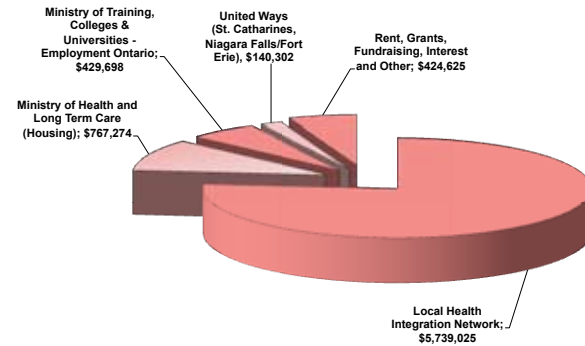


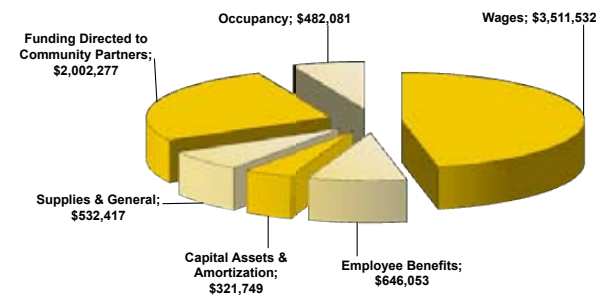
Financial & Statistical Reports



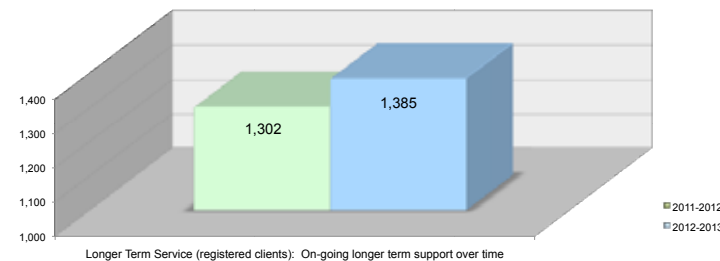
SUPPORT FROM FUNDERS 2012 - 2013



EXPENSES 2012 - 2013



Client Service Statistics



2012-2013
Crisis Service: Brief Crisis intervention and problem resolution
 1,349 Registered Clients Served
Non-Registered Service Recipient Transactions: Face-to-face and telephone call interactions with individuals not registered in services with CMHA
 6,506 Transactions

ANNUAL SCORECARD 2012 - 2013



HIGHLIGHTS
CUSTOMER SERVICE AND QUALITY
 Success – staff knowledge of standard accreditation operating procedures for quality service
 Improvement Needed – assessment of gender and sexual orientation on admission
OPERATIONAL EFFECTIVENESS
 Success – staff tested knowledge of client, HR, social media software systems
WORKPLACE HEALTH AND EXCELLENCE
 Success – completion of new performance evaluations, knowledge of key policies and procedures
FISCAL PERFORMANCE
 Improvement Needed – under target for unique clients in case management

We would like to express our sincere gratitude to our funders



Annual Report 2012 - 2013

Board of Directors

- Laura Garner
President
- Rashmi Biswas
Vice-President
- Claude Beland
Treasurer
- Deanna Barrow
- Justin Creamer
- Stuart Dorricott
- Elaine Edmiston
- Andrea Hannen
- Ashleigh Miatello-Skrubbeltrang
- Susan Mifsud
- Cathy Simon
- Mayram Traub
- George Kurzawa, *Ex Officio*

"I used to believe there weren't many chances for me to succeed in daily life before I began working with the Canadian Mental Health Association."

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 info@cmhaniagara.ca
 www.cmhaniagara.ca

Report from the President and Executive Director

This has been a seminal year for CMHA Niagara. We have successfully launched ourselves within a new organizational structure. Last year we launched our fourth strategic plan, **"The Roadmap to Service Advantage"** with four themes:

1. Create a recognizable and respected community profile
2. Make client safety a priority
3. Strengthen our ability to be proactive in addressing clients' changing needs
4. Harmonize and implement organizational standards.

The plan, now in its second year of operation, was impactful in two ways:

1. It was operationally the most integrated strategic plan that we have ever produced.
2. The results were consequently dramatic and significant for our branch.

