

annual
report **2020/2021**



canadian mental health association
Halton Region Branch



Canadian Mental
Health Association
Halton Region Branch
Mental health for all

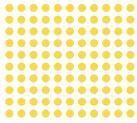


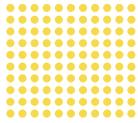
Table of Contents

| | |
|--|----|
| Governance | 3 |
| Board of Directors | 3 |
| A message from our Board Chair and CEO | 4 |
| Our Impact | 7 |
| Accreditation | 7 |
| 2020-2021 Highlights | 8 |
| Future Directions | 10 |
| Financials | 11 |

SUPPORTED BY:



Sandra shared #SignsofSupport on social media during the pandemic



Governance

Our vision defines the overall outcome that we are working towards.

Our mission describes our purpose and unique contribution.

Our values are the key beliefs and principles that underlie our thinking and actions.



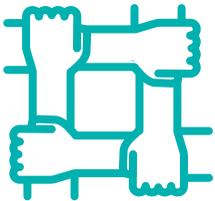
VISION

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

Board of Directors

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

Directors /

Patricia Codner

Marion Goreski

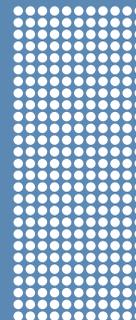
Jody Johnson

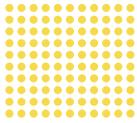
Brian Lloyd

Tracey McKinley

Cathy Morley

Jeff Percival





A message from our Board Chair and CEO

Since 2020, our lives have been consumed by COVID-19, but the pressing question for mental health providers is, has each person experienced the pandemic in precisely the same way? For CMHA Halton, this is the defining question as we work to attain our vision of building “mentally healthy people in a healthy society” during this period of recovery.

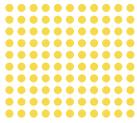
Together with our staff, CMHA Halton met the stress and turmoil of the pandemic by pivoting to meet existing and new mental health and addictions needs of our clients. In response to economic stress and isolation, our staff paired empathy with innovation to deliver services in new and innovative ways. Our teams embraced virtual Services (e-Services) in every branch of our organization - service coordination, crisis intervention, treatment services and recovery support - to meet our community’s needs.

We recognized early that the pandemic was bringing uncharted pressures to our community that required our collaboration and commitment. As such, CMHA Halton has been fortunate to have a voice at two regional Ontario Health Teams, Regional planning tables and is part of the Mental Health Alliance, which is comprised of local mental health and addiction service providers.

We continue to grow and build partnerships to ensure equitable access to high-quality services for an increasingly diverse Halton community. As we embraced virtual solutions, we also attended to clients and families for whom technology remained a barrier. Consistently, CMHA Halton works with our partners to understand the stories of people who are at the greatest risk of being marginalized and to chart a path to services and support. Critically, our client and family/caregiver advisors have kept their voice present for us as an anchor and a litmus test.

Our Board, Chief Executive Officer and staff are now occupied with the next question of: How will CMHA Halton continue to evolve the organization to support pandemic recovery? Furthermore, what will excellence in the delivery of integrated mental health and addictions services look like in the future? In the upcoming period, CMHA Halton will promote a mental health and wellness design that promotes equitable access, an expanded continuum of treatment services, and high-quality services for youth and adults.

This has been a year where we have learned that we cannot create new services without asking if our community has trust in our institutions and to address the systemic racism that exists in those institutions due to our history of colonialism and dehumanizing enslavement. We recognize the lasting impacts of colonialism especially on Indigenous and Black people, resulting in their disproportional struggles with mental health issues in our society. We must do much better in working with people who are Black, Caribbean, Indigenous, of colour, and 2SLGBTQ+ and people of other racial, ethnic, and cultural backgrounds as well as socio-economic statuses.



A message from our Board Chair and CEO

As we build forward, we need to embrace a significant shift through meaningful engagement, including co-designing a new system with representatives of the community who bring unique perspectives, being culturally responsive in order to serve diverse communities, and partnering to advance reconciliation.

Towards this direction, the Board is proud to introduce our new CEO, Rashaad Vahed, a known mental health executive leader with an expertise in the design of community-based mental health systems of care. Rashaad has a strong track record of inviting system innovation while building resilient and engaged work cultures.

CMHA Halton recognizes the place that we have in our community and the responsibility that comes with it. We commit to being exceptional people and partners to meet our mission of improving the well-being needs of our community.

