



Canadian Mental
Health Association
Ottawa
Mental health for all

Association canadienne
pour la santé mentale
Ottawa
La santé mentale pour tous

Annual Report

2018 / 2019

Canadian Mental Health Association
Ottawa Branch



Table of Contents



3	Message from the President and Executive Director
4	Direct Service
5	Outreach Services
5	Specialty Services
6	Counselling Services
7	Learning and Development
8	In profile: A CMHA Ottawa Client, A Staff Member and A Board Member
10	Financials
11	Vision, Mission, Acknowledgements

Board of Directors 2018/2019

Officers

Brenda Morris, **President**
Brian Allsopp, **Vice President**
Martin Vervoort, **Past President**
Denis Trottier, **Treasurer**
Deborah Andrews, **Honorary Secretary**
Claude Lurette, **Member at Large**

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Nabanita Giri
John James
Mélanie Leclair
Admir Minarolli
Carol Silcoff
Kathleen L. Terroux

Executive Director

Tim Simboli

A Message from the President and Executive Director

The 2018–2019 year ended with a flurry of activity that promises to continue into the foreseeable future. Throughout the year, much was accomplished by clients, staff, and the board to respond to the demands of the day and to prepare for the future. Increased attention to the treatment of mental illness and increasing public support for addressing the mental health concerns of our community has meant that CMHA Ottawa has expanded its services and its funding levels from all sources.

Services remained in high demand throughout the organization, as individuals turned to CMHA Ottawa for help with their mental health and mental illness. New and expanded services were available in the court outreach and case management programs.

The past year has been a time of change and evolution in the mental health and addictions sector, and in the broader health sector. Sweeping new changes were introduced through the year and system changes will continue to develop rapidly over the coming years. CMHA Ottawa has always sought to play an important role in such changes; we are proud of our record and response in making systems improvements collaboratively with our partner agencies.

We continue to champion the fully integrated aspects of Housing First with a ‘scattered site’ approach, and actively encourage others to follow our lead. During the year, our housing stock increased by an additional five units thanks to support from the City of Ottawa and the Province of Ontario, and more rent supplements were made available to clients than ever before.

The board was especially busy. After much debate and planning there was unanimous agreement to move forward with the purchase of a new building to provide a base of operations for all services and a permanent home for the organization. The new site at 311 MacArthur Avenue will provide easier access and more welcoming surroundings for clients, staff, and the community. After years of preparation, the organization was able to use existing resources to secure a suitable location to complete the purchase and undertake a major renovation. At year end, the purchase was complete and the search for a suitable architectural firm and plans for a major renovation of the site at 311 MacArthur were well under way. The move to the new site is expected before the end of 2019.

As an organization we are incredibly fortunate. We have a strong, dedicated, and passionate staff group; a stable funding base; great management; and a committed, empathetic board. And we are inspired daily by the incredible strides our clients take to regain their health and independence. The future is bright, and our commitment is strong; a great place from which to tackle the coming years.



Brenda Morris
Board President



Tim Simboli
Executive Officer

Direct Service

Mental Health Community Support Services

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

- 318 referrals received
- 437 clients waiting for ICM through MHCSS
- 149 clients transferred to ICM
- 30 transferred to CMHA outreach programs
- 8 Systems Navigation

MHCSS Intensive Case Management

- 591 CMHA Ottawa
- 70 Project Upstream
- 26 Somerset West Community Health Centre
- 132 Sandy Hill Community Health Centre
- 14 Royal Ottawa Mental Health Centre
- 269 Ottawa Salus Corporation
- 100 Montfort Renaissance
- 1,202 total clients served

Additional MHCSS Partners

- CMHA Champlain East
- Pembroke Regional Hospital
- North Lanark Community Centre

1,503 information and referral contacts were provided to the public.

Familiar Faces – 4,078.05 hours of service

The Familiar Faces team received 2,465 e-triggers from hospital emergency departments, of which 1,272 individuals received support from Systems Navigation. Of those, 171 clients needing longer-term support were referred to and received services from the Hospital Transitional Case Management Team.



Outreach Services

Our outreach services help people with complex needs and mental illness develop goals and connect with ongoing supports to maintain housing and stability. At CMHA Ottawa, we have three types of outreach services: court, hospital and housing.

Court Outreach

5,908.94 hours of service



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

Housing Outreach Team

8,177.86 hours of service



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

Hospital Outreach

3,882.56 hours of service



129 clients were discharged from hospital into the community.

