

2023/24



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Thanks to our donors and
supporters



We are Accredited with Exemplary
Standing for 2022-2026 by
Accreditation Canada, the highest
award given for quality and safety.

Vision, Mission, Values



Our vision

Responsive mental health care for everyone.



Our values

Connected

Approachable

Responsive

Empowering



Our mission

CMHA Halton broadens access to mental health care.

We're proud to have earned the Nonprofit Employer of Choice Award that recognizes non-profits whose exemplary talent management practices support successful mission delivery in the communities they serve. The award is based on our leadership attributes, human resources practices and employee opinions.



Board of directors 2023-24

Jessie Singh Chair
Jody Johnson Vice-chair
Cathy Morley Secretary
J.C. Cedrone Treasurer

Lillian Abu Halaga
Patricia Codner
Brian Lloyd
Shannon Mackie
Catherine Pal
Jeff Percival
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A message from the Board chair and CEO

This has been a breakout year for CMHA Halton – a year of bold direction, meaningful staff engagement and continued innovation. As our previous strategic plan concluded, we faced a pivotal question: should we prioritize a strategic plan, or an EDIA (equity, diversity, inclusiveness and accessibility) plan rebuild?

Rather than choosing one over the other, we recognized an opportunity to integrate the two. At the provincial level, we saw an urgent call to be proactive, while locally, shifting demographics and rapid growth revealed new gaps in mental health care. Our strategic plan and EDIA framework are woven together to ensure broadening access to mental health care means truly serving everyone in our community.

This year, we're proud to introduce our new mission statement: "CMHA Halton broadens access to mental health care."

This statement reflects our commitment to expanding pathways to care and making services more accessible and responsive to the growing diversity and complexity of mental health needs in our community. It guides how we recognize and serve all aspects of our clients' identities, deepens our understanding of the roots of trauma and charts a course toward mental health care for everyone.

Walking the talk: a roadmap for the future

This annual report marks the launch of our new strategic plan, which is structured around four key pillars. In the following pages, we outline how we'll bring this plan to life over the next four years.

One resounding message from our community is clear: CMHA Halton is uniquely positioned to lead the development of a community-based mental health model. With our expertise and mandate, we provide essential client-centred support that extends beyond what traditional health care settings offer.

Rebuilding for the future: co-located health services

The theme of rebuilding became tangible this year with the transformation of our main office. As staff and clients increasingly returned for in-person services, we reimagined a space to better meet their needs. Our new office is designed to be welcoming for clients and caregivers, adaptable for co-located health providers and energizing for staff.

In the face of extraordinary need, CMHA Halton will continue to broaden access, break down barriers and build a mental health system that works for everyone. We're committed to leading the way.



Rashaad Vahed
Chief Executive Officer



Jessie Singh
Board Chair

Strategic plan and EDIA framework

Our strategic plan and equity, diversity, inclusiveness and accessibility (EDIA) framework are now woven together to ensure broadening access to mental health care means truly serving everyone in our community. During the 2023-24 fiscal year, our major projects underscored the significance of the policy team’s ongoing work.

Stakeholder input

We conducted over 25 focus groups and interviews with clients, staff, leadership, community partners, equity-serving organizations and primary care physicians to create our plan.

CMHA HALTON STRATEGIC PLAN

2024 - 2028

OUR VISION IN PRACTICE:

Responsive mental health care for **everyone**.

[Responsive]

We strive to respond to our clients when and how they need it.

[Everyone]

We aspire to serve the whole community.

VALUES:

Conconnected:

Reflects how we think about care pathways and the stakeholders who span that continuum.

Approachable:

Reflects how we make the process feel client-centric and easy.

Responsive:

Reflects who we serve and describes how we serve.

Empowering:

Reflects how we make each other feel in our everyday interactions.

MISSION:

CMHA Halton broadens access to mental health care.



Responsive Client Care

"Responding to client needs involves recognizing key aspects of people's identity."



Value Based Outcomes

"Demonstrate the value of community healthcare as quality healthcare."



Broadening Pathways

"Lead the creation of integrated care pathways in collaboration with community partners."



Empowered & Equipped Teams

"Supporting the community starts with building a strong, diverse team that reflects those we serve."