Michele and Rashaad



**MICHELE
SPARLING**

Board Chair, CMHA Halton Region

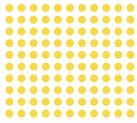


**RASHAAD
VAHED**

CEO, CMHA Halton Region



**here's what
we've been up
to this year.**



Our Impact



5,603

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



1,631

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

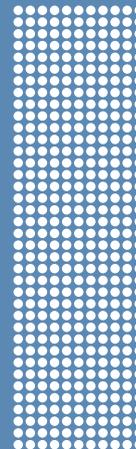
Accreditation

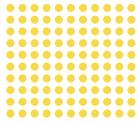
We are currently in the final year of our Accreditation award from Accreditation Canada.



Thank you to [my counsellor] for her outstanding sensitivity, empathy, and gentle approach. She has made such a positive difference in my life.”

- CMHA-HRB client





2020-2021 Highlights

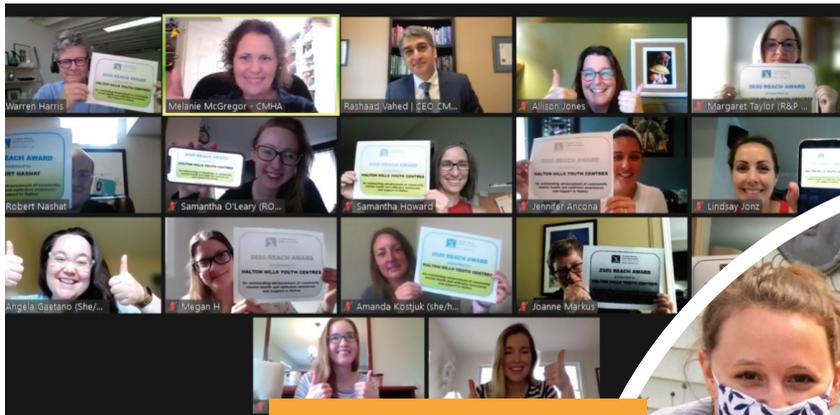
NURTURING STRONG PARTNERSHIPS

We collaborated on two local Ontario Health Teams to advocate for community mental health and addiction services as part of a high-quality, coordinated, person-centred care continuum.

We virtually awarded the annual CMHA-HRB REACH Award to Halton Hills Youth Centres and Pharmacist Robert Nashat of Oakville's Leon Pharmacy for their outstanding contributions to mental health and addiction awareness and support in Halton.

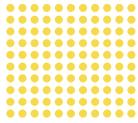
We opened our Safe Beds residential crisis program in September 2020 in partnership with Halton Regional Police Service, ADAPT, Support House, and Halton Region. This 5-bed facility helps to support individuals who are experiencing a mental health and/or addictions crisis and in immediate contact with police. Through a person-centred, collaborative approach, the program helps them stabilize their initial crisis and connect to services and supports which address their long-term health and well-being and enable stable community living.

With funding from Halton Region and in partnership with Halton Regional Police, we created a Complex Service Navigator position to provide resolution-focused support to people who have frequent contact with police and require more intensive service for stabilization.



Top: The virtual 2020 REACH Award presentation
Bottom: Staff and board members touring the Safe Beds facility





2020-2021 Highlights

BUILDING AWARENESS

We launched virtual courses, presentations, and groups to help participants safely build knowledge and skills during the pandemic. These included Mental Health First Aid, Peer Support Groups (including a new family support group), and Coping Skills for Change groups that were expanded thanks to funding from the United Way of Halton and Hamilton.

PROVIDING HIGH-QUALITY SERVICES

We participated in the provincial Excellence Through Quality Improvement Project (EQIP), a partnership of CMHA Ontario, Addictions and Mental Health Ontario, the Centre for Addiction and Mental Health, and Ontario Health. A committed team of staff completed a quality improvement project to increase the response rate for the Ontario Perception of Care (OPOC) survey by our clients and their families.

We completed a pilot of the Virtual Care Experience Survey (VCES) to gather information on clients' perception of and response to virtual service delivery that will inform future virtual service planning and programs.

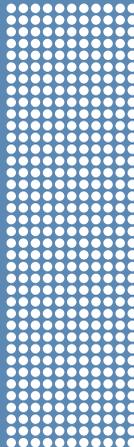


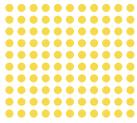
I wanted to let you know how much your [services] have meant to me...around self-care, I find I am focusing more on that and I had never really heard of it before! What a difference it makes."

