



Celebrating 30 Years of Good Mental Health!

Annual Report 2013/2014



Canadian Mental
Health Association
Sudbury/Manitoulin

sm.cmha.ca

Our Message to the Community



On behalf of our Board of Directors and Leadership team, we are proud to convey to our community, highlights of the work our staff has accomplished for individuals we provide service to in 2013-2014.

The year began with our focus on accreditation readiness, a remarkably effective process for both staff and Board. Thanks to the determined efforts of our staff and Board of Directors, we were able to successfully meet all of the required commitments for accreditation. Following Accreditation Canada's on site review in February, we learned our Branch had been awarded Exemplary Accreditation status. THANK YOU to everyone!

This accomplishment is a result of everyone's hard work, with service recipients directly benefiting from the process. We are keenly aware that this ongoing quality improvement work continues as we move through a new four year cycle.

With the focus and needs of service recipients firmly in mind, we are pleased to say we are making good progress on last years refreshed Strategic Directions:

1. Expanding Programs and Services
2. Integration and Coordination
3. Sustainable Development (Quality, Safety, Risk and Organizational Performance)

Our Board of Directors continues to develop as a Governance team,

improving its skills in directing priority Branch initiatives for the mental health needs of individuals receiving services.

Current focus includes enhancing our ability to govern towards quality outcomes and increasing our knowledge of the mental health system.

Growth and evolution for our Branch has taken us deeper into collaborative innovations directly benefitting individuals and our community. Our partnerships have expanded and are proving to be effective positive change initiatives within the mental health system.

We applaud our staff for their commitment to the individuals they work with, and we appreciate all of them. We encourage you to explore our Annual Report and look forward to your feedback.

Mental health, addictions, victimization, homelessness, violence. The challenges experienced by those most at risk of harm in our community often require the attention of multiple agencies and service providers to be effectively addressed. Funded by the North East Local Health Integration Network and Ontario Trillium Foundation, Community Mobilization Sudbury (CMS) is a partnership representing key sectors in the human services system — mental health and addictions, policing, health, education, children's and social services. They have come together around the common need and desire to work collaboratively to respond to situations of risk and to advocate for conditions that support community well-being.

CMHA is proud to be the host agency for CMS and an active partner in the initiative. It provides partners with a venue to plan multi-agency team responses to situations that place individuals and families at high risk of harm. These early actions have demonstrated their potential to reduce the need for more intensive and reactive responses such as hospitalizations, arrests and apprehensions.

In the first 5 weeks of the initiative, CMS has been involved with 15 situations of acutely elevated risk including many diverse risk factors (e.g. suicide, criminal activity, mental health, substance use, domestic violence, school truancy, unsafe living conditions). 40% of these have involved youth under the age of 18.

CMS collaborations support individuals and families across Sudbury, increase connections across sectors and identify opportunities to improve overall community well-being.

On behalf of all CMS partners, we would like to acknowledge Robert Keetch in the establishment of the Community Mobilization model in Sudbury. As our Inspector with the Greater Sudbury Police Services, Bob's commitment, energy and passion was instrumental in this program coming to fruition. We wish Bob great success in his new role as Chief of Police in Sault Ste. Marie. He will be missed.

CMHA Housing

Josh Hull, Manager of Housing

297 Moonlight Avenue

The Moonlight Home opened its doors to individuals in June 2013. The home provides permanent housing to 8 individuals diagnosed with a Mental Illness. In partnership with Northern Initiative for Social Action (NISA) the home is supported utilizing a Peer Support Staffing Model, in addition to a Residential Rehabilitation Practitioner.

338 Victoria Street

Victoria Street provides transitional housing for six (6) individuals with lived Mental Health experience, who are homeless or at risk of being homeless. Residential Workers assist individuals with goal planning toward permanent housing and link individuals to community support services as required. Victoria Street also provides permanent housing for one (1) individual in the Alternative Level of Care Unit.

49 Fairview Avenue

The Fairview Avenue apartment building provides permanent housing for twenty-four (24) adult individuals with lived Mental Health experience. Two (2) of the twenty-four (24) units within the building are accessible units for individuals who also live with physical disabilities.

"The partnership with the CMHA Rent Supplement Program is a "win win" for me as I always know I have an agency to go if I have any concerns or issues with the tenant. I feel supported as a landlord in my partnership with CMHA."

