

CANADIAN MENTAL HEALTH ASSOCIATION WINDSOR-ESSEX COUNTY BRANCH

ANNUAL REPORT 2021-2022



Canadian Mental
Health Association
Windsor-Essex County

Community well-being is our sole focus.

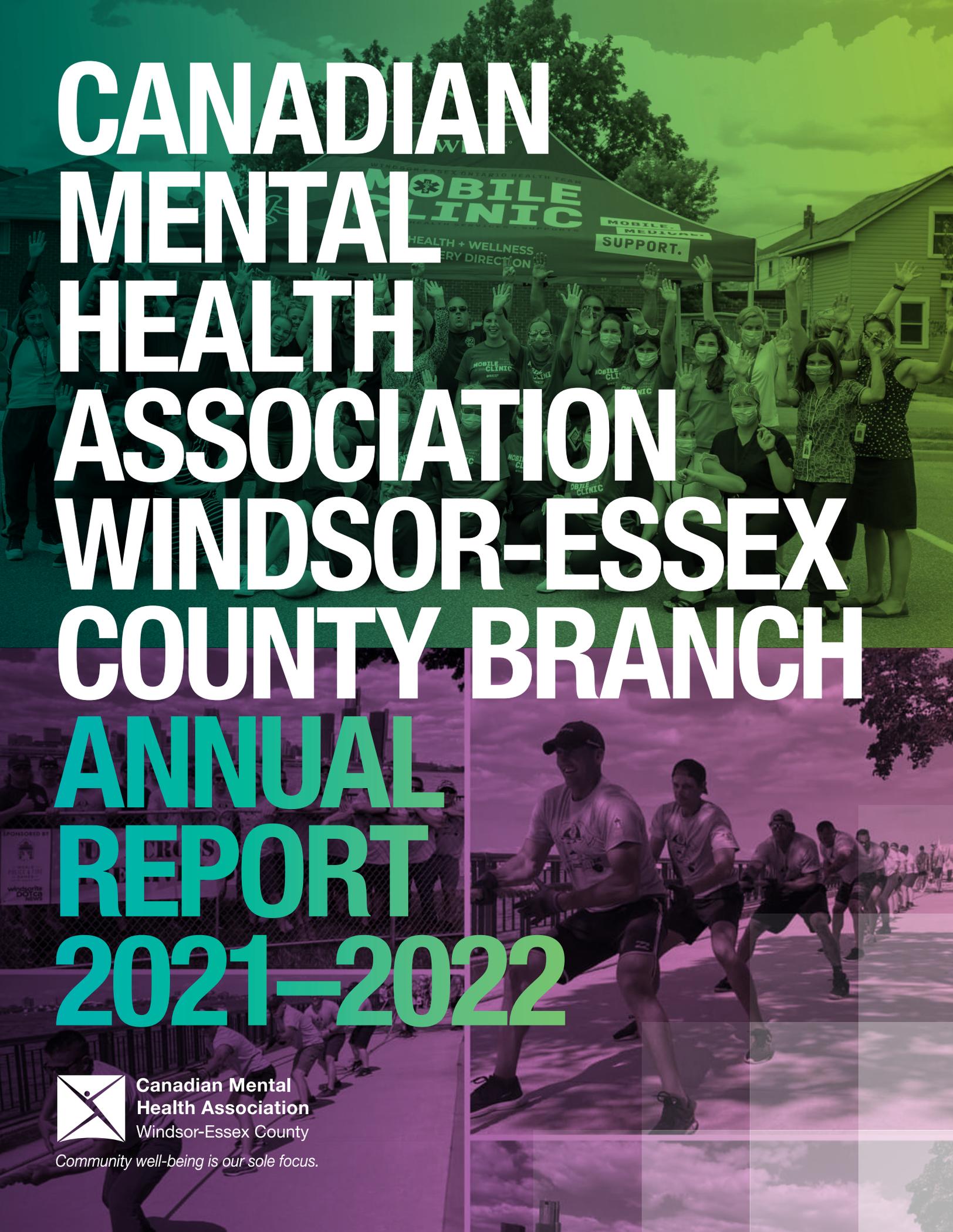


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MESSAGE FROM THE BOARD CHAIR AND CEO

The Canadian Mental Health Association, Windsor-Essex County Branch (CMHA-WECB) has experienced exciting program developments, opportunities and transformation over the last 12 months.

