



19/20

ANNUAL REPORT

CANADIAN MENTAL HEALTH ASSOCIATION
DURHAM



Canadian Mental
Health Association
Durham
Mental health for all

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DURHAM

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A MESSAGE

FROM BOARD CHAIR AND CEO

The Canadian Mental Health Association (CMHA), Durham Branch celebrated its 60th year of service in 2019. This year has been one of tremendous growth. Through COVID-19, all program areas provided input allowing enhanced practices and services to be provided safely, relying also on expert medical and governmental advice. Our strength remains our ability to be proactive. We continue to be a relied upon and trusted partner of the provincial government, adapting as it strives to maintain a robust health care system.

Collaboratively, the organization adjusted to the health care systems transition to Ontario Health. CMHA Durham continues to evolve, introducing new services and subsequently bringing on new team members. We continue to provide exceptional service and lead delivery of excellent mental health care and life skills to our clients, caregivers, their families and the community.

The doors opened at our Recovery College Wellness Centre. This innovative program takes an educational approach to improving mental health with an emphasis on strengths instead of problems.

After another successful accreditation, with exemplary standing from Accreditation Canada in 2016, CMHA Durham upholds its commitment to quality improvement. Two critical projects aimed at improving support for our clients are: 1) value stream mapping

of the triage and intake process to identify areas of waste and to address gaps in service; and 2) using the Ontario Perception of Care survey to gather client feedback on services, which has resulted in more opportunities for agency-wide quality improvement.

We pride ourselves on our effective partnerships with leading service providers to pursue the delivery of specialized client-centred initiatives for the people in our community. Our Nurse Practitioner Led Clinic formed a partnership with Dr. Vincent Ho and Dr. Charlene Lockner, physicians working at nearby shelter/drop-in facilities, creating the Oshawa Inner City Health Collaboration. This partnership combined health and human resources to create a shared electronic medical record to better support vulnerable at-risk populations.

Our accomplishments and success are possible through the leadership of our CEO and board of directors. But even more so, we owe our ongoing success to the commitment, dedication and hard work of our staff, management, students, caregivers, community partnerships and the valuable input of our clients.

Our pride in the organization's achievements is reflected in the 2019-20 CMHA Durham annual report. We invite you to read the report and help further raise our profile in the community by spreading the word.



Gord Glibbery
Board Chair



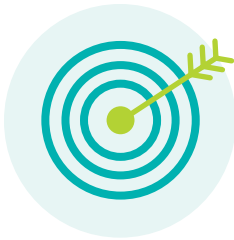
Linda Gallacher
CEO

VISION, MISSION AND VALUES



VISION

Our Mental Health and Primary Care Hub promotes and enhances the mental, emotional, and physical well-being of our community. We do this through education, collaboration, advocacy, and the provision of a broad range of direct services that meet our community's needs.



MISSION STATEMENT

We envision mentally healthy people in a healthy society.



VALUES

Social Justice

We are committed to removing barriers and discrimination that impact quality of life, and supporting equitable access to resources, so that people can fully participate in society.

Self-Determination

We support individuals' involvement in decisions that affect their lives.

Integrity

We value honesty and ethical behaviour.

Creativity

We encourage innovative ideas and new ways of working that are responsive to the changing needs in our community.

Partnership & Collaboration

We are committed to working with our community to achieve a responsive and accessible mental health system for all.

Excellence & Accountability

We are committed to using our resources efficiently and effectively to ensure the highest possible standards of governance and services.

