



Canadian Mental
Health Association
Niagara
Mental health for all



Annual Report

2018 / 2019

Canadian Mental Health Association

Niagara Branch



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Message from the President and Executive Director

Last year, Canadian Mental Health Association (CMHA) Niagara embarked on a journey charting the course for a bright future for the organization, clients, their families, and the community.

The first step in mapping this journey is our new five-year strategic plan, developed with input from the board of directors, leadership, staff, clients and families, and community partners. It represents our commitment to strengthening mental wellness in the region, making it a place where mental health is recognized, supported and optimized. We believe the best way to provide strong mental health and addictions support across the region is through healthy partnerships and collaboration.

Over the past two years, we've worked closely with Niagara Health and other stakeholders including clients and their families and the result is the co-location of mental health and addictions programs and services at 264 Welland Avenue in St. Catharines. We now have ten programs under a single roof. This is truly a game-changer to Niagara.

Collaborations and partnerships are a critical component of strengthening community mental health and addictions services and they are going to become increasingly important as Ontario Health Teams (OHT) become established across the province. While there

is uncertainty about exactly how the OHT will look in Niagara, CMHA Niagara is poised to play a key role and we believe we are stronger and more effective when we work together.

We've worked hard this past year to raise awareness about mental health and addictions amongst local politicians and those who serve at Queen's Park, making them aware of the need for increased funding for programs and services as we help to meet the demand.

But we don't work alone. CMHA Niagara is also very lucky to have many "unofficial" ambassadors who've worked hard to raise awareness and funds by hosting various events. This includes the 9th annual Women & Wellness event, golf tournaments, bake sales, music and dance showcases, and more. The community has been incredibly generous, and we could not provide the services we do without their dedication and support. Every dollar raised in Niagara stays in Niagara, going to help someone you know.

We recognize more needs to be done. That's why we'll continue to leverage our successes while learning from our challenges and seek opportunities for innovation and improved effectiveness. Thank you for being on this journey with us and for helping someone you know.



Jennifer Fisk
Board President



Tara McKendrick
Executive Director

Statistics

Annual Score Card

100% Customer Service and Quality

100% Fiscal Performance

92% Operational Effectiveness

93% Workplace Health and Excellence

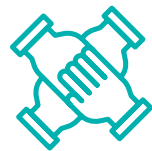
Program Statistics

Program	Category	2018-19
Case Management	Long-term	408
Information & Referral	Brief	160
Concurrent	Long-term	26
Dialectical Behaviour Therapy	Long-term	38
Court Support	Long-term	402
Mental Health Coach	Brief	154
Urgent Support	Brief	889
Mobile Crisis Rapid Response Team	Brief	623
Support Within Housing	Long-term	118
Safe Beds	Brief	328
Real Work	Long-term	377
National Employment Program	Long-term	67
Transitional Housing	Long-term	9
Walk In Counselling	Brief	445
Crisis Outreach & Support Team (COAST)	Brief	1,574
Youth Navigator	Brief	82
Brock University Counselling (NEW)	Brief	68

5,768



5,768
individuals served



1,445
long term



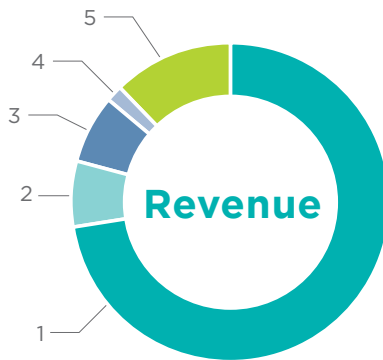
4,323
brief



4,057
additional telephone interactions with individuals not registered

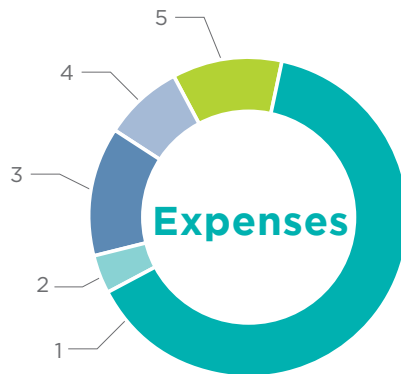
Finances

Canadian Mental Health Association Niagara Branch. Year ending March 31, 2019.



