

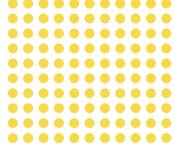
annual **2020/2021**  
report



canadian mental health association  
**Ottawa**



Canadian Mental  
Health Association  
Ottawa  
*Mental health for all*



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### Cover photo

Sam Kabbara, System Navigator, Familiar Faces Program, holds several meals to deliver to his clients for the holidays.



**Josh VanNoppen**, Housing Outreach Worker, catches up on his notes with the place all to himself.

## Board of directors

*President /* John James, BA

*Vice-President /*  
Kathleen Terroux, LLB, MHSA

*Treasurer /*  
Vincent Trottier, BComm, CPA, CA

*Secretary /* Nabanita Giri, MPP, DPA

*Past President /* Martin Vervoort, LLB

*Directors /*

Mary Bartram, PhD RSW

Shannon Black, MSW

Peter Donnelly

Admir Minarolli

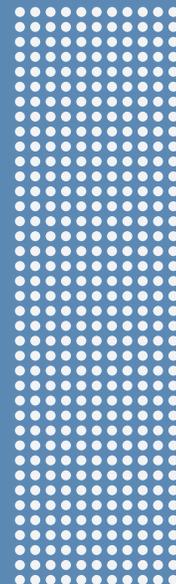
Stacey Moreau, BA Psych, M Ed

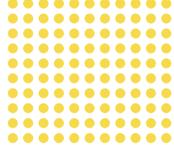
Aoife Sheahan, M. Sc., BA Psych.

Lynne Vail, MA, BA (Hon)

Philip C. Wilson, SHRP, ICD.D

Tim Simboli, PhD / *Executive Director*





## A Message from the President and the Executive Director

The year 2020-2021 was indeed an unusual year on which to provide a report. A little over a year ago, we were scrambling to implement safety protocols while providing our services under daunting conditions, and today we are in the midst of a worldwide marathon, feeling the risks of COVID-19 and the impact of the measures we've had to take.

The COVID-19 crisis has been a very difficult time for the organization and the world. The staff, management team, and Canadian Mental Health Association (CMHA) Board of Directors did not just meet the challenge, they overcame and excelled in providing services and meeting our mandate at CMHA Ottawa. They did this by finding new, innovative ways to serve our clients under harsh and demanding conditions. They did this by acquiring and distributing hundreds of smart phones and tablets to clients to allow them to get connected virtually and to ensure we could continue to serve them. They did this by meeting our clients in parks and parking lots. They ensured the most challenging clients to serve were not allowed to fall between the cracks. They met every challenge with a will and determination to overcome the obstacles, rather than succumb to the challenge.

CMHA Ottawa worked in close coordination with a host of other agencies around the city and across the CMHA network; new services such as Counselling Connect were set up within weeks to meet the mental health needs of a community struggling to cope. Networks of agencies worked in close coordination to ensure that isolated

individuals were safe, that food was secure, that medical help was available when needed, and that vaccinations were made available, when available.

We would like to express our appreciation to everyone who worked to keep the organization running under horrendous conditions; to the staff who exhibited dedication, ingenuity, and perseverance in ensuring that our clients received the best services possible, to the board for their wisdom and guidance in such exceptional circumstance, and of course, to the clients of the organization – more than ever your tenacity and bravery in addressing challenges in harrowing conditions are examples for us all.

Pps. I would like to thank the entire board for their support and encouragement as they carried out their duties with dedication, hard work, humility and a sense of humour. It was truly an honour to serve as the CMHA board president for these past two years.

–John

Pps. And I would like to thank John, our outgoing board president (and co-author of this message), who lead this organization through truly trying times and ensured we lived up to our mission, values and vision. John, on behalf of the clients, staff, Board, and all involved in CMHA Ottawa – thank you.

–Tim



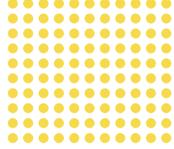
**John James**

Board President, CMHA Ottawa



**Tim Simboli**

Executive Director, CMHA Ottawa



## Vision, Mission and Values



### VISION

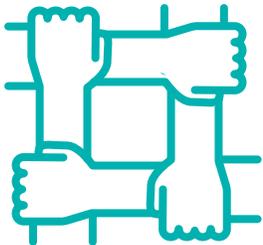
We work to develop a community that values everyone's human dignity, mental health, and well-being.



