



# 19/20

## ANNUAL REPORT

## CANADIAN MENTAL HEALTH ASSOCIATION

# HALTON REGION BRANCH



Canadian Mental  
Health Association  
Halton Region Branch  
*Mental health for all*

Association canadienne  
pour la santé mentale  
Filiale de la région de Halton  
*La santé mentale pour tous*

# TABLE OF CONTENTS

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### ANNUAL REPORT 2019/2020

Message from the Board Chair and CEO . . . . .	3
Governance and vision, mission & values . . . . .	4
Our impact . . . . .	5
2019-2020 highlights . . . . .	6
Future directions . . . . .	9
Financial report . . . . .	10
Contact information . . . . .	12



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# A MESSAGE

## FROM THE BOARD CHAIR AND CEO

As we reflect on 2019-2020, we are proud of CMHA-HRB's spirit of collaboration, growth, and responsiveness.

The COVID-19 pandemic brought unprecedented change across the entire world, and our amazing team quickly responded by immediately transferring our services to virtual and phone-based and supported our community without interruption during a time of immense need. Our organization also continued to grow our quality culture to improve the client and caregiver experience, connected with partners to find new and improved ways to equitably serve our diverse community, and advanced exciting initiatives, including a comprehensive new Strategic Plan and residential community crisis support program.

Thank you to our staff, volunteers, and supporters for your tireless passion for making our community a safe and healthy place to live and work and for your vision of mental health for all.



Michele Sparling  
Board Chair



Radhika Subramanyan  
Chief Executive Officer

# GOVERNANCE AND VISION, MISSION & VALUES

## BOARD OF DIRECTORS 2019-2020

Chair; Chair of the Quality Committee /  
**Michele Sparling**

Vice Chair; Chair of the  
Governance Committee /  
**Tony Nikolovski**

Secretary / **Stephanie O'Keefe**

Treasurer ; Chair of the Audit  
and Finance Committee /  
**Jasvinder (Jessie) Singh**

Chair of the Advancement Committee /  
**Kate Lambacher**

Board members /

**Marion Dzedzic**

**Jody Johnson**

**Brian Lloyd**

**Tracey McKinley**

**Cathy Morley**

**Jeff Percival**



## VISION

Mentally healthy people in a  
healthy society



## MISSION

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



## VALUES

RESPECT  
EXCELLENCE  
ACCOUNTABILITY  
COLLABORATION  
HOPE

# OUR IMPACT



**5,646**

people living with mental health and addiction concerns were supported to improve their wellness, well-being, and quality of life through our support services



**2,377**

people learned more about mental health, addictions, and community services at events, presentations, and courses and through information and referral



**I AM SO HAPPY I CAME HERE. MY CASE MANAGER WAS AMAZING AND I WAS ABLE TO RELEASE A LOT OF PENT UP EMOTIONS. I HAVE NEVER BEEN ANYWHERE WHERE I HAVE HAD THE SUPPORT AND CARE THAT I HAVE WITH CMHA. I AM LEAVING HERE WITH HOPE AND A SMILE.”**

– A CMHA-HRB CLIENT

# ACCREDITATION

We are currently in year three of a three-year Accreditation award from Accreditation Canada.



# 2019-2020 HIGHLIGHTS

## NURTURING STRONG PARTNERSHIPS

We collaborated with Metrolinx and Halton Healthcare to share swag and information at local Go Transit stations for Bell Let's Talk Day on January 29, 2020.

In partnership with the Halton Regional Police Service and COAST Hamilton, our COAST Halton staff trained 230 Halton Regional Police Service members in Crisis Intervention Training, a course to build capacity to respond to mental health-related crises, and began expanding the training to paramedics.

We awarded the annual CMHA-HRB REACH Award to The Halton Overdose Prevention and Education (HOPE) Project – a partnership of local organizations and people with lived experience - for their outstanding advocacy and community capacity-building around substance use and overdose prevention, recognition, and response.

We built on our collaborative relationship with The Indigenous Network by providing on-site mental health and addiction support services at The Indigenous Network office to provide more accessible support to their clients and community.