1	Local Health Integration Network	\$6,442,374	72%
2	Ministry of Health and Long Term Care (Housing)	\$614,596	7%
3	Ministry of Training, Colleges & Universities - Employment Ontario	\$610,417	7%
4	United Ways (St. Catharines, Niagara Falls/Fort Erie)	\$137,927	2%
5	Rent, Grants, Fundraising, Interest and Other	\$1,079,252	12%

Total \$8,884,566



1	Wages & Benefits	\$5,577,471	64%
2	Capital Assets & Amortization	\$372,104	4%
3	Supplies & General	\$1,091,565	13%
4	Funding Directed to Community Partners	\$723,739	8%
5	Occupancy	\$935,828	11%

Total \$8,700,707

New Initiatives

Strategic Plan 2019-2024

CMHA Niagara retained Overlap Associates, Inc. in May 2018 to work on the development of a new strategic plan that would guide the activities of this organization through 2024. The process spanned six months and involved individual interviews, focus groups and workshops with community partners, client and family representatives and staff. In July, CMHA Niagara's board of directors, leadership and client advisors participated in a 2-day workshop and by October 2018, Overlap Associates, Inc. presented the agency with a draft report that was approved by the board of directors in January 2019.

The following mission, vision and values have been adopted by our branch:

Mission

Our purpose is to strengthen mental wellness in the Niagara community.

Vision

A Niagara where mental health is recognized, supported and optimized.

Values

Service, Respect, Integrity, Teamwork, Competency

In the next three to five years, CMHA Niagara will work to achieve:

1. Organizational Wellness to Support Quality Services

Improving internal culture, leadership and operations to enhance service offerings and experiences for clients.

2. Excellence in Mental Health and Addictions Services Across the Region

Strengthening the network of service providers to improve service coordination, setting a standard of excellence in care, and demonstrating collaborative leadership across the region.

3. An Adaptive and Sustainable Utilization of Resources

Developing sustainability and capacity to match diverse funding sources with programming needs.

4. Strengthened Foundations to Build Capacity

Strengthening organizational values, approaches and capacity to improve and broaden service delivery.

5. Expanded Pathways to Service Through Collaboration

Increasing collaboration and broadening our outreach to continue building on community presence and impact.

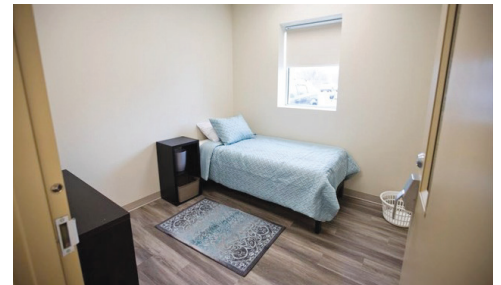
Brock Expands Access

New funding from the Niagara Community Foundation's David S. Howes Fund has enabled CMHA Niagara and Brock University to assist students by offering mental health drop-in counselling at times when academic pressures intensify.

In the first series of the project, launched in February 2019, 113 individuals accessed the service over six weeks. Offered Monday to Thursday from 4-7 p.m., counsellors set up in a highly-visible, easy to find area of the library.

This partnership furthers CMHA Niagara's objective of expanding service through collaboration. The project will continue during peak times of the academic calendar for the next three years.

Community Partners Under One Roof



“CMHA is proud to be part of this innovative and collaborative partnership which will more effectively meet the needs of individuals in our community. It has only been possible due to the support of our boards, staff, community partners and feedback received from clients and their families. We are pleased to be open for service.”

~ Tara McKendrick, *Executive Director, CMHA, Niagara Branch*

CMHA Niagara and Niagara Health open new shared location

On April 16, 2019, CMHA Niagara and Niagara Health opened the doors to our new shared location, providing mental health and addictions programs under one roof to improve care and connect clients to mental health and addictions programs, while making it easier to navigate the system.

CMHA Niagara and Niagara Health consulted with hundreds of clients, their families and numerous community partners to guide the planning for the new shared location at 264 Welland Avenue in St. Catharines.

