



CANADIAN MENTAL  
HEALTH ASSOCIATION  
ASSOCIATION CANADIENNE  
POUR LA SANTÉ MENTALE

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*Mental health for all*  
Annual Report 2010 -2011



**CMHA** *Peel*

# Message From the Chair



The theme of **Mental Health Week** this year, and of our Annual General Meeting, is “Mental Health for All”. It is a reminder of what we at CMHA/Peel Branch (CMHA/Peel) are all about. We strive towards creating a community where every citizen has the supports they need to achieve and maintain good mental health. Instead, at least one in five experiences mental illness in their lifetime and far too many live with the effects of an illness and/or the side effects of treatment on an ongoing basis.

The Board provides leadership, strategic direction and oversight to the organization on behalf of all the citizens of Peel Region. We ensure that the monies provided by our funders and donors are used efficiently and effectively to achieve the best possible results for our clients.



This year, the Board spent considerable time reviewing its governance model and improving its policies and processes. This may not sound very exciting, but I believe it has made us more productive and efficient. As a result, we are finding time to become more future-focused, looking through the windshield - studying the landscape ahead of us and planning our route - rather than looking in the rear-view mirror to see where we have been. We are working on ways, as a Board, to connect better with members and organizations in the community to understand their mental health needs, foster a better understanding of mental illnesses and reduce the stigma associated with them.

There were several major milestones for our organization in the year ending March 31, 2011. We added a new service, Treat at Home, in partnership with CANES Community Health Care and Reconnect Mental Health Services, to provide community support to seniors with mental health needs.

We hosted the second Canadian Clubhouse Conference with participation from across the country. This conference was planned and hosted jointly by Clubhouse staff and members, and was a huge success. Congratulations to all who were involved!

This year, we signed a new three-year agreement with our largest funder, the Central West Local Health Integration Network. We also renewed our funding agreement with the Region of Peel for our Youth Net program. The remainder of our other funding comes from the United Way of Peel, private donations and fundraising activities.

In March, we combined several of our locations into a beautiful bright facility on Peel's major transportation corridor, Hurontario Street, allowing for easier access for many of our clients. We are part of a new facility concept, Community Door, which houses several community agencies in one location. Our clients and staff will benefit from contact with these other agencies. We also share some facilities which should reduce costs over time.

With everything else that has gone on, the move made it a challenging year for many of our staff. The Board appreciates their hard work. And, of course, we would like to thank our clients who were affected for their patience and understanding.

It has been my honour to serve as Chair of the Board of Directors of CMHA/Peel over the past

year. I would like to thank the entire Board for their commitment to the organization and its goals, and for their support of me. I especially want to recognize Karen Murphy who is leaving the Board after serving the maximum term of nine years, including two as Chair.

Respectfully,

**Frank van Nie, Chair**  
CMHA/Peel



“ We are finding time to become more future-focused ”



# 2010-2011 Client Survey



**Our client survey** this year had a record 337 respondents. What did they say?

90.5% felt comfortable asking questions.

90.8% felt their rights were respected.

91% felt they were encouraged to make their own decisions.

All of the above are concrete demonstrations of our recovery-based practice.

In addition, 78% felt better able to deal with crisis and 77% felt that their overall mental health had improved.

As an organization we are pleased with these results, but in order to continue to improve and provide even more meaningful supports on the road to recovery, we implemented Recovery Training for all staff with direct service responsibility.



Promoting mental health, one mind at a time

# We've Moved

## Community Door

A few miles down the road, but a million miles conceptually from our previous industrial sites, we now have multiple programs co-located at the Community Door Brampton, 7700 Hurontario Street, Unit 601. The Community Door, governed by an independent Board of Directors, has a vision of multiple sites throughout the Region of Peel, providing human services in accessible and respectful locations. CMHA/Peel has been planning this move and merger of sites for over two years.

The two PAR clubhouses have merged into a beautiful spacious site, renamed aptly by members and staff: Partnership Place. This space is shared by

We are developing a work station at the Community Door Mississauga and have begun offering mental health support groups at the East Mississauga Community Health Centre.

In order to provide services throughout our community we also have a case management office at Caledon Community Services.



...referrals will become even more seamless with a resulting positive impact on the community



Eden Place Outreach and Drop-In Centre in the evening, enabling a seamless transition for clients attending either program at CMHA/Peel.

In addition, our Career Center, a portion of Access to Recovery Programs, as well as Finance and Operations and our Executive Offices have all relocated to the Community Door Brampton.

The concept of Community Door is a shared space with a common client focus and responsible partnership participation. This concept has been in practice since day one, as clients have been accessing services from partner agencies.

Also located at Community Door are: FAME (Family Association for Mental Health Everywhere), Peel Senior Link, Family Services of Peel, Volunteer MBC (Mississauga, Brampton, Caledon), Continuing Education and Training, and the Federation of Filipino Canadians of Brampton.

As staff of these agencies become more familiar with each other and the mandates of each organization, referrals will become even more seamless with a resulting positive impact on the community.

