



**Canadian Mental  
Health Association**  
Windsor-Essex County

*Community well-being is our sole focus.*

# Annual Report

2018 / 2019

Canadian Mental Health Association  
Windsor-Essex County Branch



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## Board of Directors 2018/2019

### **Board Chair**

Sharon Cooper

### **Board Vice Chair**

Barb Davis

### **Treasurer**

Cynthia Swift

### **Past President**

Don Atwell

### **Directors**

Tammy Fryer

Shelja Garg

Sylvie Guenther

Al Saunders

Nicole Sbrocca

Christopher Todorovski

# Message from the Board Chair and CEO

Mental health and physical health are inextricably linked. Mental health is not just the absence of mental illness – it is an essential part of our well-being. Like physical health, mental health is something we all want and strive to maintain. Mental health is a state of being. Self-esteem, level of stress, even distress. How you feel about yourself and other people. These are all part of our mental health and mental health is key to overall health.

According to the 2018 Vital Signs report 53 per cent of our community identified mental health programs and services as a top priority and 66 per cent of respondents stated that improvement in access to mental health programs and services was needed. Thirty-two per cent of respondents indicated that increasing the affordability of housing with various levels of assisted care was a top priority followed by 22 per cent who identified the need for improvements in the affordability of housing as a priority.

Community providers of these important services agree on these priorities. The challenges are not small, and no single agency can solve these complex issues alone.

In collaboration with many community providers, CMHA-WECB is developing new

pathways and strengthening existing ones to provide services to persons living with mental health conditions, to supporting residents living with addictions, assisting people/families struggling to find safe, permanent housing, and integrating mental health and addiction services with primary care for early identification of both mental and physical health concerns.

Many successes are highlighted in this year’s report but there is still much work to do to truly say we have a “seamless system” of physical health, mental health and addiction care. CMHA-WECB will leverage its specialized programs, its comprehensive primary health care services and the Sole Focus Project ever striving to fulfill its new mission of “Community well-being is our sole focus”!



**Sharon Cooper**  
Board Chair



**Claudia den Boer**  
Chief Executive Officer

# Canadian Mental Health Association Windsor-Essex County Branch



## Vision

Mentally Healthy People in a  
Healthy Society



## Mission

Community well-being is our sole focus.

CMHA Windsor-Essex is the lead provider and advocate of specialized community mental health and addiction services integrated with comprehensive primary health care services. We achieve this through:

- Treatment
- Collaboration
- Education
- Community Engagement

# A Year in Review

The Mobile Outreach & Support Team was launched as a pilot project in January 2019 to support those who are street involved and who may need direction on housing, personal care, mental health and addictions. It is a partnership between: Hotel-Dieu Grace Healthcare, CMHA-WECB, Family Services Windsor Essex and Assisted Living Southwestern Ontario. Services are free of charge and include: assessments, delivery of basic comfort supplies, awareness and access to community services, and connections and referrals to community services. In July 2019 permanent funding was announced to support this project.

The Windsor Family Health Team in partnership with CMHA-WECB launched the Team Care Centre (TCC) in September 2018.

TCC supports individuals referred by their primary care provider who are struggling with mild to moderate mental health and addictions in combination with other chronic conditions that require time-limited intensive care coordination and case management. Embedding care coordination for complex individuals early in the health care journey will avoid unnecessary admission to hospital.

Since its launch in September 2018, access to services for referring physicians has risen from 10 per cent to 65 per cent, potentially reducing ED visits related to mental health complaints. The TCC is a complement to the treatment programs of CMHA-WECB's who serve those with more complex moderate to severe mental illness.



CMHA-WECB was selected as the charity partner for the CanAm Police Fire Games coming to Windsor in 2022. As part of this partnership, several events were held in June 2019 to highlight mental health issues and topics that affect first responders, their families and the general community.

Construction is almost complete on the expansion of the CMHA Health Centre (previously known as City Centre Health Care). This added space will improve the flow and delivery of primary health care services.

The Mental Health Crisis & Wellness Centre, located at the Transitional Stability Centre, held its official grand opening in December 2018.

CMHA-WECB CEO, Claudia den Boer's portfolio expanded in March 2019 to include the Executive Lead for Community Mental

Health at HDGH. In this role, Claudia will oversee community mental health services to improve access and mental health service navigation to these vital programs for individuals and families.

Access to services is an issue and waiting lists are a reality for many. CMHA has undertaken a program redesign with a goal to eliminate the wait list for programs and co-designing the new processes with clients, family and caregivers to ensure that they truly meet the needs of those seeking these critical supports.

