



Canadian Mental
Health Association
Hamilton
Mental health for all

Annual Report

2018 / 2019

Canadian Mental Health Association
Hamilton Branch



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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, Community Integration, and Diversity and Inclusion.

Message from the Board President and Executive Director



Trish Chant-Sehl
Board President

2018-19 included many accomplishments for Canadian Mental Health Association (CMHA) Hamilton. We're grateful to our dedicated, knowledgeable staff and volunteers who are so committed to serving our city's most vulnerable citizens.

We continued to provide community leadership in quality mental health treatment, services and supports including intensive case management, court support, supportive housing, social/recreation programming, mental health promotion, and primary health care. CMHA Hamilton served 10, 577 individuals this year!

CMHA Hamilton has been a key contributor to ongoing Ontario Health Team discussions in Hamilton. We are well positioned to be part of an Ontario Health Team to sustain our exceptional programming as we have done since we opened our doors in 1966.

Our goals align with Accreditation Canada's quality dimensions and the new provincial government's quadruple aim: to improve the health of the population we serve, enhance client experience, remain fiscally responsible, and improve provider experience.

Unique highlights include completing a comprehensive internal assessment to improve our capacity to serve individuals with concurrent disorders and partnering with McMaster University and the McMaster Department of Family Medicine for two research studies to optimize wellness through transitions for emerging adults and justice-involved clients.

Recognizing how digital health improves the client experience, we joined Ontario Telemedicine Network for client access to timely

virtual clinical consultations from the courthouse. CMHA also now has remote access to e-files in the Forensics Program at St. Joseph's Healthcare Hamilton through Citrix to enable efficient collaboration and service delivery to clients transitioning from hospital to community.

As well we shared CMHA's BounceBack to countless physicians and other community providers across Hamilton. BounceBack is a free skill-building program designed to help adults and youth 15+ manage symptoms of depression and anxiety.

In February 2019, a fundraising masquerade gala, spearheaded by board member and local entrepreneur, Erin Dunham, increased awareness of mental health issues. This wonderful evening featured live performances and entertainment from local artists, as well as a silent and live auction. Thanks to the tremendous efforts of the organizing committee, generous sponsors and attendees, the gala raised nearly \$34,000 to support CMHA's Evening Social Recreation and Rehabilitation Program. Thanks to everyone who supported this inaugural event. We hope to see you at the next gala on January 25, 2020!

Looking ahead to 2019-20, it is important to reflect on the achievements from the past year. In this changing environment, our amazing staff and volunteers continue to provide outstanding service to clients and community. And they will continue to do so as we collectively work in support of mental health for all.

Trish Chant-Sehl, Board President
Sue Phipps, Executive Director



Sue Phipps
Executive Director

Programs and Services

Community Enrichment Services

Peter Bloemendal, Director of Clinical Services

For the 2018/2019 fiscal year, Community Enrichment Services continued to provide quality case management services to clients. Over the course of the year, five case managers provided counselling, support, advocacy, skill building and community integration to 143 individuals. Many staff also provided Dialectical Behaviour Therapy to clients through groups and individual counselling.

Community Enrichment Services received 950 general information calls or emails from the public and provided information on programs and services available in the community with details on how to properly make referrals and navigate the system. The program engaged the community by setting up information booths at events and fairs throughout the year.



143 individuals
served

Mental Health and Justice: Housing Support Services

Margaret Foley, Director of Housing

This program provides housing support to individuals with serious mental illness who are in conflict with the law. We help to secure affordable housing, provide flexible and portable supports, and provide a subsidy towards the rental portion for more affordable housing.

Thirty-five individuals with mental health and addictions issues received supports and rental subsidies this past year. Four community support workers provided advocacy, education, life skills training and addiction support. Groups include a collective kitchen, dialectical behaviour therapy, and a weekly education group at Hamilton-Wentworth Detention Centre's Special Needs Unit. In response to a request for increased service, Mental Health and Justice: Housing Support Services has branched out to an additional unit at the Detention Centre. Information, support, and resources are provided to assist in the successful transition of individuals into the community.



35 individuals
received supports
and rental subsidies



Baldwin Housing and Community Support Program

Margaret Foley, Director of Housing

Baldwin Housing and Community Support Program is a supportive housing program that facilitates independent living through education and support in activities of daily living.

