



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

Community well-being is our sole focus.

ANNUAL REPORT 2022 2023

**CANADIAN MENTAL
HEALTH ASSOCIATION
WINDSOR-ESSEX
COUNTY BRANCH**



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CMHA Windsor-Essex received exemplary status from Accreditation Canada achieving a perfect score.



**Canadian Mental
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Ontario 

GOVERNANCE



VISION

Mentally Healthy People in a Healthy Society



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

Community well-being
is our sole
focus. ”

BOARD OF DIRECTORS

Barb Davis, Chair
Sylvie Guenther, Vice-Chair
Cynthia Swift, Treasurer

Directors:

Sergeant Dave Bohdal
Tim Catherwood
Shelja Garg
Michael Goulet
Kerry-Ann Gray
Nicole Sbrocca

MESSAGE FROM BOARD PRESIDENT AND CEO

This year, the Canadian Mental Health Association, Windsor-Essex County Branch (CMHA-WECB) had another exciting year, as showcased in our annual report.

In May we achieved Exemplary Standing from Accreditation Canada with a perfect score, highlighting the quality of our services. We thank our dedicated staff for their contributions. Our annual report also highlights projects reinforcing our role as a trusted organization for individuals with mental health and addictions and primary care challenges in our community.

Notably, the Youth Wellness Hub at the Solcz Family Foundation location opened, thanks to generous local philanthropists. This incredible space is already witnessing growth, expanded programming and valuable partnerships.

Our Bereavement program, rooted in evidence-based practices, received recognition from CMHA Ontario, leading to funding for tools and resources benefiting branches across the province. This is tremendous recognition of the work of this team.

We secured a TeaMWork Project Grant from Employment and Social Development Canada's Migrant Worker Support Program that funds a full-time position dedicated to supporting the mental health of migrant workers.

September marks the one-year anniversary of the Wellness and Recovery College, a peer-based model that has had a significant impact on individuals with lived experience.

Additionally, the CMHA Health Centre is evolving with Dr. R. Wilson's work on a Gender Affirming Care Clinic and Dr. J. Bondy's leadership in the Shelter Health initiative over the past year.

We're actively developing our new 5-year strategic plan which will guide our areas of focus. We anticipate increased demands on our organization as mental health and addiction support needs evolve. Our strategic priorities include expanding our presence in Essex County, enhancing service navigation, and supporting our staff in delivering the best possible care.

Our employees have been the driving force behind our accomplishments. We deeply appreciate our talented and hardworking team who consistently show passion and commitment to our shared vision. Their resilience and adaptability have been crucial in navigating uncertain times and emerging stronger.

We also express our gratitude to our community partners, donors, volunteers and our board. Your invaluable feedback and support have guided us on the path to success.

Looking ahead, we recognize that the future holds both challenges and opportunities. We remain vigilant and agile, ready to embrace change and harness it to our advantage.

Sincerely,



Dr. Sonja Grbevski
CEO



Barb Davis
Board Chair



YEAR IN REVIEW

Waitlist (Average Days Waiting) Improvements

- ↓ **Community Treatment Order**
85 days per client
- ↓ **Griefworks**
12 days per client
- ↓ **Homelessness Initiative - Universal**
22 days per client who entered service
- ↓ **Homelessness Initiative – Youth**
28 days per client who entered service

Big Dot Numbers for Agency

Community Mental Health Services:

4,342 individuals served
80,291 service provider interactions

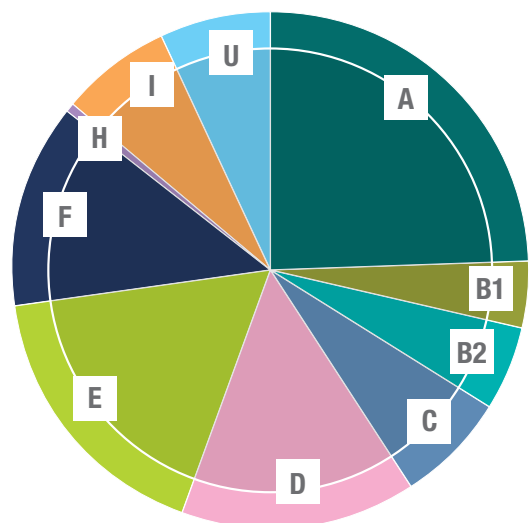
CMHA Health Centre Services:

2,039 individuals served
12,111 service provider interactions

Serious Occurrence Reporting

Event date is within 04-01-2022 and 03-31-2023

- **A. Unsafe Condition (Non Event): 57**
- **B1. Near miss - No Harm, Didn't Reach Patient Caught by Chance: 10**
- **B2. Near miss - No Harm, Didn't Reach Patient b/c of Active Recovery by Caregivers: 12**
- **C. No Harm - Reached Patient, No Monitoring Required: 16**
- **D. No Harm - Reached Patient, Monitoring Required: 34**
- **E. Harm - Temporary, Intervention Needed: 40**
- **F. Harm - Temporary, Hospitalization Needed: 30**
- **H. Permanent, Intervention Required to Sustain Life: 1**
- **I. Death: 16**
- **Unknown: 16**



CLIENT FEEDBACK ON SERVICES

The Ontario Perception of Care Survey gathers valuable insights directly from clients regarding the services they receive. Here are the top five survey results from the CMHA Windsor-Essex' survey.

Top 5 Highlights

95% of clients felt they were treated with respect by program staff

94% of clients felt assured their personal information was kept confidential

94% of clients felt staff believed they could change and grow

93% of clients felt staff were sensitive to their cultural needs (e.g., language, ethnic background, race)

93% of clients felt staff understood and responded to their needs and concerns



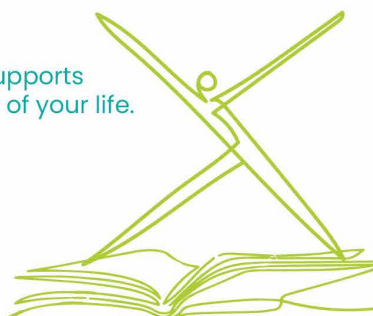
**Canadian Mental
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Windsor-Essex County

Community well-being is our sole focus.

We are CMHA

Women are part of the story.

Resources and supports
for every chapter of your life.



519-255-7440 | WindsorEssex.CMHA.ca

NOTEWORTHY ACHIEVEMENTS AT OUR BRANCH

Our **Bereavement Program**, a recognized best practice unique to our branch, took a significant step forward. To empower branches throughout the province with bereavement support tools, we embraced the opportunity to develop standardized resources. These materials cater to the public and clinicians which is a testament to our impactful work. A special thank you to the Centre of Excellence and CMHA Ontario for the opportunity and support.

The **Early Intervention program** introduced an Employment and Education Navigator role. This staff member has already worked with over 30 clients and has promoted new education and employment opportunities. Since March 2023, she has assisted three clients in obtaining stable full-time employment, a noteworthy accomplishment.

Dr. Wilson, an endocrinologist, has been offering a **Gender Affirming Care Clinic** twice a month to individuals undergoing hormone replacement therapy since February 2023. He is also collaborating and educating our primary care providers about caring for transgendered adults.

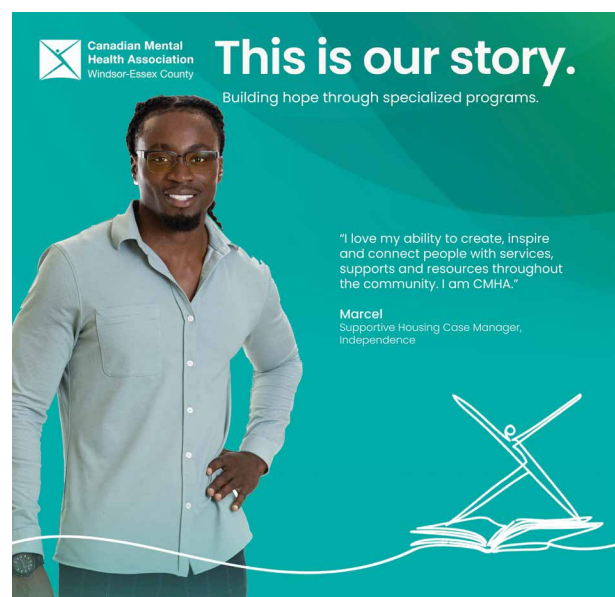
Roadmap to Wellness One Time Community Health Centre Funding provided the CMHA Health Centre with resources to enhance mental health services. Purchases included staff training, new shoes for clients, gift cards, and children's resources for Griefworks therapy.

In a recent remarkable feat, a rapid and successful mental health response was extended to the Indigenous community from northern Ontario who had been displaced due to wildfires. While in Windsor, our active involvement made a positive impact, affirmed by partner testimonials.

The **Mobile Outreach Support Team (MOST)** completed 5,200 visits over the last fiscal year. In partnership with Family Services Windsor-Essex, the van has delivered essential short-term supports. Through these visits, individuals are aided in navigating available services throughout the city.

