

Canadian Mental Health Association Windsor-Essex County Branch

Annual Report 2016/2017



Canadian Mental
Health Association
Windsor-Essex County
Mental health for all

Empowering transitions to wellness

Annual Report of the CEO and the Board Chair

The Annual Report provides us with an opportunity to pause and take stock of all that has been accomplished over the past year. We are proud of our dedicated staff at the Canadian Mental Health Association, Windsor-Essex County Branch (CMHA-WECB) who work tirelessly to deliver the best care to our clients. Healthcare continues to be an area with exciting changes and our staff continue to embrace the challenges and change to best serve clients and their families.

We are pleased to share a few highlights from this past year:

- 1) The Sole Focus Project campaign, launched in February 2017 has joined hundreds of like-minded individuals in taking a stand for mental health. The support of strategic partners in the community has been overwhelmingly positive and we are well on our way to reaching the goals of the campaign, including our financial goal.
#showyoursole
- 2) Partnerships continue to be an important part of our work. We now have formalized agreements with Hotel-Dieu Grace Healthcare (HDGH), Family Services Windsor-Essex, Windsor Family Health Team, and the Windsor Essex County Health Unit. Together we are working

Claudia den Boer
Chief Executive Officer



hard to effectively address care gaps and provide the best experience possible for clients.

- 3) Last December, the Transitional Stability Centre (TSC) began operation at 744 Ouellette Avenue. This integrated interagency model of care is delivered outside of the walls of HDGH and is a tremendous resource for the community. CMHA-WECB is proud to be a collaborative partner in the care provided at the TSC.
- 4) With the Patients First legislation, the City Centre Health Care will continue to grow its unique role in delivering primary care to the local community including those struggling with a mental health and/or addiction issue.
- 5) We are very close to launching Coordinated Access with our partners at HDGH. This new mechanism will allow clients to make one call for help when navigating, what many believe to be, a daunting mental health “system”. This is a very exciting development in our effort to provide client-centred care.

Thank you to our dedicated staff, Board of Directors and volunteers who support our efforts in “empowering transitions to wellness” for those living with mental illness.

Sharon Cooper
Board Chair

CMHA Windsor-Essex County Branch

Vision

Mentally Healthy People in a Healthy Society

Mission

CMHA Windsor-Essex is a lead provider and advocate of community mental health services. We achieve this through:

- Treatment
- Collaboration
- Education
- Community Engagement



2016/2017 Board of Directors

Board Chair

Sharon Cooper

Treasurer

Cynthia Swift

Past President

Don Atwell

Directors

Barb Davis

Nicole Sbrocca

Tammy Fryer

Dr. Patrick Smith

Melissa Lywood

Christopher Todorovski

Annual Highlights

- As part of our Vision 2020 Strategic Plan, increasing mental health awareness through education, advocacy and community engagement was identified as a key priority. In an effort to be proactive, we created the Sole Focus Project. The campaign seeks to enlist, engage and educate this community about mental health. There is also a fundraising goal of \$500,000 over three years to ensure longevity and sustainability of this core service.
- CMHA-WECB is now working in partnership with the Transitional Stability Centre (TSC) located at 744 Ouellette Avenue, Windsor. The TSC provides support for individuals identified as frequent users of Emergency Services, the homeless, those having minor infractions with the law and those experiencing a mental health or substance abuse event who don't need admission to the hospital. This inter-professional team provides one-on-one sessions with clients as well as supportive group programs.
- A Client and Family/Caregiver Advisory Council was established to ensure the family/caregiver perspective is represented within all aspects of program and service delivery at City Centre Health Care and CMHA-WECB.

- The Talk Today program continues to expand and broaden its reach across Canada. CMHA-WECB once again provided safeTALK training to the Windsor Spitfires, Saginaw Spirit and Flint Firebirds. As part of the Memorial Cup festivities in May 2017, CMHA-WECB was selected by Sherwin Williams to be the recipient of some paint renovations. Four meeting rooms, doors and a hallway were painted over two days. They then hosted a community BBQ for staff, clients and friends.



Happy faces can be seen at the Memorial Cup festivities (top left) and during the two day paint renovations party at CMHA-WECB.

- CMHA-WECB is in the process of implementing the National Standard of Canada for Psychological Health and Safety in the Workplace (the Standard). One of the first outcomes was the renovation of the POD, a centralized workspace for front-line workers. The result is a brighter, modernized, efficient space that can accommodate workers who stay on-site to meet with clients at CMHA and those who are part of the Mobile Workforce.
- As part of our goal to provide leadership to the implementation of Patient's First and a commitment to integrate primary care and mental health and addiction services, a collaboration with the Windsor Family Health Team has been initiated including the hiring of Mark Ferrari as part time Integrated Director of Primary Care at City Centre Health Care.
- A Mental Health Roundtable was established with several community partners involved. Together, CMHA-WECB and Hotel-Dieu Grace Healthcare collaborated to bring the providers together. The Roundtable is working to create a mental health and addiction system of care that is easily navigable for clients and families.
- A successful community engagement session was held in Leamington. Several community partners attended with an objective of ensuring there is access to mental health and addiction services throughout the region.
- Many CMHA-WECB case workers are now part of a Mobile Workforce. Benefits include increased productivity and flexibility to provide services closer to clients.
- Two signature fundraising events were successful again this year. The Go Green Golf Tournament raised \$50,000 in support of the Griefworks program for children dealing with grief and loss. Ride Don't Hide also raised \$55,000 in support of the Bereavement program, Client Assistance Fund and Sole Focus Project.



