



Canadian Mental
Health Association
Niagara



Canadian Mental Health Association
Niagara Branch

ANNUAL REPORT
2017/2018

Canadian Mental Health Association (CMHA) Niagara Branch

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CHARTING THE COURSE FOR A BRIGHT FUTURE

Message from the President and Executive Director

This year, the Canadian Mental Health Association (CMHA) celebrates its 100th anniversary nationally. Founder Dr. Clarence Hincks noted that mental health affected “practically every home in Canada,” and yet there was a great deal of inaction and injustice surrounding the issue. It all started with a fundraising tea party that raised \$20,000 to help meet the urgent need for adequate care and prevention of what was then called “mental disease and deficiency.” This event began a movement that would chart the course of community mental health in Canada for the century ahead.

CMHA, Niagara Branch has been privileged to serve the Niagara Region for over 50 years. Our focus has been, and remains, providing services to individuals who face mental health challenges and to their loved ones. In any given year, 1 in 5 people in Canada will personally experience a mental health concern or illness. The other four Canadians will love, work with, or support someone with a mental health concern. Mental health and illness affects us all. At CMHA Niagara, we believe that Healthy Individuals = Strong Communities and that Healthy Communities = Strong Individuals. The goal of CMHA Niagara is to support and contribute to the wellness of individuals across the region by encouraging community engagement, building resilience, and assisting personal recovery.

In 2017/18, we served 6,261 people and have active partnerships with more than 60 other agencies and organizations across the region.

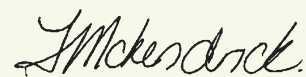
While we celebrate the past 100 years nationally and 50 years locally, and reflect on how far we have come, we also embrace a culture of continuous quality improvement to ensure that our role in Niagara is contributing to charting a course for a bright future.

We are embarking on the development of our new strategic plan and we anticipate that it will continue to represent our philosophy that we cannot do it alone. Engagement with our clients and community, strong partnerships and collaborations have always defined us, and are a critical component of strengthening community mental health and addictions services. We look forward to building on those relationships and creating new ones. We will continue to seek and participate in opportunities for effective integration and coordination of services across the region, and maintain our commitment to broader system considerations and how we can contribute to transforming the landscape. These actions will ensure that the people of the Niagara Region are provided timely access to the necessary programs and services to support their mental wellness journey.

Thank you for travelling with us, and we look forward to the future, together!



Jennifer Fisk
Board President



Tara McKendrick
Executive Director

SERVICE STATISTICS



6,261

individuals served



3,697

Telephone interactions/1:1 visits



4,849

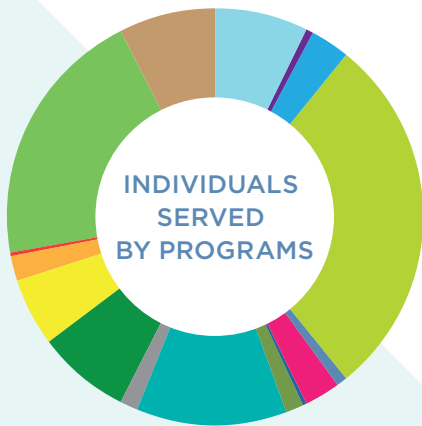
Brief service clients



1,412

Long-term service clients

PROGRAM 2017-2018



● Case Management	455
● Concurrent	41
● Court Support	185
● Crisis Outreach and Support Team (COAST)	1,762
● Dialectical Behaviour Therapy	55
● Information & Referral	170
● Mental Health & Addictions Youth Navigation	17
● Mental Health Coach	115
● Mobile Crisis Rapid Response Team	740
● National Employment Program	84
● Real Work - Employment	455
● Safe Beds	322
● Support Within Housing	118
● Transitional Housing	19
● Urgent Support	1,259
● Walk-In Counselling	464

Total 6,261

2017-18 ANNUAL SCORECARD



76.0%

Customer Service and Quality



94.6%

Operational Effectiveness



99.5%

Fiscal Performance



81.6%

Workplace Health and Excellence

EVENT HIGHLIGHTS

Women and Wellness

Over 600 people filled the room to capacity at Club Roma on February 15th, 2018 for the 8th Annual Women and Wellness event, an educational fundraiser supporting CMHA Niagara. Attendees and sponsors raised over **\$85,000** for CMHA Niagara's Walk-In Counselling Program, totalling **\$314,000** in funds raised to date with over 3,600 people in attendance over the past eight years.

We are truly grateful and proud of the incredible group of volunteers and sponsors who make this event possible every year.

Raised: 
\$85,000


600
attendees

Ride Don't Hide

On Sunday, June 25th, 2017 we hosted our third annual Ride Don't Hide along with 31 other communities in six provinces across the country.

183 riders joined us at Brock University for a fun filled, family-friendly day of breaking down stigma. Together we helped raise critical awareness of mental health programs and services in our community while raising **\$31,000** to support local initiatives. A sincere thank you to all our donors, participants, sponsors, committee and event day volunteers for your unrelenting support and dedication to mental health.

 **\$31,000**
RAISED

207 
ATTENDEES 

 **60**
VOLUNTEERS



Thank You to our Sponsors:



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Thank You to our Donors

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PROGRAMS AND SERVICES

Community Support Services

Counsellors visit individuals in the Niagara community to offer support working through the everyday challenges of living with a mental illness.

