



**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 Vice Chair

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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

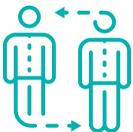
Coordinated Access



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



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



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



125%
increase ASIST trainings



21%
increase in engaged workplaces



+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

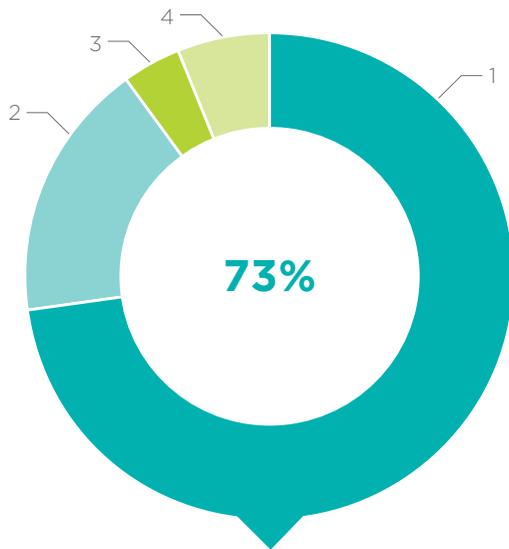


Financial

Year ending March 31, 2019

Full audited statements are available upon request.

Program Revenues

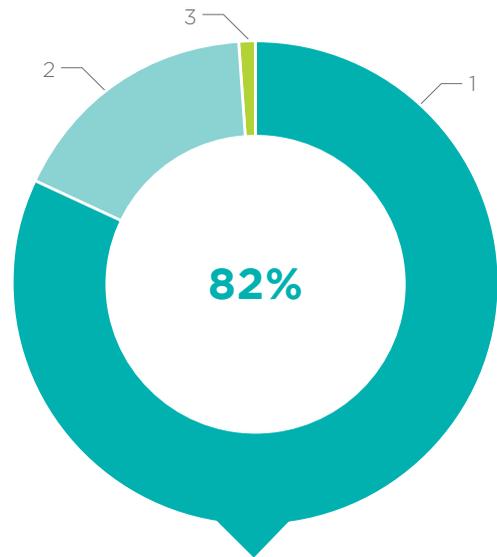


Mental Health Program

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

Total \$15,581,717

Operating Expenses



Compensation Including Purchased Service

1	● Compensation Including Purchased Service	\$12,463,278	82%
2	● Supplies and Other Operating Expense	\$2,548,109	17%
3	● Equipment and Capital Expense	\$186,218	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 | info-referral@cmha-wecb.on.ca
[@CMHAWECB](https://www.facebook.com/CMHAWECB) | [@CMHAWECB](https://twitter.com/CMHAWECB)

Contact Us

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

Leamington Location

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Leamington, Ontario N8H 3X5
T: (519) 326-1620



Ontario

Erie St. Clair Local Health
Integration Network

