



19/20

ANNUAL REPORT

CANADIAN MENTAL HEALTH ASSOCIATION
NIAGARA BRANCH



Canadian Mental
Health Association
Niagara
Mental health for all

TABLE OF CONTENTS

CANADIAN MENTAL HEALTH ASSOCIATION **NIAGARA BRANCH**

ANNUAL REPORT 2019/2020

Statistics	3
Message from the Board President and Executive Director	4
Fulfilling our Strategic Goals	6
Financials	13
Someone in Your Circle Needs our Help	14
Thanks to Donors	16
Programs and Services	18



Canadian Mental
Health Association
Niagara
Mental health for all

STATISTICS

PROGRAM STATISTICS

PROGRAM	CATEGORY	2019-20
Case management	Long term	543
Information and referral	Brief	161
Concurrent	Long term	48
Dialectical behaviour therapy	Long term	50
Court support	Long term	340
Mental health coach	Brief	103
Urgent support	Brief	1,245
Mobile Crisis Rapid Response Team	Brief	583
Support within housing	Long term	68
Safe Beds	Brief	429
Real work	Long term	436
National employment program	Long term	52
Transitional housing	Long term	14
Walk-in counselling	Brief	557
Crisis Outreach & Support Team (COAST)	Brief	1,307
Youth navigator	Brief	130
Brock University counselling	Brief	196
TOTAL		6,230



6,230
individuals served



1,519
long term



4,711
brief



4,606
additional telephone interactions with individuals not registered

A MESSAGE

FROM THE BOARD PRESIDENT AND EXECUTIVE DIRECTOR

CMHA has served Niagara for over 50 years, and over that time the need for services has increased significantly.

We have a vision of a Niagara where mental health is recognized, supported and optimized. Imagine our community where...

You or someone in your circle can access support for mental health early and easily, without a wait or fee.

Someone considering talking about their symptoms of depression, anxiety, worthlessness or hopelessness decides today's the day, and they can get same-day service.

A mental health worker responds with police to 9-1-1 calls involving mental health concerns to minimize unnecessary visits to the emergency department or involvement in the justice system.

When someone needs a place to feel mentally safe, but doesn't require hospital admission, they can stay in a therapeutic environment with the support of mental health workers to develop a plan for returning home, at no cost to them.

When someone feeling alone and maybe considering suicide wants to reach out and connect with another person, they can connect 24/7.

Well, we want you to know we have all these services available in Niagara. We provide a continuum of mental health services. This means we assist those with early signs of mild-to-moderate unwellness, those with more severe impacts, those with diagnosable mental illness and those recovering. Our immediate access services ensure people receive help when they need it and get connected with longer-term services as needed. Our longer-term services focus on supporting individualized recovery for those living with mental illness. Details of all our programs and services are provided on pages 18 and 19.

Canadians are living with mental health conditions that are preventable, manageable and treatable with the right supports at the right time and place. Early access can make a significant difference.

In our community, it's OK to not be OK and to reach out for support. In acknowledging this, we support the resiliency and recovery of those experiencing mental health concerns, which means their lives can, and do, get better. In our community, you can not only be heard, but seen, and acknowledged by another who understands that along with the challenges and struggles and fears, we all have strengths, possibilities and hope.

Collaborations and partnerships remain critical to strengthening mental wellness in Niagara. We are very fortunate to have so much support from our community, helping to raise money to support programs and awareness of the importance of mental health services. We also have incredible partnerships with community agencies across Niagara without which we couldn't do this job. Everyone's support of CMHA's important work in our community is recognized and appreciated. Thank you.



Christopher Yendt
Board President



Tara McKendrick
Executive Director

BOARD OF DIRECTORS 2019/2020



President
Christopher Yendt



Vice President
Andrew Bassingthwaighte



Treasurer
Stuart Dorricott

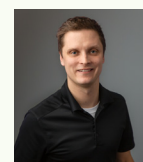


Service Outcomes/
Quality Committee Chair
Dawn Shickluna

DIRECTORS



Jennifer Fisk



Matthew Mahler



Lindsey Marois



Tara McKendrick
Ex-Officio



Susan Mifsud

FULFILLING OUR STRATEGIC GOALS

CMHA Niagara released a strategic plan to guide our direction from 2019-24. We're proud to share some of our success stories from year one of our five-year plan.