It was bittersweet as our former CEO, Claudia den Boer retired after 7 years. During her tenure the agency underwent significant growth, developed new partnerships and implemented a strategic plan that was successful in improving navigation of the mental health care system, strengthening the integration of primary and mental health care and expanding mental health literacy across our community. We wish her all the best in her retirement!

We continue to live in uncertain times with unprecedented challenges. Despite these realities, CMHA-WECB has achieved much over the last year including the re-design of our Case Management program. A great deal of work was done to create efficiencies and improve client outcomes. In November 2021 the program was re-introduced with a new name: the Focused Recovery Program (FRP). Prior to this re-design the wait time to access service had been 134 days. Today there is NO wait list for the FRP!

Youth in our community now have access to a Youth Wellness Hub (YWH). This integrated “one-stop-shop” for youth aged 12-25 addresses needs related to mental health, substance use, primary care, education, employment, housing, peer support, outreach, system navigation and other community and social programming.

The YWH opened its doors at a temporary location in March 2022 and has already achieved remarkable success. We look forward to exciting developments over the next year, including a move to a permanent location.

The accomplishments of initiatives like the YWH and other CMHA programs would not be possible without our community partners. Partnerships continue to be pivotal to our service delivery. We know that by working together we are stronger and can offer the best outcomes for our community.

Throughout the pandemic CMHA-WECB services continued via a hybrid model of virtual and in-person visits. Much has been learned about system delivery that will continue to inform our programs moving forward. One thing remains certain– the voice of our clients and those with lived experience will inform strategic decisions.

Now more than ever individuals are placing greater importance on their mental health. As the lead community provider of mental health and addictions services, we know our role is more essential than ever. As mental health is increasingly thought of, talked about and integrated into our overall wellness, we look forward to realizing further innovations and comprehensive individual and community wellness.

Dr. Sonja Grbevski
CEO, CMHA-WECB



Barb Davis
Chair, Board of Directors,
CMHA-WECB



VISION, MISSION, VALUES



VISION

Supporting a life of wellness.



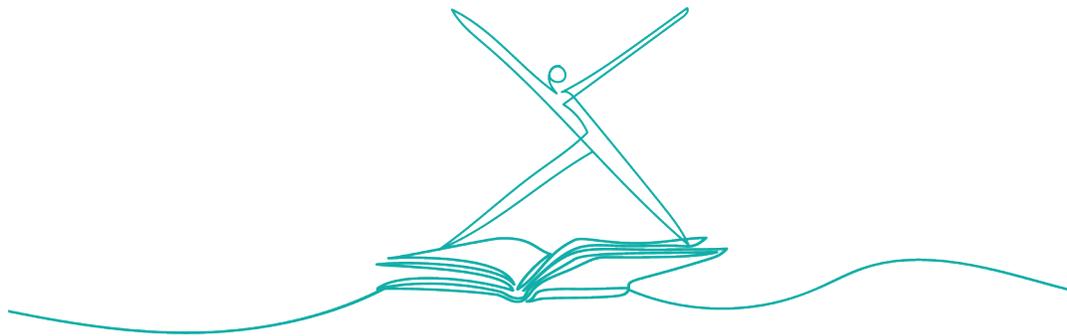
MISSION

CMHA Windsor Essex is the lead provider and advocate of specialized community mental health and addiction services integrated with comprehensive primary health care services.



