

# Canadian Mental Health Association Hamilton Branch Annual Report 2016/2017



Canadian Mental Health Association  
Hamilton  
*Mental health for all*

# Canadian Mental Health Association (CMHA) Hamilton Branch Annual Report 2016/2017

## Table of Contents

|  |     |
|--|-----|
| A Message from the President and the Chief Executive Officer ..... | p3  |
| Vision, Mission and Values .....                                   | p4  |
| 2016-2017 Board of Directors .....                                 | p4  |
| Statistical Overview .....   | p4  |
| Quality Improvement at CMHA .....                                  | p5  |
| Balanced Scorecard .....   | p5  |
| Programs and Services .....  | p6  |
| Talking About Mental Illness (TAMI) .....                          | p8  |
| Mental Health Week 2016 .....                                      | p9  |
| Ride Don't Hide .....  | p10 |
| Financials 2016/2017 .....   | p11 |



# A Message from the President and the Chief Executive Officer

In 2016-17 the Canadian Mental Health Association (CMHA), Hamilton Branch continued to deliver exceptional service to some of our community’s most vulnerable citizens. Our dedicated staff and volunteers provided support to over 9,600 individuals with serious mental illness in the areas of primary health care, intensive case management, court support, supportive housing, social/recreation programming and mental health promotion.

Perhaps the most notable achievement from this year was the tremendous success of our inaugural Ride Don’t Hide (RDH) cycling event in support of mental health. The RDH event was held on June 26th, 2016 in 29 communities across Canada to raise awareness and funds, and to reduce the stigma surrounding mental health. CMHA Hamilton’s first ride had over 300 riders and raised over \$71,000 that stayed in our community. We are so proud to have been part of this Canada-wide event, and want to extend a special thank you to our amazing volunteers and staff who helped make the day such a great success.

The theme of our 2016 Mental Health Week celebration was #GETLOUD. It was time to Get Loud and raise awareness to help reduce stigma

and discrimination associated with mental illness and addiction. Mental Health Week also saw the introduction of the “Shine Green” initiative... a creative program to shine a light (literally!) on mental health. “Shine Green” flourished in Hamilton (we had the most landmarks/business participating) and included ArcelorMittal Dofasco, Christ the King Cathedral, McMaster University, Hamilton-Wentworth School Board Offices, Hamilton City Hall, and Mohawk College.

In our 51st year serving the community, we continue to focus on providing the highest levels of service for our clients. In support of this approach, we are in the final stages of seeking Qmentum accreditation from Accreditation Canada which recognizes quality and safety throughout all aspects of an organization’s services – recognition we know we will achieve and we should all be proud of.

We are privileged to be part of this wonderful organization over the past year, and are so thankful to our wonderful staff, Board of Directors, volunteers, funders and supporters who devote their time and talents to the mission of the CMHA. We look forward to continuing to work together in support of mental health for all.



*Trish Chant-Sehl*  
Trish Chant-Sehl  
President



*Marilyn Jewell*  
Marilyn Jewell  
Chief Executive Officer

# Vision, Mission and Values

## Vision

Mentally healthy people in a healthy society.

## Mission Statement

Assist and encourage consumers to achieve and maintain their optimum level of functioning in the community within the framework of self-determination.

## Values

We believe that the following values are critical to mental health and a personally satisfying quality of life: Social Justice, Open and Honest Communication, Enhanced Quality of Life, Access to Appropriate and Adequate Resources/ Supports, Self-Directed Care, and Community Integration.

## 2016-2017 Board of Directors

- Trish Chant-Sehl, President
  - Chris Rogers, Vice-President
  - Roger Trull, Past President
  - Brock Whitwell, Treasurer
  - Marilyn Jewell, Secretary
- Directors: Sharlene Loudon, Kiran Singh, Jennifer Denney, Erin Dunham, Chris Phillips, Dom Marinic

# Statistical Overview

**9,724**

Individuals served through our programs

Wait times decreased by

**13.5%**

**1,346**

Inquiries from general public,

a **17%+** increase from last year

**791**

New referrals

**99%**

Client satisfaction rate

# Quality Improvement at CMHA

Quality has always been very important to CMHA Hamilton as we continue to improve the service for everyone. Everyone involved in the provision of our mental health services has a role to play in continuous quality improvement. The Board supports all efforts to drive improvement and accepts that improving quality and client safety is everyone's responsibility.

We measure our successes by achieving good outcomes. We do that by focusing on the eight quality dimensions endorsed by Accreditation Canada. CMHA Hamilton undertook a number of quality improvements over the year. They are listed under the following Quality Dimensions.

