



# **BUILDING YOUR MENTAL HEALTH**

*...One Support at a Time*

*Annual Report 2009 - 10*

Promoting Mental Health,  
One Mind at a Time



CANADIAN MENTAL  
HEALTH ASSOCIATION  
ASSOCIATION CANADIENNE  
POUR LA SANTÉ MENTALE

# BUILDING STEPPING STONES TO ...

# Recovery

## Message from the Chair

**A**s Chair of the Board of Directors of Canadian Mental Health Association/Peel Branch, I am pleased to share with you the role the Board played this past year in support of our Mental Health Week theme: "Building Your Mental Health: One Support at a Time." Although our Board operates under a policy governance model, the personal and professional experiences of Board members, who have backgrounds in health care, education, law, finances, human resources, social planning, and business, ensure that every sector is considered as we oversee supports for the most vulnerable in our community.

We have collaborated with other agencies, including Brampton Telecare and Friends & Advocates Peel. We have also participated in all LHIN (Local Health Integration Network) sponsored Board to Board engagement sessions. We have used the knowledge gained to inform our strategic planning process at our annual retreat. In addition, with a view towards the future, we received education from CMHA, Ontario Division on the potential of mental health and addiction services working collaboratively. We also reviewed services in Dufferin County and discussed the likely expansion of CMHA/Peel services into Dufferin. Finally we focused on engaging our members in the Peel community to better understand and meet their needs. We believe that all of the above will help to develop stronger awareness of mental illness in the community, ultimately providing a broader advocacy base.

Building your Mental Health: One Support at a Time – The strategic direction of the Board is operationalized by our multiple services – from the most intensive, Assertive Community Treatment Team (ACTT), to the least intensive, Eden Place Drop-in. It is further enhanced by programs such as McEvenue Home Works and the Davidson Scholarships. These are all unique supports that provide stepping stones to Recovery. By focusing on good mental health rather than mental illness, we hope that our theme is applicable to everyone in our community, and may serve to decrease the stigma that still exists about mental illness. One in five Canadians will experience a mental health problem at some point in their lives, but because of stigma, only one third of them will seek help. Perhaps by focusing on "one support at a time" more will feel comfortable coming forward to seek assistance.

On behalf of your Board of Directors, I would like to take this opportunity to thank our many partners, clients and their families for their ongoing demonstration of resilience and courage. There is no more important reason for the CMHA/Peel Board's investment in our Peel community.

With sincere thanks,



Linda Nasato, Chair  
CMHA/Peel



## 2009-2010 Client Survey

This year 259 clients completed our annual survey. This represents an increase of over 50 clients from the previous year.

It is consistent with our recovery philosophy that the highest percentage of answers spoke to the following:

“feeling comfortable asking questions” - 95.2%

“workers respected my rights” - 93.1%

“I was able to get the services I thought I needed” – 89.9%

Programs continue to use the full results to identify program development to better meet client needs and “build mental health, one support at a time”.



“OCAN provides me with services specific to my needs and it allows me to tell my story once.”



## The Ontario Common Assessment of Need (OCAN)

Strategically, the Province of Ontario is working towards seamlessly-integrated, community-based client care where all Health Service Providers can securely share and access information electronically. In 2008, as part of this larger Provincial vision, CMHA/Peel Branch ventured into a partnership with Supportive Housing in Peel and Peace Ranch and became a Pilot Group for the Community Mental Health Common Assessment (CMH CA), specifically the Ontario Common Assessment of Need (OCAN). Two years later we continue to be a very proactive Pilot group. What have we learned?

The OCAN is standardized and a completely Consumer led decision making tool that allows for key information to be gathered electronically. It assists Consumers to take the lead in their decisions of care and support by:

- Identifying individual needs and helping to match these to existing services
- Identifying service gaps
- Providing aggregate data to inform organizational, regional and provincial level planning and decision making that is consistent with a recovery approach
- Facilitating inter-agency communication through common data standards

### The OCAN Assessment process:

- Begins with a Consumer self-assessment, followed by a conversation around the Consumer’s needs which, along

- with collateral information, informs the staff assessment
- Integrates the Consumer voice throughout the assessment and all subsequent reassessments
- Covers 24 Domains or areas of an individual’s life, such as Food, Health, Finances, Shelter, Relationships and Addictions. Needs are identified and Goals are determined based on this

### The Consumer Assessment perspective:

- Provides staff with an accurate assessment of their needs
- Identifies the Consumer needs earlier as well as those needs that might not have been identified otherwise