VALUES

- Person Centred Approach
- Equity
- Accessibility
- Excellence
- Integrity
- Innovative



BOARD OF DIRECTORS

Barb Davis, Chair

Sylvie Guenther, Vice Chair

Cynthia Swift, Treasurer

David Bohdal

Shelja Garg, CPA

Nicole Sbrocca

Christopher Todorovski

PROGRAMS HIGHLIGHTS

SAFE BEDS

Earlier in the year additional funding was approved for an enhancement to the Safe Beds Residential Crisis Support Program. This funding allows for a third shift during daytime business hours that will assist in improving connections with clients to services and supports within our community.

This means that there are strengthened referral pathways and a streamlined process for Police and Mental Health Response Teams, while increasing overall service delivery and continuity of care to the complex clients we serve.

FACILITY SERVICES

The Facility Services department has played an essential role throughout the pandemic providing Infection Prevention and Control (IPAC) housekeeping services. This team also performed screening responsibilities to ensure we met our compliance obligations and were vetting all visitors coming to the branch to keep everyone safe.

Many members of our facilities department have lived experience. In addition to earning an income,

these individuals are also learning invaluable skills such as landscaping, housekeeping, time-management and being part of a team. As we look to the future, there are some exciting opportunities to develop partnerships with community partners. For example, housekeeping services at Assisted Living Southwestern Ontario (ALSO) will be delivered by this team providing additional employment opportunities for clients.

MOBILE OUTREACH SUPPORT TEAM

In early 2022 daily operations of the Mobile Outreach Support Team (MOST), a partnership between CMHA-WECB, Hôtel-Dieu Grace Healthcare, Family Services Windsor-Essex and Assisted Living Southwestern Ontario resumed. In January 2022 the team welcomed a multi-purpose mobile outreach vehicle designed specifically for the program to improve visibility and delivery of the much needed services on a nightly basis to those most in need in our community.



SUPPORTIVE HOUSING SERVICES

Over the last year staff worked with approximately 275 participants in their journey to independence and housing sustainability in what can only be described as the most challenging housing market the region and province has historically seen. The team has graduated over 70 clients to full independence since they formed in March 2021, demonstrating that with the right mix of supports, recovery and independence are possible.

Also, a member of the team has partnered with Assertive Community Treatment, Family Services Windsor-Essex, Assisted Living Southwestern Ontario, and Windsor Essex Community Housing Corporation on the Chateau Masson pilot to provide a unique stream of housing targeted at the most complex and vulnerable clients the community serves. The goal is to provide safe, affordable, stable housing, utilizing a low barrier harm reduction model. To date 30 clients have been housed through this initiative.



COMMUNITY TREATMENT ORDER

In April 2021 the Community Treatment Order (CTO) program opened an Injection Clinic for their clients at a community pharmacy. A CTO is a provision under the Ontario Mental Health Act that allows a physician to mandate supervised treatment of a patient when they are discharged from hospital. The overall goal of CTOs is to prevent mental health deterioration due to medication non-compliance.

In partnering with a pharmacy, clients now have improved access to receive their injections and avoid delays if they were to miss their scheduled appointment.

The team has also launched an electronic medical record system that will replace paper-based forms.



DUAL DIAGNOSIS

Providing holistic care has been, and will continue to be, a priority for the CMHA Dual Diagnosis program. With that being said, without psychiatry and other medical supports in place, we have been providing case management while relying on community psychiatry/clinics to provide this support. Our objective has now become more of a reality with the further integration of the CMHA/HDGH Dual Diagnosis programs.

This integration starts with open communication and effective flow of clients from program to program. When deemed appropriate by the team, clients will now have access to care from an interdisciplinary team of nurses, psychiatrists and community support workers. This promotes a focus on holistic care through client interaction with staff from both programs. While in this location, CMHA staff participate in clinical rounds and communicate with the HDGH team to ensure that client needs are being met.