Crisis Outreach and Support Team (COAST)

COAST is a non-rapid response service providing support to individuals 16 or older in the Niagara Region who are experiencing a mental health crisis. Phone support is provided on the Crisis Line by a qualified mental health professional and, if needed, the mobile outreach team will assess the individual in their community. COAST provides follow-up to Niagara Regional Police Service (NRPS) mental health related calls and partners with the Distress Centre to provide after-hours support to the crisis line. COAST also partners with Behavioural Supports Ontario Crisis Outreach Team through the Alzheimer's Society in Hamilton to support older adults with responsive behaviours.

Group Counselling

We offer group counselling focused on life skills, illness management and recovery, behaviour therapy, anxiety, depression, substance use, and suicide.

Justice Case Management

Individuals living with a mental illness who are charged with minor offences are assisted by Community Support Workers at court, detention centres, and upon release, with their transitions back into the community.

Mobile Crisis Rapid Response Team (MCRRT)

In partnership with the Niagara Regional Police Service, a mobile mental health counsellor and a police officer provide a first response model to 9-1-1 calls related to mental health. This program services all ages. MCRRT also offers crisis intervention training to Niagara Regional Police officers twice annually. Pathstone Mental Health is a partner in offering follow up services to children and youth.



Public Information and Training

Education, training, and presentations on a variety of mental health and wellness topics are available to agencies, businesses, and groups by request.

Real Work Employment Services

For more than 20 years, the Real Work program has been working with individuals who experience mental health concerns and other disabilities as barriers to employment. The team meets with individuals in several regional locations to discuss and collaboratively identify each individual's needs to meet their employment goals.

Safe Beds

The Safe Beds program provides 24/7 short-term crisis support to individuals as an alternative to hospitalization. Bethesda Services partners with us to address the needs of individuals who also have developmental disabilities.

Supportive Housing Program

Offered across the Niagara Region, this program provides an apartment and counselling services to individuals who require weekly intensive support. Individuals are given the opportunity to learn life skills, set goals, and become connected to services that will further assist them in their transition to independent living.

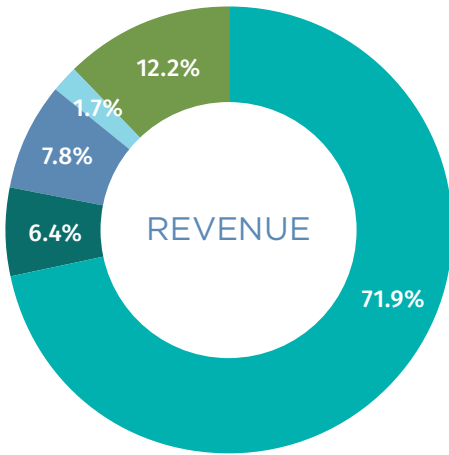
Transitional Housing Support Program (THSP)

We provide a congregate living program, of three to six months' duration, for females living with a mental illness and/or addiction.

Urgent Support Services (USS) & Walk-In Counselling

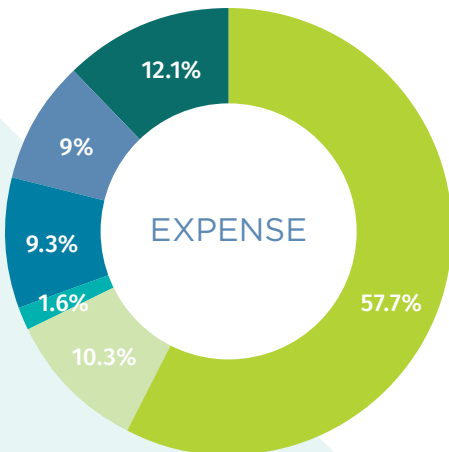
Mental Health Counsellors provide same day service to individuals by exploring their immediate concerns, and can offer assistance with crisis management and problem solving depending on the situation. Follow up services and connections to other resources are provided, as needed. No referrals or appointments required.

FINANCIALS



● Local Health Integration Network	\$5,923,813
● Ministry of Health and Long-Term Care (Housing)	\$528,087
● Ministry of Training, Colleges & Universities - Employment Ontario	\$640,854
● United Ways (St. Catharines, Niagara Falls/Fort Erie)	\$142,091
● Rent, Grants, Fundraising, Interest and Other	\$1,003,102

Total \$8,237,947



● Wages	\$4,631,819
● Employee Benefits	\$828,050
● Capital Assets & Amortization	\$127,615
● Supplies & General	\$744,572
● Funding Directed to Community Partners	\$726,160
● Occupancy	\$972,495

Total \$8,030,711

ONE CALL ONE NUMBER

Sometimes the stigma around mental health problems prevents people from asking for help. Asking for help means you are open to change that may lead to new health goals, but sourcing the “right” solution can be a challenge. Today, Niagara residents can receive immediate and confidential help with just one call. No more searching, or time on hold, only to find you’re at the wrong place. Now a single call places you with an expert system navigator who gets you the help you need.

Quickly. Simply. Call 1-866-550-5205

MENTAL HEALTH & ADDICTIONS
ACCESS LINE
1-866-550-5205
CONFIDENTIAL HELP 24/7





Canadian Mental Health Association
Niagara
Mental health for all

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



years of community
ans dans la communauté

Canadian Mental Health Association - Niagara Branch

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For enquiries specific to our programs and services for all locations: **905-641-5222**

For general enquiries about Mental Health & Addictions Services contact: Access Line at **1-866-550-5205**

St. Catharines

15 Wellington Street, St. Catharines, ON L2R 5P7

Fort Erie

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St. Catharines – Administrative Office

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Welland

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Niagara Falls

6760 Morrison Street, Niagara Falls, ON L2E 6Z8



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