Canadian Mental Health Association (CMHA)
Ottawa Branch

ANNUAL REPORT 2017/2018

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MESSAGE FROM THE PRESIDENT AND EXECUTIVE DIRECTOR

The annual report provides a welcome pause to review the year and take stock of achievements and challenges. 2017-2018 has seen the continuation of many now-familiar trends in the mental health sector: higher service demands, increasing complexity, increasing severity amongst clients, as well as an increasing imperative to work collaboratively, expand our knowledge, increase the impact of our services, and thrive within a fluid and rapidly changing funding environment. Throughout it all, we have remained steadfast in our commitment to our strategic objectives and our accountability to the community.

Growth was seen in an expansion of our housing outreach program thanks to the City of Ottawa; in our court outreach services thanks to the Ministry of Health and Long-Term Care (MOHLTC); and through an increased number of rent supplements thanks to both the MOHLTC and a unique partnership with the Royal Ottawa Health Care Group. By end of year, an expansion of our condominium units was granted by the City of Ottawa for implementation in the coming year. Expanded services mean that our existing, dedicated and much-appreciated staff group is now bolstered by an influx of talented and eager new faces. Within our programs, services and administration the enthusiasm and commitment is palpable, and the response from clients and the community has been overwhelmingly positive.

The organization has been challenged this year to maintain service levels within pre-existing services where costs have continued to increase, but associated funding has not. Resultant cost cutting measures have caused limitations in some areas of service, while focused efforts are being made to maintain the service deliverables for which CMHA Ottawa is known. A major reorganization of management structure has allowed the organization and its staff to remain strong, well supported and aligned with strategic priorities.

We have made exceptional progress toward the strategic objectives set by the Board of Directors in 2016, and remain ahead of schedule on all significant aspects of the plan. We take great pride in a major initiative to establish the voice of consumers within the organization, and have adapted our service structure to include more intentional peer support. Simultaneously, our multiple research projects have yielded valuable information to inform the field, and have supported our commitment to evidence-based practice. We have had the opportunity to voice our long-held commitment to the philosophy of Housing First, and we have expanded our scope to include clients’ employment and physical health needs. It has been a busy and productive year.

None of this would be possible without the input of our clients, whose lives and many contributions inspire and guide our work daily. Together, we look forward to continuing to build a community that promotes positive mental health for all in 2019. Thank you.

Brenda Morris
President

Tim Simboli
Executive Director
DIRECT SERVICE

Mental Health Community Support Services (MHCSS)

Case Management
CMHA Ottawa coordinates the Mental Health Community Support Services (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

<table>
<thead>
<tr>
<th>Number</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>220</td>
<td>Referrals Received</td>
</tr>
<tr>
<td>387</td>
<td>Clients waiting for ICM through MHCSS</td>
</tr>
<tr>
<td>102</td>
<td>Clients transferred to ICM</td>
</tr>
<tr>
<td>22</td>
<td>Transferred to CMHA Outreach Programs</td>
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</table>

MHCSS Intensive Case Management

<table>
<thead>
<tr>
<th>Number</th>
<th>Organization</th>
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</thead>
<tbody>
<tr>
<td>572</td>
<td>CMHA Ottawa</td>
</tr>
<tr>
<td>89</td>
<td>Project Upstream</td>
</tr>
<tr>
<td>31</td>
<td>Somerset West Community Health Centre</td>
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<tr>
<td>28</td>
<td>Pinecrest Queensway Community Health Centre</td>
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<tr>
<td>146</td>
<td>Sandy Hill Community Health Centre</td>
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<tr>
<td>15</td>
<td>Royal Ottawa Mental Health Centre</td>
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<tr>
<td>239</td>
<td>Ottawa Salus Corporation</td>
</tr>
<tr>
<td>210</td>
<td>Montfort Renaissance</td>
</tr>
</tbody>
</table>

1,330 Total Clients Served

1,610 Information and referral contacts were provided to the public

Familiar Faces

1,300 individuals using hospital emergency departments received support from System Navigation. Of those, 198 clients needing longer term support were referred to and received services from the Hospital Transitional Case Management Team.
Outreach Services

**Court Outreach**

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

**Hospital Outreach**

167 clients were discharged from hospital into the community.

**Housing Outreach Team**

211 homeless individuals were helped by the Housing Outreach team to find and/or maintain permanent housing.

**Extended Hours**

1,332 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.

235 clients of CMHA and 46 MHCSS clients received rent supplements.

Our partnership with Sandy Hill Community Health Centre provided rent supplements to an additional 91 clients experiencing problematic substance use and homelessness.

Specialty Services

**Registered Nurses and Nurse Practitioners**

185 clients, addressing mental and physical concerns, including prescribing medications and health screening. In our new partnership with Health Links, over 43 coordinated care plans were completed.

The Nursing and Concurrent Disorder teams provided nicotine replacement therapy to 124 clients over 679 visits, with support from the provincially funded STOP program.

Providing harm reduction supplies and Naloxone were also new areas of service. 17 clients and 120 CMHA and partner agency staff were trained in overdose prevention, 134 Naloxone kits were dispensed, and 45 clients accessed harm reduction supplies.

The Dialectical Behaviour Therapy program worked with 85 clients that 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.