CMHA HEALTH CENTRE

CMHA-WECEB is one of the few branches fortunate to have access to primary healthcare services. The CMHA Health Centre is located on-site and provides access to a multi-disciplinary team that includes doctors, nurse practitioners, therapists, a dietitian and more.

Throughout the pandemic the Health Centre remained open and continued to see clients in-person. The Centre has played an important role in the community as the pandemic continues.

The City of Windsor established an Isolation and Recovery Centre (IRC) to provide additional space in the community for some of the most vulnerable individuals who were impacted by COVID. Nursing staff from the Health Centre have been part of the IRC since opening its doors. Between December 2020-April 2022, 639 individuals received service with an average stay of 8 nights.

The CMHA Health Centre provides nursing 7 days a week and staff collaborate with a number of community partners such as the City of Windsor, Windsor Essex Community Health Centre and the Downtown Mission.

Staff from the Health Centre have also been instrumental in efforts to get individuals vaccinated. Since the first on-site COVID vaccination clinic in October 2021 until June 2022 a total of 32 clinics have been held with 695 vaccinations completed.



639
individuals
received service



8
night average
stay

YOUTH WELLNESS HUB

Since the funding announcement in June 2021 there have been many exciting developments for the Youth Wellness Hub. Five staff have been hired and a Youth Advisory Council has been developed. This group has met bi-weekly since September 2021 to provide input and insights about programming, planning and criteria for a permanent location.

In March 2022 the Youth Wellness Hub opened in its temporary location, Cottage #6 at Maryvale. In just a few months hundreds of youth have accessed programs and services. Most importantly there have been numerous positive outcomes and youth are getting access to timely, barrier-free treatment.

Several community partners including Maryvale, Windsor Essex Community Health Centre, Hôtel-Dieu Grace Healthcare, The Bridge, United Way/Centraide Windsor Essex, New Beginnings and The Inn have all contributed in-kind supports ensuring that youth have access to a variety of disciplines and programs. Programs include addictions, counselling, peer support, housing and employment supports, recreational activities, groups and more!

APRIL - AUGUST 2022



BY THE NUMBERS

WAITLIST (AVG DAYS WAITING) IMPROVEMENTS

BEREAVEMENT GROUPS	↓ 40 days/client on avg
EARLY INTERVENTION	↓ 55 days/client on avg
FOCUSED RECOVERY PROGRAM	↓ 134 days/client on avg (formerly Intensive Case Management)
JUSTICE CASE MANAGEMENT	↓ 13 days/client on avg

WAITLIST (# ON WAITLIST) IMPROVEMENTS

FOCUSED RECOVERY PROGRAM	0 on waitlist by first day of next fiscal (automatic assignment once assessed)
JUSTICE CASE MANAGEMENT	0 on waitlist by first day of next fiscal (automatic assignment once assessed)

BIG DOT NUMBERS FOR AGENCY

CMHA COMMUNITY MH SERVICES	= 3,603 individuals served
CMHA HEALTH CENTRE	= 1,965 individuals served
CMHA COMMUNITY MH SERVICES	= 82,636 service provider interactions
CMHA HEALTH CENTRE	= 12,871 service provider interactions

SERIOUS OCCURRENCE REPORTING



- **A. Unsafe Condition (Non Event): 37**
- **B1. Near miss - No Harm Didn't Reach Patient Caught by Chance: 6**
- **B2. Near miss - No Harm Didn't Reach Patient b/c of Active Recovery by Caregivers: 5**
- **C. No Harm - Reached Patient No Monitoring Required: 14**
- **D. No Harm - Reached Patient Monitoring Required: 37**
- **E. Harm - Temporary, Intervention Needed: 29**
- **F. Harm - Temporary, Hospitalization Needed: 20**
- **I. Death: 16**
- **Unknown: 24**

ONTARIO PERCEPTION OF CARE SURVEY (CLIENT FEEDBACK ON SERVICES)