How we deliver:

- Expand clinical treatment services in community-based mental health care.
- Provide trauma-informed care in service delivery.

How we deliver:

- Our work is grounded in strong, people-centered values alongside evidence-informed models.
- We strive to serve through compassionate, equity-informed care that promotes social justice outcomes.

How we deliver:

- We take intentional steps to build relationships with diverse stakeholders in Halton, to create culturally safe* and inclusive pathways.
- * Safe can speak to the cultural, identity and social locations of groups/individuals.

How we deliver:

- We invest in our workers' skills, empowering them to act in the best interests of clients and communities.
- We will create intentional pathways for equity-informed leadership within our organization.

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Expanding clinical treatment services in community-based mental health care

We proudly became a service provider for the 9-8-8 National Suicide Crisis Helpline which launched in November 2023. CMHA Halton became one of 16 providers in Ontario, providing support to individuals across the lifespan.



Proud partner in

9-8-8



Waleed Riaz, CCDP Psychotherapist

Our **Community Concurrent Disorders Program (CCDP)** was redesigned and relaunched as a multi-disciplinary team serving people living with mental health and substance use disorders. Critically, a registered psychotherapist was added to this team to enhance treatment approaches in client care.

We partnered with the Prime Care Family Health Team in launching the first Gender Affirming Care Clinic in Halton. The clinic serves individuals who identify as trans, non-binary and gender diverse. This multidisciplinary care team ensures clients receive a full range of services towards care goals with increased collaboration across providers.



Jay Roberts, System Navigator at the Gender Affirming Care Clinic

Leading the creation of integrated care pathways in collaboration with community partners

We introduced a **hospital-based service navigator** role in partnership with Halton Healthcare to help patients connect with community-based mental health resources to provide care upon discharge. Having a clear picture of next steps and supports for patients creates post-hospitalization stability and reduces hospital readmissions.



We've jointly led the **Halton Crisis Continuum** with Reach Out Centre for Kids (ROCK). Eleven committed partners have come together to work towards establishing a co-ordinated crisis continuum that supports individuals across the lifespan. Work that initially began with creating a shared vision for the crisis continuum in Halton has now transitioned to developing actionable cross-sector change initiatives.

OUR PRIORITIZED CHANGE INITIATIVES



Call Line Diversion

Integration of 911 and community crisis lines so individuals in crisis are directed to the most appropriate service.



Civilian Response Team

Expanding to provide timely, high-quality, community mental health support for mental health crises.



Hospital-Community Integration

Enhance coordination between hospital and community to support step-up and step-down care



Dayna Taylor-Weir, left, our Director of Services and Clinical Transformation, presenting at the North American Conference on Integrated Care in Calgary.

Creating welcoming, collaborative spaces

We took a “post-pandemic moment” to redesign our office for the future of health care provision. Following staff and service partner engagement, we revitalized our head office to increase program delivery space and create a creative space for our multi-purpose needs. This vibrant and reimagined space now reflects best practices in health psychology principles and balances open-concept space with focus rooms to support the mental health and well-being of our staff at work.



Our Impact

In 2023-2024, 9,777 people were supported to receive counselling and treatment, stay safe in a crisis, improve their mental health and wellness, and build knowledge and skills through 49,283 interactions.

9,777

people were
supported

49,283

service visits/
interactions

Financial overview

Year ended March 31, 2024



Revenues

Ontario Health	\$ 6,607,475
Ontario Structured Psychotherapy	\$ 426,230
CAMH-988 Crisis Line	\$ 298,287
Donations and Fundraising	\$168,649
United Way	\$ 129,570
Cost Recoveries	\$ 114,328
Halton Region	\$ 55,636
Other	\$ 294,151



Expenditures

Case Management Services	\$ 1,652,940
Crisis Intervention Services	\$ 2,860,774
Treatment Services	\$ 1,505,392
Health Promotion and Peer Support Services	\$ 509,121
Administration and Amortization	\$ 1,510,265

Thank you to our donors and supporters

Thanks to all the generous supporters who help our community every day by raising funds for CMHA Halton. We appreciate you showing that you care about mental health and addictions.



ANNUAL REPORT

CMHA Halton

2023/24



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Halton
Mental health for all

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