“Building Mental Health One Support at a Time” this past year has been the commitment of all CMHA/Peel Staff and Consumers who have applied a tremendous amount of work piloting the second phase of the OCAN. Since the beginning of the Pilot in February 2008 up until May 2010, CMHA/Peel Staff had completed 864 assessments and re-assessments; of those more recent OCAN’s, 50% of Consumers completed their version of the assessment. These outstanding numbers clearly demonstrate our organizational commitment to building and strengthening recovery driven supports. Furthermore, our participation not only established internal business processes, but externally, strong recommendations have been made that will ultimately influence Provincial processes moving forward One Support at a Time!

# Support

## CROSS FUNCTIONAL...



### Frameworks for Support

The CMHA National Framework for Support adopted by CMHA/Peel to operationalize recovery with clients speaks clearly to the many different types of support required to maintain mental health. CMHA programs are funded to assist clients on the road to recovery.

During the past few years, CMHA/Peel has focused on cross functional services where programs work together to provide holistic and individual supports. Mental health supports are a critical, but smaller component, of one's recovery as compared to a decent income, safe and affordable housing, relevant education or a job. In addition to that, social life with family and friends, generic community services and peer groups enhance recovery and ensure full participation in community life. In the past year, the Davidson Scholarship Fund has been accessed by 16 individuals for diverse educational initiatives such as secondary school diplomas, piano lessons, psychology, jewellery making, business, social service worker program, real estate and aquafit. For many, this is the first step towards employment and/or improved physical health and social skills.

To support individuals to obtain or maintain their housing, CMHA/Peel offers the McEvenue Homeworks program. Again, this is a very individualized approach with grants/loans approved to 18 persons for everything from rent (arrear & first and last months rent) to furnishings.

### They Talked...We Listened

The results of a 2009 fitness survey indicated that upwards of 90% of our Consumers cited physical activity as very important to their well being. A partnership was negotiated with the Brampton YMCA to allow access to an array of physical activities. Over the last six months, two CMHA/Peel programs have been piloting this initiative to great success with approximately 20 Clients. Beginning in June 2010, we will be offering this to all Consumers of CMHA/Peel. Our many thanks go out to the great staff at the Brampton YMCA for opening their doors for all of us to enjoy!

Finally, a staff team has been working closely with Bramalea Community Health Centre to establish a Healthy Eating and Pre-Diabetes screening clinic. Since those with mental illnesses may be subject to significant weight gain due to medication side effects and a poor diet which often results from poverty, this will support better physical health.

All of these efforts are significant in Building Mental Health...One Support at a Time and speak to the importance of our Framework for Support.



"I feel good that I can be me"

#### Resource Centre

- 1,421 telephone information & referral inquiries
- 85 face to face walk-ins
- 91 e-mail inquiries
- 1,625 total information & referral inquiries
- 6 Applied Suicide Intervention Skills Training (ASIST) sessions for 112 people
- 27 Awareness Sessions / Health Fairs
- 6 Mental Health Works Sessions for 100 participants
- 8,794 total individuals served through Information Displays / Health Fairs

#### Youth Net

- 28 focus groups served 309 youth
- Displays served 774 youth
- Initiated "Guys Talk" for 18 youth

#### FACT Peel+

- 39 clients served
- 33% of clients returned to school or secured employment after 2 years

#### Concurrent Disorders

- 3 five day sessions of Concurrent Disorder Training offered to 43 individuals
- 8 Applied Suicide Intervention Skills Training for 152 persons
- 62 Agencies are members of the Concurrent Disorders Network.
- 5 Non-Violent Crisis Intervention Sessions for 55 persons

#### Consumer Survivor Support Network

- 6,019 visits to Eden Place Drop-In Centre
- 175 group sessions/ 1,338 participants

#### Assertive Community Treatment Team (ACTT)

- 54 clients served
- 32% increase in referrals

#### Davidson Scholarships

- 16 scholarships awarded representing \$6,500

#### McEvenue Home Works Program

- 18 individuals received a total of \$11,000 to support them with their housing, contributing towards rent back payments, furniture, first or last rent assistance.