### PURPOSE

Our purpose is to:

- Offer evidence-informed services for individuals experiencing mental illness and/or substance use disorder.
- Promote positive mental health for all; and
- Promote an integrated system of mental health services in collaboration with clients, families, service providers, and other stakeholders.



### VALUES

We are guided by our commitment to:

**Social Responsibility:** A shared obligation to inform, educate and support our community in the understanding and prevention of mental illness, the reduction of stigma, and the promotion of mental health, and to broadly enhance respect and care for individuals experiencing mental illness.

**Social Justice:** The right of all individuals to be treated equitably and fairly, to have freedom of choice, and to have their personal privacy respected.

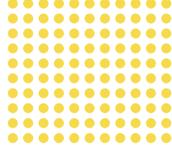
**Social Inclusion:** All individuals have a right to full participation in our society and to have access to human necessities of a home, social connections, occupational pursuits, and necessary health care.

**Anti-oppression:** Will identify, challenge, and change the values, structures and behaviours that perpetuate systemic racism and other forms of societal oppressions.

**Self Determination:** The rights of individuals to be involved in all decisions that affect them and to have the knowledge, experience, and opportunity to contribute significantly to the development of their service plans, the processes by which they are provided, and their objectives.



**here's  
what we've  
been up to  
this year.**



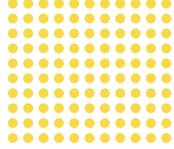
## Year in review

### COVID-19 RESPONSE AND PANDEMIC MANAGEMENT

The entirety of the 2020-2021 fiscal year for CMHA Ottawa took place under the shadow of the COVID-19 pandemic. By April 1, 2020, the agency had established its Pandemic Response/Management Team and set to the task of providing modified—but uninterrupted—services to its clients.

Let's take a look at just some of the innovative ways in which CMHA Ottawa adapted its services in response to COVID-19:

- The establishment of the **Pandemic Management Team (PMT)**; a decision-making committee composed of CMHA Ottawa directors, the nursing manager, and communications specialist.
- **Daily emails to all staff** from the PMT to keep the workforce abreast of altered services in the community and ever-evolving pandemic-related information, a centralized hub of communications with frequent contributions from front-line workers, and the vital *The Weekly Catch-Up* newsletter.
- The accelerated creation of a for-clients section of the **CMHA Ottawa website** with an extensive breakdown of altered services in the community, extensive listings of local resources, and more.
- **Daily COVID-19 screening for all staff** via Everbridge notifications and regular **alerts** to all staff **of specific COVID-19 outbreaks in the community**.
- The creation of robust **decision-making protocols**, comprehensive **guidelines**, and Personal **Protective Equipment (PPE) policy** to ensure safe in-person client contact, designed to take the guesswork out of direct service provision during the pandemic, in addition to thorough **PPE training for staff**.
- **Project Connection**: The distribution of more than 250 smartphones with data plans to clients who could not otherwise afford them. **Laptops and tablets** were also distributed.
- The establishment of the **Virtual Care Committee**, composed of directors, managers, direct service staff, peers, and consultant Natasha Poushinsky.
- A partnership with **OnCall Health, a secure, PHIPA-compliant video conferencing platform**, and supporting how-to guides and technical support, for face-to-face virtual client meetings in groups and one on one.
- Collaboration with researchers at **the University of Ottawa** to conduct a study examining mental health case managers and clients' experiences of tele-mental health services implemented in response to the COVID-19 pandemic, with a focus on **perceived changes, benefits, challenges, and recommendations**.
- Mandatory completion by frontline staff of **CAMH Virtual Care Training** for the improvement of clinical virtual services.
- In the early days of the pandemic, a team of **PPE Champions** was established. Members of the group—composed of frontline staff—would accompany the nursing team into the community to assist with comfortability and rapport as the nurses provided in-home primary care to clients. They also promoted adequate PPE practices to their co-workers and answered staff questions as the aforementioned PPE training was being rolled out, as a form of advanced in vivo training.
- The hiring of a **nurse specializing in infection prevention and control**.
- The successful pivot by the Learning and Development team to provide **all training virtually** on RingCentral/zoom.
- Participation in **Counselling Connect** as a co-founding member; a partnership with more than 20 local mental health and addictions agencies providing quick access to a free phone or video counselling session to members of the public, available in English and French.

