



**Canadian Mental
Health Association**
Thunder Bay

Moving **Forward**

Annual General Report
2011 | 2012

The Canadian Mental Health Association, Thunder Bay Branch, is part of a national non-profit organization that is dedicated to enhancing and promoting the mental health of individuals, families and community through advocacy, education and mental health services.

Supported by:



United Way
Thunder Bay



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1.0 A MESSAGE FROM THE PRESIDENT & EXECUTIVE DIRECTOR, 2011-12

We have chosen the theme “Moving Forward” as the focus of our Annual Report to our community stakeholders. This year’s report highlights areas of growth and progresses achieved relative to our strategic plan.

Our efforts to realize the strategic direction “to provide integrated services” included a formal partnership with CMHA’s Crisis Response Service, Thunder Bay District Hospitals and community service providers. This partnership will enhance access and care to district people in crisis.

Furthermore, we also received annualized funding for the GAPPs Program. The GAPPs Program, in partnership with St. Joseph’s Care Group and the NorWest Community Health Centre, provides care to citizens with complex health, addictions or mental health issues. Consequently, these citizens have difficulty connecting to appropriate services.

We continue to strengthen our knowledge of diversity through educational activities aimed at increasing our understanding of the culture and history of aboriginal people. In addition, we are trying to understand better how best to serve persons who are lesbian, gay, or transgendered and struggle with mental health issues.

Our commitment to “improving the quality of services” is reflected in our continued pursuit of Accreditation. As we mature in our approach to quality, we have established Board and Staff standing Quality Improvement Committees. Both are actively engaged in advising and monitoring to ensure our programs meet the highest standards of care.

Together, we want to acknowledge the commitment and support of our Board of Directors. They continue to thrive despite the challenges of increased expectation from funders at the Governance level. Further, their leadership and hard work in meeting our fundraising goals have been remarkable.

The ability to move forward and progress requires the effort of staff at all levels of the organization. As a result, CMHA Thunder Bay Branch continues to receive ongoing acknowledgment for providing service that supports recovery placing the client in the center of care. Our special thanks to our administration and services staff for ensuring our services are the best they can be.

Sincerely,



L. Stewardson

Linda Stewardson
President



Maurice Fortin

Maurice Fortin
Executive Director

2.0 OUR BOARD OF DIRECTORS

President

Linda Stewardson

Vice President

Susan Tilson

Treasurer

Marcel Gagnon

Secretary

Nicole Spivak-Nigro

Member at Large

Johnathon Stephens

Honorary Chairperson

Shirley King

Directors

Jeanne Kahara

Sharon Bak

James Wilcox

Ken Commisso

Darren Roberts

Brenda Mason

Michael Lewkin

Cassandra Martin

OUR MISSION

We are committed to supporting individual recovery and promoting mental wellness within families and communities.

OUR VISION

An inclusive community that promotes emotional well being, human dignity and social justice where people are valued and opportunities in all aspects of life are available to everyone.

WE VALUE

- › A person centered approach to recovery
- › Open and transparent communication
- › Respect for individual rights
- › The important role of individuals and families living with mental illness
- › A holistic approach to the individual
- › A collaborative, multi disciplinary approach
- › Quality services that are founded on evidence based practices
- › The contributions of staff and volunteers
- › Innovation and creativity

OUR STRATEGIC DIRECTIONS

- › We will work within our communities to provide integrated services which support and promote optimal health
- › We will deliver education and inclusive recovery based services that reflect the diversity of our communities
- › We will foster a progressive culture that promotes the recruitment, retention and succession planning of staff and volunteers
- › We will communicate in an open and transparent way within our communities
- › We will responsibly manage resources to continually improve the quality of services
- › We will ensure the safety of persons receiving service, our employees, volunteers and others associated with the organization

3.0 ANNUAL HIGHLIGHTS

April 2011:

CMHA contracted a local filmmaker to produce of a documentary film capturing our experience of arts programming. The film, “Opening the Door”, demonstrates that engaging people in creative expression can help people move beyond labels of mental illness to a place where the focus is on strengths and building a meaningful life. The film will be used as an education tool in the community.

May 2011:

Relax, Recharge and Revitalize was this year’s theme for Mental Health Awareness Week. Eleven hundred community members participated in over 40 free wellness workshops organized in a partnership between CMHA and the Mental Health Network.

CMHA staff participated in a Research Project on Reflective Practice.

June 2011:

Director of Community Development and Support Service represented CMHA on the OCAN Aboriginal Working Group.

July 2011:

Dragonboat was a great success!