Since our service sites are now located in Brampton, we have begun exploring satellite sites in Mississauga.



# Recovery Training



“The most fundamental premise of the recovery paradigm is that people with psychiatric disabilities can and do recover”. \*

This past year, under the leadership of Christine Devoy, Chief Operating Officer, the organization undertook recovery training for all direct service staff and managers. Our objectives were to develop a common understanding of what a mental health recovery approach means at CMHA/Peel and identify ways in which staff can practice more from a recovery approach using new techniques and tools.

Within the Recovery Model we learned the importance of Hope, Personal Responsibility, Education, Self Advocacy, Support and Meaningful Roles for people who experience mental illness and their families.

Organizationally, we believe we are now well prepared to implement the Framework for Support with a true Recovery mindset as directors, managers and front line staff work together with clients and their families.

\*Source Health and Social Work, Volume 27, Number 2, 1 May 2001



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# 2<sup>nd</sup> Canadian Clubhouse Conference

The 2nd Canadian Clubhouse Conference was hosted by PAR North and South Clubhouses from November 3 - 6, 2010 at the Novotel Hotel in Mississauga.

The theme for the recovery based conference was “Wholeness is Wellness”. It was a common topic of interest as we all wanted to be educated on the importance of Wellness and how to achieve it.

In the true spirit of Clubhouse, Members and Staff worked side by side planning, facilitating and participating in educational workshops.

Among our special guests was Mayor Hazel McCallion, who kicked off our conference by saying a few kind words to show her support for mental health. Our sponsor, Winners

Merchants International, L.P. and HomeSense, sent representatives to speak at our opening ceremonies, during which several members also gave testimonials of how coming to Clubhouse has improved their lives on their journey to recovery. We had excellent guest speakers from the Canadian Mental Health Association/Peel Branch and from the International Centre for Clubhouse Development, New York. It was an exhilarating experience to hear all perspectives.

There were about 150 colleagues in attendance. Feedback about the event was extremely positive. All in all, the 2nd Canadian Clubhouse Conference was a huge success.

A big thank you to everyone who participated in one way or another to help make this conference something we will never forget!



Clubhouse has improved many lives through the journey to recovery



# Service Risk Review Committee



One of the areas of great concern to our agency over the years has been access to services for those individuals who have had contact with the justice system. These individuals, who have often had contact with police or the courts as a result of their mental health issues, can find it very challenging to get services even within the mental health and addiction sectors. Many times they are seen as “too high risk” for services and have nowhere to turn for support.

At CMHA/Peel, we worked very hard over the last year and a half to address this issue within our organization. We struck a “Risk Working Group” and educated ourselves on what risk to self or others means and how this can be assessed using standardized tools. This past year, we created our “Service Risk Review Committee” that meets every week if needed to develop in-depth plans to support those individuals who may be at risk to themselves or others. The workers, managers and directors work together to ensure that these clients are not turned away, if at all possible, but are served in a safe manner. This is ground breaking, important work. We are committed to keeping our door open in a safe way to those who need our services!



# Statistics



## Resource Centre

- 1508 telephone information and referral inquiries
- 86 information and referral walk-ins
- 112 e-mail inquiries
- 13 education sessions for 345 participants
- 29 displays/health fairs with 23 resulting inquiries
- 79 referrals completed for CMHA/Peel Central Intake
- 8117 individuals served

## Youth Net

- 44 focus groups served 532 youth
- 8 “Pens and Paints” groups for 37 youth
- 14 “Developmental Assets” groups for 128 youth
- 3 “Guys Talk” groups for 37 youth
- 16 “Girls Talk” groups for 102 youth
- 24 presentations and 12 displays for 393 and 998 youth respectively

## Concurrent Disorders

### Crisis Management Services

- 42 Concurrent Disorder sessions served 835 people
- 6 ASIST (Applied Suicide Intervention Skills Training) sessions for 194 people
- 5 Non-Violent Crisis Intervention sessions for 46 people
- 63 agencies are members of our Concurrent Disorders Resource Network

### FACT Peel +

- 49 individuals served
- 63% of discharged clients returned to work or school

## Eden Place

### Outreach and Drop-in Centre

- 5081 face-to-face visits
- 102 group sessions for 905 individuals

## Assertive Community Treatment Team (ACTT)

- 60 clients served
- 57 group sessions held

## Partnership Place

- 428 clients served
- 797 hours of case management
- 71 clients supported at employment

## Mental Health and Justice Services

- 582 individuals served
- 511 consultations



## Access to Recovery (ATR), Housing & Support Peel (HASP), & Treat at Home (TAH)

- 160 clients served by ATR
- 30 clients received employment support
- 51 clients served by HASP
- 12-14 clients served by TAH (CMHA/Peel staffing) from November 2010

**Note:** Treat at Home is a newly funded Aging at Home initiative which is operated by CMHA/Peel as the lead agency in partnership with CANES Community Services and Reconnect Community Mental Health Services. The target group is seniors who have developed mental health concerns or seniors with mental health concerns who are experiencing accelerated aging.