EXPANDING PATHWAYS TO SERVICE THROUGH COLLABORATION

Drop-in counselling at Brock University

In February 2019, CMHA entered into a collaborative project with Brock University and its library after Brock noticed a trend in students seeking counselling during certain times through the semester. Funded by the Niagara Community Foundation's David S. Howes fund, this program provides on-campus counselling with CMHA Niagara staff. In its first year of operation, the counsellors assisted 196 students.



IF I WASN'T ABLE TO SEE SOMEONE TODAY I WOULD HAVE BEEN SO DISCOURAGED. MEETING WHEN I DID RELIEVED A LOT OF STRESS."

Mental health coach partnerships with YWCA and Start Me Up Niagara

Since 2015, CMHA Niagara has partnered with YWCA in St. Catharines and Niagara Falls in providing mental health coaches to assist individuals with mental health issues living in the shelter system. Coaches help residents work on their mental health recovery and overcome poverty, homelessness and unemployment. Residents have indicated if the coaches weren't on site, they would never have sought help and would've missed the opportunity to connect to mental health supports. This program has been generously supported by the Niagara Prosperity Initiative.



MY WEEKLY APPOINTMENTS ARE VERY HELPFUL AND GREATLY APPRECIATED."

VERY THANKFUL FOR THIS PROGRAM."

CMHA Niagara has also provided a mental health coach at Start Me Up Niagara since 2017. This service helps connect individuals accessing the drop-in centre with mental health support and services. Many individuals who access Start Me Up Niagara don't have any supports in place. The coach on site assists with the rapport-building often needed for individuals to feel comfortable accessing service. Over time, the coach can connect the individual to services that address their needs. This program wouldn't be possible without support from United Way Niagara.

FULFILLING OUR STRATEGIC GOALS

Talk Today

Since 2014, CMHA Ontario has partnered with the Ontario Hockey League to provide Talk Today to promote mental health awareness and suicide prevention in young athletes and to raise awareness around the benefits of positive mental health. Through a sponsorship from Teacher's Life, CMHA Niagara and players from the Niagara IceDogs have presented to local sports teams and at local schools. Through Talk Today, more than 100 players and coaches from the IceDogs and Erie Otters have received safeTALK training. This training allows coaches and players to recognize when someone needs help, makes them comfortable talking about it and able to access the resources needed. In every training, players share personal stories of mental illness and suicide openly, without stigma.



AN ADAPTIVE AND SUSTAINABLE UTILIZATION OF RESOURCES

Young adult care planning



Through the generous support of the Branscombe Family Foundation, CMHA Niagara's young adult mental health and addictions co-ordinated care planning program will improve the continuity of care of young adults (ages 16-24) with mental illness. This youth transition program will ensure CMHA Niagara is better equipped to support young adults and reduce the risks of young adults disengaging in mental health and addiction services during the transition period. A training development plan and required resources will be created to help staff be more knowledgeable and better served to meet the needs of young adult clients. Additionally, working with existing mental health agencies to share resources, collaborate on existing practices, and develop programs will strengthen the bridge between child/youth services and young adult/adult services.

