

Canadian Mental Health Association Ottawa Branch Annual Report 2016/2017



Canadian Mental
Health Association
Ottawa
Mental health for all

Message from the President and Executive Director

On March 31, 2017, the Canadian Mental Health Association (CMHA), Ottawa Branch, concluded its 64th year of operation. The trends that were evident in the preceding year continue to unfold with increased services, more staffing, streamlined governance and management, exceptional performance, and continued community impact.

Mental illness and mental health remain at the forefront of awareness for Canadians as the scope and scale of the issues become increasingly evident. We are seeing growing commitments to services to address the increasing demand for services. We are witnessing greater understanding and reduced stigma towards people with mental illness. While these are encouraging signs, we believe the need to maintain momentum has never been greater nor more promising.

CMHA Ottawa has made significant effort to provide the best services we can offer within a more integrated and client friendly system of services. We have expanded existing partnerships and developed new ways of working together. More integrated data systems, more open service access, and more collaboration across organizations between management and practitioners - all show incredible promise for the future.

Financially, we posted a small deficit for the year, our first in 6 years, which resulted from unforeseen changes in funder practices. The impact will not be significant at the moment, but it is a harbinger of issues to be addressed in the future. CMHA Ottawa, like many other agencies, is caught between fixed financial support from funders and inevitably rising costs. We have undertaken research and evaluation projects in several areas, as well as conducting periodic 'fidelity assessments'. Complimenting this process of review is an ongoing commitment to provide the best support, training, and education to staff at all levels.

CMHA Ottawa benefits from the guidance and wisdom of a committed group of community members that constitute our Board. Their work is often unseen but their oversight and strategic vision provide a compass for the organization. This year they spent an extraordinary amount of time reviewing and refining their practices and policies, resulting in more efficient and focused governance.

Our clients deserve a special place in this report. They are the reason we exist; they provide encouragement and inspire our work. The strength and commitment of our clients, often in the face of incredible challenges, serves to energize us daily. Many clients also provide support to others; giving back and paying it forward are not just words.



We enjoy an outstanding work environment within CMHA Ottawa. The foundations of our organization are based on our commitment to excellence, a pervasive effort to improve and learn, mutual support, and sincere respect for each other. Staff at all levels provide leadership in maintaining and perpetuating the quality of our work. We are extremely proud to be part of this organization, and extremely grateful to all who work to serve our community.

Respectively submitted,



Martin Vervoort
President



Tim Simboli
Executive Director

..... “
“I would like to take this opportunity to thank Martin for his leadership and talent during his tenure as president of the Board. He has been a steady hand and thoughtful guide for the Board, the organization, and myself.”
 – Tim Simboli
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Board of Directors

Officers

President: Martin Vervoort
 Vice President: Bryan Allsopp
 2nd Vice President: Brenda Morris
 Treasurer: Denis Trottier
 Honorary Secretary: Samir Bhatnagar*
 Member at Large: Courtney Régimbald

**Resigned during the year*

Directors

Deborah Andrews
 Tamzin Cathers
 Nabanita Giri
 John James
 Claude Lurette
 Deirdre Moore
 Carol Silcoff
 Kathleen L. Terroux

Executive Director

Tim Simboli

Direct Service

Mental Health Community Support Services (MHCSS)

2,580 Information and referral contacts were provided to the public

Case Management

CMHA Ottawa coordinates the MHCSS within the Champlain region, providing a central access point for intensive case management (ICM).

This consortium strives to provide language, culture and program-specific access to ICM for people with a severe and persistent mental illness and promotes continuity of services, increases autonomy and enriches quality of life.

MHCSS Central Intake

- 371** Clients waiting for ICM through MHCSS
- 244** Referrals received
- 113** Clients transferred to ICM
- 22** Transferred to CMHA Outreach Programs

Additional MHCSS Partners

CMHA Champlain East
Pembroke Regional Hospital
North Lanark Community Centre

MHCSS Intensive Case Management

- 594** CMHA Ottawa
- 217** Ottawa Salus Corporation
- 203** Montfort Renaissance
- 126** Sandy Hill Community Health Centre
- 84** Project Upstream
- 28** Pinecrest Queensway Community Health Centre
- 30** Somerset West Community Health Centre
- 11** The Royal Mental Health Centre

1,293 Total Clients Served

Familiar Faces

1,232 individuals using hospital emergency departments received support from System Navigation. Of those, **219 clients** needing longer term support were referred to and received services from the Hospital Transitional Case Management Team.



Outreach Services

Court Outreach

205 individuals involved in the justice system received referrals from the Mental Health Court and the community.

Hospital Outreach

169 clients were discharged from hospital into the community.

Housing Outreach Team

212 homeless people found and/or maintained permanent housing.