#### Mental Health & Justice Services

- 384 clients received court and discharge planning support
- 1,679 consultations provided

#### Access to Recovery (ATR)/Housing and Support Peel (HASP)

- 210 clients served by ATR
- 35 clients received employment support
- 49 clients served by HASP

#### Region of Peel Street Outreach

- 12,450 calls answered by Street Helpline
- 105 new clients actively involved with Mental Health Workers
- 25% of 106 new clients/families facing imminent risk of homelessness, housed due to Outreach involvement

#### PAR North and PAR South Clubhouse Programs

- 461 clients served
- 2,502 case management support contacts
- 76 members participated in vocational programs
- 55 members received housing support

# SERVICE STATISTICS



# FINANCIAL STATISTICS...

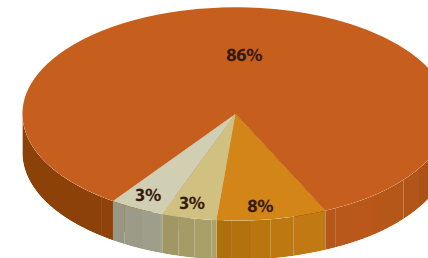


## CMHA/Peel Branch

Statement of Financial Position as at March 31, 2010

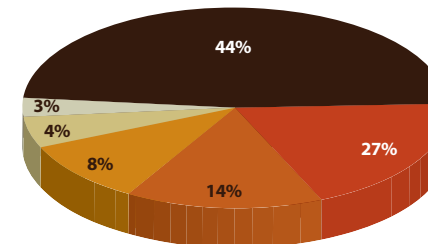
Statement of Revenue and Expenditures  
April 1, 2009 to March 31, 2010

Revenue by Source – \$9,284,796



- 86% Central West LHIN
- 8% Region of Peel
- 3% United Way
- 3% Trillium/Resource Development

Expenses by Program – \$9,254,135



- 44% Rehabilitation – (PAR Clubhouse, FACT Peel+, Mental Health & Justice, Access to Recovery, ACTT)
- 27% Crisis – (COAST Peel, Peel Crisis Capacity Network, Training)
- 14% Management, Administration, Community Development, Resource Development
- 8% Homelessness/Outreach
- 4% Promotion/Education/Community Awareness
- 3% Consumer Survivor Support Network

Full audited financial statements are available on request.

|                              | ASSETS              |                     |
|------------------------------|---------------------|---------------------|
|                              | 2010                | 2009                |
| <b>Current</b>               |                     |                     |
| Cash and cash equivalents    | \$ 1,369,172        | \$ 2,165,193        |
| Short-term investments       | 444,000             | 383,570             |
| Accounts receivable          | 290,022             | 279,894             |
| Prepaid expenses             | 68,413              | 60,235              |
|                              | <u>2,171,607</u>    | <u>2,888,892</u>    |
| <b>Long Term Investments</b> | 770,598             | 792,898             |
| <b>Other Assets</b>          | 0                   | 24,018              |
| <b>Capital Assets</b>        | 311,980             | 439,903             |
|                              | <u>\$ 3,254,185</u> | <u>\$ 4,145,711</u> |

| LIABILITIES                              |                     |                     |
|--|---------------------|---------------------|
| <b>Current</b>                           |                     |                     |
| Accounts payable and accrued liabilities | \$ 514,246          | \$ 800,027          |
| Ministry of Health payable               | 1,197,063           | 1,899,164           |
| Deferred revenue                         | 562,738             | 364,933             |
| Deferred capital contributions           | 136,828             | 168,096             |
|  | <u>2,410,875</u>    | <u>3,232,220</u>    |
| <b>Future Employee Benefits</b>          | 243,557             | 250,000             |
| <b>Deferred Capital Contributions</b>    | 171,557             | 265,956             |
|  | <u>\$ 2,825,989</u> | <u>\$ 3,748,176</u> |

| NET ASSETS            |                     |                     |
|-----------------------|---------------------|---------------------|
| Internally restricted | 107,161             | 107,940             |
| Unrestricted          | 321,035             | 289,595             |
|                       | <u>428,196</u>      | <u>397,535</u>      |
|                       | <u>\$ 3,254,185</u> | <u>\$ 4,145,711</u> |

APPROVED ON BEHALF OF THE BOARD:

*RTC* CHAIR, AUDIT COMMITTEE  
*S Navato* Board Chair

# BUILDING YOUR MENTAL HEALTH ...One Support at a Time

## CMHA/Peel Branch

### Resource Centre

2 County Court Blvd., Unit #102  
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### Finance & Operations

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Tel: 905-451-1718

Visit our website [www.cmhapeel.ca](http://www.cmhapeel.ca)

## 2008-2009 Board of Directors

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