FULFILLING OUR STRATEGIC GOALS

EXCELLENCE IN MENTAL HEALTH AND ADDICTIONS ACROSS THE REGION

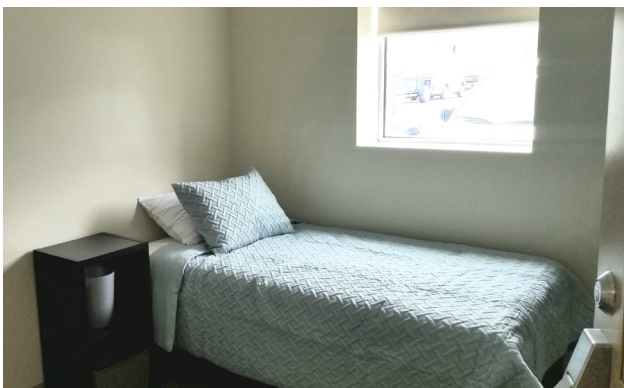
Community Connector Award

Quest Community Health Centre hosted their annual Community and Well-being Week with the theme of *Connected Teams, Connected People, Connected Communities*. The week highlighted the need to continue to work collaboratively to strengthen connections within communities to achieve a more integrated health system and build more connected, vibrant communities. CMHA Niagara was honoured with a Community Connector Award as part of the Urgent Service Access Project Management Team alongside Community Addiction Services of Niagara and Niagara Health. The award recognized those who continue to go above and beyond to foster relationships and build partnerships in their organizations, in their communities and in the health system.



264 Welland Avenue opening

On April 16, 2019, CMHA Niagara, Niagara Health's Adams Street Addiction Centre and Golden Care Pharmacy opened their new joint facility at 264 Welland Avenue in St. Catharines. This strategic partnership provides excellence in mental health and addiction services. CMHA Niagara now offers additional Safe Beds rooms that are single occupancy and accessible, and a partnership with Niagara Regional Police Service allocates rooms to help police divert individuals from hospital. An on-site pharmacy is available for dispensing medication, medication reconciliation and health education. In addition, on-site withdrawal management services and clinics are now available.



FULFILLING OUR STRATEGIC GOALS

STRENGTHENING FOUNDATIONS TO BUILD CAPACITY

Bosch Rexroth Canada partners with CMHA Niagara for #GivingTuesday

Bosch Rexroth Canada partnered with CMHA Niagara for #GivingTuesday to raise funds to support immediate access to connections by increasing the availability of mental health programs in Niagara.

Bosch Rexroth's Welland location approached CMHA Niagara hoping to show their support of important mental health and addiction services, and issued a challenge to the local business community to match their \$1,000 donation. Through the challenge, the campaign raised close to \$5,000.



BOSCH REXROTH CANADA TAKES MENTAL HEALTH SERIOUSLY. BY ENCOURAGING OUR EMPLOYEES TO TAKE CARE OF THEIR MINDS, WE'RE INVESTING INTO THE LONGEVITY AND OVERALL HEALTH OF OUR EMPLOYEES AND OUR COMPANY.”
- ELIJAH BABCOCK, WAREHOUSE LEAD HAND AND BOSCH REXROTH CANADA MENTAL HEALTH ADVOCATE