This past year, 19 individuals received service and support at Baldwin House, seven individuals at the Hess Street residence and 25 through community support.

In addition to receiving support for activities of daily living, the program highlighted two individuals who returned to school and successfully completed their chosen programs. Success was also achieved with three individuals attending vocational programs and maintaining employment. An important aspect of the program is encouraging individuals to set and achieve goals through empowerment and self-determination for improved quality of life.

Residential Skills Development Program

Margaret Foley, Director of Housing

Residential Skills Development Program offers rehabilitation services to individuals with serious mental illness living in residential care facilities using a group work approach to teach various life skills.

This past year, 3.5 rehabilitation counsellors provided service to 29 residential care facilities in our community. Programs are provided at CMHA Hamilton through our Life Skills Centre and classrooms to facilitate collective kitchen, peer drop-in, and active living groups. Individuals residing in residential care facilities, who have limited income and social supports, are encouraged to participate and experience the greater community through activities such as bowling, Nikon Pals Photography Club, picnics and visits to the Hamilton Art Gallery.



Mental Health Promotion and Resilience

Peter Bloemendal, Director of Clinical Services

Throughout 2018/2019 the Mental Health Promotion and Resiliency Program (MHPRP) took part in some exciting events. Through the delivery of Mental Health First Aid, safeTALK, and ASIST training, the program was able to reach more than 5,608 members of our community with education around mental health and managing mental health crises. In addition, the program collaborated with 11 Talking About Mental Illness (TAMI) presenters who shared their personal experience of mental health recovery as they delivered 79 presentations in the community.

There were other notable events over the course of the year. The Mental Health Promotion and Resiliency team worked with the Hamilton Bulldogs for the Talk Today program; including providing support and safeTALK training to players, Bulldogs staff and billet parents. Mental Health Week was again a great success, featuring the Mental Health Week Marketplace at City Hall. Created in collaboration with Whitehern staff,

participants were able to take a tour of the house and hear about the mental health history in the McQuesten family that resided there for many years. A number of TAMI speakers were able to contrast historical mental health care with their own mental health recovery in the present.

In addition, the MHPRP was able to connect with close to 250 primary care providers in Hamilton, providing education and referral information about CMHA's new BounceBack program. They delivered over 20 presentations to staff in different community agencies about the program.



**5,608 members
of the community reached**

Evening Social Recreation Rehabilitation Program

Paul Curtis, Director, Evening Social Recreation Rehabilitation Program

The Evening Social Recreation Rehabilitation Program is a therapeutic program that provides structure with a degree of flexibility, allowing participants an opportunity to develop their own activities. Program goals range from providing a low-barrier, inclusive environment where participants feel welcome and comfortable, to enhancing social skills, interaction, and self-esteem through group activities, to increasing awareness and using community resources, to promoting self-directed group activities.

The Evening Social Recreation Rehabilitation Program offered a wide range of services and activities this year such as arts/crafts, game nights, open mic and karaoke nights, bingo, community outings and festivals, cooking groups, movies nights, and dances.

By taking advantage of the social and life skills training offered through our evening program, participants enhanced their interpersonal skills, developed meaningful relationships, increased their self-esteem and improved their overall mental well-being.

Additionally, 257 group sessions were held with more than 2,800 individuals participating. The program is funded by the United Way of Halton and Hamilton and the City of Hamilton's City Enrichment Fund.