TOP 5 RESULTS:

- I was seen on time when I had appointments. **3.62**
- I felt welcome from the start. **3.63**
- I was assured my personal information was kept confidential. **3.67**
- I was treated with respect by program staff. **3.68**
- Staff believed I could change and grow. **3.65**

Aggregate score across all 38 questions: **3.47**



RECRUITMENT AND RETENTION

The agency's turnover rate for the last few years has been well below the average for our sector at a healthy 3-4 per cent. Similar to our healthcare peers, the past year has brought about significant recruitment and retention challenges with the agency's turnover rate jumping to almost 11 per cent. With what has been dubbed "The Great Resignation" we expect these challenges to continue due to shifting demographics, growth in virtual opportunities, expanding job markets and a desire for many to exit or not enter the healthcare field. The agency is in the midst of creating a robust recruitment and retention strategy that will provide a comprehensive path to ensure the agency has the human resources required to meet its strategic priorities.

SOLE FOCUS PROJECT

Since 2017 the Sole Focus Project has spearheaded mental health promotion, advocacy, fundraising and communications at CMHA-WECB. We are proud of this important, ongoing work that supports making Windsor-Essex a mentally healthier community to work, live and play.

Thanks to the support of our community the CMHA-WECB now has three mental health educators who deliver numerous presentations and workshops, participate in community events and bring awareness about mental health and addictions to our community. Mental health promotion continues to receive limited government funding. As such, we rely on fundraising to support our Bereavement program, Client Assistance Fund, Mental Health Promotion and other initiatives such as enhancing the client experience at Safe Beds and also support programs like Mood Walks.

Through our advocacy work, CMHA-WECB has taken a leadership role in the Suicide Prevention Coalition and the Roots of Hope framework.

Some important outcomes have already been accomplished including a community campaign to re-name a local hill that was referred to as “Suicide Hill.” The new name is Hope Hill. As part of our Means safety work, signage with the local crisis phone number has been placed along the Riverfront in Windsor.

Thanks to a donation from the Windsor Essex Community Foundation/Healthy Communities Initiative, a Friendship Bench is now located in each municipality throughout Essex County.



