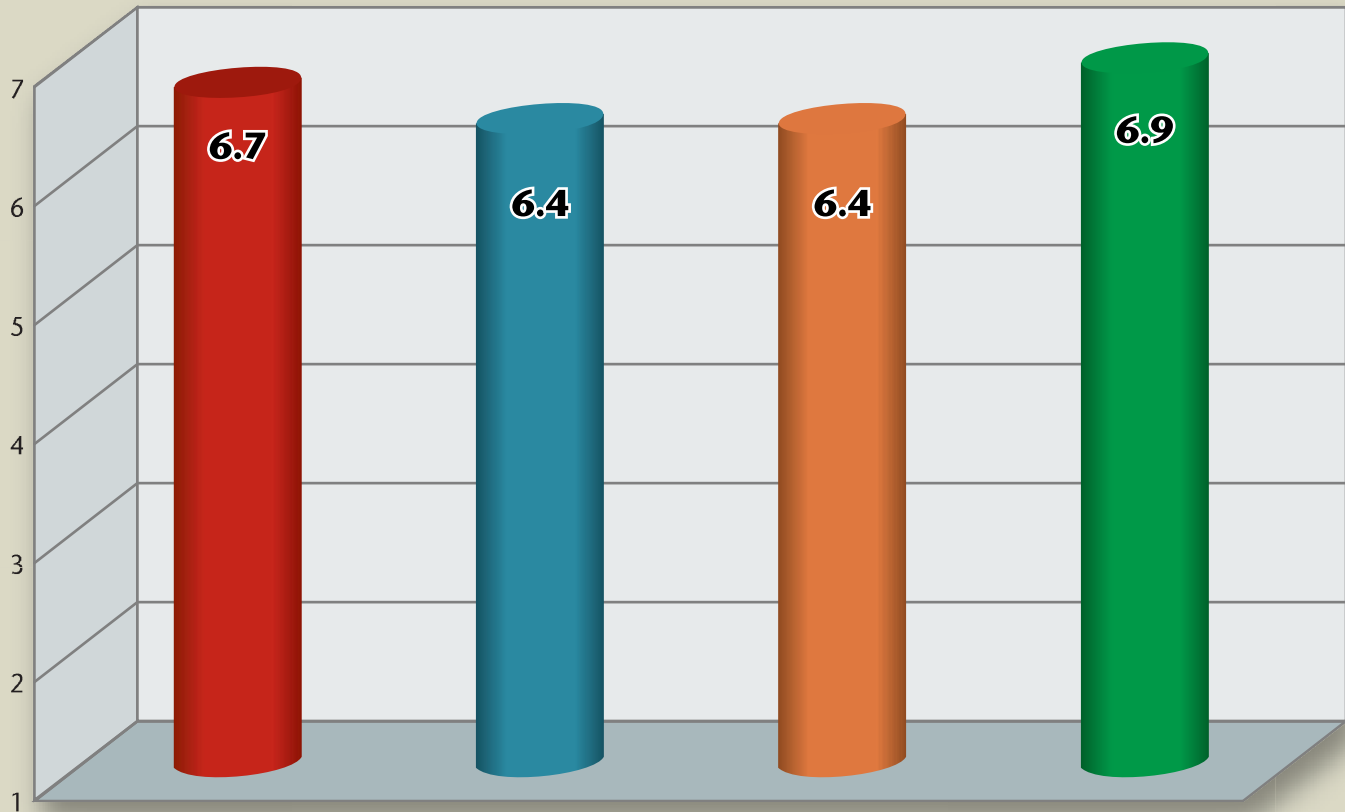
Lieutenant-General The Honourable Roméo A. Dallaire, (Ret'd), Senator, has had a distinguished career in the Canadian military, achieving the rank of Lieutenant-General and becoming Assistant Deputy Minister (Human Resources) in the Department of National Defence. In 1994, General Dallaire commanded the United Nations Assistance Mission for Rwanda (UNAMIR). He was invested in the Order of Canada in 2002.