(ABOVE) MEMBERS OF OUR BOARD RECOGNIZE BELL LET'S TALK DAY, (MIDDLE) BELL LET'S TALK DAY AT THE OAKVILLE GO TRANSIT STATION AND (BOTTOM) MEMBERS OF THE HOPE PROJECT ACCEPT THE 2019 CMHA-HRB BRANCH REACH AWARD.

# 2019-2020 HIGHLIGHTS

## BUILDING AWARENESS

Our 2019 Annual Mental Health Week Speaker Series on May 9, 2019 featured comedian and author Jessica Holmes who shared her lived experience with depression as well as her light-hearted songs and impressions.

We participated in the first ever “Make It Loud” walk for mental health held in Milton on September 22, 2019 with proceeds supporting our community services.



2019 Annual Mental Health Week Speaker Series Sponsor



**MY CASE MANAGER IS THE GREATEST HELP MY MENTAL HEALTH HAS EVER SEEN. SHE LISTENS, ANALYSES, AND PROVIDES HER HONEST AND INSIGHTFUL GUIDANCE AND HAS PROVIDED ME COPING MECHANISMS THAT HAVE HELPED ME IMPROVE.”**

— A CMHA-HRB CLIENT

(ABOVE) CMHA-HRB TEAM MEMBERS WITH JESSICA HOLMES AT THE 2019 ANNUAL MENTAL HEALTH WEEK SPEAKER SERIES, AND (BELOW) CMHA-HRB TEAM MEMBERS WITH MILTON MP ADAM VANKOEVERDEN AT THE “MAKE IT LOUD” WALK.

# 2019-2020 HIGHLIGHTS

## PROVIDING HIGH-QUALITY SERVICES

Many of our staff completed Six Sigma Green Belt and Black Belt training to support and advance our culture of continuous quality improvement and high-quality services.

We received funding for a new Post-Court Transitional Case Manager role to provide better and faster access to support services for individuals following release from court.

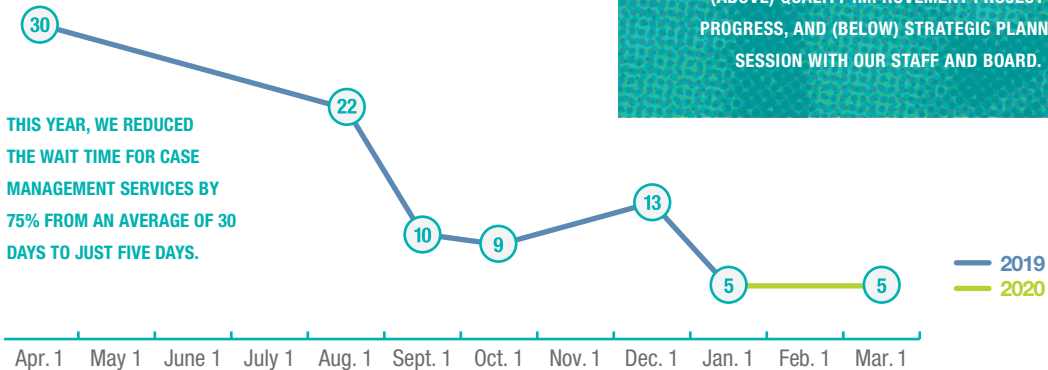
We launched our weekly “Mission: Possible” free peer support group in Oakville, Milton, and Georgetown for community members to share wellness challenges and strategies as well as learn skills for mindfulness.

We connected with a wide range of stakeholders to develop a residential Safe Beds program to support people in crisis targeted for launch in fall 2020.

We seamlessly transitioned our services to virtual and phone-based to continue supporting our community’s mental health during the COVID-19 pandemic.



(ABOVE) QUALITY IMPROVEMENT PROJECT IN PROGRESS, AND (BELOW) STRATEGIC PLANNING SESSION WITH OUR STAFF AND BOARD.