FULFILLING OUR STRATEGIC GOALS

CMHA Ambassador Team

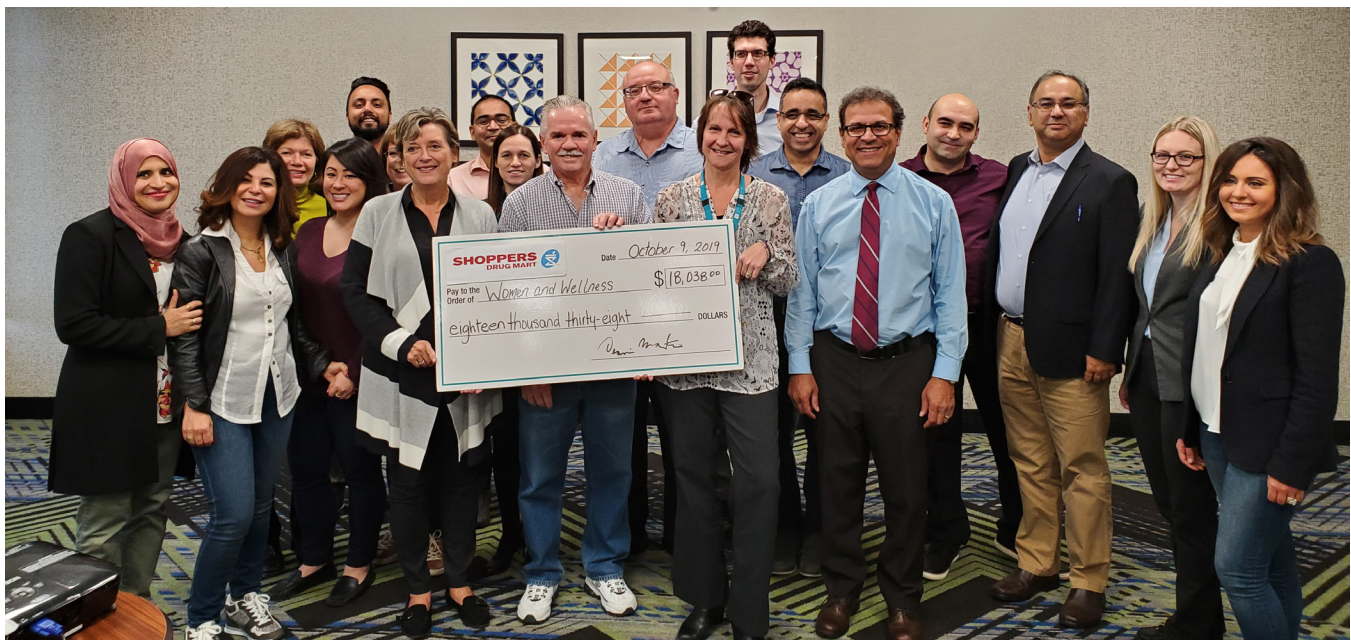
A team of volunteer ambassadors have been working with our fund development and communications team to help increase the profile of CMHA Niagara in our community. Our passionate volunteers, Maureen Murphy, Mike Wynne and Scott Conkwright, each bring unique lived-experience and awareness of mental health concerns. We'll be working together to expand awareness of our programs and services and importance of our community's support.

10th Annual Women & Wellness Fundraiser

Women & Wellness hosted their 10th annual fundraiser for CMHA Niagara in support of immediate access to mental health services. This year's keynote speaker, Elizabeth Manley, shared her story of victory over mental illness as well as her victory as an Olympic champion. The event raised over \$40,000. The dedication of committee volunteers continues to make this event a success. Thank you to Judy Willems, Janice Arnoldi, Emily Oriold, Susan Mifsud, Stuart Dorricott, Jenn Barraza, Fouzia Ahmed and Caren Burt.



Shoppers Drug Mart store owners confirmed their commitment as the presenting sponsor of the Women & Wellness fundraiser dinner, presenting a cheque for \$18,038 to representatives from Women & Wellness and CMHA Niagara. The funds come from Shoppers Drug Mart Spring Beauty Gala's held at stores in May. The day includes various cosmetic activities and promotions.



FULFILLING OUR STRATEGIC GOALS

Third Party Events

In its fourth year, Strike Out Stigma raised over \$10,000 for CMHA Niagara in July 2019. Special thanks to Steve and Jennifer Maurice, the Welland Chiefs, Merritton Alliance, the officials and fans for all they do in making this event a fun-filled evening while raising funds to support mental wellness.



Once again, Tenja Hagenberg of Performance on Point brought her students' amazing talent to the Greg Frewin Theatre stage in Niagara Falls to perform in support of CMHA Niagara, raising \$4,520.



The Paul Everest Memorial Golf Tournament raised \$3,850 in support of CMHA Niagara. Special thanks to Peter Everest for hosting this tournament for a third year.



FULFILLING OUR STRATEGIC GOALS

Sierra Visca, a Niagara Falls girl who has experienced bullying, organized an event to raise funds to support mental health and combat bullying. CMHA Niagara gratefully accepted a donation of a portion of the event proceeds. Sierra wants youth in Niagara to know they are not alone and to help them receive mental health supports.