264 Welland Avenue is a purposely renovated space that is larger, brighter and provides a safer environment and fully accessible programs and services. CMHA Niagara will offer all St. Catharines programs and services, including the Safe Beds Program and Urgent Support Services alongside Niagara Health’s Men’s and Women’s Withdrawal Management (Detox), ABC (A Better Choice), the Out and About Methadone Clinic and Hepatitis C Satellite Clinic.



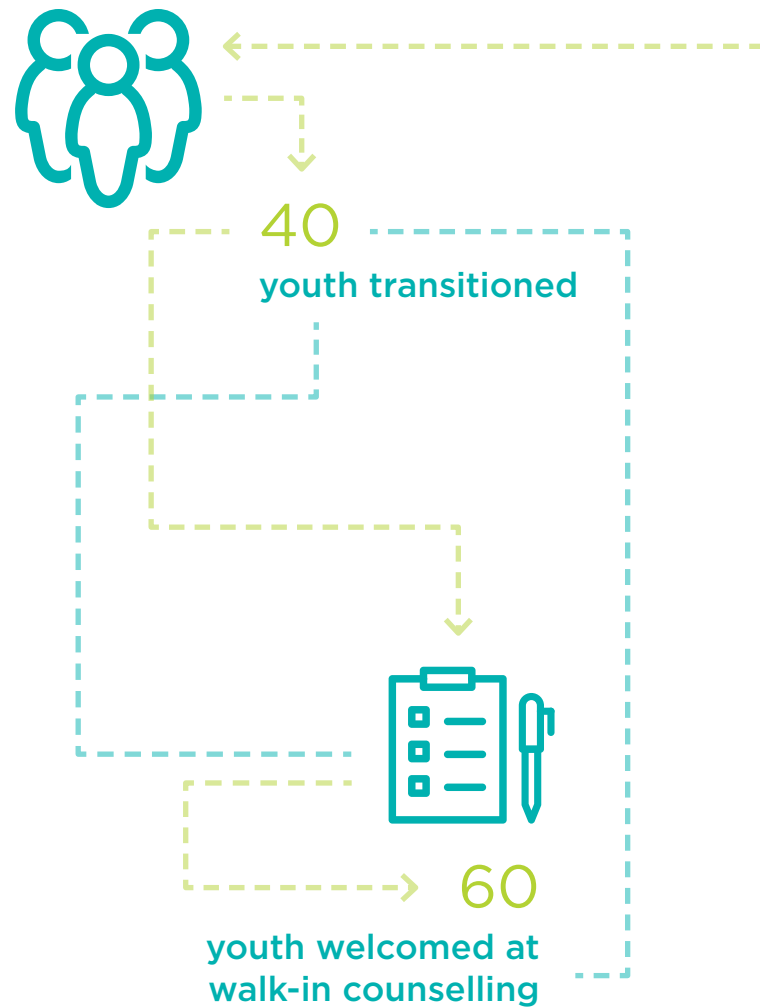
Collaboration is vital to creating a patient-centred health system, and this is another example of the power of partnership. This exciting and innovative opportunity with CMHA and the many other partnerships we have forged in Niagara and beyond are proof that we're better when we work together."

~ Dr. Tom Stewart, CEO, Niagara Health and St. Joseph's Health System

Youth Navigator

In late 2017, CMHA Niagara embarked on a program to build transition and navigation supports for youth who are aging out of children's services or are reaching out for mental health supports for the first time. Youth experience various life transitions between the ages of 16 and 24 that make them particularly vulnerable to first time significant mental health distresses. With brain development continuing through age 25, the emerging adulthood stage is a time when over 50 percent of young people simply stop seeking treatment, putting them at a significantly higher risk of developing more enduring mental health problems later in life.

A 2-year grant from the Branscombe Family Foundation was secured to improve care for youth living with mental health concerns in Niagara. CMHA Niagara's Mental Health and Addictions Navigator for Youth works closely with Pathstone Mental Health, the RAFT, local school boards and other agencies, to connect youth with appropriate mental health services and offer transitional support. To date, more than 40 youth have been transitioned with partnering agencies and over 60 youth have met with the Youth Navigator through our walk-in counselling program at the Branscombe Centre.



The Niagara Community Supporting Mental Health

Third-Party Fundraisers

CMHA Niagara relies on and is grateful for the support of ambassadors, donors, event organizers, attendees and volunteers.