Housing



41 condominium units owned by CMHA Ottawa house clients.



287 clients of CMHA and **144** MHCSS clients received rent supplements.

Our partnership with Sandy Hill Community Health Centre provided rent supplements to another 431 clients experiencing problematic substance use and homelessness.

Specialty Services

Nursing and Health

Registered nurses and nurse practitioners provided support to staff and 203 clients, promoting mental and physical wellness, rehabilitation and recovery.

The Nursing and Concurrent Disorder teams provided nicotine replacement therapy to 178 clients (provided through the provincially funded STOP program) and support for smoking cessation.

Counselling Services

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.



381
clients received
integrated treatment



Activities include cognitive behavioral therapy for PTSD and addictions, smoking cessation, and building social skills.

In partnership with The Royal Ottawa Hospital, 32 individuals experiencing depressive and anxiety disorders, obsessive compulsive disorder and post-traumatic stress disorder received cognitive behavioural therapy through the Improved Access to Psychological Therapies Program.

Dialectical Behaviour Therapy

The Dialectical Behaviour Therapy (DBT) program helped 90 clients who have challenges in managing emotions. Through DBT, clients learn effective problem-solving skills that help them meet their long-term goals and reduce impulsive behaviours such as substance use and self-harm, problematic relationships, social isolation, low self-efficacy and generalized emotional vulnerability.

Dual Diagnosis Service

The Dual Diagnosis Service provides short-term client-directed case management support to adults who have a mental illness and an intellectual and/or developmental disability. Clients also typically have complex needs. It offers four programs: Case Management, Justice Case Management, and Case Management – Red Maple Supportive Residence (partnership with the John Howard Society of Ottawa and the Royal Ottawa Mental Health Centre, and Dual Diagnosis Ottawa Psychiatric Community Clinic).



73
unique clients
were seen over **251**
appointments in
2018-2019

Learning and Development

Education and Engagement

CMHA Ottawa works towards the education of the Ottawa community in awareness of mental health and mental illness. It also focuses on providing training across several sectors including the health, mental health, social services, education, public and private sectors.

The agency offers people with lived experience the opportunity to volunteer with our Partners for Progress (P4P) matching program and to prepare presentations on mental health awareness and their own experiences.

People with lived experience and loved ones contribute to the agency through the 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 provide peer support.

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

Through the Ottawa Suicide Prevention Coalition, CMHA Ottawa supports and coordinates activities related to suicide prevention, intervention and postvention support, provides training, and safe event development and reporting practices.

Training

- CMHA Ottawa currently offers nine different training programs to the community – staff is encouraged to attend
- 437 participants were trained in Applied Suicide Intervention Skills Training (ASIST) in 19 workshops; 25 were trained in two sessions; 19 were trained in suicide2Hope; 318 were trained in safeTALK in 24 workshops
- 282 participants were trained in Introductory Motivational Interviewing in 12 sessions
- 26 were trained in Advanced Motivational Interviewing in two in-house sessions
- 125 were trained in Integrated Treatment for Concurrent Disorders in eight external and two internal sessions
- 18 were trained in Myths and Realities in one workshop
- 241 were trained in Mental Health Works in 10 workshops/presentations



In Profile:

A CMHA Ottawa Client, A Staff Member and A Board Member



Kurtis
CMHA Ottawa client

We wanted to know firsthand the perspective of people who use our services to address their issues and find meaning in their life. We're delighted to be able to tell Kurtis' story.

Prior to engaging CMHA Ottawa services, Kurtis was almost completely housebound. His mental and physical health were in severe decline due to several years of inactivity. Kurtis was isolated, except for the occasional medical appointments or visits to the hospital emergency department, which became his only social contact.

In the early days of his time as a client of CMHA, Kurtis says it was hard to even imagine a future in which there's hope and prosperity. But as difficult as it was, he made the decision to try to make the most of the services he was receiving.

With the help of his community support worker (CSW), Kurtis set goals for himself and together they worked towards accomplishing them. By identifying his many strengths, and with the help of his CSW, he was motivated to get well. At first he sought to always report progress to his CSW during their weekly visits but he eventually grew more and more confident, independent and ambitious in his goal setting, including vocational goals.

Jump forward to today: Kurtis' weekly calendar is filled with numerous volunteer roles with a network of health care providers as well as paid work with CMHA Ottawa's Peer Engagement Advisory Council (PEAC).