The operational plan generated 18 strategic objectives cascading into staff and management performance objectives. Results from the performance objectives were entered in our Annual Scorecard.

While our scorecard is a significant measure of our success in reaching defined and measurable strategic objectives, it is purely an internal measure. Over three years ago, our Board identified the need for an external measure that evaluated our services relative to best practices across Canada. Four committees were created to refine our practices, and Accreditation Canada provided an extensive review which included document reviews, surveys, and interviews with staff, clients and community partners. Over 300 standards were evaluated in four categories. The resulting assessment by this independent body exceeded our expectations.

We received the highest category of accreditation: **Accreditation with Exemplary Standing**. Without a doubt, the synergy of our combined board, management and staff determined our phenomenal success.

What we have accomplished in the past

year has been very significant, and it has placed us on a trajectory towards a new model of service. This model is identified as Risk Management and Quality Improvement. Our Board of Directors, through their regular meetings and their participation on these various committees, have demonstrated their intense commitment to our cause.

The Governance Committee led the way in the development of accreditation policies and procedures. Also as a consequence of the new model, our Quality Committee has risen in significance over the past few years. It has evaluated service improvements through various monitoring reports including the sector-leading Continuous Quality Improvement report. Our other committees have also demonstrated a new energy in the fulfillment of our model of service. The Fund Development Committee achieved great success with over 550 women attending Women & Wellness this year. Our Communication Committee developed an extensive review of our needs. The Legislation Committee provided a thorough review of the new Ontario Not-for-Profit Corporations Act. Our Finance Committee helped to establish and monitor our enhanced auditing processes.

None of our achievements could have been made without the dedicated commitment of all of the volunteers, management and staff of CMHA Niagara. It has been our pleasure to serve on behalf of our clients, our community, our fellow service providers, our funders and our donors.



Laura Garner
PRESIDENT



George Kurzawa
EXECUTIVE DIRECTOR

“I was helped in understanding the reasons I have my difficult feelings. Once I understood the reasons I had my feelings and how they contributed to my problems, I was able to release old patterns of thinking with new ways of coping and thinking. Things greatly improved for me.”



Canadian Mental Health Association
Niagara

Working Together for Improved Mental Health in Niagara

Accreditation Canada is an independent, not-for-profit organization that sets standards for quality and safety care for health organizations in Canada and around the world. Organizations surveyed by Accreditation Canada undergo a rigorous evaluation process including an on-site survey to evaluate the organization's performance against Accreditation Canada's standards of excellence.

CMHA Niagara has achieved compliance in 97.8% of the more than 300 Accreditation Canada standards. System-wide sets of standards address quality and safety in areas such as governance and leadership, while population-specific sets of standards evaluate our work with the individuals we serve. Each of the standards has detailed criteria that contribute to achievement of the standards.

CMHA Niagara Board of Directors



Board of Directors: l-r, Claude Beland, Elaine Edmiston, Andrea Hannen, Laura Garner, Deanna Barrow, George Kurzawa, Rashmi Biswas

The Canadian Mental Health Association Niagara Branch is pleased to announce that it has received the highest awarded accreditation from Accreditation Canada: **Accredited with Exemplary Standing.**



HEALTHY INDIVIDUALS = STRONG COMMUNITIES

HEALTHY COMMUNITIES = STRONG INDIVIDUALS

VISION

CMHA Niagara is a catalyst for an innovative, inclusive and recovery-based community.

MISSION

CMHA Niagara furthers its vision by serving individuals holistically to develop and strengthen their place in the community:

- I** Barbara Hunt
- J** J.T. Hunt
- Lucia Hunt
- Don Hurson
- George Iwanczak
- Bonnie Jackson
- Richard Jarvis
- Shirley Johnson
- Pina Jordan
- Anka Juran
- Sheila Karr
- Rachele Kassabian
- Viola Keba
- Denise Kelly
- Carolyn Kett
- Kindred Spirit Yoga
- Ludmila Klammer
- Anne Knicley
- Joseph Knipfel
- Helen Konik
- Frank Krahn
- Debra Krause
- Ron Kretchman
- Lynn Kyle
- Mary Lacis
- Lois LaCroix
- Sophie Lakis
- Maria Lallout
- Aline Lalonde
- Peggy Lampard
- Lancaster Brooks & Welch LLP
- Jelisse Landon
- Wesley Landon
- Jane Lauermeier ND
- Therese Lavigne
- Mrs B. Lenehan
- Marion Lennox
- Donna Leslie
- Joanne Lester
- Janet Lewis
- Kris Lidstone
- Patrick Little
- Patricia Loat
- Mike Locke
- Wudmila Lukezic
- Marilyn Lutz
- Judith MacCarthy
- Dorothy MacDonald
- Helen MacDonald
- Ruth MacDonald
- Barbara MacDonald
- Mary MacLeod
- McLeod Dental Care
- Pat MacLure
- Catherine MacMullin
- Terry MacTaggart
- Carmela Mancini
- Doris Mannell
- Angie Mannella - Pisani
- Joseph Martin
- Gisele Martin
- Laura Martin
- Eileen Martin
- Martindale Physiotherapy
- Erma Maselli
- Susan Massi
- Joanne Massiah
- Gail Maxted
- W. McBride
- Mike McCallion Sr.
- Jean McCartney
- Doreen McChesney
- Cynthia McCollick
- Peter McConnell
- Eileen McCormick
- Les McDonald
- Marlene McDonald
- Frances McGarry
- Robert McIntosh
- John McIntyre
- Helen McKay
- Tara McKendrick
- Frances McKenzie
- Craig McKie
- Karen McLean
- Andrew McLeod
- Cathy McMullin
- Duncan McNaughton
- Gord McPherson
- Meridan Credit Union
- Cindy Mewhinney
- Alina Millar
- Alexandra Mills
- Nicki Mirabella
- Sandra Moorhouse
- Sandra Morandin
- Denis Morissette
- Jo-Anne Morris
- Richard Morton
- Jamila Motala
- Mountainview Homes
- Dianne Munro
- Robert Munson
- Holly Nauta
- Melody Neheli
- Niagara College Student Administrative Council
- Inc.
- Niagara Falls Cribbage League
- Niagara Region Public Works
- Niagara Regional Clerks Office
- Frank Niesink
- Upeksha Nonayakkava
- Teddi O'Brien
- Elinor O'Neil
- Ontario Power Generation Inc.
- Melissa Oros
- Joanne Osgan
- Carla Ouellette
- Celia Parente
- Diane Parker
- Mary Anne Parry
- Minal Patel
- Andrew Paterson
- Laurie Peets
- Andrew Peller Limited
- PenFinancial
- L. Perdultova
- Nancy Phillips
- John Phillips
- Tom Piccirillo
- Anthony Piccolo

- Colleen Pielechaty
- Claudia Pignotti
- Sam Pilato Adela Popering
- Mario Pozzebon
- Marcello Pozzobon
- Robert Pozzobon
- Dino Pozzobon
- Michelle Pretty
- Pam Puopolo
- Edmond Rahn
- Betty Ralph
- Margaret Rankin
- Masoud Razmjou
- Realtors Care Foundation
- Haris Rekec
- Eileen Reynolds
- Gail Richardson
- Jeanette Robertson
- Russell Rodger
- Debbie Rodwin-Mowat
- Sandra Romagnoli
- Lucille Ross
- Michel Ross
- Cheryl Rothwell
- Royal LePage
- James Ruitter
- Rick Rundle
- Carol Ruttan
- Eleanor Ryczak
- Jo-Ann Sacco
- Grace Sakas
- Sandra Siemens Tax Service
- Jack Sawatsky
- MaryAnne Sawchyn
- Mary Shaver
- Sheehan & Rosie Ltd.
- Shoppers Drug Mart
 - Serena Drive, Beamsville
 - Portage Rd., Niagara Falls
 - 4th Avenue, St. Catharines
 - Hartzel Rd., St. Catharines
 - Lakeshore Rd., St. Catharines
 - Pen Centre, St. Catharines
 - Ontario St., Welland
- Shoppers Drug Mart National
- Kathryn Siemens
- Helen Simon
- Cathy Simon
- Danica Siprak
- Jaime Sisman
- Katharina Sitco
- Melvin Slade
- Derek Smith
- Richard Smith
- Doreen Smythe
- Annie Snoeks
- Juanita Spink
- Pat St. Amand
- Wilma Stayzer
- Maria Stehlik
- Steve Stokes
- Michelle Stranges
- Lucy Strohak
- Hazel Strupp
- Sun Media
- Mr & Mrs G. Tamsula
- Bob Tanouye
- Marguerite Tateishi
- Ru Tauro
- Betsy Tauro
- Karey Taylor
- Anne Taylor
- The May Court Club of St. Catharines
- Margaret Thibodeau
- David Thompson
- Ann Thompson
- Norma Thorne
- Anne Thorne
- Sharon Thorne
- Penny Towndrow
- Mayram Traub
- Maryanne Tries
- Susan Tromanhauser
- Donald Tucker
- Laura Tyminski
- United Steelworkers Local 2894
- United Way Toronto
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- Barbara Vale
- Susanne Vanderlek
- Hilary Vanderwater
- Judy Veld
- Vermeer's Garden Centre
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- Maring Woodcock
- Ronald Wreggitt
- Pauline Wright
- Jane Wright
- Lauren Wright
- Karen Wright
- Juan Xu
- Catherine Yeandle-Slater
- Maureen Young
- Karen Zanutto
- Zavitz Financial Strategies
- Carrie Zeffiro
- Claude Zucchet