PROGRAMS AND SERVICES

ASSERTIVE COMMUNITY TREATMENT

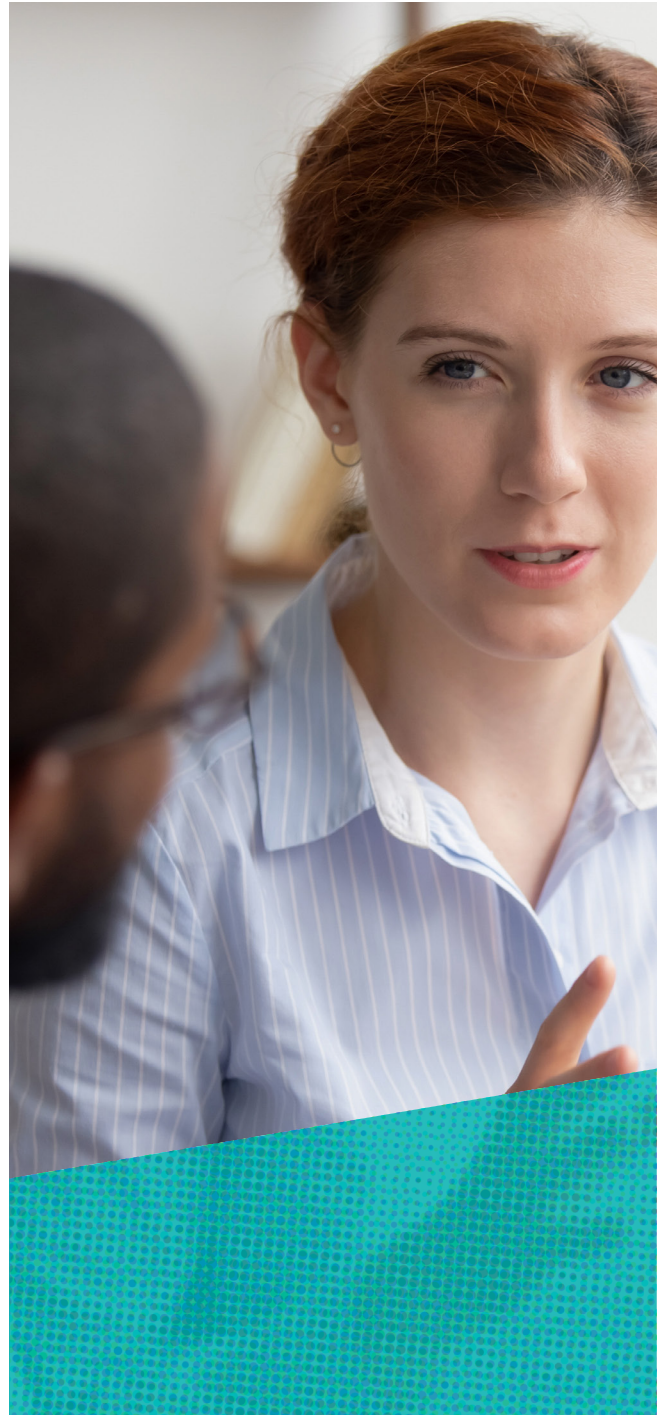
Assertive Community Treatment (ACT) provides intensive support services to individuals with serious mental illness who have very complex needs and find it challenging to engage with other mental health services. ACT offers client-centred recreation and socializing opportunities like daily coffee groups and seasonal activities (e.g. client caregiver Christmas party). These events promote collaboration between the ACT team, caregivers and their loved ones.

CORPORATE SERVICES

Our Corporate Services teams provide integrated administrative and financial services as well as fee for service functions including property management, bookkeeping and accounting services. In the fall of 2019, corporate services staff supported the Recovery College Wellness Centre by providing the Rent Smart program to college participants. The program helps new tenants who have faced barriers to housing in the past or are unfamiliar with tenant's rights and responsibilities. It builds knowledge, confidence and skills to help participants make better decisions about rental housing.

COMMUNITY TREATMENT ORDER

Community Treatment Order allows individuals to receive care and treatment in their community. The program continues to provide excellent nursing care, follow-up, and support to clients. This year, the team added a new staff member which has eliminated the need for a wait list.



PROGRAMS AND SERVICES

CREATE

Collaborative Residents Enabling Assisted Transitional Engagement (CREATE) program is a transformational housing model offering high support housing in partnership with Ontario Shores Centre for Mental Health Sciences. This year CREATE successfully transitioned four individuals out of the program, two graduated to Housing Case Management independent units. CREATE helps reduce pressure on the hospital system, with no clients returning to hospital within the first thirty days of joining the program.

FRENCH LANGUAGE SERVICES

On January 27, 2020, the Central East Local Health Integration Network officially approved CMHA Durham as an Identified French Language Services organization. The identification signifies the organization's commitment to build upon existing services provided in French to the community. Twenty-three French language workshops were made available, including mental health topics to elementary and high school students and four Mental Health First Aid workshops to 57 participants.