- CMHA-HRB client



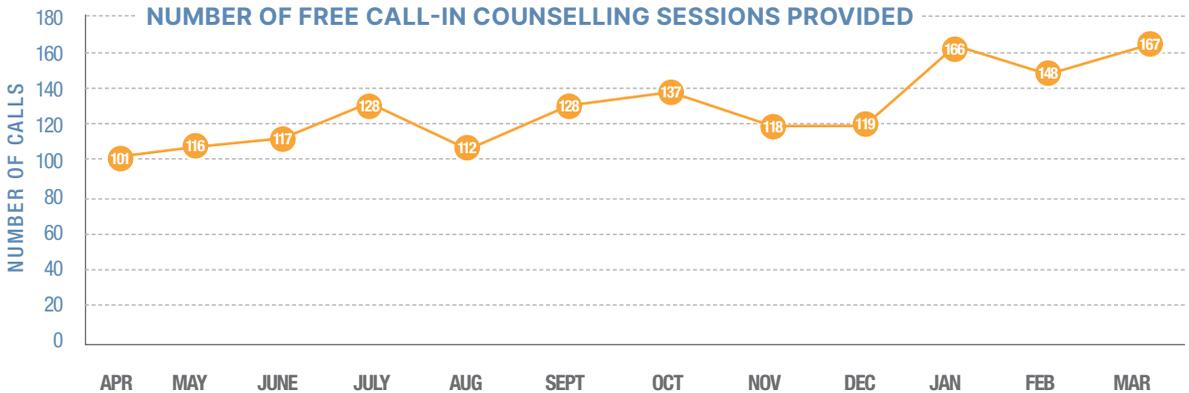
Allison shared #SignsofSupport on social media during the pandemic





2020-2021 Highlights

During the pandemic, the demand for our Free Call-In Counselling has increased and we have connected with a wide range of community members with diverse needs, some who are receiving mental health support for the first time in their lives.



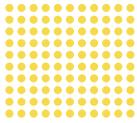
Future Directions

Growing our continuum of services to continue to support a wide range of community members

Strengthening and promoting our clinical expertise

Implementing and monitoring our Quality Improvement Plan

Leading mental health recovery from the pandemic through responsive programs and well-being initiatives



Financials

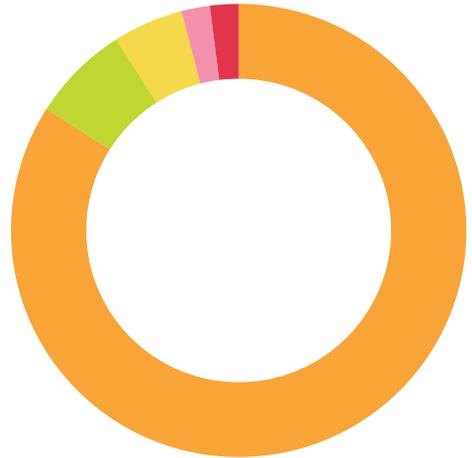
REVENUE TOTAL: \$7,067,683

SOURCE

- Mississauga Halton LHIN
- Halton Region
- Other
- Donations and Fundraising
- United Way

REVENUE

- \$5,929,451** [84%]
- \$503,697** [7%]
- \$334,339** [5%]
- \$173,628** [2%]
- \$126,568** [2%]



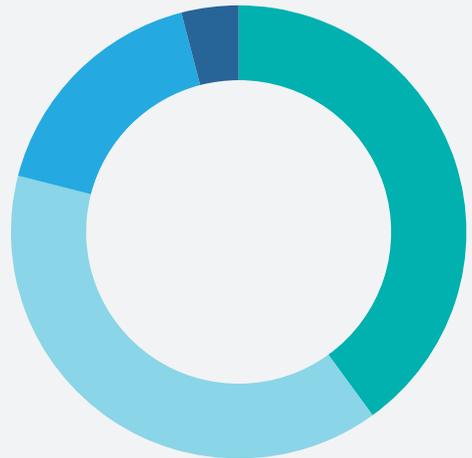
EXPENDITURES TOTAL: \$7,065,945

SOURCE

- Crisis Intervention Services
- Case Management Services
- Administration
- Health Promotion, Education and Fundraising

EXPENDITURES

- \$2,813,045** [40%]
- \$2,744,104** [39%]
- \$1,220,964** [17%]
- \$287,832** [4%]





Mark shared
#SignsofSupport on social
media during the pandemic

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Mental health for all

 halton.cmha.ca  [@cmha.halton/](https://www.facebook.com/cmha.halton/)  [@cmhahalton](https://twitter.com/cmhahalton)

 Canadian Mental Health Association – Halton Region Branch

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TTY: 1-844-646-1700