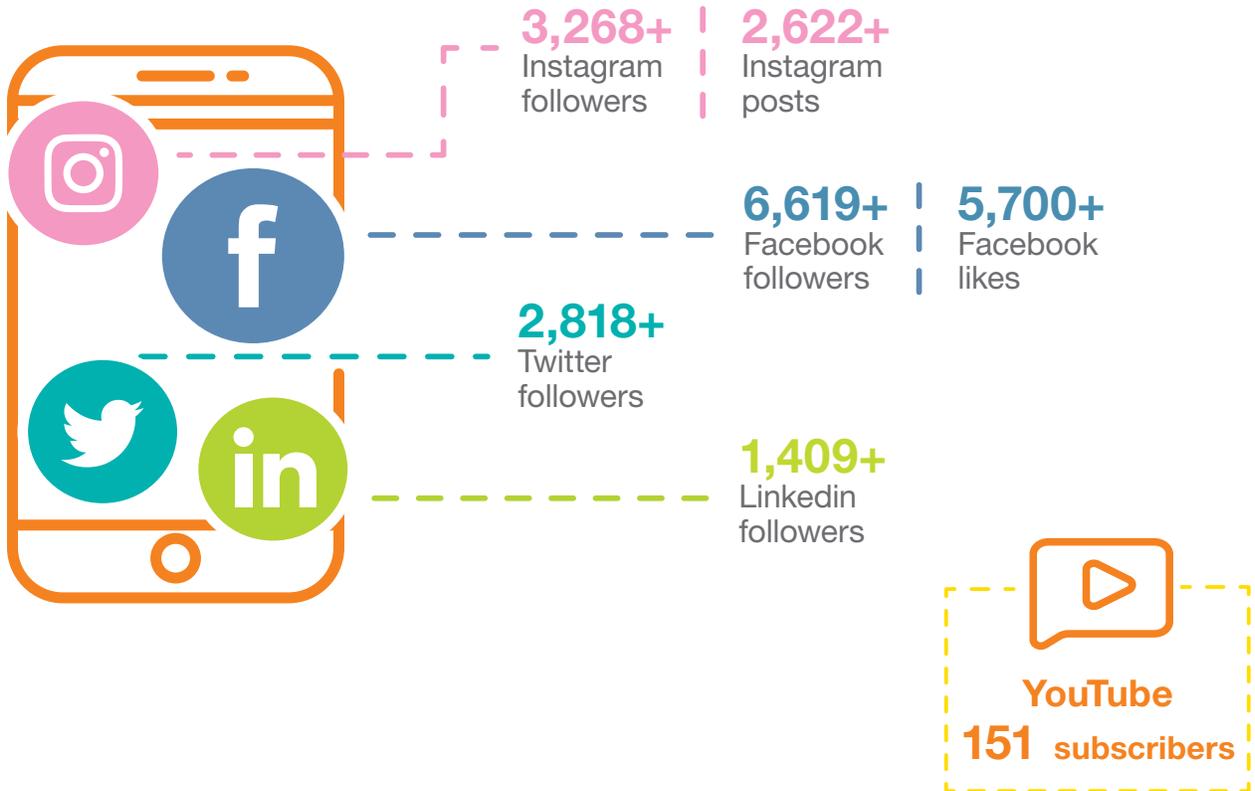
Take A Stand For Mental Health



2021-22 HIGHLIGHTS



SOCIAL MEDIA ENGAGEMENT



FUNDRAISING HIGHLIGHTS

- 50th anniversary Move the Dial campaign – surpassed the fundraising goal of \$1 million
- Two golf tournaments within 10 months raised \$160,000 in support of Griefworks. Thanks to the success of the golf tournament over the last several years a second therapist has been hired.
- Dr. Pat and Bianca Montaleone spearheaded the establishment of a Comfort Closet. Our frontline staff now have access to food vouchers, toiletries, clothing and more when their clients are in need.
- A grant from the Ontario Trillium Foundation is making a Wellness & Recovery College supported by Peer Support Workers a reality for our branch.

- Two of our Mental Health Educators provide suicide prevention training, along with other customized presentations specific to various populations. We are proud to be the leading branch for delivery of Living Life to the Full.
- Our third Mental Health Educator focuses on Workplace Outreach. We know that “meeting people where they are at” is important when it comes to mental health awareness and prevention. There have already been many exciting outcomes and we look forward to seeing longer-term outcomes.