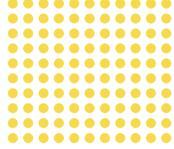


## Year in review

- Significant **renovations to the first and second floors** of the CMHA Ottawa building at 311 McArthur Avenue, which allows for **safe in-person client consultation and clinical intervention** (including the design of the clinic space that would house a vaccination clinic—but for that you'll have to wait for the 2021-2022 report for that story!), and HVAC upgrades.
- In collaboration with various community partners, **wellness kits** were created for individuals living in isolation during the pandemic. These kits were put together to help facilitate self-care and improve well-being, through donated items for mindfulness, relaxation activities, arts & crafts, and for fun. Feedback from clients was extremely positive.
- A group of managers and direct service and support staff formed the **Community Meetings Locations (CML) committee** and created an **interactive map of places that direct service staff could safely meet with their clients** throughout the city during various stages of the pandemic.
- Frequent **virtual town hall meetings and surveys** for staff to share questions, ideas, and concerns with management and weekly *Tea Time with Tim* meetings to provide staff an opportunity to discuss issues (and unwind, too) with their ED.
- Several **presentations were delivered by CMHA Ottawa staff and management** to private and public organizations about maintaining their mental health during the pandemic.
- A wonderful series of regular **virtual wellness events**, including guided mindfulness meditation, sound bath sessions, yoga, and more, presented by the CMHA Ottawa Wellness Committee, were made available to all staff (to rave reviews).
- A decentralized **holiday meal experience** that distributed **180 meals**—with all the trimmings, purchased from The Ottawa Mission—**to clients in their homes**, along with an exciting series of peer- and staff-led **virtual celebrations** to attend; a mighty effort by a committee composed of direct service staff and management.
- The hiring of two frontline **IT Coaches** to assist their co-workers and clients with tech needs.
- More!

**Annette Bradfield,**  
*Nursing Manager (retired) Annette Bradfield played a crucial role in pandemic management.*





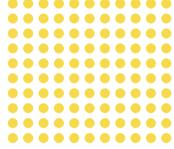
## Year in review



**L–R:** Dania Versailles, Cynthia Schreiber, Tracy Charles, Angélique Ndorimana, Kealey Dunlop, Patrick Jodoin, Sam Kabbara. Not pictured: Helen Gottfried-UnRuh, Jessika Oneid, Nicole Gough.

### MEET THE CMHA OTTAWA ANTI-BLACK RACISM TASK FORCE

In the spring of 2020, a group of Black and racialized staff and allies formed the agency's first-ever anti-racism task force. The group, composed of direct-service staff, support staff, and management, began by hosting a popular series of staff-only, open-forum virtual events called "Let's get uncomfortable together." In this setting, all staff were given the opportunity to share their firsthand experiences with anti-Black racism, specifically in the local community and mental health and addictions services sector (in a safe, judgment-free zone). The task force also shared resources and educational tools with their colleagues that would provide them a deeper understanding of the myriad of Black experiences in Canada, with an intention of challenging misconceptions, eliminating blind-spots, and stamping out problematic viewpoints – planting the seeds for an anti-racist, anti-oppressive workplace culture. In February 2021, the group presented a special webinar for staff from Dionne Sinclair, a specialist on intercultural competence, exploring how we look at cultural differences in the workplace. With momentum in its favour, the task force soon merged with members of the agency's pre-existing diversity committee with a goal for 2021 of introducing anti-oppression practices to CMHA Ottawa; compiling recommendations to ensure equitable hiring practices, recruitment of Black and racialized candidates and students, culturally specific client intake and services, and more. Stay tuned as the task force begins to truly affect significant change in 2022 and beyond.