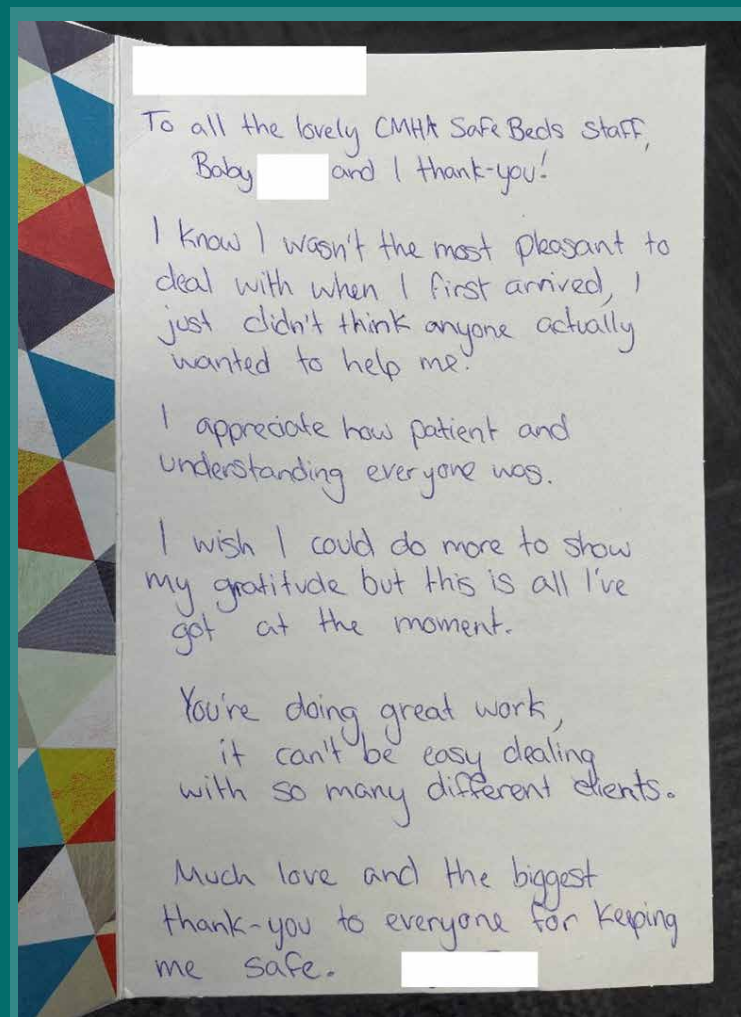
Over 130 individuals successfully graduated to full independence in housing, marking a significant achievement. This accomplishment not only fulfilled their journey towards stable housing but opened up capacity to welcome new clients to our caseload.

Over the past year, the **Community Treatment Order (CTO)** team implemented program recommendations arising from a Quality Improvement Initiative. The effort aims to increase client access to services by reducing the waitlist and aligning the CTO Coordinators' tasks with their scope of responsibilities. The addition of a full-time RN case manager has resulted in a significant drop in wait times for service.



The Safe Beds program

implemented a 24-hour operation adding a day shift, onsite supervisor and addictions specialist position. The expansion includes referral sources such as the Mental Health and Addiction Response Team, in addition to various Police and Mental Health Response Teams.



Normally I'm not the type of person to send a "Thank You" card to anybody in my 43 years here on earth but in this case it's different because in the very short time I was there at Safe Beds I became a different person and I honestly do believe I owe all the thanks to the all the staff here at Safe Beds. I came there on my first day just thankful to be off the cold street and didn't think I'd actually complete all the tasks and other stuff that I did complete during my entire stay at Safe Beds and I don't think that I would have done it with your staff so thank you so very much.

NEW PROGRAM SPOTLIGHT

CMHA Windsor-Essex was proud to launch the Wellness and Recovery College (WRC) in September 2022.

Recovery Colleges were founded in the United Kingdom and provide a peer-driven model of supporting individuals with mental health and/or addiction issues. Facilitated by a peer support worker, these free courses are provided in a safe, confidential, inclusive learning environment with a focus on building hope and empowerment. It is a place to learn and develop new skills, fosters a culture of hopefulness, reveals new possibilities and opportunities and is a safe, supportive environment. There are now 19 Recovery Colleges across Canada.

The Roadmap to Wellness had identified the important, unique role that peers play in supporting individuals and families impacted by mental illness and addictions. The WRC has allowed us to expand our footprint in this important area. Frontline staff have been very supportive in having this program to help clients.