His books on his experiences in Rwanda, are *Shake Hands with the Devil: The Failure of Humanity in Rwanda* (awarded the Governor General's Literary Award for Non-Fiction in 2004) and *They Fight Like Soldiers, They Die Like Children: The Global Quest to Eradicate the Use of Child Soldiers*.

Since his retirement from the military, Senator Dallaire has worked to bring an understanding of post-traumatic stress disorder to the general public.



Client Satisfaction Survey



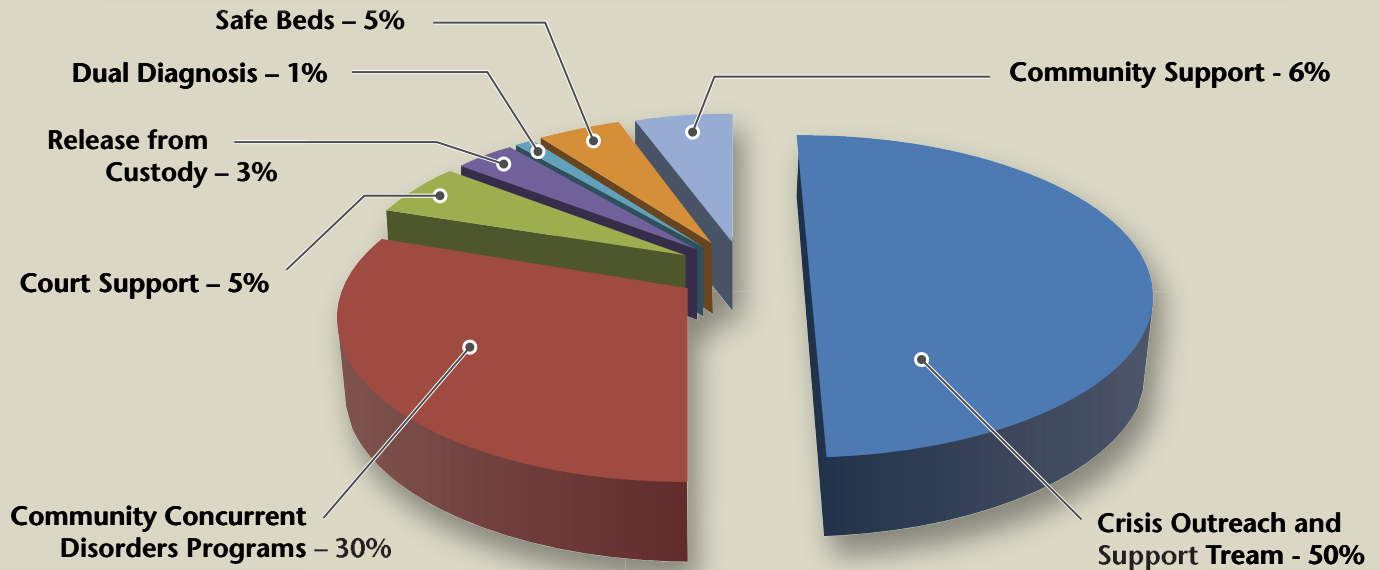
-  Information & Referral Services were knowledgeable and able to provide information in response to my questions
-  My natural supports (e.g. people who support me) and I received adequate information to make good informed treatment choices and decisions
-  I had support that was specific to my emotional and spiritual goals
-  When I came into contact with CMHA-Halton Region Branch staff, I was treated with dignity and respect.

1 = "Strongly disagree" and 7 = "Strongly agree"

Number of Clients Served

(April 1, 2011 to March 31, 2012)

Programs	No. of Clients Served
Crisis Outreach and Support Team (COAST)	1967
Community Concurrent Disorders Program (CCDP)	1204
Court Support	214
Release from Custody	131
Dual Diagnosis	40
Safe Beds	183
Community Support	218
Total Number of Clients Served in FY 2011/12 (Data Source: CRMS)	3957



CMHA-HRB Celebrates Mental Health Week



On Friday, May 11th (the last day of Mental Health Week) the CMHA Leadership team provided a relaxing thank-you event for our CMHA-HRB staff. The day started with a breakfast cooked and

served to all staff by the Leadership team and continued with chair-massages, Tai-Chi, Qi Gong and lots of laughter and conversation.