## Year in review

### ATTEMPTING TO FEEL BETTER DURING AN UNPREDICTABLE TIME

On the occasion of Bell Let's Talk Day 2021, CMHA Ottawa asked Dave M., a writer and client of the agency, to share a firsthand testimonial of the circumstances that led to his engaging in mental health services, and how that decision to look for opportunity in crisis set in motion his recovery from anxiety and depression against extremely challenging circumstances.

[Excerpt – [read the full version at Ottawa.CMHA.ca](https://ottawa.cmha.ca)]



*2020 was a year like no other for me. I went from working my dream job to being jobless in the blink of an eye.*

*After close to 15 years employed in the culinary field – where 60-hour work weeks were common for me – I just stalled out. I knew something was off but I couldn't quite put my finger on it.*

*It all happened at once. The pandemic hit and I was out of work.*

*At first, not working felt like a forced vacation, I joked with my group of friends and my wife about it being "paid time-off," but that sense of levity was short-lived – it was early in the pandemic and I had no idea whether I would receive financial assistance in time to pay my bills and rent.*



#### **Stuck at home**

*My mind would race and I couldn't reconcile the intense social changes that came with the lockdown measures. I missed working on a team and the social aspects of working in a kitchen. I started smoking too much pot and filling my days with comforts that would eventually lose their taste due to the anxiety and depression attached.*

*All the while, I was just attempting to feel better during an unpredictable time. My energy became manic, I started making erratic purchases and experiencing what I would soon learn were panic attacks.*

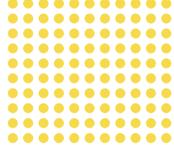
*By the time of my second trip to the ER, I was concerned I was going to die of a heart attack. However, it was not a heart attack. My doctor put me on some new medication and connected with me a therapist.*

#### **A familiar face**

*Little did I know that the hospital trip would also put me in contact with the incredibly versatile Ottawa branch of the Canadian Mental Health Association, or CMHA Ottawa, via a program called Familiar Faces: I was released later that evening from the Civic campus of the Ottawa hospital, and a couple days later I received a call from my new worker at CMHA Ottawa.*

*Once we had built some rapport, she linked me into the agency's peer groups, cognitive behavioural therapy (CBT), harm reduction and mindfulness training. My lovely (albeit masked lol) worker even came to visit and dropped off work sheets and a gift card to help me with groceries.*

*As I started to work on myself and break down what I call the "shame wall," I had what I needed to begin my recovery.*



## Year in review

### **Seeing opportunity in crisis**

*I stepped off the hamster wheel of life and realized I'd had no work/life balance. My core values were out of whack and my mental health was getting lost in the shuffle.*

*But where there is a will there is a way, or in my case, a screen. Making meaningful connections through virtual care have been helpful.*

*I've struggled with addiction and mental health challenges throughout my life. But in this instance, from crisis came the chance to reassess what has worked for me and what has not. There was opportunity in crisis!*

*This process has stripped away the negative part of my ego. I now have the tools to better process my feelings. I know now that it is part of our human makeup to emoter – otherwise it builds up. It is way more important to communicate how I feel rather than putting my head down and just persevering, like I used to do.*

*CMHA Ottawa has been instrumental for me as a support system. The Distress Centre of Ottawa and Region has also assisted in my recovery, as has my wonderful wife, friends and family. Combined with the help of my doctor, medication and new support contacts, I'm on track.*

*If I can take anything good away from the pandemic, it has shown me just how much help is out there if you approach it with honesty, open-mindedness and willingness.*

### **Back on the grind, but prioritizing self-care**

*Now I'm back working part time in a kitchen. I have intuitive and communicative employers that value the clear boundaries I've set for myself in my return to the work force.*

*I'll admit I was afraid to go back to work, because I want to be the best worker I can be, but I don't want to fall back into old patterns and burn out. When I returned to work, I tried to do so as honestly as I could with my employer and everyone around me.*

*I made sure I had a crisis plan in place before putting myself in a position that indeed has the potential to become high-impact.*

### **Let's talk**

*If you need help, ask for it – because look what happened to me. I hope that my story can help shatter the stigma associated with mental health and addictions challenges, so that more people can feel comfortable getting help and sharing their struggles.*



# Strategic plan

To meet the current and emerging challenges facing our communities, at CMHA Ottawa we will be:

### VALUES-DRIVEN

Our organization is profoundly and demonstrably rooted in its stated values.