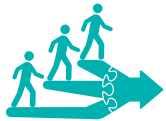
Appropriateness: **23** actions



Accessibility: **4** actions

Safety: **26** actions

Worklife: **10** actions



Client Centred Services: **12** actions



Continuity of Services: **3** actions



Efficiency: **8** actions



Population Focus: **5** actions



## Balanced Scorecard

The CMHA Balanced Scorecard incorporates the quality dimensions into four standard quadrants: Financial Health, Client Perspective, Health Service Provision and Organizational Health for the purposes of reporting to the public.

### Accreditation

We are proud to have earned the Primer Award from Accreditation Canada.



# Programs and Services

## **Baldwin Housing and Community Support Program (BHCSP)**

BHCSP is a supportive housing program that assists individuals with serious mental illness to live independently in their preferred living environment. Components of this program include Baldwin House, the Community Support Program and Hess Street residences.

## **Community Enrichment Services (CES)**

Individuals with serious mental illness are provided with long-term intensive case management services. CES provides services to individuals with a concurrent disorder (mental illness and co-occurring addiction issue). Staff also responded to inquiries from the public regarding CMHA, other mental health services, institutions, professionals, and mental health/mental illness.

## **Community Outreach and Crisis Intervention Program**

Crisis and support services are provided to Crisis Outreach and Support Team (COAST) through a seconded social work position.

## **Primary Health Care Clinic *(in partnership with the Shelter Health Network)***

The clinic is supported by Shelter Health Network physicians and two CMHA Hamilton RNs, whose mandate is to serve the homeless and the under-housed in the City of Hamilton.

Clinic patients access services such as hypertension management, pregnancy testing/condoms, diabetes care, wound care, health assessments and referrals.

## **Mental Health & Justice: Housing Support Services (MHJHSS)**

MHJHSS provides housing support to individuals with serious mental illness involved with the criminal justice system. Support is provided to maintain housing and develop skills necessary to live independently in the community. A rent supplement is available.

## **Transitional Case Management *(in partnership with St. Joseph's Healthcare Hamilton)***

This program assertively facilitates and supports the successful transition of individuals of the Forensic Service into the community.

## **Residential Skills Development Program (RSDP)**

RSDP offers rehabilitation services to adults with severe mental illness living in Residential Care Facilities (RCFs) throughout the City of Hamilton. Using a group work approach, program staff provide services such as cooking, cleaning, social skills, budgeting, communication skills and community involvement.

## **Evening Social Recreation Rehabilitation Program (ESRRP)**

Individuals are offered a comfortable and welcoming environment where they can enhance their social skills and self-esteem through a wide range of group activities.

ESRRP promotes broad use of the community by offering programs in a variety of locations. During 2016/17, the program was funded by the United Way of Halton & Hamilton, the City of Hamilton, the Hamilton Community Foundation, and ArcelorMittal Dofasco.

## Mental Health Court Support Services

This service provides support to adults with mental illness involved in the criminal justice system.

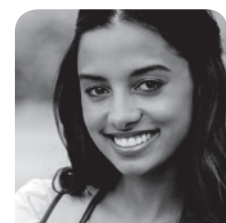
Program goals include:

- Provide quality mental health support and co-ordinate access to local mental health services and community resources.
- Divert, when appropriate, people with mental illness from the criminal justice system to local mental health care and social services.
- Liaise with hospitals, mental health and social service agencies, the criminal justice system, including police, Crown Attorneys, defense counsel, and custody facilities.

## Mental Health Promotion and Resilience

Mental Health Promotion and Resilience provides and coordinates mental health education and training throughout the Hamilton Niagara Haldimand Brant Local Health Integration Network.

Programming includes Mental Health First Aid, Applied Suicide Intervention Skills Training (ASIST), safeTALK, and Talking About Mental Illness (TAMI).



# Talking About Mental Illness (TAMI)

The TAMI (Talking About Mental Illness) program gives schools and community groups the opportunity to learn about mental health and to help eliminate or reduce the stigma associated with mental illness. Led by the CMHA Hamilton Branch, this program allows students to learn from individuals with lived experience as they share their personal journey.

Over this very successful year, 11 speakers shared their story at 54 presentations throughout our community; and three new speakers joined the program with three more in training. In previous years TAMI was most often presented to secondary and post-secondary schools, but this year a new component was added to include senior elementary students. Many requests came from community organizations who wanted to increase the education of their staff, including March of Dimes, the YMCA, Hamilton Wentworth Catholic District School Board and Legal Aid.

A community presentation during mental health week in May was also a highlight this year. The presentation featured TAMI speaker Nick Petrella, who is also a professor at Mohawk College. More than 175 people came out to hear Nick's journey and celebrate his story of recovery.