CMHA-WECB received 98.5 per cent and accreditation with exemplary standing as a result of Accreditation Canada's review of the organization in May 2019.

Suicide Prevention Month was an overwhelming success in Windsor-Essex.



Several community partners participated with activities happening throughout the month. The highlight was the community walk with over 750 participating on a sweltering day last September.



750  
participants at the  
community walk

St. Clair College has expanded the role of the youth outreach support worker. In response to needs of their students, this position is now full-time.

As part of the HDGH CMHA-WECB collaboration, CMHA WECB has adopted the Recovery Model – a philosophy that embraces a “nothing about me without me” in all aspects of programs/service design and delivery.

CMHA and WRH are working on improving the transition from acute care mental health services back to the community to ensure that individuals who have been admitted for care continue on their road to recovery once they have been discharged from hospital.

A clinical practice specialist was hired to work with managers and front-line staff to enhance the delivery of best practice care throughout the agency. Staff have welcomed a renewed attention to the latest research and professional development focused on leading practices.

Along with many other community providers CMHA-WECB has been privileged to participate as a member on the Downtown Safety and Security Roundtable focused on meeting the needs of residents and business owners in the downtown core.



# Statistics

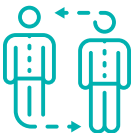
## Coordinated Access



5,703  
service provider  
interactions made in first  
year



1,240  
individuals entered into  
service



488  
external referrals made to  
other community agencies

## CMHA-WECB



836  
additional hours of direct  
service



5,866  
additional supportive  
housing resident days for  
clients



3,449  
additional resident housing  
days for youth







97%  
of clients think services provided at CMHA-WECEB are high quality



125%  
increase ASIST trainings



82%  
of community partners would recommend CMHA as a support/resource to persons in Windsor and Essex County



21%  
increase in engaged workplaces



90%  
of Team Care patients reported improvement in depression or anxiety scores post social work counselling



+134%  
mental health promotion requests



# Sole Focus Project

We continue to be thrilled with the amazing support of the Sole Focus Project. Launched in February 2017, we can confidently say that CMHA-WECB has created a movement towards creating a mentally healthier community. Thanks to the support of the Windsor-Essex community, we are well on our way to surpassing our fundraising goal of \$1.5 million!

These funds have allowed us to be proactive in delivering mental health education, training and awareness. Like any other disease, early identification and intervention are critical to successful treatment. Information and awareness are particularly powerful in the treatment of mental illness.

The growth and demand for training, education and workshops continue to increase. We view this as a positive indication that individuals and businesses are making mental health a priority.

Once again this year there were numerous Sole Focus Project highlights including Dan Gemus' Country at Heart event. CMHA was delighted to be the beneficiary of this rip-roaring evening. Funds raised are supporting ASIST suicide prevention training for over 150 first responders. The CanAm Police Fire Games are coming to Windsor in 2022 and CMHA-WECB has been selected as the charity partner. This is an amazing opportunity to highlight the importance of mental health for first responders,

their families and the community. CMHA-WECB was also the recipient of a grant from Green Shield Canada's Six 4 Six campaign. These funds will allow us to work on delivering mental health education to priority populations and primary healthcare providers. Finally, Rock Your Sole: The Reunion was another epic event raising \$110,000!

There are now over 30 strategic partners and over 50 Ambassadors for the Sole Focus Project. We look forward to working with these partners and individuals, along with the broader community in launching Phase 2 of the Sole Focus Project in 2020. Thank you to everyone who has taken a stand for mental health!! #showyoursole



30  
strategic partners



50  
ambassadors



\$110,000  
raised at Rock Your Sole:  
The Reunion

Valued Donors & Strategic Partners



# Proud SPONSORS

## *Rock Star*

Cypher Systems Group • Troup Group of Companies •  
The Job Shoppe • KMJ Industrial Contractors

## *The Band*

WFCU Credit Union • Modish Lounge Rentals

## *Talent Agent*

Elegance By Design Inc. • Hard Rock Hotel & Casino •  
Integrity Tool & Mold Inc. • Landscape Effects Group •  
• Seaton Sunrooms • Sunset Produce •  
Tilbury Concrete/Lanoue Chevrolet •  
The Stephanie & Barry Zekelman Foundation

## *Roadie*

Double Diamond Farms • Ground Effects Ltd. •  
Joseph-Anthony Fine Jewelry • J.P. Wiser's • Mucci Farms Ltd.  
Performance Painting & Floor Coatings Ltd. •  
Paciocco & Mellow Injury Lawyers • St. Clair College Alumni Association  
• Vito's Pizzeria / O'Maggio's Kildare House