Rent Supplement

The Rent Supplement Program is a provincially funded program that assists individuals who are homeless or at risk of being homeless, access safe, secure, and affordable housing. Currently we have one hundred and nine (109) Mental Health rent supplement agreements with clients throughout the region. Eighteen (18) of these agreements are Addiction Supportive Housing (ASH) rent supplements and seventy-three (73) are partnerships with Landlords in our community.

297 Moonlight Avenue

Pamela Lamarche, Property Coordinator

The Moonlight Home opened its doors to individuals in June 2013. The home provides permanent housing to 8 individuals diagnosed with a Mental Illness. In partnership with NISA/Northern Initiative for Social Action the home is staffed using a Peer Support Staffing Model. Peer Support Workers from NISA provide onsite support to individuals 14 hours per day/7 days per week. CMHA utilizes their On Call staff to provide support during night time hours. The Peer Support Workers assist individuals with developing their skills related to Activities of Daily Living. Additional supports for individuals residing in the home are accessed through Health Sciences North as well as other Community Agencies such as Community Care Access Centre and the YMCA.

Case Management

Karyn Mathewson, Manager of Clinical Services

The agency's case management program is provided through our Rehabilitation Practitioners and Justice Case Managers. We provide service using the psycho-social rehabilitation approach (PSR). The PSR principles and values of PSR Canada guide our service delivery and through regular review we ensure that we are providing service that is culturally relevant, person-centred, believing in each person's potential, instilling hope and other core components.

The 12 principles we follow are described on the PSR Canada website and can be found by following this link:

<http://psrrpscanada.ca/index.php?src=gendocs&link=About>.

Community Wellness Court

Sarah Gauthier, Justice Coordinator

The CMHA Justice Program in collaboration with our partners in the justice sector worked together to develop and implement Sudbury's first 'Community Wellness Court' which officially started in February 2014. This specialized bi-weekly court will assist individuals in our community with mental health issues, concurrent disorders and developmental disabilities that come into the court system in a more compassionate and meaningful way.

Character #Two, The cast of Black Dog 4 vs the World

Morgan St. Onge

The Sudbury Theatre Centre hosted a play about youth and mental illness. As a cast member of Black Dog 4 vs the World, I would like to thank you for your great support in seeing that this play was able to return to the stage this year. The impact on students and adults, again, has been significant... more than we could ever have imagined.

Students often shared stories that told us how mental illness has touched them. The play gave them hope as it showed how to begin their journey.

Thank You for the difference you have made in the lives of others!

Accreditation

Julie Labre, Quality Improvement Coordinator



After much hard work and dedication from staff and the Board of Directors, the Canadian Mental Health Association - Sudbury/Manitoulin (CMHA-S/M) has achieved the highest level of performance award from Accreditation Canada - Accredited with Exemplary Standing. This award will indicate to individuals served and their families that the agency has policies, processes and practices in place to help minimize risk and deliver safe, efficient and effective care to them and their loved ones. Individuals receiving service can feel confident and trust that we are following national standards of excellence in order to evaluate and continue to improve our organizational performance for their benefit.

Public Education and Health Promotion

Chantal Makela, Manager of Administrative Services

CMHA is always looking for ways to engage the community in a journey of awareness and education. Throughout the year multiple events and activities were hosted in collaboration with community partners to increase people's knowledge of mental health and mental illness.

- **8 Mental Health First Aid Trainings: 1 in partnership with HSN**
- **2 Living Life to the Full Training Sessions in partnership with Older Adult Centre - funding**
- **SnowPlate Tournament hosted by: Sudbury Ultimate Club**
- **Breakfast of Champions hosted by: Gloria's Restaurant**
- **Black Dog: 4 vs The World presented by: Sudbury Theatre Centre**
- **Strength Based Leadership Training presented by Stephen de Groot**
- **Relationship Strength-Based Approach Training by Stephen de Groot**

This year 90% of all participants who attended an educational session reported an increase in understanding and stated the information was useful in engaging people.

Mental Health First Aid



“It was a great course with loads of information which actually leads to believe there is always hope.”

“MHFA nurtured tolerance, education, up to date information and a desire to act differently and more effectively and non-judgementally in the community.”