2022 WORKPLACE OUTREACH WORKER HIGHLIGHTS

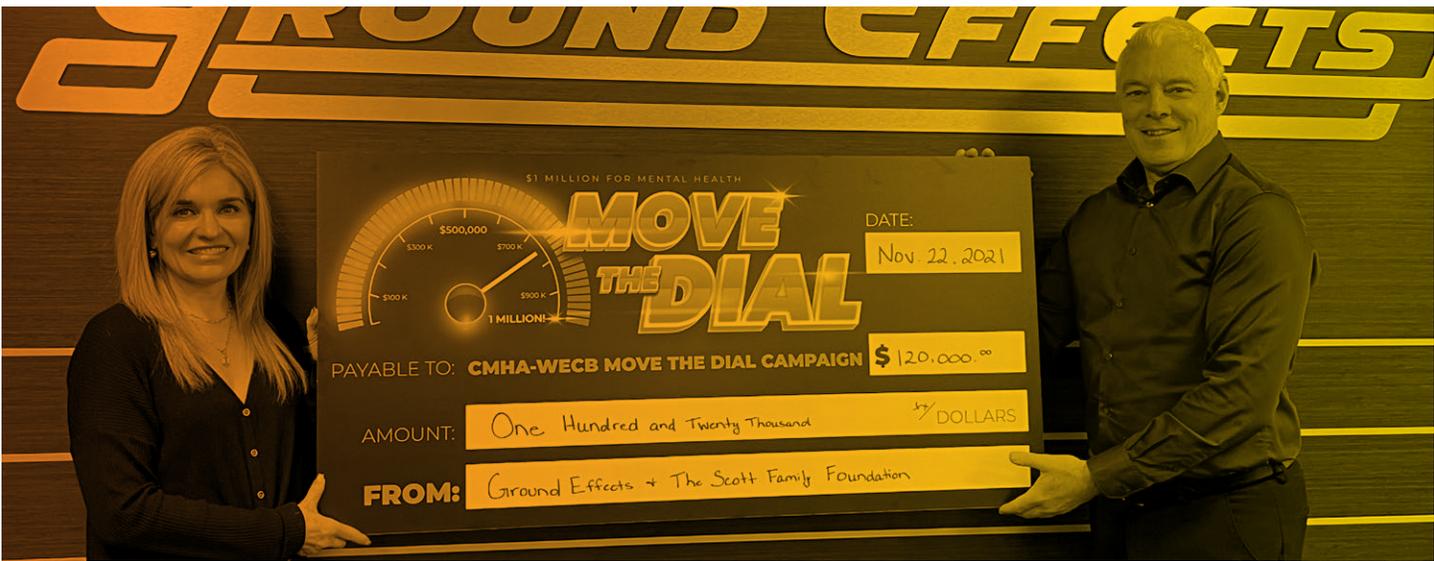
“*The Migrant Worker Community Program would like to express our gratitude for all the help you and your group gave us during this difficult time. Your support, knowledge, and experience provided mental health information to many migrant workers and helped them overcome their problems without feeling alone.*”

295
people engaged with
at migrant worker-
focused health fairs

75
information and
referral sessions

68
counselling
sessions

32
educational
sessions, 871 people



STACEY'S STORY

In November of 2020, Stacey moved from Niagara to Windsor to be with family. She rented a big house, but some personal issues arose with other family members which provoked some stressful times. Then, the COVID-19 pandemic took effect and completely changed Stacey's life.

Usually equipped with concrete meditation tools and a self-sufficient lifestyle, Stacey suddenly felt like she was being held hostage in her own house. During this time, Stacey had not been working, her employment insurance ran out, and she got stuck in a bad place. Fear and anxiety took over, and Stacey was not able to sleep; her basic ability to feel joy, sleep well, and leave the house were gone. This was Stacey's reality until her Ontario Works worker referred her to the Canadian Mental Health Association in Windsor.

"Right from the beginning," Stacey says, "I knew I was sitting with someone who just got me and understood me." Stacey was a client in the Focused Recovery Program (FRP) that works by matching the level of service with the level of support required with considerations based on mental health and addiction recovery goals. "Whatever I needed, no matter how big or how small, it was there for me, and I knew I could get it," said Stacey.

By implementing a recovery philosophy and utilizing a trauma-informed care model, the FRP prioritizes hope, choices, partnership, goals, and independence.

"There was nothing other than 'hey, I'm here, I got you' from my worker. She didn't do anything for me; rather, she helped me find the tools for myself and guided me along the way."

Stacey now has a full-time job and is working nine hour shifts each day. She is able to go anywhere she wants; although she still struggles with things like time-management and the consistent desire to stay home. Stacey now has her toolbelt back, equipped with a full set of skills and mechanisms that help her fight this desire and persevere through her daily life.

With a little help from the FRP, Stacey went from not being able to leave the house, to having a job and actually looking forward to getting outside. Stacey expressed her gratitude for the program, calling it "one of the most beautiful experiences [she's] ever had." The FRP allowed Stacey to regain herself and enabled her to focus on her recovery.