What do you do for your mental health?



make art, be out in nature, socialize with friends and family especially with my silly niece
Jodie Godfrey, Case Manager



Daily meditation and reflection, in conjunction with regular exercise keeps me centred.
Barbara Freeman, Crisis Support Worker



Enjoying nature exercise and spending time with family
Denis Olivier, Case Manager



I love reading
Gerry Prevost, COAST Police



Cooking on Sunday for the busy work week ahead.
Radhika Subramanyan,
Chief Executive Officer



I spend time outdoors walking my dog.
Julie Henshaw, Crisis Support Worker



I try to keep active by playing different sports.
Stacy Keenan, Case Manager, CDDP



I go to the cottage with my family!!!
Megan McNeil, Court Support Worker



pet the cat, play the guitar,
spend time with family
Jim Snyder, Case Manager



Cheryl Kozell

Marlene Longdon Community Mental Health Award

The Canadian Mental Health Association, Halton Region Branch gives this award to an individual, family, or health provider who has contributed significantly to the advancement of community mental health in our region.

The award is named in honour of Marlene Longdon who served as the Executive Director of the former Halton District Health Council and was Chairperson and a long-time member of the CMHA-HRB Board of Directors. During her career, Marlene served on such prestigious boards as the Clarke Institute of Psychiatry and was Chairperson for the Ontario Mental Health Foundation. Her dedication to mental health was demonstrated in her involvement in clinical care, advocacy, and policy development for over 30 years.

This year, the award was to be given to an individual with lived experience who has moved forward and upward, and inspired others.

The award this year was presented to Cheryl Kozell, in recognition of outstanding effort and determination on the path to recovery. Cheryl went beyond her personal journey and experience and took courses in Peer Facilitation and Community Suicide Prevention (ASIST) to give back and help support others with similar challenges. Congratulations Cheryl!



Don Drummond Presentation

CMHA had the opportunity to bring Don Drummond to speak to the Boards and staff of community organizations of the MH LHIN region.

The Drummond Report which came out February, 2012 consists of a series of recommendations on reforming Ontario's public services.

Don Drummond is the retired Senior Vice President and Chief Economist at TD Financial Group. He led TD Economics' work in analyzing and forecasting economic performance in Canada and abroad. For Canada, this work is conducted at the city, provincial, industrial, and national levels. He retired from TD after an illustrious financial career to his current role as Matthews Fellow and Distinguished Visiting Scholar in the School of Policy Studies at Queens University.

Born and raised in Victoria, British Columbia, Drummond graduated from the University of Victoria. He subsequently received his M.A. in Economics from Queen's University. In addition to being the Chief Economist at TD, he is the Matthews Fellow in Global Public Policy Queen's University and Chair of the Commission on the Reform of Ontario Public Services.





Audit Committee Report



CMHA-HRB total revenue for the fiscal year ending March 31, 2012 is \$6,027,823, an increase of 5% compared to the previous year's funding of \$5,753,921. The Community Concurrent Disorders Program (CCDP) is the largest component of agency revenues for the year, representing 30% of total revenues (27% in 2011), followed by the Crisis Outreach and Support Team (COAST) program at 26% (27% in 2011). Similar to prior years, the primary funding is provided by the Ontario Ministry of Health and Long-Term Care through the Mississauga-Halton Local Health Integration Network (LHIN). Nearly 97% of revenue for 2012 was from the LHIN (96% in 2011).

In line with the increase in revenue, total expenditure is up 5% to \$6,007,658 for 2012 (\$5,713,286 in 2011). The most significant agency expenditure for the year is employment costs for program delivery which amounted to \$3,835,996, up 8% compared to the prior year. For the year ended March 31, 2012, CMHA-HRB had an operating surplus of \$20,165 compared to an operating surplus of \$40,635 in the prior year, resulting in a cumulative surplus of \$259,443 as of March 31, 2012.

Financial statements are available from CMHA-HRB.