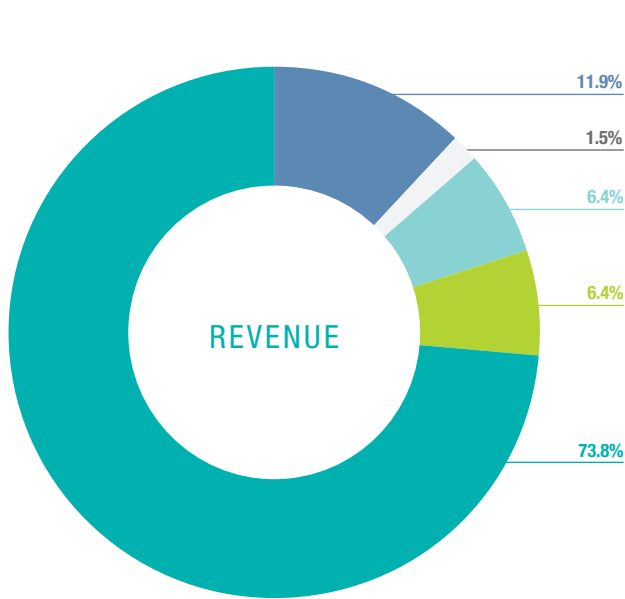


Each year, the St. Catharines Mayor's Invitational Golf Tournament supports local organizations, and CMHA Niagara has received support totalling \$25,000 over two years toward immediate access to mental health services.



FINANCIALS

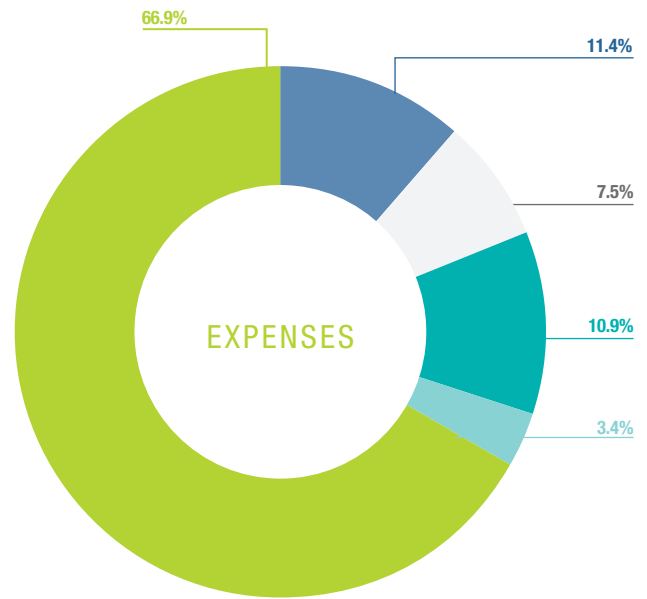
YEAR ENDING MARCH 31, 2020



REVENUE

- Local Health Integration Network \$ 6,845,411
- Ministry of Health (Housing) \$ 596,589
- Ministry of Training, Colleges & Universities - Employment Ontario \$ 596,005
- United Ways (St. Catharines, Niagara Falls/Fort Erie) \$ 138,240
- Rent, Grants, Fundraising, Interest and Other .. \$ 1,103,208

TOTAL: \$ 9,279,453



EXPENSES

- Wages & Benefits \$ 6,117,159
- Capital Assets & Amortization \$ 308,243
- Supplies & General \$ 992,839
- Funding Directed to Community Partners \$ 689,016
- Occupancy \$ 1,042,255

TOTAL: \$ 9,149,512

SOMEONE IN YOUR CIRCLE NEEDS OUR HELP



One in two Canadians have, or have had a mental illness by the time they reach 40 years of age.

In any given week, at least 500,000 employed Canadians are unable to work due to mental health problems. The costs associated with mental illness in Ontario are 1.5 times that of all cancers combined and more than seven times of all infectious diseases. Only half of Canadians experiencing a major depressive episode receive adequate care. One-third of Canadians aged 15 or older who have needed mental health care say those needs were not fully met.