You are the story.



THANKS TO OUR 2021 & 2022 GO GREEN GOLF SPONSORS!



CMHA-WECB wishes to thank all of the dedicated and generous sponsors that made this year's Go Green Golf Tournament a success!
Proceeds raised support our Griefworks Children's Bereavement Program.

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TITLE SPONSORS



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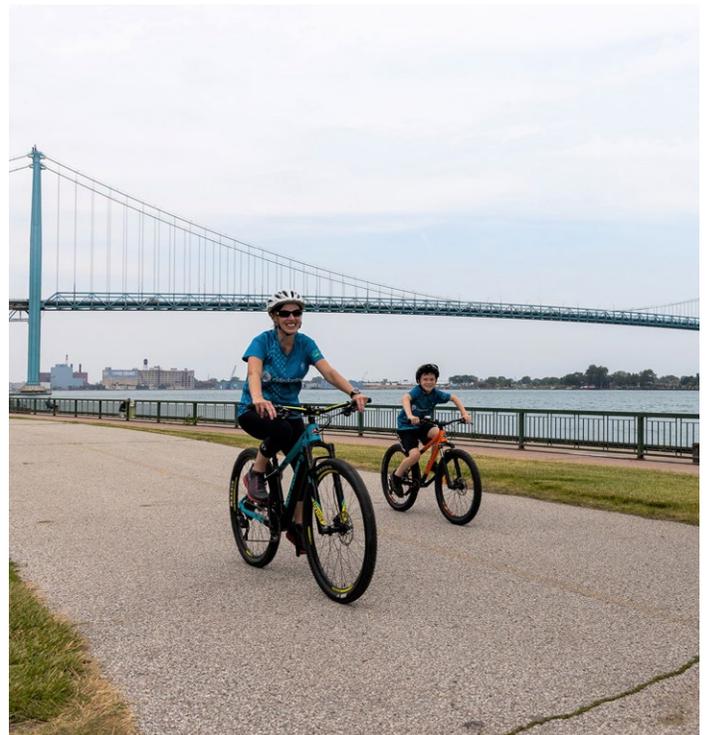


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Canadian Mental
Health Association
Windsor-Essex County

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THANKS TO OUR 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. You show our community that you support mental health promotion, mental illness recovery, resilience and mental illness prevention.

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

Donald Atwell

David Bohdal

Luciano Carlone

Barb Davis

Anne Edmunds

Fabio De Menech – DeMenech Associates

Fundraising Volunteer

Shelja Garg

Francesca Gazdig

Michael Goulet

Kerry-Ann Gray

Sylvie Guenther

Sheylen Jagajodhy

Lisa Jones

Gagneet Kaur

Izabela Kolodziej

Margaret (Peg) Leithead

Penny Lachance

Media Street Productions

Pandya Law Association

Krista Purdy

Bruce Rand

George Sandala

Nicole Sbrocca

Sheikh Shamsheer

John C. Scott

Kyle Shafer

John Soulliere

Dr. Andrea Steen

Cynthia Swift

Christopher Todorovski

Erica Tramutola

Melanie Venables



FINANCIAL REPORT

Program Revenues

Mental Health Program Revenues	\$13,895,152 [74%]
Community Health Centre incl. Nurse Practitioner	\$2,561,079 [14%]
Revenue Generating Programs	\$1,321,452 [7%]
Housing Programs	\$951,806 [5%]

TOTAL \$18,729,489



Operating Expenses

Compensation including Purchased Service	\$14,695,920 [80%]
Supplies and Other Operating Expenses	\$2,911,649 [16%]
Equipment and Capital Expenses	\$655,876 [4%]

TOTAL \$18,263,445



Full audited statements are available upon request.

We're part of the story.



CANADIAN MENTAL HEALTH ASSOCIATION WINDSOR-ESSEX COUNTY BRANCH



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

Community well-being is our sole focus.