Sherry Flanagan

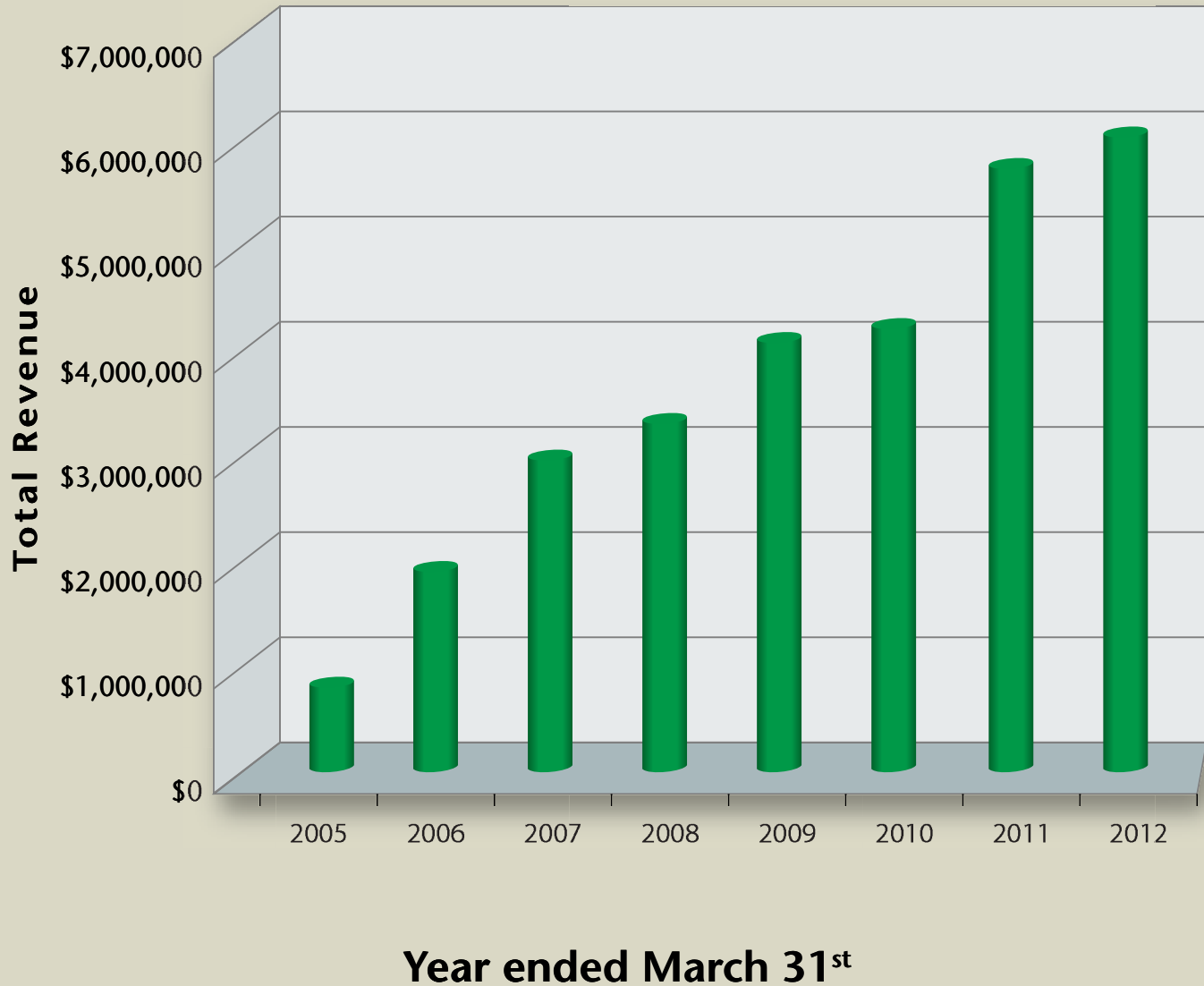
Audit Committee Chair

Note: 2012 balances are unaudited



art submitted by CMHA-HRB clients

CMHA-HRB Growth



Our Vision

Mentally healthy people in a healthy society.

Our Mission

To improve the well-being of our community through high quality mental health and addictions services.



We would like to say a special thank you to members of our community that have supported those that struggle with mental health issues through a financial or in-kind donation.



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