We are helping someone you know

In any given year, one in five people in Niagara will personally experience a mental health concern or illness. The other four will love, work with or care for someone with a mental health concern. CMHA Niagara is here to support our local community and the person in your circle who is impacted.

We are making an impact in Niagara

The impact of mental health concerns and the frequency and severity of those challenges can be reduced by early access and intervention, and a focus on optimizing mental health and strengthening wellness. Supporting resiliency and recovery of those experiencing mental health concerns means their lives can, and do, get better.

Canadians are living with mental health conditions that are preventable, manageable and treatable. A recent study on depression treatment estimated that every dollar spent on publicly-funded psychological services saves two dollars for the health system overall. Mental health promotion, prevention and early intervention can also reduce pressure on our health system.



Help us support mental wellness

CMHA Niagara receives funding from several sources, including provincial ministries, United Way and various grants. These funding agreements are specific to particular programs and don't always cover the full costs. Additionally, current levels of funding don't allow for expansion to respond to increasing requests for support, emerging concerns or gaps in services.

To expand, enhance and sustain services to meet the needs of Niagara, we require financial support from those who believe in our work and recognize the importance of mental health and addictions services to everyone in our community.

When you give, your donation is invested in frontline services to deliver programs. When you give to CMHA Niagara, you'll see more people receiving expanded and enhanced services, such as:

- Immediate access to connections by increasing the availability of programs like Urgent Support, COAST, SafeBeds and The Mobile Crisis Rapid Response Team.
- Comfort and Safety by providing basic needs like housing, food, clothing, transportation and hygiene essentials.
- Quality and capacity building for our community mental wellness by supporting the development of volunteers and staff to ensure services are delivered effectively.
- Support for youth to live their best lives by expanding opportunities and meeting their unique needs for connection and recovery.

HOW TO DONATE

Single or monthly donations

Single or monthly donations can be directed to the most urgent need or a specific program. Donations can be made in tribute to someone or in gratitude.

Gifts in kind

Regularly we need items and services that support our programs (such as new clothing or hygiene products). When accompanied by receipt of payment or appraisal, you may qualify for a charitable donation receipt.

Third-party events

CMHA Niagara is honoured and grateful to be supported by community fundraising events. Events may include golf tournaments, dinners, walks or runs, and other events.

Visit www.cmhaniagara.ca/donate or call 905-641-5222, ext. 2644 to learn more and donate.

CMHA Niagara will issue official charitable tax receipts. Our charitable registration number is 130532955 RR0001. Information is available about registered charities in Canada at www.cra.gc.ca/charities.

THANKS TO DONORS

Catherine Archibald
Theresa Armstrong
Pierre and Lorraine Belanger
Bell Canada
The Benevity Community Impact Fund
Lisa Bengor
Doug Biehn
Simo Bielich
Shari Bordeleau
Bosch Rexroth
Monica Brecht-Yendt
Brock University
Allen and Joyce Brown
Ruth Buchanan
Gary and Joyce Butler
Butz and Cook Family
Karen Campbell
Judy Cerra
Olga Cherkasova
John Clark
Tiffany Clark
Brenda Coleman
St. Catharines Mayor's Golf Tournament
Terry Coyle
Joe and Rose DelGuzzo
Deloitte LLP
Dale DeMarco
David Demoe
Lori Dickinson
Lisa DiSanto
Barbara Downey
Peter Duhaime
Jeff and Breanne Dumont
Joyce Dunbar
Terence and Pamela Ellis
ES Fox
Chris Everest
Peter Everest
Kelly Falconer
Falls Chevrolet Cadillac Buick GMC
David Featherstone
Keri Ferencz
Rob Forstinger

