



CANADIAN
MENTAL HEALTH
ASSOCIATION

ASSOCIATION
CANADIENNE
POUR LA SANTÉ
MENTALE

Canadian Mental Health Association

2010 - 2011

Annual Report

Celebrate!

**10th
Anniversary**

OUR VISION

An inclusive community
dedicated to the rights
and mental health
of all people.

Our History

My Recollections of CMHA Niagara's History

Around 1966 a group of volunteers met at the Queen St. Branch of the YM-YWCA to see what could be done to assist persons who had spent time in the Hamilton Psychiatric Hospital to re-integrate back into the community. Generally these people did not have any family connections or friends when they returned. There was a lot of discrimination around mental health issues and these persons did not have anyone or any organization to advocate on their behalf. These meetings went on for about 1-2 years, more volunteers were recruited and a limited amount of fundraising took place.

Around 1967 the group applied to the Ontario Division of the CMHA, developed a Board of Directors and received a charter to provide Mental Health Services and Education to the residents of the former Lincoln County. Limited funding was provided by the United Way in St. Catharines.

At this time the organization was able to obtain their first location on William Street in St. Catharines and opened what was then known as the White Cross Centre. This drop-in centre was staffed with volunteers 2 evenings a week and on Sunday afternoons. Gradually, as the volunteer compliment was increased, the centre was opened more frequently. Volunteers received training, especially on active listening, from some Board members who were professors at Brock University. At this time there was no paid staff, and any administration functions were performed by Board volunteers.

C.M.H.A. White Cross Logo



After a number of years it became evident that better services and education could be provided if one agency existed in the Region of Niagara. Government funding for many programs became dependant on the agency being able to provide region-wide programs. Discussions began with the Niagara South Branch with a view to combining programs and staff and the Niagara Branch of the CMHA was formed in 2001 with the mandate to provide mental health programs and education throughout the Region of Niagara.

John Kelly

The author - John Kelly was the Board President of the CMHA, St. Catharines Branch, and he was also the first Branch President of the newly amalgamated CMHA Niagara. He has been a CMHA National, Provincial and Branch volunteer for over 30 years, receiving numerous government and association awards including Volunteer of the Year. John Kelly's complete article can be found on our website ("about CMHA Niagara") where you will also find the history of the Niagara South Branch, one of the two founding branches of CMHA Niagara.



President/Executive Director Report

An organization's strength is not based on what we say about it, but what others say about our organization. In September 2010 we were awarded the primer designation by Accreditation Canada. The Board, staff and volunteers have continued to demonstrate best practice in governance and service delivery.

Our Board of Directors has had a strong attendance record and dedicated countless additional volunteer hours within its various committees. Our accomplishments are highlighted by committee:

Executive: New ED job description with core competencies, ED accountability agreement

Governance: Many revised and additional policies including an ED succession plan

Service Outcomes: Development of accessible standardized outcome measures that meet LHIN and other funder requirements

Finance: New Board reporting format developed as we changed our system to the Ministry of Health funded Quadrant system

Public Relations: Development of anniversary celebration

Accreditation: Detailed review and monitoring of accreditation process

Much of our work and accomplishments can be categorized within the themes of social media, operational development and client outcomes. Some of our highlights include:

Launch of a Face book page for volunteers; our new Brock University student project web portal for staff, Board and volunteers; the development of a new human resources department; installation of Ministry-funded finance and human resources software systems; successful accomplishment of our client indicators; the approval of our mobile police community outreach and support team proposal

One of the primary functions for a Board of Directors is future planning. As representatives of public interest and oversight, our Board of Directors speak to and for the communities they serve. We are currently in the third year of our 3 year strategic plan and we are pleased to report that 92% of our goals have been met. Consequently, the Board has decided to move ahead of schedule into a new strategic plan for the coming year. Our current plan focuses on partnerships and system integration (<http://www.cmhaniagara.ca/about>) and our new plan will build on accomplishments and review internal processes.

On our 10th anniversary we reflect how much has been accomplished since the merger of two original CMHA Branches. During this decade of service we have changed dramatically and hopefully influenced community for the benefit of Niagara citizens. This is part of our CMHA legacy of 45 years in Niagara and 94 years in Canada.

We look forward with great anticipation to progress in mental health during the next decade of service.



Mike Lethby, President of Board of Directors



George Kurzawa, Executive Director

Service Highlights

Information and Training

Public Education

Added social networking to highlight our agency through Facebook page.

Provided over 90 presentations serving over 3000 people.

Mental Health First Aid seminars were provided for 71 representing Niagara Community Agencies and Services.

Mental Health Works seminars were provided with a total attendance of 119 individuals.

Concurrent Disorder Training workshop was provided with a total attendance of 14 people.



Crisis Services

Bed utilization increased by 12%.

70% of clients reported their crisis was resolved upon discharge from the program .

Stronger emphasis has been placed on a therapeutic environment including mindfulness activities for clients.

Future relocation planning needs to be completed to enable expansion of services.