2,800 individuals participated

Mental Health Court Support Services

Jill Pollock, Director, Mental Health Court Support Services

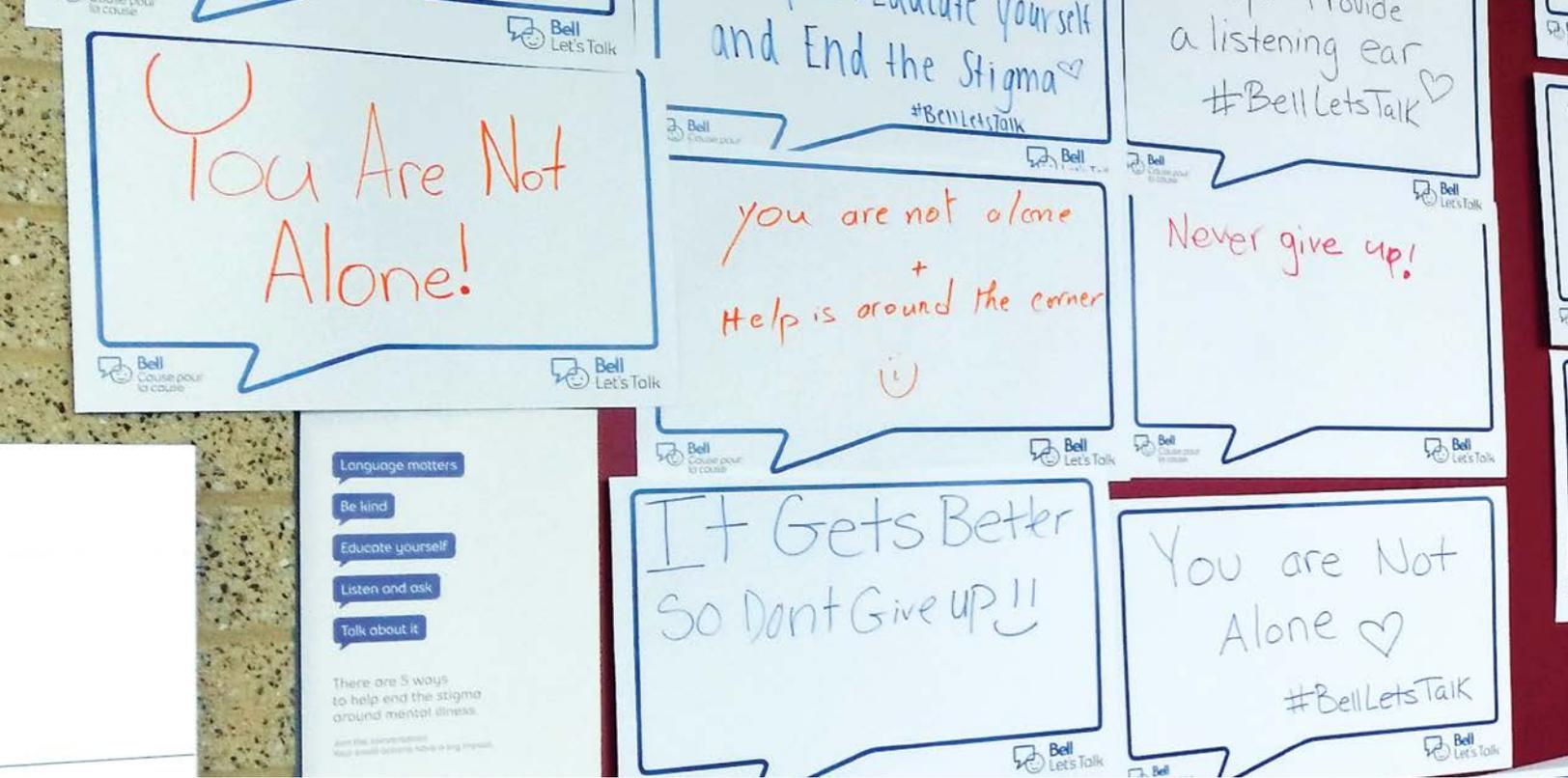
Mental Health Court Support Services (MHCSS) continued to provide support and alternatives to individuals with serious mental illness who have come into contact with the criminal justice system. This program accepts referrals from several different sources including health care professionals, justice partners, community/social service agencies, family members/significant others, as well as self-referrals.

Over the past year, eight case managers completed 599 consultation visits. Consultation support includes the provision of information about the criminal justice process, advocacy, referrals and linkages to justice-related services/community agencies, and support to family members. As well, 81 clients participated in the Mental Health Diversion program. Through the mental health diversion process, individuals are connected to psychiatrists and other providers to address their health care needs and meet their recovery goals. Upon successful completion of mental health diversion, one's outstanding criminal charges are withdrawn.

MHCSS distributed an increased amount of emergency clothing to support individuals who are released from custody. As well, a small number of Presto transportation cards were purchased over the course of the year. Individuals who are released from custody in Hamilton and reside out of jurisdiction can now receive financial assistance with transportation costs in order to return to their home community.