This year, 404 riders and 60 volunteers participated in the annual CMHA-WECB Ride Don't Hide community bike ride.

Statistical Overview

12%
increase of unique individuals admitted into Case Management Functional Centre

4.5x
the utilization of Safe Beds year over year

21%
increase of unique individuals admitted into Early Intervention Functional Centre

40%
more individuals aged 18-24 into Case Management than previous year

32%
more individuals aged 25-34 into Case Management than previous year

12%
increase of individuals in subsidized housing than previous year

Over **90%** were treated with respect by program staff

Over **90%** thought services were of high quality

Over **90%** felt assured personal information was kept confidential

2,474
youth participated in education sessions



1,761
employees participated in workplace sessions



64 people participated in safeTALK



55 training & education sessions



54 individuals trained in ASIST



41 health fairs

The Sole Focus Project

The Sole Focus Project was successfully launched in February 2017. Since that time hundreds of individuals have shown their “soles” in support of mental health and wellness. There are now over 25 community ambassadors for the campaign and over 20 strategic partners involved who are supportive of the Sole Focus Project and assisting CMHA-WEBC in raising awareness.

As part of the campaign, a full-time Mental Health Educator was hired to be proactive in providing education and training in the community. This includes education about suicide prevention.

The campaign has raised \$200,000 towards its \$500,000 goal. These funds allow us to provide ongoing education and training that is affordable to everyone and adds to an endowment to ensure longevity and sustainability of funding to the Mental Health & Wellness Education program.



Thank you to all the donors who have supported the campaign. Special thank you to Unifor Local 444, Caesars Windsor, Ground Effects, the O'Neil Foundation, McTague Law Firm and TD for their lead gifts.

\$200,000
Raised



Thank You to CMHA-WECB Members

Membership is an easy way to support CMHA. By becoming a member, you demonstrate your support for our organization, its mission and the services we provide to the community. In doing so, you show our community that you support mental health promotion, mental illness recovery and resilience, and mental illness prevention.

* Please note that some CMHA-WECB members prefer to remain anonymous.

Deborah Ayotte

Dr. Tamison Doey

Lisa Jones

The Sandala Family

Larry Bannon

Michelle Drouillard

Laura Liebrock

Sheikh Shamsher

Annette Bridgeman

Mary A. (Anne) Edmunds

Beulah Marentette

Gloria Spada

Joanne Brown

Patricia Ellis (Remember

Eryn McCalla

Andrew Waters

Luciano Carlone

Marla)

Dr. H. McCurdy

Marilyn Weller

Paul Chesnik

Laura Gavin

Patricia McMahon

Helen Wiper

Dr. Rajen Chetty

Francesca Gazdig

Lori McQuaid

Lois Comartin

Karen Gignac

Spurgeon Montague

Sharon Cooper

Locketa Gray

Tracey Moroze

Lisa Crowder

Anne Haas

Pandya Law Association

Carrie Davis

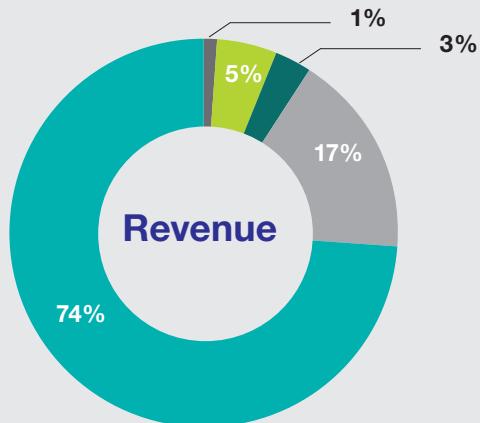
I. Asoka Rajan Medicine
Professional Corp.

Bruce Rand

Claudia den Boer

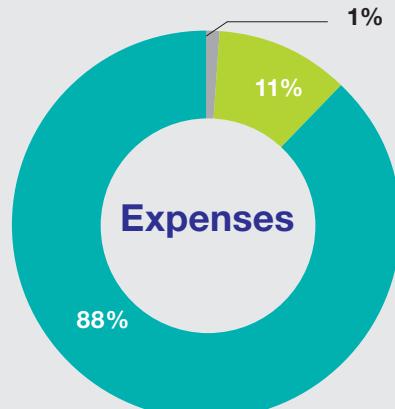


Finances (Year ended March 31, 2017)



Mental Health Program Revenues.....	\$10,396,128
Community Health Centre including Nurse Practitioner Revenue.....	\$2,376,299
Revenue Generating Programs	\$400,942
Housing Programs	\$756,626
Prevention Programs	\$53,332

Total Program Revenues: \$13,983,327



Compensation including purchased service...	\$11,823,208
Supplies and Other Operating Expense ...	\$1,466,693
Equipment and Capital Expense	\$100,890

Total Operating Expenses: \$13,390,791

Canadian Mental Health Association, Windsor-Essex County Branch

Contact Us

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Downtown Location

1400 Windsor Avenue
Windsor, Ontario N8X 3L9
T: (519) 255-7440

Leamington Location

215 Talbot St. E.
Leamington, Ontario N8H 3X5
T: (519) 255-7440



Supported by:



Thank you to the 2017 Ride Don't Hide Sponsors

Platinum



RBC Bank

Diamond



Gold



Silver



Bronze



Community



Save the Date – Ride Don't Hide 2018 – June 24, 2018