Kurtis is a person with lived experience who holds a PhD in philosophy. He's a consultant, accomplished researcher, trainer, lecturer and writer who has worked in the political, business and academic sectors — and he's also seen his personal rock bottom and risen from it.

Equipped with this unique combination of qualifications, Kurtis is forging a new path in life with a goal of doing his part to further bring the client perspective to mental health services in Ottawa.



Andrew Fainer
Human Resources Director
CMHA Ottawa

It was just one year into his time at CMHA Ottawa when direct service manager Andrew Fainer was asked to head up the agency's new Human Resources initiative. That was in 2004.

In 2019 Andrew retired from his role as CMHA Ottawa's director of Human Resources, a position for which he was the subject of the warmest of respect and admiration from the agency's staff. Over the course of his tenure, the staff compliment grew from approximately 65 to about 170.

Andrew is quick to attribute his accomplishments at CMHA to collaboration with his wonderful HR colleagues, co-directors, managers, union representatives, staff and others. Among these accomplishments is the inclusion of frontline workers and service consumers throughout the organization's hiring process. Andrew is proudest of the agency's many staff wellness initiatives, and the enrollment of CMHA Ottawa into the Healthcare of Ontario Pension Plan (HOOPP) and a more robust employee benefits package.

"I'm leaving behind close friends and a bunch of the most dedicated, kind people one could meet," says Andrew. While he credits this kindness and dedication to his belief that social work simply attracts a certain calibre of people, there's no denying that he had more than a little something to do with so many kind, dedicated people coming together (and remaining) under one roof.

When it comes to his legacy, Andrew has certainly left his mark on CMHA Ottawa; a legacy that will last far into the future. Just ask any one of the staff members about his "dad jokes" and you'll have Andrew in a nutshell.



Brenda Morris
CMHA Ottawa Board Member

When Brenda Morris (MSW, RSW) returned from holidays in early 2017, she was surprised and honoured to learn she had been nominated as the president of the CMHA Ottawa Board of Directors. She had first joined the board in 2012 and previously sat on governance and executive committees.

Stepping into the role that spring, she couldn't have predicted the significance of the two years to come. In her telling, the two years to follow were a privilege to navigate; filled with professional learning opportunities and more importantly, opportunities to lead.

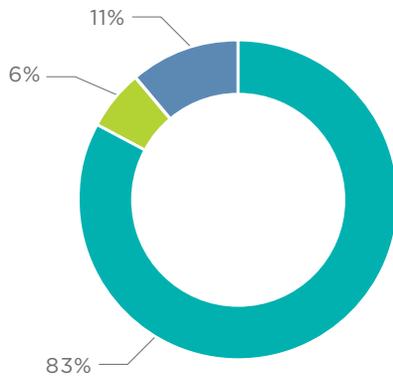
This would deliver unique challenges for CMHA Ottawa. Brenda drew on her extensive background in social work (a skillset she says is tailor-made for board leadership, with its attention to problem-solving, facilitating decision-making and open communication). In other instances, she drew on her years of board experience at CMHA Ottawa—and before that, CMHA Nipissing—to support staff and management as they successfully addressed the operational challenges.

The most significant event of her incumbency occurred when the board decided to purchase the professional building at 311 McArthur Avenue in 2019; CMHA Ottawa's new home-to-be. Acquiring and renovating a major property is one of the most difficult decisions a board can make, requiring a major commitment of resources but promising to deliver a profound effect on an organization's future.

As Brenda recalls, "it was a joy to lead the board at such a pivotal moment, and I will never forget the day that we signed the real estate deal that opened the door to the next chapter of this remarkable organization."

Financials

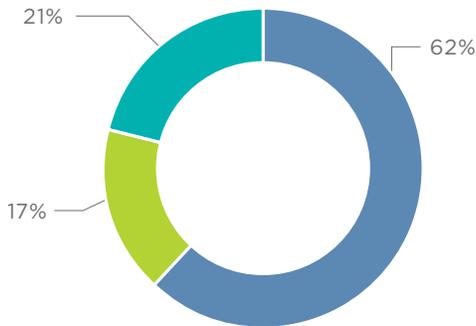
Revenues



● Province of Ontario	\$15,954,217	83%
● City of Ottawa	\$1,186,160	6%
● United Way	\$20,222	
● Other programs	\$2,184,236	11%

Total \$19,344,835

Expenses



● Salaries & Benefits	\$11,975,581	62%
● Building & Grounds	\$3,169,551	17%
● Supplies & Other	\$4,100,001	21%

Total \$19,245,133

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!



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