Extended Hours

1,606 contacts were made by Extended Hours staff and **336 individuals** were seen.

Housing

36 condominium units owned by CMHA Ottawa house clients and former clients.

226 clients of CMHA and **46 MHCSS clients** received rent supplements.

Our partnership with Sandy Hill Community Health Centre provided rent supplements to another **90 clients** experiencing problematic substance use and homelessness.

Specialty Services

Registered Nurses and Nurse Practitioners provided support to staff and **243 clients**, promoted mental and physical wellness, rehabilitation and recovery.

The Nursing and Concurrent Disorder teams provided **78 clients** over **259 visits** with nicotine replacement therapy (provided through the provincially funded STOP program) and support for smoking cessation. The Dialectical Behaviour Therapy program helped **85 clients** who have challenges in managing emotions.

Concurrent Disorder Treatment Program

This program for clients with co-occurring mental health and substance use disorders operates through a purchase of service agreement with community addiction treatment agencies.

457 clients received integrated treatment. Activities include cognitive behavioral therapy for PTSD and addictions, smoking cessation, and building social skills.

Dual Diagnosis Service

The Dual Diagnosis Service is a bilingual service for individuals with a dual diagnosis (developmental disability and mental illness). The Dual Diagnosis Service collaborates with other service providers to facilitate a psychiatric clinic.

78 unique clients over **259 appointments** in 2016-17. Two Brokers provided support to **33 people**, and two Justice Brokers to **30 people** involved with the justice system.

Capacity Building and Education

Capacity Building and Education (CB&E) works towards the education of the Ottawa community to increase awareness of mental health and mental illness. It also focuses on providing training across several sectors, including health, mental health, social services and education.

CB&E continues to offer people with lived experience the opportunity to volunteer with our Partners for Progress (P4P) matching program, work with displays and make presentations on mental health awareness and their own experiences. In 2016-17, 20 volunteers devoted 455 hours to these activities.

During school year 2016-17 the Talking About Mental Health (TAMI) program enabled 12 presenters with lived experience to share their stories with 1,203 students in 61 high school classes under three school boards. Sadly, this very successful program was suspended in 2017 due to lack of funding.

During Mental Health Week 2016 we sponsored “How to Avoid Getting Dementia”, a breakfast presentation by Dr. Andrew Wiens attended by 90 participants, and “The Waiting Room”, a

Creative Well Theatre Project play, written and acted by members of Psychiatric Survivors of Ottawa with 60 in the audience. During Mental Illness Awareness Week, Stéphane Grenier gave a bilingual workshop: “Mental Health in the Workplace: How did we forget the obvious?” attended by 88.

People with lived experience and loved ones contribute to the agency through our Peer Engagement Council by providing opinions on important issues; helping to develop and evaluate new programs and services; taking training to develop skills and leadership; and providing peer support. The group has produced videos and is working on a client website.

Our Healthy Minds quarterly newsletter provides information on our training opportunities, resources, events and news.

Through the Ottawa Suicide Prevention Coalition, we support and coordinate activities related to suicide prevention, intervention and postvention support, and provide training and safe event development and reporting practices.

CMHA's Housing First Philosophy

CMHA was an early adopter of the Housing First model, dating back to the 1990's. This highly documented, evidenced-based approach has five key principles:

- Immediate access to housing with no housing readiness conditions
- Consumer choice and self determination
- Orientation towards recovery
- Individualized and person-driven supports
- Social and community integration.

In 2012, CMHA underwent a fidelity review of our Housing First practices and we were recognized

as being “extremely strong” when rent subsidies are available, “truly adherent to the Housing First model”.

The program's successes include decreases in hospitalization, incarceration, shelter stay, and NIMBYism, and increases in stabilization, access to services and supported use of services and quality of life.

CMHA is now developing a Community of Practice for Housing First with our MHCSS partners in Ottawa.

Training



I use ASIST in virtually every crisis situation in my role as a volunteer and an employee. Thank you for this life-changing program. – ASIST participant



Our Training program continues to develop as a social enterprise. We are now using Eventbrite for electronic registration and have consistently filled and often had a waitlist for most of our training offers this year. We continue to develop French-language offerings and to problem-solve with community partners around meeting the training needs of French-language services.

225 participants were trained in Introductory Motivational Interviewing in **10 sessions**. Offered in French for the first time in Ottawa in collaboration with the Montfort Hospital's Équipe communautaire de traitement intensif (ECTI).

52 trained in Advanced Motivational Interviewing in **2 in-house** and **1 external session** at Pinecrest-Queensway Community Health Centre, an important community partner.

85 trained in Integrated Treatment for Concurrent Disorders in **4 sessions**. One external session was in French, offered in La Sarre Québec through the Integrated health and social services centre (CISS) as part of their efforts to integrate mental health and addictions services; the second was in PEI with the Lennox Island Shelter Services.