Community Crisis Care program services have been assessed with the LHIN goal of 25% reduction in repeat visits to the Emergency Department.

Residential Services

Client feedback survey revealed that their service provision experience approval was at an 80% level.

Team effort with program development and searching our best practices is remarkable.

Team effort leading to a community awareness of the transitional housing program was exceptionally well done.

Case managers provided service to 95% of clients waiting for Moderate Case Management.

Partnerships have been developed with March of Dimes, Port Cares, Raft and Night Light. All of these partnerships have been instrumental in accessing services for the population we serve.

A continued need for Case Management is to obtain more affordable housing units. We work very diligently to reduce our wait list but it is evident that the demand for these units is very high.

Program delivery format and funding are key developmental pieces for the next 12 months.

Justice Services

35% increase in admissions to the program.

Overall 83% of clients feel they have more control over their lives.

New partnership with Senior's Organizations has increased our capacity to better serve this population.

Future need to advocate more strongly for Mental Health Diversion.

Service Highlights cont'd

Employment Services

Funding contract with Employment Ontario ended March 31/11 with funding targets exceeded by an average of 18%.

Client feedback survey revealed that direct and concrete client -experienced results from service was rated at 72% with service delivery approval rated at 93.5%.

The group life skills presentations have become a successful tool for broadening our impact in the community and for its prospective client development opportunities.

During this fiscal year, our goal is to develop partnerships with the realigned Employment Ontario service delivery system and to support CMHA (ONT) lobby efforts for ongoing employment support funding.

Administrative Services

New Human Resources Manager hired December 2010.

New accounting and human resource data systems implemented with great effort from team over and above regular duties.

Further utilization of above systems for financial and human resources management will be focus in new year.



Counselling Services

The loss of United Way funding has eliminated the counselling program in the Welland and Port Colborne hospitals.

Mindfulness Education has been added to the Depression Support Group.

Canada Post Grant provided service to individuals experiencing trauma symptoms related to unemployment of as a result of refugee settlement.

The Intake and Resources team has continued to provide up to date information for those seeking help, while keeping waiting times low for internal programs.

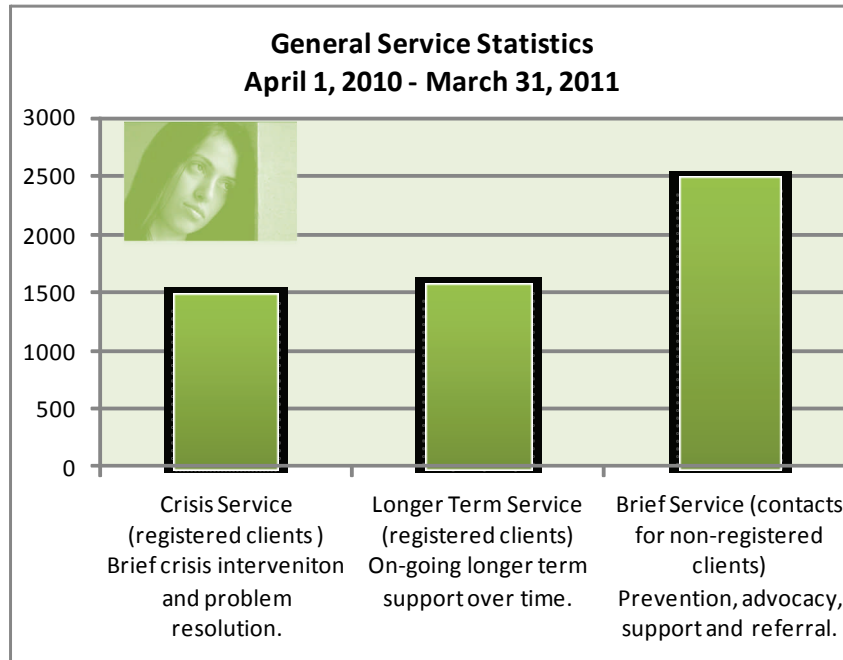
A program redesign is schedule for next year.

Volunteer Services

The Warm Line, Partnering Up and the Speakers Bureau over 40 individuals volunteer to relieve social isolation, provide support and education and reduce stigma.

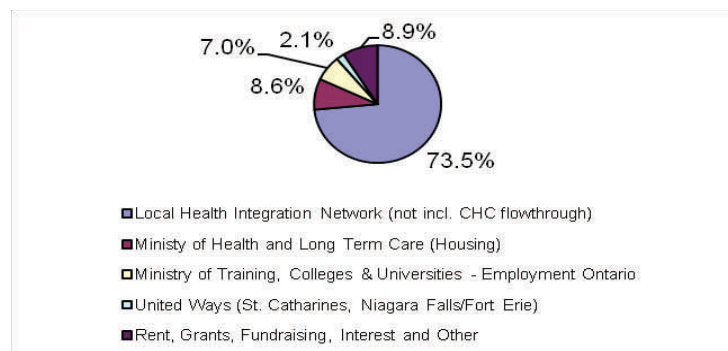


Our Services Across Niagara



Canadian Mental Health Association, Niagara Branch

2010-2011 Year		
Item	%	Net
Local Health Integration Network (not incl. CHC flow through)	73.5%	\$4,563,278
Ministry of Health and Long Term Care (Housing)	8.6%	\$533,015
Ministry of Training, Colleges & Universities - Employment Ontario	7.0%	\$432,553
United Ways (St. Catharines, Niagara Falls/Fort Erie)	2.1%	\$129,595
Rent, Grants, Fundraising, Interest and Other	8.9%	\$552,968
Total	100%	\$6,211,409