HOUSING CASE MANAGEMENT

Housing and Case Management Services provide people with community-based case management and safe, affordable housing. To streamline service delivery and reduce wait times, all case management services are now provided by the Housing and Case Management Services team. Now clients only have one intake meeting before their services begin resulting in quicker screening times. This simplified process provides clear messaging for clients, promotes the use of the Ontario Common Assessment of Needs tool and Specific, Measurable, Achievable, Relevant and Timely (SMART) goals and helps clients achieve their recovery goals.

RECOVERY COLLEGE WELLNESS CENTRE

In September our agency opened the Recovery College Wellness Centre. This innovative new program takes an educational approach to improve mental health by emphasizing strengths not problems. Each participant develops an individual learning plan which guides their journey through their studies. The program offered six classes at its outset, nearly doubling that by January.

The Recovery College Wellness Centre involves peers in all aspects of college life, including management, governance, course selections and overall structure and orientation.

QUALITY IMPROVEMENT

The Quality Improvement and Risk Management department continuously identifies and implements effective risk and quality management processes to ensure the safe delivery of services to meet the needs of the community.

We continue to participate in the Excellence through Quality Improvement Project Community of Practice to develop standardized tools and indicators for mental health and addictions. We provide quality improvement and risk management knowledge exchange and support to other CMHA branches. This year, CMHA Durham staff visited the CMHA Fort Frances branch to aid them in expanding their quality improvement program.

PROGRAMS AND SERVICES

NURSE PRACTITIONER LED CLINIC

The Nurse Practitioner-Led Clinic (NPLC) strives to provide high quality comprehensive primary care services for clients of all ages, particularly in the context of persistent serious mental illness and marginalization. This year, NPLC focused on offering greater flexibility and availability for same-day appointment requests. In addition to our continued after-hours clinic, and with dedicated times allocated for appointments, NPLC was able to accommodate 98 per cent of same-day appointment requests.

NPLC provides a welcoming space for 2SLGBTQI (2 spirit, lesbian, gay, bisexual, transgender, queer, and intersex) individuals to access primary care, mental health support, addictions treatment, gender-affirming services, surgical care, and specialist referrals. This year 339 visits for 2SLGBTQI supportive health care services took place.



98%

same-day appointments



339

2SLGBTQI supported

BOWMANVILLE HOUSING PROJECT

CMHA Durham continues its partnership with social housing developer, Mahogany Management. Housing and Case Management (HCM) Services care team assisted 25 individuals moving into rent geared-to-income units in a newly constructed Bowmanville

building. Many features were incorporated to help promote a healthy lifestyle for residents including a large amenity room, access to outdoor greenery and barbecues, a library, a nurse's station and two offices for support service organizations. Residents have stated that they are now able to live independently in a safe, clean environment for many years to come.

COMMUNITY CONNECTION SERVICES

Community Connection Services (CCS) has enhanced intake services to provide immediate and direct service delivery. Intake workers handle walk-ins and triage calls to provide immediate support and information. Since the new developments, CCS has provided walk-in supports to 1,174 individuals, completed 481 intakes for services and helped 1,099 clients, families and caregivers with system navigation.



1,174

individuals supported



1,099

clients, families and caregivers received system navigation help



481

intakes

ACROSS OUR COMMUNITY

WHITBY CHAMBER OF COMMERCE MENTAL HEALTH LUNCHEON

CMHA Durham hosted the Whitby Chamber of Commerce Mental Health luncheon with CTV E! Talk correspondent Traci Melchor. Over 150 business owners and chamber members attended the event along with local politicians. Fay Spurway, Manager, CMHA Durham Executive Office provided the introduction and thank you.



SPEAKER EVENT WITH MARGARET TRUDEAU

Thanks to Ontario Power Generation and Pilar's Catering for their generous support of our AGM Speaker Series with Margaret Trudeau. Ms. Trudeau is a Canadian icon, celebrated both for her role in the public eye and as a respected mental-health issues advocate. From becoming a prime minister's wife at a young age, to the loss of both her son and her former husband, to living with bi-polar disorder, Margaret tirelessly shares her personal stories to remind others of the importance of nurturing the body, mind, and spirit.

Attended by more than three hundred people, this year's event was our most successful one ever. Margaret shared her touching and often hilarious story and following her speech, she stayed behind for photos, signatures and personal moments with a long line of attendees.