# FUTURE DIRECTIONS

Continuing our journey for mental health for all through implementing our 2020-2023 Strategic Plan focused on three strategic directions: Access, Quality, and Capacity.

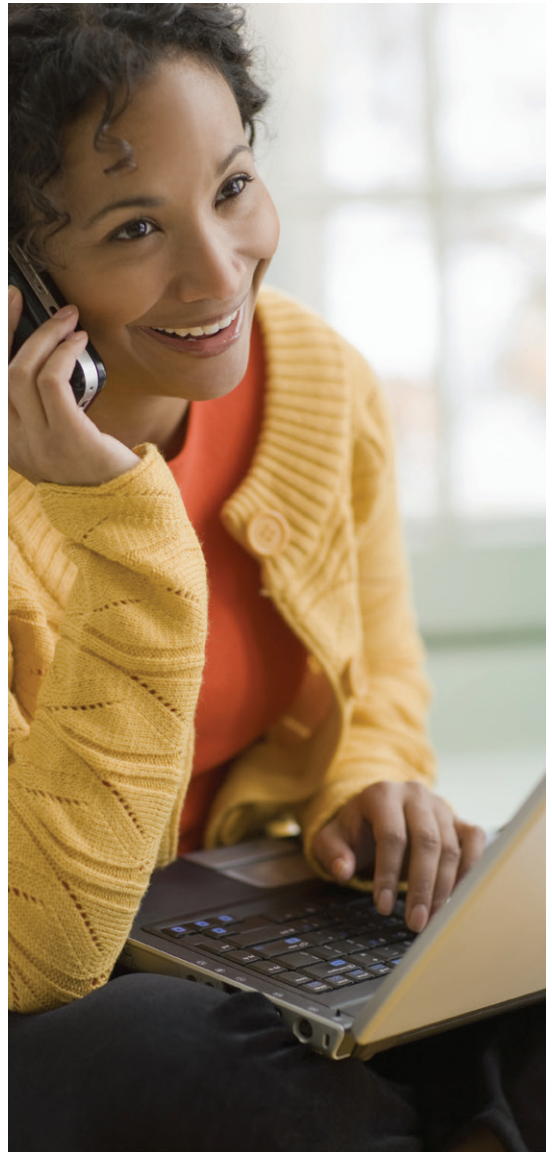
Growing our collaboration with our community organization partners as well as our clients and their caregivers to continually improve our services.

Strengthening our focus on health equity to promote access and welcoming service for our diverse community.