Thank you to our Supporters

Many individuals, organizations and businesses have supported our work. Their generosity in the past year has allowed us to enhance or extend programs and services such as counselling in Port Colborne and Welland, a Walk-In Counselling Centre in Niagara Falls and a Wellness initiative in Crisis Beds.

- A** Kathleen Abbruscato
Chet Adamowicz
Freda Albers
Alpha Pi Phi Sorority
Linda Anderson
Cindy Andrews
Jana Angus
Sara Argiropoulos
Theresa Armstrong
Ann Atamanuk
Colleen Atkinson
Joan Baker
Sarah Baker
Smantha Banks
Howard Barclay
Mr. M. Barker
Edward Barney
Deanna Barrow
Catriona Barry
Jane Bauer
Beatties Office Products
Cheryl Beland
Claude Beland
Bell Canada
Bell Canada Employee Giving Program
Norm Bellows
Jennifer Bensen
Andrea Bevan
Lynn Bird
Rashmi Biswas
Michelle Bliss
Horst Bockel
Maria Bodden
Anna Bonato
Sandy Booth
Ellen Boudreau
Paula Bournier
Carrie Boutilier
Brady Maltby Financial Services
Susan Brady
Erma Breitzkreuz
Buenita Bremner
Gerard Brisson
Laurie Brisson
Grace Brochu
Ruth Buchanan
Beverley Burgess
Susan Burnett
Kristy Burnett-Kilby
Caren Burt
Burtnik Printing
Liseann Brugman
Peter Cameron
Jenn Campbell
Mick Campisano
Kim Carter

- Pat Casusarano
Heather Chalmers
Cheryl Chambers
Marion Chipman
Suzanne Chipman
Salvatore Cirillo
Larry Claringbold
Colin Clifford
Judith Cline
Club Italia
Jeanne Codrington
Kym Cody
Brenda Coleman
Commercial Digital
Sheila Connolly
Jean Corbiere
Constance Costanzo
Angela Cousineau
Dawn Crawford
Justin Creamer
Judy Crockett
Alice Csinos
Gordon Cudney
Mark Cudney
Kathrine Curkan
Elaine Custers
Ron Dalgleish
Lorenzo D'Amico
D Diane Darling
Barb Davis
Sue Davy
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Douglas Dixon
Denise Dorricott
Stuart Dorricott
Tony Douvis
John Dunn
Peter Dupuis
Elaine Edmiston
James & Marjorie Edmiston
E Susan Erskine
Susan Erskine Fournier
Escarpment Advisory Team
Sue Etienne
F Kelly Falconer
Betty Farrish
Tracy Fasan
Alice Faye
Patricia Ferro
Bernice Figga
Laurie Filsona Patricia Finch