ACROSS OUR COMMUNITY

TALK TODAY GAME DAY

The Oshawa Generals played against the Flint Firebirds as part of CMHA Durham's #TalkToday game day partnership! Recovery College Wellness Centre's Peer Support Worker, Sandy Demerchant and CMHA Durham's Communications Lead, Alec King performed the ceremonial puck drop.



OSHAWA PUBLIC LIBRARY PARTNERSHIP

We have partnered with the Oshawa Public Library to offer onsite mental health support at the north and downtown locations. Housing Case Management provides services to walk-in clients twice a month focusing on system navigation and intake to CMHA Durham's programs and services. The library offers Bibliotherapy through the Pop-Up Library at the Recovery College Wellness Centre.



ACROSS OUR COMMUNITY

PATHWAYS TO SUCCESS

Alec King, Communications Lead, CMHA Durham and one of our peer support workers were guests on Rogers TV's Pathway to Success with host Don Reist. The discussion focused on CMHA Durham's programs and services, highlighting the Recovery College Wellness Centre.



I AM VERY HAPPY THAT I HAD THE OPPORTUNITY TO MOVE INTO THE HOUSE, IT IS NICEST PLACE I HAVE LIVED IN YEARS. I HAVE BEEN MADE TO FEEL VERY WELCOME BY MY ROOMMATES."

CLIENT SAFETY EXPO

The Quality Improvement and Risk Management department was excited to host our annual Client Safety Expo where CMHA Durham and community partners come together to share information with clients, staff and the public on various safety topics. We were joined by amazing community partners like the region of Durham Health Department, Denise House, The John Howards Society and the Distress Centre Durham.



THANK YOU FOR YOUR SUPPORT

HEY, YOU STILL OKAY? FUNDRAISING CONCERT

The Music Hall in Oshawa held a concert to benefit mental health and raise awareness. Headliners included Weapons, Billy Ranger, and Judgement. The event raised \$3,300 for CMHA Durham.



14TH ANNUAL KYLE PEGLER SQUASH TOURNAMENT

Every year, three friends raise funds to honour Kyle Pegler by hosting a weekend squash tournament. 2019 marked the 14th Annual Kyle Pegler Squash Tournament, where \$2,400 was raised and donated to CMHA Durham.



PANDEMIC SUPPORT

We are grateful for the support our community has provided to ensure the safety of our staff and clients during the pandemic. Many organizations and individuals have stepped up to provide support in the form of financial support, hand sewn masks or gift cards for clients. We'd like to thank Couture Alterations, My King and Bay Tailors, Chuck-It removal services, Durham College, Lerner's Personal Injury Lawyers and RBC Wealth Management.



RECENTLY WENT TO CMHA DURHAM AS A WALK-IN. REFERRAL SERVICES ON SITE. INFORMATIVE AND KNOWLEDGEABLE STAFF TO GUIDE ME THROUGH THE MENTAL HEALTH SYSTEM. EDUCATIONAL DAY PROGRAMS AND CASE MANAGEMENT ARE HELPFUL FOR THOSE WHO NEED SOME ASSISTANCE WHILE LIVING WITH MENTAL HEALTH. I WOULD RECOMMEND GOING TO CMHA DURHAM FOR SERVICES RELATED TO MENTAL HEALTH."

RELAPSES IN MY MENTAL HEALTH HAVE ALWAYS MADE MOVING FORWARD DIFFICULT, BUT NOW I'M AT A PLACE WHERE I FEEL STRONG AND SUPPORTED BY MY FRIENDS, MY FAMILY AND MY CARE TEAM."

NOW NOT ONLY DO I HAVE FRIENDS, I HAVE DRIVE, I GO OUT, I'VE DONE MY TAXES, I HAVE MONEY I HAVE A SOCIAL LIFE AND SEE MY FAMILY. I HAVE HOPE."

REASONS TO CELEBRATE!

VISIT FROM SANTA

Staff were visited by Santa, who took pictures with staff members, their children and pets, followed by a buffet lunch at the Oshawa Golf and Curling Club.



BOARD CHRISTMAS DINNER

CMHA Durham's Leadership Council joined the board of directors for the annual Christmas dinner event, held at the Oshawa Golf and Curling Club.



SPOOKTACULAR HALLOWEEN EVENT

This year's Halloween celebration included a fierce pumpkin carving competition with team "Cracklin Cauldrons" coming out in the lead for their exceptionally creative witch carving.