The **Stay the Night Charity Gala** was held in March when professionals from the Greater Toronto Area gathered to raise awareness and \$10,000 to support the CMHA Niagara's Safe Beds program.

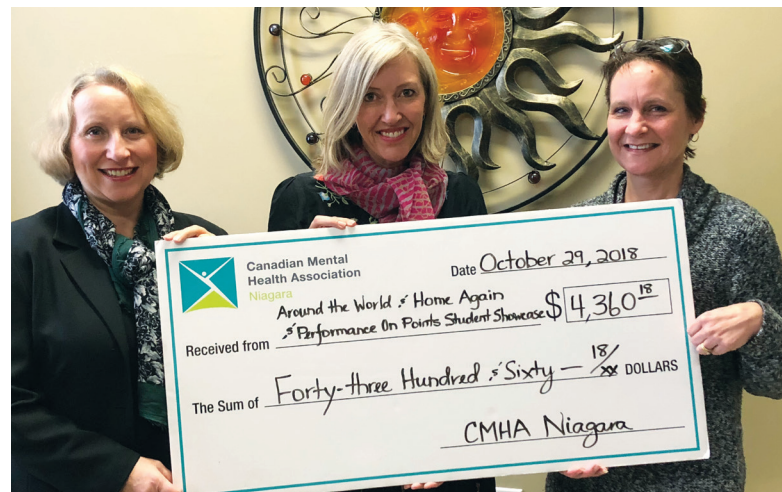
Hoping to strike out more than batters, the third annual **Strike Out Stigma** baseball game took place in July 2018 and raised over \$8,300 for CMHA Niagara. The organizers and players come together each year to raise funds and awareness for mental health in Niagara. With the support of umpires, corporate sponsors, players collecting pledges and onsite fundraisers, the event continues to grow year after year.

Through the dedicated support of **Tenja Hagenberg**, Around the World & Home Again and Performance on Point's student showcase donated over \$4,300.

Dan Giancola's **Give the Boot to Mental Illness Gala** donated over \$4,000 to provide new laundry equipment for our Safe Beds program.

Peter and Anita Everest organize the **Paul Everest Memorial Golf Tournament** each year in June. This year the event raised \$3,800.

Jack Astor's (St. Catharines) Stein Club member event, Brock University, service clubs, memorial donations, celebration donations and local corporations also supported CMHA Niagara. Thank you to everyone who works hard to bring awareness and much needed funds to strengthening mental wellness in Niagara.





Women & Wellness Committee: Michelle Stranges, Karen Vanscoy, Alex Pederson, Stuart Dorricott, Janice Arnoldi, Caren Burt, Susan Mifsud

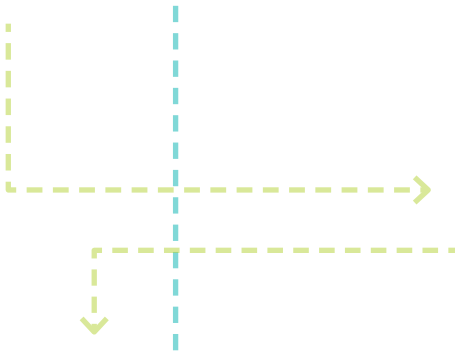
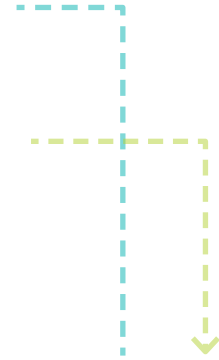
Women and Wellness

Under the leadership of a very dedicated volunteer committee, the 9th annual Women and Wellness took on a new challenge and proved to be another great success. On February 5, 2019, the volunteer committee that works so hard to present this amazing event welcomed over 400 guests to enjoy a meal and the words of Lynn Keane. Lynn is an advocate, speaker and author who has dedicated her life to sharing her family's story and educating about the underlying causes of depression and the importance of treating mental illness, following the sudden passing of her son in 2009. This was the first time the event charged for tickets, providing each guest a 3-course meal.

Attendees and sponsors helped raise over \$60,000 in support of CMHA Niagara's new location at 264 Welland Avenue, a fully accessible and adequately resourced and equipped facility to provide excellence in care and client experience.