### SOUND STEWARDS

We will responsibly use public funds, respect our public trust, and ensure organizational excellence at all levels.



### PEOPLE-FOCUSED

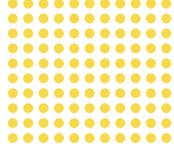
We are driven at all times by a deep concern for the people we serve, the community, and the people involved in our work.

### INNOVATIVE

We will enthusiastically and purposefully explore and implement new and improved approaches to services and best practices while surpassing our current exceptional level of quality.

### EFFECTIVE LEADERS

Our leadership will offer support and direction for our staff, our community and the Mental Health and Addictions service sector, in the style of the servant-leader.



# Programs and services

## 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).

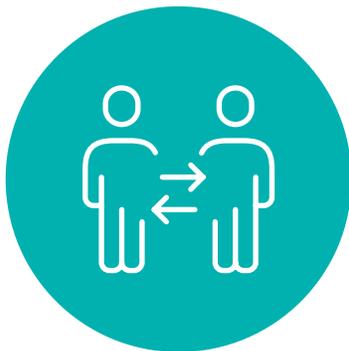
This consortium strives to provide language, culture and program-specific access to ICM for people with a severe and persistent mental illness, and promotes continuity of services, increases autonomy, and enriches quality of life.

#### MHCSS CENTRAL INTAKE

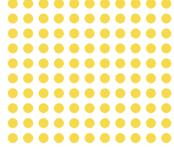
- 247** referrals received
- 423** clients waiting for ICM through MHCSS
- 116** clients transferred to ICM
- 30** transferred to CMHA Outreach Programs
- 15** Systems Navigation



#### MHCSS INTENSIVE CASE MANAGEMENT



- 519** CMHA Ottawa
- 68** Project Upstream
- 31** Somerset West Community Health Centre
- 132** Sandy Hill Community Health Centre
- 12** The Royal Ottawa Mental Health Centre
- 105** Ottawa Salus Corporation
- 110** Montfort Renaissance
- 977** **TOTAL MHCSS CASE MANAGEMENT CLIENTS SERVED**



## Programs and services

### ADDITIONAL MHCSS PARTNERS

CMHA Champlain East  
Pembroke Regional Hospital  
North Lanark Community Centre

### FAMILIAR FACES

**5,391** hours of service

The Familiar Faces team received **2,848** e-triggers from hospital emergency departments, of which **211** individuals received support from System Navigation. Of those, **159** clients needing longer-term support were referred to, and received services from, the Hospital Transitional Case Management Team.

### HOUSING

In 2020–21 CMHA Ottawa administered **396** provincially-funded rent supplements, meaning that **266** clients of CMHA Ottawa and **130** MHCSS and ACTT (Assertive Community Treatment Team) clients who were previously homeless or vulnerably housed now have affordable housing through this program.

Of these rent supplements, **93** were specifically supporting clients experiencing problematic substance use and 17 were for dedicated to clients involved with the justice system.

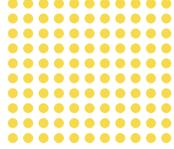


**7,155 CONTACTS**  
were provided System  
Navigation support.



**40 CONDOMINIUM UNITS**  
owned by CMHA Ottawa  
house clients and former  
clients

**396 CLIENTS** of CMHA and  
MHCSS clients received rent  
supplements



## Programs and services

### 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**  
7,332 hours of service



**281 INDIVIDUALS** involved in the justice system received referrals from the Mental Health Court and the community.

**HOSPITAL OUTREACH**  
3,433 hours of service



**126 CLIENTS** were discharged from hospital into the community.

**HOUSING OUTREACH TEAM**  
8,061 hours of service



**214 INDIVIDUALS** experiencing chronic homelessness were helped by the Housing Outreach team to find and/or maintain permanent housing.