Since its launch, 309 individuals have participated in one of the 12 different courses that have been offered. There have already been many exciting outcomes.

“In the beginning I was a big mess – sad, upset, rock bottom – because of addictions and mental health. I didn’t know what to expect from Recovery College and each week/day got better and felt like home. It helped me raise my emotions and I was super excited to come to WRC. By attending WRC, it gave me strength to go to a job fair and I got a job. I have been in solid recovery since I started WRC. One-on-one peer support helped me. I was no longer alone. I recommend WRC because it has changed my life. And it will change someone else’s life.”
- Michel



PARTICIPANTS

309 Total registrations since opening in September 2022

IN-CLASS

205 HOURS
Of in class learning



COURSES

12 COURSES
Offered



SOLE FOCUS PROJECT MILESTONES

Amidst another year, our Sole Focus Project shines brightly with several accomplishments.

Friendship Benches were installed in every municipality of Essex County offering safe spaces in our community. Each bench includes a QR code that directs people to resources on our website. Funding for this project was made possible by the Canada Healthy Communities Initiative, Community Foundations Canada and Windsor Essex Community Foundation.

We were successful in securing a TeamWork Project Grant from Employment and Social Development Canada's Migrant Worker Support Program to support the mental health and wellness of our large migrant community. This initiative facilitated the hiring of a dedicated social worker to work specifically with this community.

Our Mental Health Educators expanded the scope of education and training available in the community, now including Y Mind and Mental Health First Aid.

CMHA-WECB and the Windsor Essex County Health Unit co-hosted many events throughout September as part of Suicide Awareness month. Hundreds participated in the community walk after a hiatus due to the pandemic.

Rock Your Sole – The Comeback Tour was held on April 29 and raised \$60,000 in support of the Wellness & Recovery College and the Youth Wellness Hub.

We welcomed the Hon. Jody Wilson-Raybould to be our keynote speaker at Wake Up Speak Up during Mental Health Week in May. Dr. Patrick Smith was also recognized at this event as our Mental Health Champion for his ongoing support and advocacy.



Friendship Bench unveiling



TeamWork grant kick-off at Mucci Farms



Rock Your Sole: The Comeback Tour



Country at Heart



Wake Up, Speak Up

YOUTH WELLNESS HUB WINDSOR ESSEX

The Youth Wellness Hub Windsor Essex has marked a year of exceptional growth and achievements. After months of planning, meetings and fundraising we moved into our permanent home in July 2023. Youth played a pivotal role in designing the space and by all accounts they are very pleased.

This dynamic space has been made possible by the extraordinary generosity of our community. These individuals, organizations and businesses recognize the value and importance of supporting the mental health and wellness of youth. Working with our partners, we are able to offer this model of care that provides services under one roof with no wait times or barriers.



Youth attend Friday art group at Youth Wellness Hub

THANK YOU TO OUR AMAZING DONORS

We extend our sincere appreciation to the outstanding individuals, organizations, and foundations that have generously supported our cause. Your contributions have made a resounding impact.

A special thank you to the **Solcz Family Foundation**, whose remarkable donation of \$1 million has left an indelible mark on our project. In honour of their support, the new site bears their name.



Solcz Family Foundation cheque presentation

WE ALSO EXTEND OUR GRATITUDE TO:

Windsor Essex Community Foundation
& GreenShield

Windsor-Detroit Bridge Authority

Tim Hortons Smile Cookie

The Jackson Oglan Memorial Fund
– Golf Tournament

The Stephanie & Barry Zekelman Foundation

The Toldo Foundation

Dan Gemus Realty

Monarch Basics

Windsor Corporate Challenge Foundation

100 Women Who Care

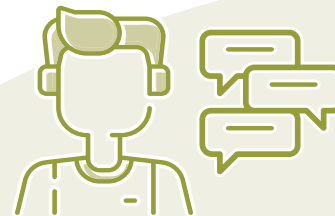
Teppermans's

Libro Credit Union

India Canada Association



Thanks to Windsor Essex Community Foundation & Green Shield



429 unique youth supported
(January – July 2023)

THANKS TO OUR 2023 GO GREEN GOLF SPONSORS

The Go Green Golf Tournament, held on June 12, 2023, at Essex Golf & Country Club was a phenomenal success. By several accounts, participants share that this is their favourite golf event in our community. This year \$80,000 was raised in support of the Griefworks program for children and youth dealing with the death of a loved one.

We also took the occasion to express gratitude to three dedicated long-time volunteers, George Sandala, Wayne Martinuk and Bruce Rand. Their contributions have been instrumental in the success of the tournament. Thank you!