- Amanda Fiorentino
Gabriel Flamminio
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Foliera
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Susan Forster
Orlean Foster
Theresa Foullong
Lauraine Friskey
Laura Garner
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Linda Gibson
Nancy Gill
Wanda Gilmore
Karla Gilmore
Judy Gittings
Michael Glazier
Tim Goodman
Martha Goodman
Matthew Goodman
Bev Goodman
Lori Gordon
Doug Green
Green Shield Community Giving
Gord Gregory
Margaret Griffiths
Willy Grossman
Debbie Guild
Georgia Gull
Ray Gunn
Mary Jane Haig
Denise Haight
Mike Haine
David Haine
Larry Hall
Stella Han
Judith George
M. Hanley
Andrea Hannen
Ronald Harinck
Katy Hart
Sharon Hart
Kathy Harten
Shirley Harvie
Liz Hay
Phil Head
Josephine Henderson
Linda Hertzberger
Nicolaas Holierhoek
Cornelius Holierhoek
Kim Holmes
Ron Huckla



Management:
Back row l-r, Kelly Falconer, George Kurzawa, Bob Barkman, Judith George, Tara McKendrick.
Front row l-r, Sheila Connolly, Mary Barzyk-Livingston



"Directly working with CMHA has dramatically shifted my outlook and personal situation."



Elaine Edmiston being honoured at the St. Catharines 25th Annual Volunteer Recognition Event, with Mayor Brian McMullan, Councillors Dawn Dodge and Bill Phillips



"My CMHA worker helps provide me stability, guidance and planning future success."

“Well I got the call back from my new job ;) they said their going to pay me cash and for training! I’m stoked but I just had a little melt down I can’t wait to get my own place!! I wanna thank you for giving me tools to help with my depression. Ur my rock and I wanna thank you for being there for me ur a great person have a great evening I’ll email u tomorrow and let u no how my first day goes,” sent from my iphone”

Community Support and Connection Clients receive psychological and social supports to assist with community access and housing, learning basic life skills and linking with community resources.

Crisis Beds (Safe Beds) Short-term accommodation for non-medical crisis resolution is available 24/7.

Employment Services – R.E.A.L. Work (Renewed Employment Access Link) Individuals receive psychological and mental health supports along with job skills development, employment search and job retention.

Justice Programs Individuals charged with minor offences are assisted through the court system and with their transition back into the community. Detention



Centre support is provided to people in custody and upon their release.

Residential Support - Group Living Support workers help residents of two homes with goal setting and day-to-day living skills as they transition to permanent homes.

Urgent Support Services Mental Health Counsellors are available at three locations in the community to assist with immediate needs for problem solving, goal setting and linking to appropriate community supports. Based on assessment of need, follow-up services are provided, which may include short-term solution-focused counselling sessions, telephone supports and bridging to longer term resources. No appointment is necessary.

Walk-In Counselling Brief counselling is offered every Wednesday from 12:30 to 8:00 p.m. for all residents of Niagara. No appointment is necessary. The service is located at the Niagara Falls Resource Centre, or by appointment through the intake department.

Information / Resources Referral – individuals call a central number for information about accessing our programs.
Public Education Seminars and Displays – provide information to increase understanding and acceptance of people with mental health issues.
Resource Centres – three centres, located in Fort Erie, St. Catharines and Niagara Falls, provide mental health counselling, information, and access to programs.



Volunteer Program Volunteers are recognized for selfless contributions to their community. This past year we have been able to increase our volunteer numbers from 65 to almost 80. Programs include Partnering Up, Warm Line and Speakers Bureau.

COAST* (Crisis Outreach and Support Team) – a regional, mobile, urgent response team comprised of a police officer, mental health worker, nurse and social worker. COAST provides a 24/7 crisis line.

Family Mental Health Support Network of Niagara* – helps caregivers to understand mental illness and treatment, and to develop coping skills.

Mood Disorders Support Group of the Niagara Region* – provides support and education for people with bipolar disorder and depression.

*Operated by other agencies; funded by CMHA Niagara



“My counsellor did a great job at helping me work through my issues. Giving me different perspectives and ways to cope with things . . . She has helped me so much that words cannot describe. When I first met her I was at my breaking point, not wanting to live anymore.”