327 clients received integrated treatment. Activities include cognitive behavioral therapy for PTSD and addictions, smoking cessation, and building social skills.
The Dual Diagnosis Service

The Dual Diagnosis Service provides case management to people who have both a mental illness and an intellectual disability. Two Dual Diagnosis Coordinators provided support to 27 people in 2017-2018 and two Dual Diagnosis Justice Case Managers provided support to 31 clients with dual diagnosis involved with the justice system. We also operate a specialized Dual Diagnosis Ottawa Community Clinic. In 2017-2018, 138 individuals with dual diagnosis received medical and nursing psychiatric treatment in the community.

Capacity Building and Education

CMHA Ottawa 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.

We 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.

This year we promoted CMHA Ontario’s Erase the Difference campaign to reduce the difference in funding between physical and mental health. During Mental Health Week 2018 we participated in the Get Loud about what mental health really is campaign and presented The Un-Merry-Go-Round, a Creative Well Theatre Project “stigma-busting” play that encourages audience participation to destigmatize mental health issues, attended by 60.

People with lived experience and loved ones contribute to the agency through our Peer Engagement Advisory 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 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, provide training, and safe event development and reporting practices.

**Training**

- 426 participants were trained in Applied Suicide Intervention Skills Training (ASIST) in 17 workshops; 28 trained in ASIST Tune-up in 2 sessions, 12 trained in suicide2Hope; 255 trained in safeTALK in 16 workshops.
- 302 participants trained in Introductory Motivational Interviewing in 15 sessions.
- 33 trained in Advanced Motivational Interviewing in 2 in-house sessions.
- 91 trained in Integrated Treatment for Concurrent Disorders in 2 external and 2 internal sessions.
- 17 trained in our new Incorporating DBT Fundamentals into your Clinical Practice workshop.
- 27 trained in DBT for Persons with Substance Use Disorder and Interpersonal Hypersensitivity workshop.
- 86 trained in Myths and Realities in 3 workshops including one French workshop.
- 726 trained in Mental Health Works in 25 workshops/presentations.

**Research, Evaluation and Knowledge Exchange**

CMHA Ottawa continues to support and develop in-house research and evaluation projects, working in collaboration with the Centre for Research on Education and Community Services at the University of Ottawa. This year’s highlights included: publication of the article Tobacco Use and Smoking Behaviours of Individuals with a Serious Mental Illness in the Psychiatric Rehabilitation Journal and distribution of the final report of the Evaluation of the Implementation of the System Navigation Services of the Familiar Faces Program. Phase II of the Familiar Faces evaluation continues with an analysis of clinical outcomes of clients utilizing this service. The final fidelity assessments of Strength Based Case Management concluded, and we anticipate the final report of this multi-site evaluation will be completed by late 2018. An evaluation of our housing condo program is currently in the planning stages and will be underway before the end of 2018.

CMHA Ottawa provides placements for students interested in mental health and addictions, supervising students in diploma, undergraduate and graduate studies, as well as medical, nursing and public health students.
An Employment Program success story

Cathy Hennick was a CMHA client for several years before getting involved in the employment program with her worker, Ken Wright.

“Cathy was going through a difficult period when I first met her,” says Ken. “She worked really hard in preparing to get back into the labour market. It was quite lovely to work with her because she was always on the right track, just needed a little bit of support, encouragement and very minor directions.”

Before becoming ill, Cathy had worked full-time for 11 years, and then was out of the workforce for 6 years. Interested in administrative/social services work, she started volunteering with CMHA’s Peer Empowerment Advisory Council (PEAC). When an external part-time competition at CMHA came up, she applied and was successful. Her job involves doing administrative work for PEAC and CMHA’s volunteer program.

“Where Cathy is now speaks to her resilience and motivation,” says Ken. “She’s always been warm-hearted and gregarious, wanting to get involved. All those attributes have been enhanced over the last few years. I can see she’s loving it and doing very well.”

“I heard about the employment program at a time when I realized I wanted to go back into the workforce,” says Cathy. “I knew I was ready and what a great experience it’s been.

“Being out of the workforce for so long - that was huge. Confidence-wise you’re feeling worse, abilities-wise you forget the abilities you have and you minimize them. When it came to writing a resume I had all the information but I didn’t how to account for the years of loss when I was ill, which Ken helped me with.

“Before applying for this job I volunteered for a long time. That got me interacting with people again, because it’s so easy to put yourself in isolation. This program really helped to draw out my strengths, to feel confident that I was going to try for something.

“This job was absolutely perfect. It was just for a few hours a week, and I was working on my concentration. Then my hours went up a bit – that means a lot to me. It symbolizes my capability, makes me feel needed, and financially it’s wonderful.

“The whole experience has been fantastic, it really makes me feel that I can offer something. I feel like I’m a real contributing member of something that’s not only work, it’s part of my passion. I love being able to help people who are still going through mental health issues or have been through them. It’s the connections that are made, we’re giving each other strength, empathy, compassion, but also the job skills.”
### Vision

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

### Mission

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

### Thanks to our supporters

A warm thank-you to all our dedicated volunteers who share their skills, talents and life experience with CMHA Ottawa, our clients, and the public. We couldn’t do it without you!
Canadian Mental Health Association - Ottawa Branch

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