Local Shoppers Drug Mart stores come together each year to raise and donate over \$23,000, making Shoppers Drug Mart the presenting sponsor of this event.

CMHA Niagara is grateful for the support of the Women and Wellness volunteer committee and all our corporate supporters.



Thank You to Our Donors

Thank you to everyone who supported CMHA Niagara with a financial donation this year.

Frank Barber

Bernard Barry

Beatties

The Bell Tower

The Benevity Community Impact Fund

Bill Avakian Computers

Thomas Bissell

Mike and Allison Borg

Monica Brecht-Yendt

Brock University

Brock University Students' Union

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CAA Niagara

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Monica Dufault

Dunnville Lioness Club Project

Peter Everest

Fallsview Casino Resort

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Suzanne Labbé

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PenFinancial Credit Union	Brad Steeves	Vittoria Wecchi
Performance Lexus	Helen Steeves	Welland Volunteer Firemen's Club
Playful Solutions	Steinbachs & Chapelle	Roxanne Widdicombe
Port Dalhousie Lioness Club	Stevensville Kinettes New Bingo	Wormald Masse Keen Lopinski
Premier Bailiffs Inc	Stokes Seeds Limited	Stephanie Grace Yurkewich
Professional Hockey Players' Association	Michelle Stranges	Zavitz Family Holdings Ltd.
Quick Service Technologies	Bruce Sykes	
Joyce Rankin	Dawn Thompson	

Over 500 organizations and individuals supported CMHA Niagara this year. This list highlights donors over \$100.

Programs and Services



Crisis Services, Safe Beds & Counselling

Urgent Support and Walk-In Counselling

Mental health counsellors provide same day service to individuals by exploring their immediate concerns. They offer assistance with problem solving and crisis management. Follow-up services and connections to other resources are provided. No referral or appointment is required.

Crisis Outreach and Support Team (COAST)

COAST is a mobile crisis outreach and intervention service that offers immediate telephone counselling and on-site crisis outreach intervention as needed. It operates seven days a week, 24 hours a day for individuals 16 years and older, experiencing a mental health crisis.

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 in St. Catharines. This program services all ages in the community.

Safe Beds

Short-term crisis support is available 24/7 as an alternative to hospitalization. This is a voluntary, non-medical residential program offering a therapeutic environment for individuals to stay while they work through their crisis.

Group Counselling

Group counselling programs focus on life skills, illness management and recovery, behaviour therapy, anxiety, depression, substance use and suicide prevention.



Employment Services

Real Work

This specialized employment program helps individuals who experience mental health concerns and other disabilities as barriers to employment, find and maintain meaningful jobs.

Community Support and Residential Services

Case Management

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

Transitional Housing Support Program

The congregate living program of three to six months is available to individuals living with a mental illness and/or addiction. 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.

Supportive Housing Program

Offered across the Niagara Region, this program provides an apartment and counselling services to individuals who require weekly intensive support.

Court Diversion and Support

Individuals living with mental illness who are charged with minor offences are assisted by community support workers at court, detention centres and upon release, to help with transitioning back into the community.

Volunteer and Training Programs

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.

Volunteer Program

Volunteers provide support with various social and event-based activities. Volunteers share their personal experiences with mental illness to provide education and raise awareness in the Niagara community.



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

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Email: info@cmhaniagara.ca

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

For enquiries about mental health and addictions services contact: **ACCESS LINE: 1-866-550-5205**

Contact Us

St. Catharines

264 Welland Avenue, Suite 103,
St. Catharines, ON L2R 2P8

Fort Erie

20 Jarvis Street,
Fort Erie, ON L2A 2S3

Niagara Falls

6760 Morrison Street,
Niagara Falls, ON L2E 6Z8

Welland

570 King Street,
Welland, ON L3B 3L1

Thank you to our supporters:



The Mental Health and Addictions
ACCESS LINE has information on over
100 programs in Niagara.

ACCESS Line helps make direct connections to services including crisis intervention, housing, groups, withdrawal management, addictions supports, employment and services to support caregivers.

MENTAL HEALTH & ADDICTIONS

ACCESS LINE

1-866-550-5205

CONFIDENTIAL HELP 24/7