599 consultation visits completed



CMHA Primary Health Care Clinic

Sue Phipps, Executive Director

In partnership with the Shelter Health Network (SHN), Hamilton, the CMHA Primary Health Care Clinic provides direct, client-centred, quality health care to individuals over 16 years of age without a family doctor who are experiencing homelessness. Our clinicians have specialized skills to support individuals with mental health, substance use or concurrent disorders.

We acknowledge our complex health care system poses significant navigational and care access challenges for those we serve. The clinic's stepped-care model enables the individual to increase or decrease the frequency, intensity and level of care they receive in a way that is timely and responsive to their individual readiness and need. Our nurses act as the mediators between our clients and the health care system and champion a coordinating role for all services needed by our SHN clients. Motivational interviewing, and a trauma-informed, harm reduction approach is utilized to facilitate improved health outcomes.

The CMHA Primary Health Care Clinic/SHN team includes two registered nurses, two physicians and two SHN psychiatrists. Clinic staff provided 551 face-to-face visits and 540 phone calls in the 2018-19 fiscal year, serving 93 unique individuals. Forty-one new clients joined the CMHA clinic this year with referrals largely resulting from peer-to-peer word-of-mouth marketing in addition to self-referrals, referrals from family members, hospitals, community agencies, and from our own internal programming. At the CMHA Primary Health Care Clinic, we place great value on our clinic's notable "street credibility" because when our clients become our ambassadors this is direct evidence of positive client experiences.

The Mind and Mood Collective for Shelter Health Network clients is our clinic's latest initiative this year. Facilitated by two psychiatrists and a registered nurse, the group combines psychotherapy-based skills and mindfulness to enable clients to understand their mood, foster positive emotional regulation and increase control over unwanted thoughts. The Mind and Mood Collective strives to create a safe, nonjudgmental and low barrier group for clients on a drop-in and weekly basis.

Hearing from Clients



Staff are caring and helpful.



Always feel welcome. I look forward to my appointments. My worker listens and helps me put things into perspective. I find the services very helpful. Also, the brochures in the waiting room are useful!



Thank you for the help I have and you guys always been good - great job keep up the good work.



The case worker I have is very good at addressing the things I need to tackle. They are very kind and understanding. We talk frankly and to the point. They are very helpful and understand my needs.



My CMHA worker continues to do a remarkably sufficient, efficient and die-hard processing of my file. He's opened several venues in the duration I've known him through custody by the police, attending court and being available til present. I'm very pleased, thankful and full of gratitude.

Service Statistics



950
responses to inquiries from
the public



97%
would recommend
CMHA Hamilton to others



12,209
client visits



98.5%
client satisfaction rate



5,608
individuals provided with
mental health awareness
and suicide prevention
training



10,577
individuals served



Quality Improvement at CMHA

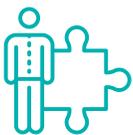
CMHA Hamilton continues to strive for ongoing quality improvement. In conjunction with staff, board and community stakeholders, the agency undertook a variety of quality improvement actions over the year. They are listed under the related quality dimensions of Accreditation Canada. Together we continue to maintain our exemplary standing with Accreditation Canada.



Quality Dimension:
Safety

Keep me safe

26 Actions



Quality Dimension:
Appropriateness

Do the right thing to achieve the best results

25 Actions



Quality Dimension:
Accessibility

Give me timely and equitable services

5 Actions



Quality Dimension:
Client-Centred Services

Partner with me and my family in our care

13 Actions



Quality Dimension:
Continuity of Services

Coordinate my care across the continuum

6 Actions



Quality Dimension:
Worklife

Take care of those who take care of me

21 Actions



Quality Dimension:
Efficiency

Make the best use of resources

14 Actions



Quality Dimension:
Population Focus

Work with my community to anticipate and meet our needs

15 Actions

Financial

The Independent Auditor's Report will be made available upon request.



● Ministry of Health and Long-Term Care	\$3,369,222	89.8%
● United Way	\$56,820	1.5%
● City of Hamilton	\$24,466	0.7%
● Other	\$303,035	8%

Total \$3,753,543



● Programs	\$3,013,010	82.5%
● Housing	\$437,007	12%
● Other	\$202,736	5.5%

Total \$3,652,753





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

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Local Health Integration Network
Réseau local d'intégration
des services de santé de Hamilton
Niagara Haldimand Brant



Hamilton



United Way
Halton & Hamilton