August 2011:

First Place Clinic & Regional Resource Centre established a set schedule for direct contact with clients and partners in the region. Clinical and educational meetings are scheduled to occur four times per year.

October 2011:

1.0 FTE Management and 1.5 Nursing positions were filled at First Place in 2011, bringing the team to 13 individuals.

November 2011:

The Education and Training Program received funding from the Thunder Bay Community Foundation to conduct a new photovoice project for members in Skills Development. The project begins in April 2012 and will focus on the theme: “What makes you come alive?”

March 2012:

First Place Clinic & Regional Resource moved to a larger location to accommodate a growing team and clientele.

CMHA achieved 100% OCAN implementation.

Dr. Cheng and evaluation partners submitted the final report about the “Psychosis 101” project. CMHA received a grant in 2010 from the Ontario Centre of Excellence for Child and Youth Mental Health to complete an evaluation of the Early Psychosis Intervention training program. The program was extended to Ministry of Child and Youth funded mental health service providers across Northwestern Ontario.



4.0 PROGRAM REPORTS

4.1 CRISIS RESPONSE

When experiencing emotional stress, talking with a friend is helpful. Most of us need help to weather the storms in our lives - the loss of a loved one, family discord, difficult parent child relationships, mental illness and or substance misuse. The question is: where to start, what to say, and what to do?

This past year two members of the Crisis Response Service Team developed an educational curriculum: "What is a Mental Health Crisis." In collaboration with Nipigon and Geraldton General Hospitals, the program delivered staff training sessions to understand how an individual may react when experiencing a mental health crisis and how best to respond when an individual presents at the hospital.

In addition, Crisis Response Services signed a Collaborative Protocol with Nipigon, Manitouwadge, Geraldton, Marathon, Terrace Bay general hospitals, North of Superior Counseling Programs and Dilico Anishinabek Family Care. The protocol helps the partnered agencies coordinate and integrate their services to address the support needs of individuals experiencing a mental health crisis.

4.2 CASE MANAGEMENT

Case management is a strategic approach intended to integrate, coordinate, and advocate for individuals and groups needing extensive mental health services across the full range of key psychosocial domains such as housing, legal, medical and education. Case Management promotes recovery by building clients' capacity to self advocate and through the provision of rent supplements for safe, affordable housing and mental health diversions that reduce criminalization and improve access to necessary mental health services.

This year saw a greater internal integration in case management services. Presently, all case management staff (3.5 FTE) support diversion clients in addition to their rent supplement housing clients. While volume remains high (103 clients in total this year for case management), staff continue to find creative and innovative solutions to address the range of psychosocial challenges that face clients. Existing partnerships—with the Crown Attorney, psychiatrists, service partners for the homelessness program, youth probation, and landlords in the community - are solid and always strengthening through ongoing collaboration.

RECOVERY IN ACTION: Crystal's Story

Since being referred to CMHA in 2009 I have, with the assistance and support of my workers, been able to clearly identify and accomplish some significant goals including obtaining custody of my son, returning to school and maintaining stable housing. This support has helped guide my way and taught me how to think through important decisions rather than acting hastily. I've also regained my self esteem and have learned how to put myself first in positive ways. I feel I have come a long way in my journey with the help and support of CMHA. I really benefit from my involvement with the case management program.

4.3 EDUCATION AND TRAINING

The Education and Training program provides education and information on mental health, mental illness, and recovery. The program continues to explore the development of innovative educational tools.

This includes the production of a new documentary film capturing the impact of arts programming at CMHA Thunder Bay. In addition, the program secured funding to conduct another Photovoice project, inviting ten individuals with lived experience to explore wellness using cameras and storytelling. Along with the family recovery education series, these projects will be included as part of the efforts to educate and reduce the stigma of mental illness and to promote

the recovery approach to mental

health. The Education and

Training program is thankful

to staff, family members and project participants for their contributions in creating opportunities for wellness and recovery for all.



RECOVERY IN ACTION:

Jennifer's Story

I was honoured to be a participant of the OAC arts project at CMHA. They offered workshops in creative writing, dance and visual arts.

The opportunity to meet passionate and creative artists has allowed me to identify the strengths I didn't know I had, and to express ones I had forgotten about.

The workshops gave us the ability to see beauty and opportunity in our surroundings. They sparked excitement in my soul. The writing sessions showed me how to write about memories I struggled with as well as the happy and joyful times.

I was skeptical about the creative body movement. To my surprise I moved, laughed, and danced and now am very comfortable in my own skin. I like me. I now attend swimming regularly, and enjoy taking my dogs for walks.