The TAMI program is continually evaluated to ensure that the work is meeting the needs of the audience and the response in 2016 was overwhelming. One student said "Very well done. I encourage every school to invite you for a presentation. It makes a lot of students and teachers aware of something which is not discussed enough." Other students focused on the story itself and the impact that each speaker had on those in attendance. "I liked the personal story – I think it's important to hear an experience to better educate ourselves and see it can happen to anyone. I think Angie is a very strong, inspirational woman whose story helped me better understand mental illness."

The focus of TAMI continues to be that of hope and recovery and ensuring that people understand the importance of talking about mental health and seeking help. As one student summed up their thoughts for us, "Using examples and bringing people in, it showed that we are truly not alone."



Nick Petrella





# Mental Health Week 2016

Get Loud and Shine Green were the two components of a very successful Mental Health Week in 2016.

This initiative received tremendous support from Ted Michaels, on-air personality and host of the award-winning series, Wellness Wednesdays, on Hamilton radio station AM900 CHML. The campaign used the hashtag #GETLOUD and encouraged businesses, agencies and individuals to raise awareness of mental health by shining green during the first week of May.

Over 70 landmarks lit up green, including the CN Tower, Niagara Falls, the Peace Bridge and numerous places in Hamilton, including: McMaster University, Mohawk College, Hamilton City Hall, ArcelorMittal Dofasco, CMHA Hamilton, First Ontario Centre, CHML and many more.

The campaign was a huge success on social media, with Facebook reaching 103,079 people. Exposure on twitter was also far reaching with 15 million Canadians reached that week which had the hashtag #GETLOUD trending nationwide on the Monday.

Not only were landmarks lit up green but individuals wore green, the colour of mental health, to show their support and uploaded photos with the hashtag #GETLOUD to Facebook, Instagram and twitter.



# Ride Don't Hide

A successful fundraising campaign must include support from many different areas and that is exactly what made the CMHA, Hamilton Branch inaugural ride such an enormous success.

Sponsorship from Fox 40, Fluke Transport and support from Fortinos, The City of Hamilton and McMaster University, helped to raise \$71,140 to support programming at our agency.

Teams and individuals came from all over the city including the Hamilton Police Service as well as Mohawk College. Some individuals raised more than \$1,000 each on their own, helping us surpass our own goals.

Over 300 riders participated in four rides.

This included a family ride around McMaster University (the event's host site), a 7 km ride, a 20 km ride, and for the veteran rider, a 70 km ride up what is known as "Clara's Climb" named for the famed Olympian's practice run.

Community volunteers – young and old – came out in droves to help set up the event, cheer on the riders, and provide water and safety to cyclists as they travelled the course.

Success is not just measured in dollars raised but also in the support given from such a caring community.

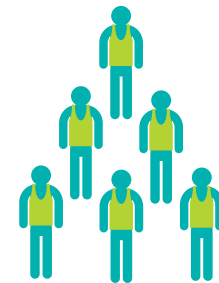


Raised

**\$71,140**



**306 Riders**



**70 Volunteers**



# RDH Sponsors



National



Platinum



Gold



## Financials 2016/2017

### Revenues (\$)

|                        |                     |
|------------------------|---------------------|
| MOHLTC .....           | 3,015,435.00        |
| United Way .....       | 59,139.00           |
| City of Hamilton ..... | 23,986.00           |
| Other .....            | 347,296.00          |
| <b>Total Revenues:</b> | <b>3,445,856.00</b> |

### Expenses (\$)

|                        |                     |
|------------------------|---------------------|
| Program .....          | 2,718,857.00        |
| Housing .....          | 395,472.00          |
| Other .....            | 210,373.00          |
| <b>Total Expenses:</b> | <b>3,324,702.00</b> |

**Surplus/(Deficiency): 121,154.00**

2016/2017 Audited Financial Statements from Taylor Leibow Chartered Accountants are available at the offices of CMHA, Hamilton Branch at 131 John Street South, Hamilton, ON L8N 2C3.

# Canadian Mental Health Association, Hamilton Branch

[cmhahamilton.ca](http://cmhahamilton.ca) | [@CMHAHamilton](https://twitter.com/CMHAHamilton) | [@CMHA.Hamilton](https://facebook.com/CMHAHamilton)

## CMHA Hamilton Branch

131 John Street South  
Hamilton, ON  
L8N 2C3  
tel: (905) 521-0090

[info@cmhahamilton.ca](mailto:info@cmhahamilton.ca)



## Thanks to our Supporters!