### SPECIALTY SERVICES

#### EMPLOYMENT CASE MANAGEMENT

The CMHA Ottawa *At Work* employment program is a supported employment program for individuals living with mental health illness that want to find competitive employment in their community. It is part of a national CMHA collaboration delivered in 13 communities across Canada, which is headed by the CMHA Toronto Branch.

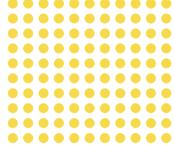
In 2020-2021, 165 clients were supported in preparing for and finding competitive employment opportunities matched to each client's skills, abilities, education, and interests.

#### YOUTH IN TRANSITION

The CMHA Ottawa Youth in Transition team served 69 clients. The Youth in Transition team serves clients aged 16-24, with priority given to youth experiencing chronic homelessness.



**165 CLIENTS** supported in preparing and finding competitive employment opportunities



## Programs and services

### DUAL DIAGNOSIS

Over the course of 1,966 hours of service, 24 individuals who have a mental illness in addition to an intellectual and/or developmental disability (dual dx), received services from the Dual Diagnosis Case Management team, and an additional 27 individuals received Dual Diagnosis Justice Case Management services.

### NURSING AND HEALTH

Registered nurses and nurse practitioners provided support to staff and 157 clients, promoting mental and physical wellness, rehabilitation and recovery. The CMHA Ottawa nursing team was also instrumental in the agency's management of the COVID-19 pandemic.

The Nursing and Concurrent Disorders teams recorded 833 contacts from clients for smoking cessation/nicotine replacement therapy (provided through the provincially funded STOP program).

### PEER SUPPORT

70 clients received support from the Peer Team, benefiting from the unique kind of wisdom and understanding that can only be provided by a person with lived experience—whether in a virtual group setting or one on one.

### PEER ENGAGEMENT ADVISORY COUNCIL

The Peer Engagement Advisory Council (PEAC) is a group of clients, family/loved ones and CMHA Ottawa staff who meet regularly to advise and support CMHA Ottawa to be the best that it can be.

PEAC provides a forum for clients and families to voice their opinions regarding services and to participate in opportunities to improve the quality, safety and outcomes of CMHA Ottawa services. It encourages client engagement and person-centered care in all aspects of the agency: at the service delivery level, the policy level, and the mental-health-care-system level.

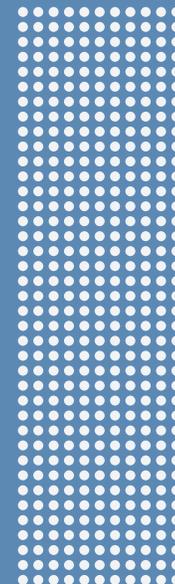
PEAC promotes opportunities for collaboration among clients, families, management, staff and the Board of CMHA Ottawa.

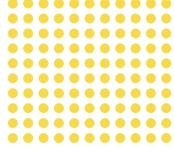
Client and family member advisors are either currently receiving services/ have a loved one receiving services or have received services from CMHA Ottawa in the past. They have the ability to speak directly from their own lived experience and also appreciate the broader perspectives of other clients and family while they advise and participate in PEAC activities.

In 2020–2021, PEAC membership grew to 20 (12 clients and eight staff), and it quickly and successfully pivoted to a virtual approach to its monthly meetings. Members of PEAC were instrumental in the agency's on-boarding of virtual care and Project Connection.



**157 CLIENTS AND STAFF** supported by registered nurses and nurse practitioners





## Programs and services

### 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.

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

#### ONTARIO STRUCTURED PSYCHOTHERAPY (OSP)

In partnership with The Royal Ottawa Hospital, 162 individuals experiencing depressive and anxiety disorders, obsessive compulsive disorder and post-traumatic stress disorder received Cognitive Behavioural Therapy (CBT) through the Ontario Structured Psychotherapy (OSP) program.