34 trained in our new Incorporating DBT Fundamentals into your Clinical Practice workshop.

24 trained in our new DBT for Persons with Substance Use Disorder and Interpersonal Hypersensitivity workshop.

75 trained in Myths and Realities of Mental Illness in **13 workshops**.

560 trained in **23** Applied Suicide Intervention Skills Training (ASIST) workshops.

340 trained in safeTALK and suicideTALK in **14 workshops** and a panel on suicide prevention; **8** safeTALK Train the Trainer workshops taught.

760 trained in Mental Health in the Workplace in **28 workshops**.

200 attended presentations on mental health awareness.



Amazing course, very engaging, great videos, best facilitators I have ever had. – Integrated Treatment for Concurrent Disorders training participant.



Special Highlights

An Amazing Fundraiser!

Felicia Mazerolle raised **\$2,379.98** by shaving off her hair in memory of her sister. The dollars raised were graciously donated to CMHA Ottawa. A million thank yous!



A Client Engagement Success Story

CMHA Ottawa is partnering with the Ottawa Mission in a pilot project to work with 12 long-term shelter residents that the community and social service have previously been unable to engage. CMHA Housing Outreach Worker Robyn Henderson gradually builds relationships with residents that lead to obtaining safe, secure and affordable housing in the community. She is able to work with each resident for up to one year.



CMHA Housing Outreach Worker Robyn Henderson and Jordanna Marchand of the Ottawa Mission

Says Robyn, “It’s really important that I honour the engagement process, knowing that it’ll take time to build and maintain trust to create a space where clients can discuss their concerns and be supported.”

One of Robyn’s clients was Ken, who became homeless in Oct 2009.



Becoming homeless was traumatizing. It took a very long time to adapt to my new environment. It hurt and it hurt for a long time, and then I stopped dwelling on it.

When I was approached by Robyn, I didn’t believe anyone could help me. She was very positive and things progressed by small steps. She helped me open up a little bit since I had put up a wall. She approached me as person, not just offering services, it was also a bit of social time. She was honest with me and I saw no ulterior motives. I started thinking that things could be better from where I was for so long, and everything started to fall into place, and that helped me incredibly in terms of confidence.

Good things happened as our relationship developed. She helped me get an apartment, a family doctor, new ID, glasses, ODSP, a bus pass, and to do my taxes – I used my tax refund to furnish my apartment.

Sometimes I’m still lonely, but I do crosswords, play guitar, bike, and find other things to battle loneliness. I only have a grade 9 education but I’m learning new things every day. I adore her for the things she helped me accomplish. If I’m still lonely at times, it’s a happier lonely.



CMHA Ottawa

Vision

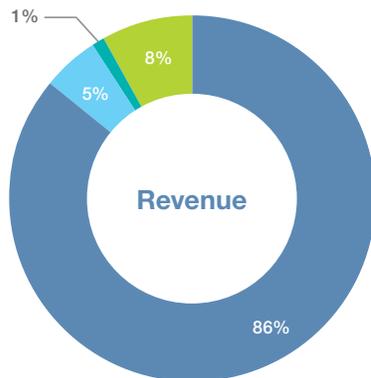
We work to develop a community that values everyone’s human dignity, mental health, and well-being.

Mission

CMHA Ottawa’s mission is to:

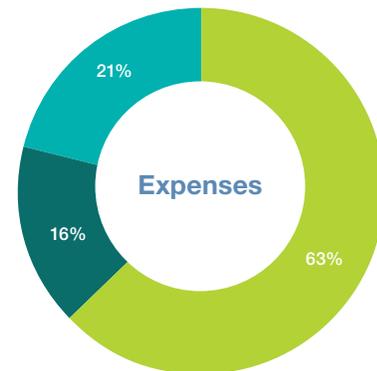
- Offer evidence-informed services for individuals experiencing serious mental illness;
- Promote positive mental health for the broader population; and
- Promote an integrated system of mental health services in collaboration with clients, families, service providers, and other stakeholders.

Financials



■ Province of Ontario	\$15,114,007
■ City of Ottawa	\$871,953
■ United Way	\$91,446
■ Other programs	\$1,431,115

Total \$17,508,521



■ Salaries & Benefits	\$10,995,628
■ Building & Grounds	\$2,855,115
■ Supplies & Other	\$3,694,863

Total \$17,545,606

Statement of Revenue & Expenditures April 1, 2016 to March 31, 2017.

Full Audited statements are available upon request.

Thanks to our supporters

CMHA Ottawa’s valued work in our community would be impossible without the skills, talents, and life experience contributed by a range of dedicated volunteers. Thank you!



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