## *Groupie*

Adesco of North America • AEP Specialized Lighting & Events •  
Craig Mahon Financial Advisor • Dr. Greg & Jasmine Jasey •  
Dr. Pat & Bianca Montaleone • Naples • Goliger's Travel Plus •  
Greater Essex Electrical Service • Image Clinic •  
John & Michelle Rauti • Savvy Boutique • Seen Vision Care •  
The Hasan Group • Team Monty • Transat •  
The River 93.9 FM • Valente Development Corporation

# 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.

Atwell, Donald  
Ayotte, Deborah  
Bannon, Larry  
Bridgeman, Annette  
Brown, Joanne  
Chetty, Rajendra  
Comartin, Lois  
Davis, Barb

Edmunds, Mary  
Ellis, Patricia  
Ferhatovic, Meliha  
Gavin, Laura  
Gu, Emily  
Manery, William & Barbara  
McMahon, Patricia  
McQuaid, Lori

Nosanchuk, Nancy  
Pallag, Sandor  
Pandya, Paresh  
Sandala, George  
Shamsher, Sheikh  
Spada, Gloria  
Media Street Productions  
WFCU Credit Union

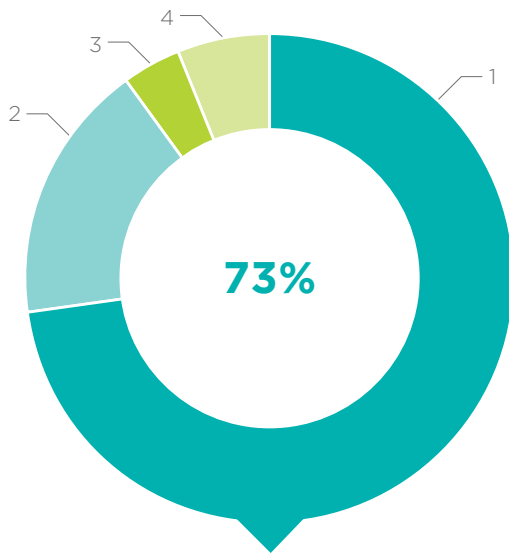


# Financial

Year ending March 31, 2019

Full audited statements are available upon request.

## Program Revenues

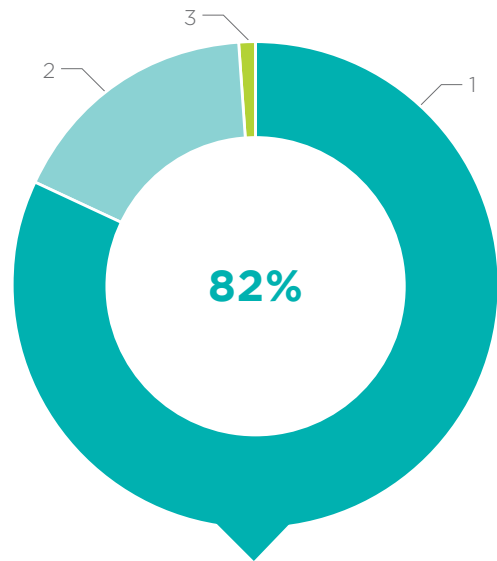


Mental Health Program

1	● Mental Health Program	<b>\$11,430,579</b>	73%
2	● Community Health Centre	<b>\$2,631,602</b>	17%
3	● Revenue Generating Programs	<b>\$641,714</b>	4%
4	● Housing Programs	<b>\$877,822</b>	6%

Total \$15,581,717

## Operating Expenses



Compensation Including Purchased Service

1	● Compensation Including Purchased Service	<b>\$12,463,278</b>	82%
2	● Supplies and Other Operating Expense	<b>\$2,548,109</b>	17%
3	● Equipment and Capital Expense	<b>\$186,218</b>	1%

Total \$15,197,605

# Thank You to The 2019 Ride Don't Hide Sponsors

## Leadership



## Trailblazer

## Tour

## Commuter



## Family





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



*years of  
community*

[www.windsor-essex.cmha.ca](http://www.windsor-essex.cmha.ca) | [info-referral@cmha-wecb.on.ca](mailto:info-referral@cmha-wecb.on.ca)  
[@CMHAWECB](https://www.facebook.com/CMHAWECB) | [@CMHAWECB](https://twitter.com/CMHAWECB)

## Contact Us

### 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) 326-1620



**Ontario**

Erie St. Clair Local Health  
Integration Network



ACCREDITED WITH  
EXEMPLARY STANDING



ACCREDITATION  
AGREEMENT  
CANADA