#### DIALECTICAL BEHAVIOUR THERAPY

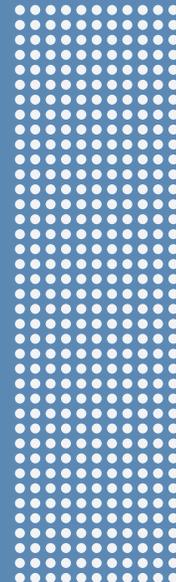
The DBT program helped 127 clients who have challenges in managing emotions. Through DBT, clients learn effective problem-solving skills that help them in in meeting their long-term goals and in reducing impulsive behaviours such as substance use and self-harm, problematic relationships, social isolation, low self-efficacy, and generalized emotional vulnerability.

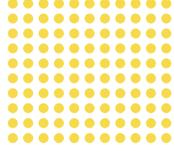


**455 CLIENTS** clients received integrated treatment.



**127 CLIENTS** received DBT program





## Programs and services

### LEARNING AND PROFESSIONAL DEVELOPMENT

CMHA Ottawa provides various educational and professional development programs to both staff members and to the community at large within the National Capital region. In 2020-2021 had a unique opportunity to expand our programs nationally due to our ability to facilitate training via Ring Central/Zoom. We engaged with organizations and individuals from British Columbia, Alberta, Manitoba, as well as overseas in areas such the Middle East!

Due to the COVID-19 pandemic, the training team worked with all the trainers from the Ottawa branch and converted more than 90% of our training programs to a virtual environment. The only programs we were unable to maintain during the pandemic were ASIST and safeTALK however, we used the alternative START program from LivingWorks to fill the gap. The team embraced the challenge and we learned how to pivot quickly in light of the situation and updated a number of our processes and methods in order to adapt to a fully virtual world.

We also had a unique opportunity to leverage programs and partners from outside of the region to expand our offerings to staff which included training on 2SLGBTQ+, Domestic Violence and Inuit Cultural Awareness. We worked hand in hand with the nursing team to develop key training for staff on topics such as Personal Protective Equipment (PPE), Donning and Doffing of PPE, Mask and Glove basics as well as other topics related to staff safety during COVID-19.

Our traditional training topics continued as usual and include training across several sectors, including the health, mental health, social services, education, public and private sectors. Staff training covers several areas focused on clinical practices and enhancement of professional skills to provide our clients exceptional services and support.

The Learning & Development team has been involved in various additional initiatives and projects that support the organization as we continue to evolve and undertake new practices such as virtual care and the online CPR training for 2020-21.

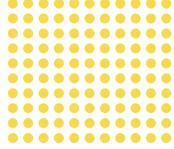
We continued to use SurveyMonkey for all our post course surveys and were able to provide visual data and feedback to not only our trainers but to organizations who engage with us for private training events. We used the tool for additional surveys on behalf of CMHA Ottawa and continue to leverage its power to keep us and other team members informed on key data points. Our training programs continue to rate high even through the pandemic with average ratings for our programs between a 4.5/5 or 4.8/5

Finally, we have begun to convert several our programs to an online format, so they are accessible to staff and manager 24/7 through the Talent Management System. This allows for less classroom time, more flexibility, and the opportunity to get key training to new staff sooner as part of their onboarding process.

Below you will find a breakdown of some key metrics to outline how many hours of training we have produced over the year as well as a breakdown of participants who were staff vs. public.



**AVERAGE RATINGS FOR OUR PROGRAMS BETWEEN A 4.5/5 OR 4.8/5**



## Programs and services

### Learning & Development Breakdown 2020-21

#### TRAINING DELIVERED TO CMHA STAFF

Number of unique training programs offered to CMHA staff	33
Number of total sessions run for CMHA staff	40
Total number of CMHA staff participants	584
Total hours of training delivered to CMHA staff	1698 hours

#### TRAINING DELIVERED TO PUBLIC PARTICIPANTS

Number of unique training programs offered publicly	2
Number of total sessions run publicly	5
Total number of public participants (includes some staff members)	49
Total hours of training delivered to CMHA staff	696 hours

#### TRAINING DELIVERED PRIVATELY TO EXTERNAL ORGANIZATIONS

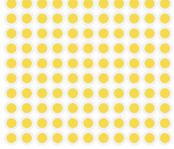
Number of unique training programs offered privately	5
Number of total sessions run privately	23
Total number of private participants	473
Total hours of training delivered to private organizations	2068 hours