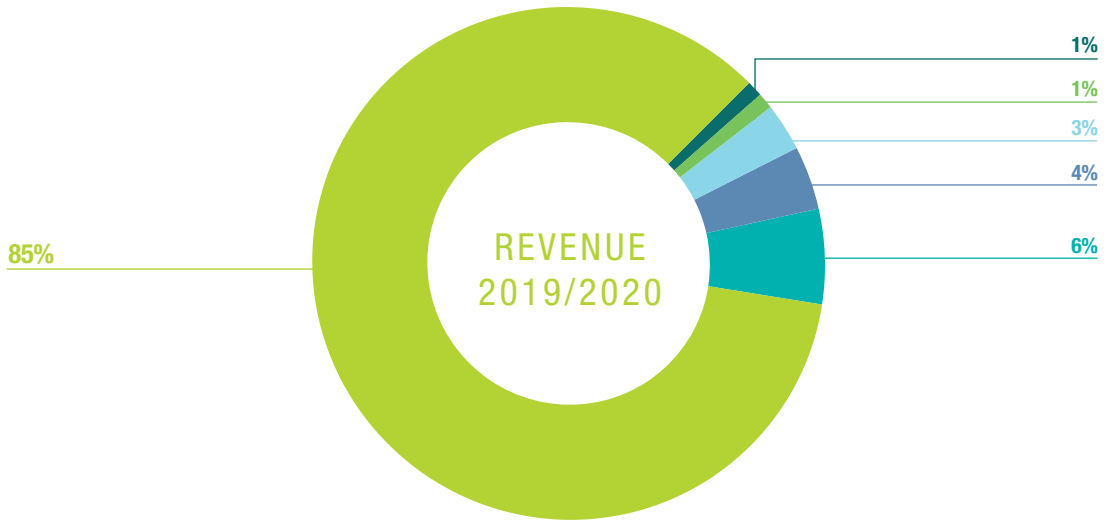


**IT IS COMFORTING KNOWING THAT THERE ARE HEALTH PROFESSIONALS OUT THERE WHO ARE KNOWLEDGEABLE, CARING AND HIGHLY DEVOTED INDIVIDUALS... I DON'T KNOW HOW I WOULD HAVE BEEN ABLE TO GET THROUGH THIS CRISIS WITHOUT THE SUPPORT AND GUIDANCE PROVIDED TO ME."**

—A FAMILY MEMBER OF A CMHA-HRB CLIENT



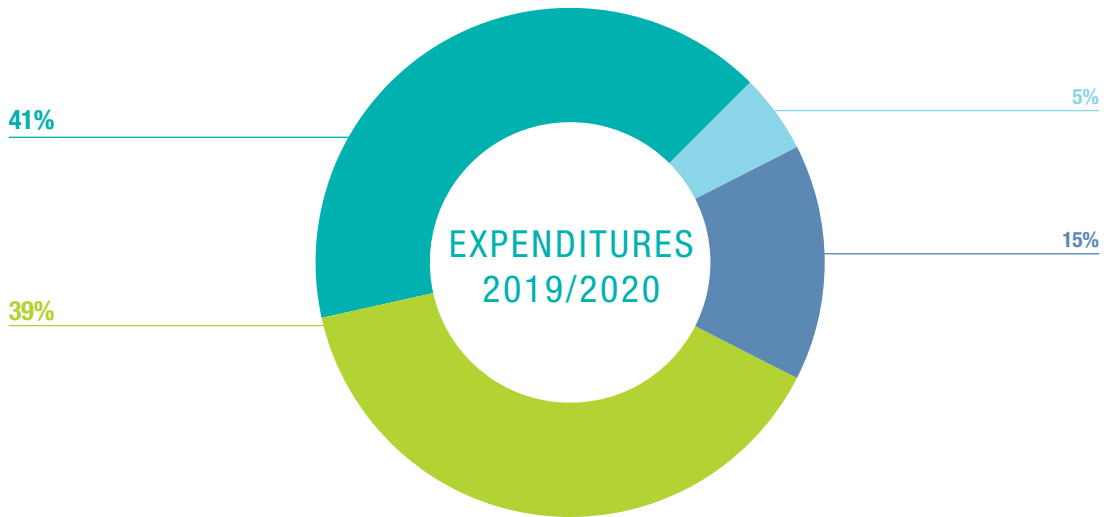
# FINANCIAL REPORT 2019 - 2020



● Mississauga Halton LHIN .....	\$6,027,914
● Halton Region .....	\$457,184
● Donations and Fundraising .....	\$248,681
● Other .....	\$183,540
● United Way .....	\$76,707
● Health Promotion and Education .....	\$61,795

**TOTAL: \$7,055,821**

# FINANCIAL REPORT 2019 - 2020



● Case Management Services .....	\$2,859,130
● Crisis Intervention Services .....	\$2,743,495
● Administration .....	\$1,087,215
● Health Promotion, Education and Fundraising .....	\$332,747

**TOTAL: \$7,022,588**



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## Canadian Mental Health Association, Halton Region Branch

1540 Cornwall Road, Unit 102, Oakville, ON L6J 7W5  
Phone: (905) 693-4270  
Toll-free: 1-877-693-4270

### CONTACT US

Email: [info@cmhahrb.ca](mailto:info@cmhahrb.ca) | Website: [halton.cmha.ca](http://halton.cmha.ca)  
**24/7 CMHA COAST Crisis Line: 1-877-825-9011**  
**TTY: 1-844-646-1700**

Thanks for helping us help our community.



**United Way**  
Halton & Hamilton