Friends Sharon, Heather and Louise
Mark Fusco
Tiffany Lynn Gallagher
Judith George
Ken George
Frank Geremia
Jamie Gibson
Don Gill
Claudette Gregory
Delaney Greig
Catharine Guild
Helmet Hagenberg
Karin Hagenberg
Lou-Ann S Hicks
Rachael Hinks
Hogan's Printing & Sports
Jessica Huffman
Laura Hughes
Laura Ip
Darrell Janzen
John Howard Society
Richard Kennedy
Valerie Kerr
Kraun Electric Inc.
Leanne Kurek
Labourers' International Union of North America
Sharon Lampman
Mallory Lawton
Robbie Lepp
Lincoln Soccer Association
Janet Long
Carlos Luis
Jerome MacMaster
Victor and Judy Mantler Family
Martindale Family
John Joseph Mataya
Steve Maurice
Doug and Mary McNeil
Joan McPherson
Linda Meyers
Michael Brady Financial Services Limited
Greg Miller
Grant and Marilyn Minard

Margaret Minor
Lloyd and Lynda Mitchell
Francine Moore
Kenneth D. Nash
James Neil
Anne Norder
Margaret North
Bob O'Dell
John Oille
Melanie Jane Pachereva
Nancy Florence Paget
Marcelle Pardy
Nancy Paszak
Pawsitive Productions Inc.
Performance on Point
Kelly Petch
Sandra Phillips
Pinecrest Revolver & Gun Club Inc.
Doug Pollock
Premier Bailiffs Inc
Maria Procaccini
Brian Quirt
Sharon Reeb
Jane Reimer
Jennifer Richards
Ridley College
Ronald C. Ellens Appraisals Inc.
Jack and Cathy Roseboom
Linda Saari
Larry Sander
Shawn Schertzing
Teresa Scobie
Paul Sebastianelli
Shaw Festival
Shoppers Drug Mart Life Foundation
Ruth Ann Shuker
Wayne Smith
Doreen Smythe
Solasta Distribution Inc
John and Joyce Sonneveld
Lisa Sowa
Steve Sprenger and Scott Putman
St. David's & District Lioness Club

Steve Stefanko
Steinbachs & Chapelle Professional Corporation
Fred Stonos
Michelle Stranges
Pat Taylor
Dawn Thompson
Jim and Mary Trojner
JoAnn and Ed Tronko
United Way Niagara
United Way Toronto
The Upper Deck Taphouse & Grill
The Upper Deck Taphouse Staff
Lexi Van Harten
Jodi Van Valkenburg
Terri Visca
Katy Vucina-Arcuri
Michael and Carolyn Vuono
W.S. Tyler Canada Ltd.
Joan Wainman
Kevin and Eileen Wakeman
Walker Industries
Robert, May and Sarah Walker
Jennifer Wallace
Welland & District Open Dart League
John and Donna Wight
Steve Wilson
Women and Wellness
Sterling and Judy Wood
Wormald Masse Keen Lopinski
Carol Wray
Ronald Wreggitt

Over 550 organizations and individuals supported CMHA Niagara this year. This list highlights donors over \$100.

PROGRAMS AND SERVICES



IMMEDIATE ACCESS TO SUPPORT

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.

Real Work Employment

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.

Group Counselling

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

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.

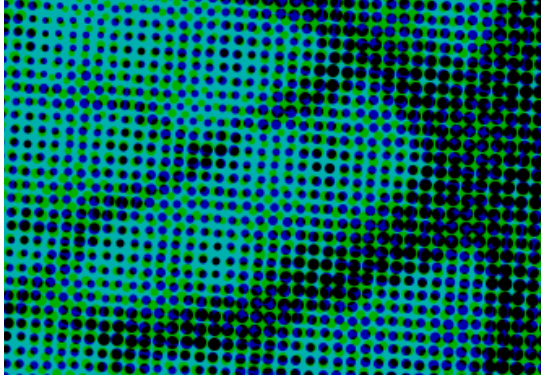
VOLUNTEER AND TRAINING PROGRAMS

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.



 cmhaniagara.ca |  CMHANIagara |  CMHANIagara |  CMHANIagara |  info@cmhaniagara.ca



Canadian Mental Health Association, Niagara Branch

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



The Branscombe Family Foundation

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