#### TRAINER DATA

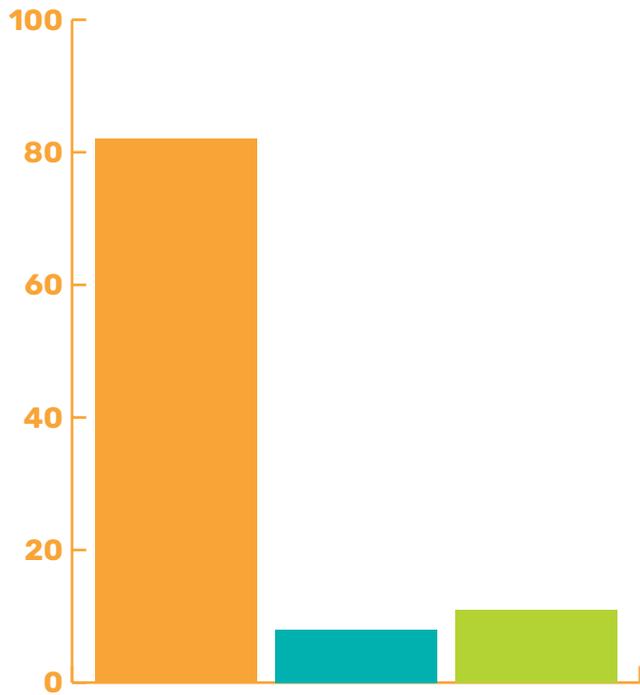
Number of hours our in-house trainers spent training in 2020-21	311 hours
Number of hours CMHA contract trainers spent training in 2020-21	146.75

#### ONLINE TRAINING (available 24/7)

Number of unique online training programs available to staff	16
Number of programs "completions" by staff	248
Number of hours of training via online modules completed by staff	349 hours



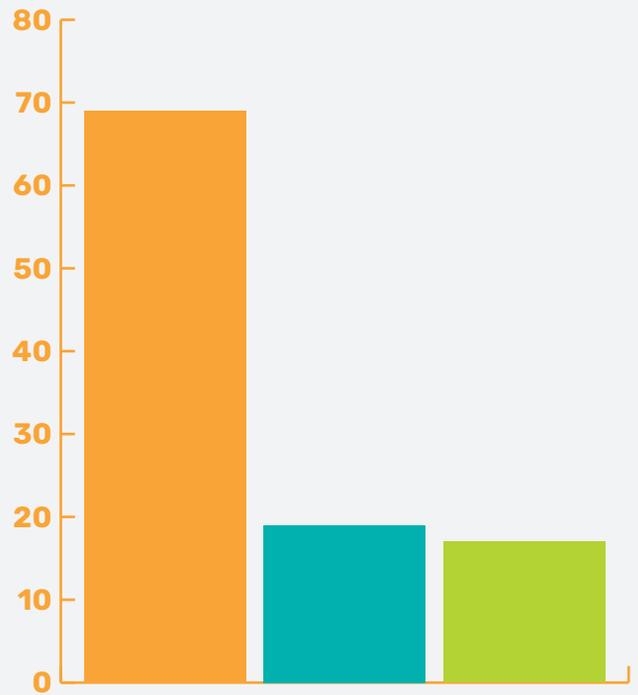
## Financial report



### REVENUE

**TOTAL: \$21,256,432**

Province of Ontario	\$17,359,307 [ 82% ]
City of Ottawa	\$1,609,722 [ 8% ]
Other programs	\$2,287,403 [ 11% ]



### EXPENSES

**TOTAL: \$21,011,004**

Salaries & Benefits	\$13,499,315 [ 64% ]
Building & Grounds	\$4,003,004 [ 19% ]
Supplies & Other	\$3,508,685 [ 17% ]



# canadian mental health association **Ottawa**



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**Canadian Mental Health Association, Ottawa**

311 McArthur Avenue, 2nd floor  
Ottawa, Ontario K1L 8M3  
Phone: 613-737-7791  
Fax: 613-737-7644  
Email: [general@cmhaottawa.ca](mailto:general@cmhaottawa.ca)