“

YOU SUPPORTED ME THROUGH THICK AND THIN, AND I CONTINUE TO RECEIVE SO MUCH EMOTIONAL SUPPORT VIA THE NP LED CLINIC. KEEP UP THE GOOD WORK!"

STATISTICS



2,800+
unique clients



50,000+
client contacts (face-to-face, telephone visits)

ASSERTIVE COMMUNITY TREATMENT



452
groups

HOUSING AND CASE MANAGEMENT



628
individuals received support

RECOVERY COLLEGE WELLNESS CENTRE



230
classes since program opened in October 2019

NURSE PRACTITIONER-LED CLINIC



2,488
encounters (face-to-face, third-party care, telephone visits)

MAINTAINING QUALITY AND CLIENT SATISFACTION

UPHOLDING COMMITMENT TO QUALITY IMPROVEMENT



ONTARIO PERCEPTION OF CARE SURVEY RESULTS



96%
would recommend
a friend use
CMHA Durham



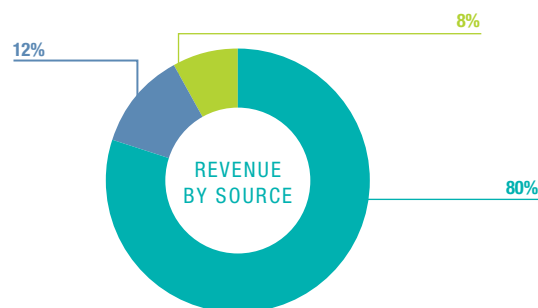
97%
client
satisfaction
rate



99.5%
accreditation
overall
score

FINANCIALS

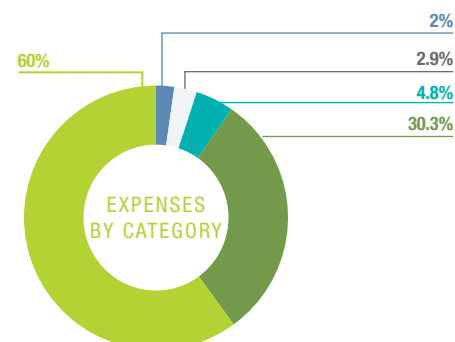
FOR YEAR ENDING MARCH 31, 2020



REVENUE

Ministry of Health / LHIN	\$ 10,107,402.40
Housing Rent	\$ 1,516,110.36
Fundraising / Other	\$ 1,010,740.24

TOTAL: \$ 12,634,253



EXPENSES

Personnel Services	\$ 7,360,764.00
Premises	\$ 3,717,185.82
Office	\$ 588,861.12
Program	\$ 355,770.26
Other	\$ 245,358.80

TOTAL: \$ 12,267,940

ASSETS

Current

	2020	2019
Cash and short term investments	\$ 1,617,580	\$ 1,469,918
Accounts receivable	\$ 79,916	\$ 85,467
Taxes recoverable	\$ 93,870	\$ 90,302
Prepaid expenses	\$ 277,891	\$ 239,601
Total	\$ 2,069,257	\$ 1,885,288

Property and equipment and other

	\$ 2,739,540	\$ 2,709,919
Cash - restricted	\$ 2,260,516	\$ 2,176,436
Total	\$ 5,000,056	\$ 4,886,355

Total	\$ 7,069,313	\$ 6,771,643
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LIABILITIES

Current

	2020	2019
Accounts payable and accrued liabilities	\$ 424,353	\$ 482,268
Due to Ministry of Health	\$ 2,260,516	\$ 2,176,436
Deferred revenue	\$ 253,680	\$ 241,978
Other	\$ 46,798	\$ 45,939
Total	\$ 2,985,347	\$ 2,946,621

Long Term

Mortgages payable	\$ 75,125	\$ 121,923
Deferred capital contributions	\$ 1,066,766	\$ 1,142,337
Total	\$ 1,141,891	\$ 1,264,260

FUND BALANCES

Total	\$ 2,942,075	\$ 2,560,762
Total	\$ 7,069,313	\$ 6,771,643



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Durham
Mental health for all

Canadian Mental Health Association, Durham

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Ontario
Trillium
Foundation



Fondation
Trillium
de l'Ontario



OCASI
Ontario Council of Agencies Serving Immigrants



Addictions &
Mental Health
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