## Peel Outreach Program

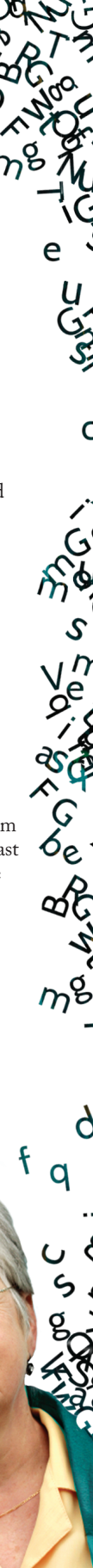
- 12,481 calls answered by Street Helpline
- 98 new clients with Mental Health Workers
- 41 new clients with Family Workers
- 33 community presentations to 1863 participants

## McEvenue Home Works

- 19 individuals received a total of \$10,630 to support them with accommodation crises. This included first and last month's rent, rental arrears, utility bills, and furniture replacement.

## Davidson Scholarships

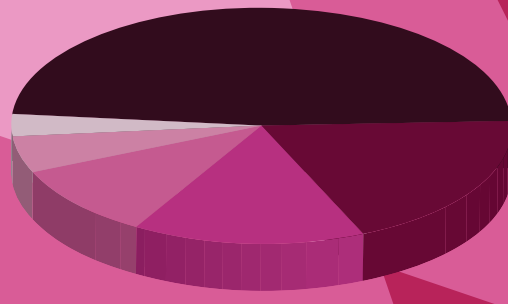
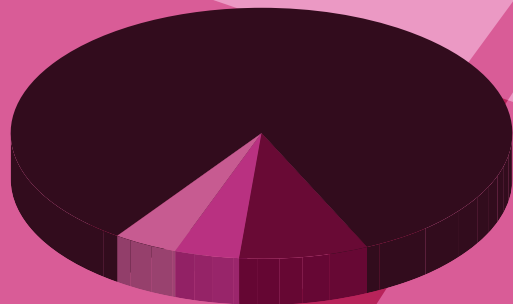
- 18 applicants received a total of \$8475.59 to further their education in such areas as computer skills courses, Child and Youth Worker program, animal care, welding, Human Resources, mathematics, Social Services Worker program, Makeup Artistry, and a variety of other courses and programs.



# Financial Statistics



## Statement of Revenue and Expenditures. April 1, 2010 to March 31, 2011



- 85% Central West LHIN
- 9% Region of Peel
- 3% United Way
- 3% Resource Dev/Other

- 45% Rehabilitation – (PAR Clubhouse, FACT Peel+, Mental Health & Justice, Access to Recovery, ACTT, Rebound)
- 26% Crisis – (COAST Peel, Peel Crisis Capacity Network, Training)
- 14% Management, Administration, Community Development, Resource Development
- 9% Homelessness/Outreach
- 3% Promotion/Education/Community Awareness
- 3% Eden Place Outreach and Drop In Centre

Full audited financial statements are available on request.




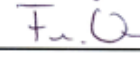
## CMHA/Peel Branch

### Statement of Financial Position as at March 31, 2011

	<b>ASSETS</b>	
	2011	2010
<b>Current</b>		
Cash and cash equivalents	\$ 1,978,339	\$ 1,369,172
Short-term investments	806,400	444,000
Accounts receivable	337,250	290,022
Prepaid expenses	63,884	68,413
	3,185,873	2,171,607
<b>Long Term Investments</b>	825,300	770,598
<b>Capital Assets</b>	816,277	311,980
	\$ 4,827,450	\$ 3,254,185
	<b>LIABILITIES</b>	
<b>Current</b>		
Accounts payable and accrued liabilities	\$ 1,190,615	\$ 514,246
Ministry of Health payable	1,495,246	1,197,063
Deferred revenue	614,340	562,738
Deferred capital contributions	178,256	136,828
	3,478,457	2,410,875
<b>Future Employee Benefits</b>	240,000	243,557
<b>Deferred Capital Contributions</b>	635,354	171,557
	4,353,811	2,825,989
	<b>NET ASSETS</b>	
Internally restricted	112,287	107,161
Unrestricted	361,352	321,035
	473,639	428,196
	\$ 4,827,450	\$ 3,254,185

APPROVED ON BEHALF OF THE BOARD:

 - CHAIR OF THE AUDIT COMMITTEE

 - CHAIR OF THE BOARD



## 2010-2011 Board of Directors

Frank van Nie	Chair
Hanzla Tariq	Vice Chair
Janine Elias Joukema	Vice Chair
Juan Arangote	Chair of Audit Committee
Linda Nasato	Past Chair*

## Members:

Ron Dabor  
Kevin Duffy  
Karen Murphy\*  
Ranil Mendis  
Jeanette Schepp  
Keith Ward  
Rebecca Wellum\*

\* resigned during the year



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2 County Court Blvd., Unit 102  
Brampton, ON L6W 3W8  
Tel: 905-451-2123

Finance & Operations  
7700 Hurontario St. Unit 601  
Brampton, ON L6Y 4M3  
Tel: 905-451-1718

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



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