Strategic Management Plan 2013-2016

Theme: Expanding Programs and Services

Expand justice program

Accomplishments: Mental health awareness training provided to police and 911 dispatchers in partnership with HSN; Community Wellness Court established; and enhanced partnerships through the Human Service Justice Coordinating Committee (HSJCC).

Next Steps: Continue to explore options for justice staffing on Manitoulin Island and Espanola; and develop and implement mental health awareness training plan for broader emergency services.

Completion: 45%

Expand mental health and addictions housing options

Accomplishments: Business cases are identified and drafted for various types of housing types based on the need of our community; and additional infrastructure implemented to build property management capacity.

Next Steps: Continue to explore and apply for funding to increase housing options within the community.

Completion: 65%

Theme: Integration and Coordination

Influence and apply community mental health practices

Accomplishments: Psychosocial Rehabilitation (PSR) and Recovery-Oriented Practice have been integrated into all of programs and service delivery including Case Management, Justice and contracted staff; and staff continues to represent PSR best practices and implementation at provincial and national conferences.

Next Steps: Advocate and create a local impact for PSR in our own community.

Completion: 65%

Market the CMHA message

Accomplishments: Marketing and communication plan have been developed and implemented to enhance the CMHA image and deliver a clear and consistent message.

Next Steps: Maintain the ongoing communication and marketing to the community and people we serve.

Completion: 100%

Realignment of community programs

Accomplishments: NISA partnership was developed and a Peer Support Staffing model has been implemented in partnership with NISA; and NBRHC partnership developed for Moonlight residential services.

Next Steps: Continue to enhance relationships with community partners.

Completion: 40%

Theme: Sustainable Development

(Quality, Safety, Risk and Organizational Performance)

Comply with Accreditation Canada standards

Accomplishments: Received the highest level of achievement through Accreditation Canada – Accredited with Exemplary Standing.

Next Steps: Ongoing maintenance of Accreditation Standards. Next on-site survey will be February 2018.

Completion: 100%

Create a safe culture for everyone

Accomplishments: Began implementation of the new voluntary legislation: Psychological Health and Safety in the Workplace; implementation of a Just Culture where errors and mistakes are viewed as learning opportunities; and developed and implemented a Client Safety Plan.

Next Steps: Ongoing assessment and improvement of our safety culture and activities.

Completion: 65%

Develop and implement Quality Improvement and Risk Management frameworks

Accomplishments: Implemented an annual Quality Improvement Plan and Risk Management Framework in alignment with Health Quality Ontario and CMHA Ontario.

Next Steps: Continue to monitor quality indicators and risks to identify and plan improvement initiatives for the agency; and explore a mechanism to initiate and integrate research projects into programs and services.

Completion: 65%

Diversion and Court Support

(Court outreach, Justice case management, Released from custody)

Individuals currently waiting for service **5**
Individuals served **217**
New referrals **177**
Individuals discharged from service **175**

Information and Referral

(CMHA, Cedar Street location, Elm Street location,
Warm Line and NOAH Hub)

Individual contacts with people **6379**

Mental Health Case Management

(Intake and Case Management Services)

Individuals currently waiting for service **23**
Individuals served **232**
New referrals **93**
Individuals discharged from service **113**

MH Services not elsewhere identified

(Rent supplement, Fairview Heights, Youth Justice)

Individuals served **205**
New Referrals **80**
Individuals discharged from service **74**

(Please note that no waitlist is kept for this program.
Referrals are accepted upon availability)

Support within Housing (VSP):

Individuals served **31**
New Referrals **21**
Individuals discharged from service **20**

(Please note that no waitlist is kept for this program.
Referrals are accepted upon availability)

Revenue and Spending Fiscal Year 2013/2014

Sources of Revenue

LHIN	3,517,577
Bricks & Mortar	520,902
Rent Supplement	383,400
General Fund Type 3	260,912
MCYS Youth Cr/ Div	88,199
United Way Public Education	40,800
Victoria Street	36,672
TOTAL	4,848,462

Spending by Program

LHIN	3,508,029
Bricks & Mortar	489,777
Rent Supplement	383,400
General Fund Type 3	180,385
MCYS Youth Cr/ Div	88,199
United Way Public Education	40,800
Victoria Street	21,681
TOTAL	4,712,271

For bequests, our legal name is:

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