Thank You to our
Volunteers, Personnel and Supporters

Board of Directors 2010-2011: Sandy Bird, Caren Burt, Judy Cassan, Laura Garner, Francis Garwe, Michael Lethby, Toni Pidsadnick, Diana Richards Silver, Cathy Simon, Andy Waldron

Slate of Directors for 2011-2012: Deanna Barrow, Sandy Bird, Rashmi Biswas, Caren Burt, Judy Cassan, Elaine Edmiston, Laura Garner, Francis Garwe, Toni Pidsadnick, Cathy Simon

Volunteers: Christina Amavropoulos, Mary-Jo Au, Deanna Barrow, Susan Brooke, David Carmicheal, Diane Cesla, Nancy Chininea, Barb Clark, Maxine Clement, Alexandra Czopowik, Cathy Davis, Robert Dith, Janet Elgie, Barb Esch, Roger Fuchigami, Dennis Glazebrook, Tom Greensides, Georgia Gull, Emine Gunay, Mary Jane Haig, Ashley Hardy, Lisa Horning, Janice Hovdebo, Lucia Hunt, Michelle Iorio, Michelle Jackson, Shohreh Kashani, Chris Kaufman, Madhav Khurana, Joanne Lester, Dave Lewis, Wendy Matthews, James Mattiazzo, Eileen McCormick, Eddy Michel, Susan Mifsud, Carol Mills, Emely Nicolaidi, Julia Norris, Raul Ospina, John Phillips, Anthony Piccolo, Andrea Reina, Eileen Reynolds, Kyle Reynolds, Amanda Rockett, Lou Ross, Sarah Ruiter, Sathiya Sam, Richard Smith, Mollie Stovell, Diane VandenHaak, Neal Wadeson, Susan Walker, Patrick Wood, Marion Woodcock

CMHA Personnel: Debbie Alder, Lisa Allegra, Peggy Allen, Elizabeth Antal, Grandee Barbera, Bob Barkman, Mary Barzyk, Maeghan Bassett, Karen Baxter, Sarah Beaton, Rosemary Bellamy, Laura Bruno, Terry Buchanan, Albert Calaguero, Kayla Carneletto, Gary Clement, Jodie Collee, Sheila Connolly, Paul Damiano, Cyndy Davis, Melanie Dawn, Linda Dickinson, Janet Elgie, Kelly Falconer, Ella Ferguson, Kelly Friesen, Cecilia Gafaro, Judith George, Karen Gillis, Ryan Hanlin, Katie Harris, Kevin Hicks, Bojun Hou, Mary Jensen, Paul Jones, Tricia Jonker, Hiba Khatkhat, Debbie Kirchmayer, George Kurzawa, Amanda Landon, Cathie Law, Nicole Ledl, Dave Lewis, Roxanne Libby, Mary Lou Linton, Bruno, Lizzotti, Ian Masse, Gail Maxted, Krystal McCord, Tara McKendrick, Saddaf Mian, Melissa Mitchell, Amanda Morris, Claudette Nesbit, Wanda Patterson, Cindy Phillips, Clayton Pitt, Lucia Presti, Sheila Prevost, Tanya Proulx, Dianne Prunyn, Meghan Quinn, Jenna Rankin, Kristy Reece, Jenny Reid, Angelica Reyes, Diane Ricard, Karen Robson, Anab Siad, Sonia Simmons, Dan Stevenson, Pam Tervo, Gabrielle Thomas, Dee Tyler, Jennifer Ursacki, Katherine Vindis, Judy Yates

Women & Wellness, an educational fundraiser, held on February 17, 2011 was a first in Ontario and raised over \$11,000 to support the TAMI (Talking About Mental Illness) in Niagara high schools. Women & Wellness Volunteers: Julia Blushak, Marlene Campbell, Brenda Coleman, Elaine Edmiston, Karla Gilmore, Crystal Steers, Michelle Stranges

Supporters of Women and Wellness: Shoppers Drug Mart, Deloitte, Great West Life Assurance Corporation, Zavitz Financial, Total Home Maintenance, Gales Gas Bar, Peter McConnell, Penny Towndrow, Sheehan & Rosie, Tony Douvis, Chown Cairns, Brady Maltby Financial, Pen Financial, Walker Industries



St. Catharines & Niagara Falls

Thank you to our Funders



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