In our session we created a safe sharing circle. We opened up and dusted off the memory banks. When faced with uncomfortable thoughts, we learned we were not alone in this journey. I have since joined other workshops in the community.

The benefits of arts programming are endless. My self esteem and self worth have increased through the roof. My confidence is high. I recognize myself and my peers as artists. This program has allowed me to further my artistic talents. Not to be afraid, and to trust the process!

4.4 FIRST PLACE

First Place Clinic & Regional Resource Centre continues to provide Early Psychosis Intervention services to youth ages 14-35 throughout Northwestern Ontario via videoconferencing and direct outreach. Regional trips - which occur four times a year - have allowed further development of linkages within the service area. First Place celebrated its fifth year of service in June 2011, and program growth and funding opportunities have allowed for a staff increase from nine to thirteen over the past two years. With this expansion, the program outgrew its Park Avenue home and relocated in March 2012 to 28 North Cumberland.

Within the past year, many clients have made significant progress in their recovery, refusing to let their illness become a barrier to achieving their goals. Many have returned to secondary and post-secondary education with great success in both attendance and performance. Several have also secured part and full-time employment, graduated from educational programs, and reconnected with their social networks. As clients' hope has increased, so has their ability to see past their illness and focus on their future. Positive movement towards client recovery has also been achieved through strengthened interdisciplinary collaboration, community involvement, and inter-agency partnerships.

4.5 SKILLS DEVELOPMENT

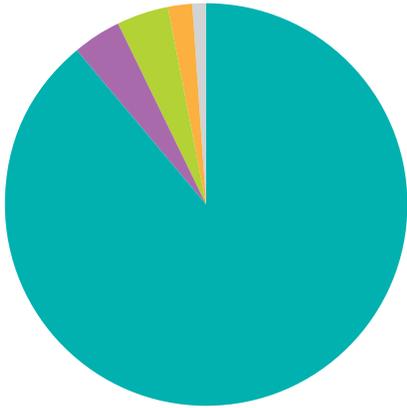
Skills Development Services provides recovery focused opportunities for individuals with lived experience in the Living, Learning, Working, and Social aspects of life. This past year, staff and members worked side by side to identify and implement a number of quality improvement initiatives. This includes expanded transitional employment opportunities, the launch of employment groups, expansion of healthy lifestyles activities, facilitating Recovery Through the Arts, and the continuation of onsite education in partnership with the Lakehead Adult Learning Centre. Most recently, a Program Review Committee was launched comprised of members and staff. In the coming year this committee will explore additional improvements, one of which may include a return to its original name "New Foundations". Members and staff together shared many successes and continue to work towards establishing a service that has Recovery as its foundation.

RECOVERY IN ACTION: Dragonboat 2011

The 2011 dragonboat team was a tremendous success. Our focus this year was that these races should echo the recovery process. Our team comprised of the usual components: clients, families, volunteers and staff. We chose to simply call ourselves "paddlers" as we are all equal members of the community. Thanks to CMHA for sponsoring the team fees as the costs were prohibitive to many on a fixed income.

The end result was amazing. We did not win the festival but improved at every race leaving all feeling that if we could accomplish these results on the water, anything is possible. Many paddlers mentioned that they were now part of the community and it felt good to say so. People are already talking about the upcoming festival, so look out for our take-out spaghetti dinner fundraisers!

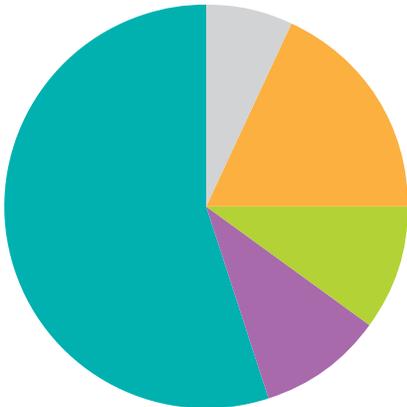
5.0 FINANCIAL REPORT



Revenue by Source
(less amortization)

\$4, 748, 948

- (89%) Ministry of Health and Long Term Care & Housing
- (4%) Donations/Fundraising/Grants/Other
- (4%) Ministry of Children's and Social Services
- (2%) GAPPS & Other
- (1%) District Services Administration Board



Fundraising, Workshops, Donations,
Dragon Boat, Gaming & Events

\$72, 153 (Gross Earnings)

- (7%) Workshops
- (18%) Donations
- (10%) Dragon Boat
- (10%) Gaming
- (55%) Other - Events (Styles & Smiles)

Statement of Revenue & Expenditures
April 2, 2011 to March 31, 2012
Full Audited statements are available upon request.



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North West Local Health
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