PLATINUM SPONSORS



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AUCTION SPONSOR



PUTTING GREEN SPONSOR



DONOR



ENTERTAINMENT Sponsor - Hotel-Dieu Grace Healthcare
MASTERS Sponsor - Media Street Productions
PHOTO BOOTH Sponsor - Dental Health Centre
CANDY TABLE Sponsor - Bella Vista Travel
PICK-A-SQUARE Sponsor - PCR Constructors Inc.
POPCORN Sponsor - Holland Cleaning Solutions
GELATO Sponsor - Pinnacle Physiotherapy
HOLE IN ONE Sponsor - H.L. Hamilton Insurance

CELEBRATING RIDE DON'T HIDE SPONSORS

In the spirit of gratitude, we extend our heartfelt thanks to the generous sponsors of the 2023 Ride Don't Hide event. Your support has created a significant impact, allowing us to carry forward our mission as a provider and advocate of specialized community mental health and addiction services integrated with comprehensive primary health care services.



Inaugural Glow Ride participants

“I want my friends to know that they are safe to open up to me, and if not to me, then to someone. CMHA is an organization that helps many in our community do just that. My mom and dad have been part of Ride Don't Hide for several years, and once I was old enough, I got to join, too! The only thing missing every year, in my opinion, was more kids. So that was our hope, that with the Glow Ride, we could change that. It was very rewarding to see families with their bikes blinged out for mental health. I am proud to live in a community where I don't have to hide my real self.” Holden Packer

PRESENTING SPONSOR



MEDIA SPONSOR



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GLOW RIDE SPONSOR



PHOTOBOOTH SPONSOR



COMMUNITY SPONSORS



www.ridedonthide.com/Windsor



ride don't hide

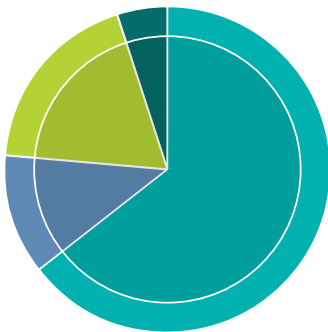


SUPPORT CMHA THROUGH MEMBERSHIP

Becoming a member is a simple yet impactful way to stand with CMHA. Your membership signifies backing for our mission and the services, we extend to the community. It’s a statement of support for mental health promotion, illness recovery, resilience, and prevention. Please understand that while some CMHA-WECB members opt for anonymity, your contribution is always valued.

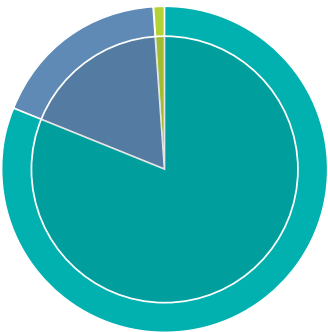
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|--------------------------------------|-------------------------|--------------------------|------------------------|
| Donald Atwell | Kerry-Ann Gray | Media Street Productions | Sheikh Shamsheer |
| David Bohdal | Sylvie Guenther | | Kristen Siapas |
| Luciano Carlone | Sheylen Jagajodhy | Pandya Law Association | John Soulliere |
| Barb Davis | Lisa Jones | Krista Purdy | Dr. Andrea Steen |
| Fabio De Menech, DeMenech Associates | Gagneet Kaur | Bruce Rand | Cynthia Swift |
| Anne Edmunds | Izabela Kolodziej | George Sandala | John Talerico |
| Fundraising Volunteer | Penny Lachance | Nicole Sbrocca | Christopher Todorovski |
| Shelja Garg | Margaret (Peg) Leithead | John C. Scott | Erica Tramutola |
| Michael Goulet | Laura Liebrock | Kyle Shafer | Melanie Venables |

FINANCIAL HIGHLIGHTS



REVENUE BY FUNDING SOURCE
Total Revenue \$20,684,607

| | |
|--|--------------|
| Mental Health Program | \$13,361,894 |
| Community Health Centre including Nurse Practitioner | \$2,475,469 |
| Revenue Generating Program | \$3,866,306 |
| Housing Programs | \$980,938 |



OPERATING EXPENSES
Total Expenses \$20,839,186

| | |
|--|--------------|
| Compensation including purchased service | \$16,936,998 |
| Supplies and Other Operating Expenses | \$3,724,261 |
| Equipment and Capital Expense | \$177,927 |



ANNUAL REPORT 2022 2023

CANADIAN MENTAL HEALTH ASSOCIATION WINDSOR-ESSEX COUNTY BRANCH

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