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MESSAGE FROM OUR CEO & BOARD CHAIR

On behalf of the Board of Directors, Leadership team and CMHA staff, we are pleased to present the annual report for 2018/2019. The past year was filled with many accomplishments and celebrations, changes and opportunities that stretched us, enhanced and strengthened partnerships with our community. Our organization continued to build upon our strategic directions: raising our profile as a forward thinking, responsive Recovery organization, and a sustainable Workforce that furthers our vision, mission and values and helps identify and solidify partnerships across sectors.

CMHA operationalized a comprehensive human resource plan that included succession planning ensuring that we have a sustainable workforce. One of the significant changes was the farewell of Sharon Pitawanakwat in January of this year. She led the organization for 5 years as the CEO. The Board welcomed Jennifer to the role of CEO. We also welcomed Tiffany Stubbings into the Director of Program Services role from her management role.

The agency on-boarded a number of new employees over the past year in order to support a number of program expansions and enhancements; the Forensic Supportive Housing program; expanded Court Diversion and Court Case Management; and the Joint Mobile Crisis Response Pilot project with the Thunder Bay Police Services. In the midst of growth, the organization continued our commitment to quality improvement and operational planning for each of the service areas. We are pleased to have a Client/Member Advisory Council formed and look forward to contributions the Council will make to future organizational planning.

JENNIFER HYSLOP
Chief Executive Officer

NEIL IRVINE
Board Chair
CMHA continued to support all staff training in the Coaching out of the Box modality and The Empowerment Dynamic. Other opportunities for employee’s professional development across the programs included an all-day staff retreat with Dr. Vis exploring “the cost of caring” and the value of peer support.

The Board of Directors and the Leadership team continued to be engaged in learning and growing opportunities which included creating team charters. It is an honour to see the commitment to the mission, vision and values of the agency day in and day out, where we all are constantly striving to be an exemplary Recovery focused service provider.

The Ontario government has introduced legislation to restructure the health care sector. And across the province, CMHA branches are well-positioned to be a partner and a leader in Ontario Health Teams (OHTs). OHTs represent a new model of localized, integrated health care delivery in this province. Under this new model of care, health service providers will partner to form OHTs that are responsible for care delivery, funding, and care coordination across a specific geographic area.

The government has clearly identified the mental health and addictions sector as one of the partners for inclusion in an OHT. And together with its historic $3.8 billion, 10-year investment to our sector, the government is demonstrating its commitment to mental health and addictions.

CMHA was incredibly fortunate again this year to be supported by many donors in the community who raised funds for CMHA; such funds are used to support our Education and Training Program.

We say thank you to all of the staff, the individuals we serve, our funders and donors for your continued support of CMHA and your commitment to reducing stigma and supporting wellness and recovery.
MISSION, VISION & VALUES

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
Client Centered Approach
We are committed to maintaining an environment that respects diversity and is inclusive of all. We acknowledge and honor the fundamental value and dignity of all persons.

Commitment to Recovery
We are committed to implementing recovery based practices.

Excellence
We are committed to ongoing quality improvement.

Innovation and Creativity
We are committed to learning and growing as an organization.

BOARD OF DIRECTORS 2018/2019

Chair
Neil Irvine

Vice-Chair
Michaela Coulter

Treasurer
Marcel Gagnon

Secretary
Sarah Haney

Member-at-Large
Katrina Oostveen

Past Chair
Michael Lewkin

Directors
Reese Little
Hannah Gladstone
Drue Wood
Sandra Rejall
Sarah Hamlin
Chris Carlucci
Amanda Maranzan
Jordan Vigliarolo
Crisis Response Services
Offers mobile crisis response, crisis support residence, and 24/7 telephone services to both youth and adults who are experiencing a mental health crisis.

- 343 Number of children & youth unique individuals.
- 10,511 Number of contacts.
- 1,379 Number of face to face visits.
- 2,212 Number of individuals served.

First Place Clinic & Regional Resource Centre
Offers treatment for individuals who are experiencing a first episode of psychosis. Psychosis is a treatable illness that affects a person’s ability to know what is real versus what is not real.

- 175 Number of individuals served.
- 67 Individuals living in the region.
- 46 New referrals.
- 377 Completed OTN sessions.
Education & Training
Offers programming to promote wellness and recovery and provides initiatives to reduce the stigma of mental illness through community workshops, training sessions, individual and family education groups and online communications.

- Number of people who attended presentations & training sessions: 146
- Number of people who attended education and support groups: 45
- New followers to social media pages: 602

New Foundations
New Foundations provides employment, education, social activities, housing support, advocacy, and brief case management for people with mental health issues in order to achieve recovery in every aspect of their living.

- Program members: 389
- Total attendance days: 13,747
- New members: 80
- Total meals served: 5751
Justice and Case Management Programs

Court Diversion Programs offer mental health supports and diversion within the court system to youth and adults. Case Management Programs provide intensive supports to individuals in the community experiencing mental health and addictions issues.

- **247** Number of clients who received services in Adult and Youth Mental Health Court Diversion.
- **83%** Percentage of clients who completed diversion and charges were withdrawn/diverted.
- **107** Number of clients who received services in Case Management.

Housing & Outreach

Offers housing support and outreach to individuals in the community who are not connected to traditional services, who may be homeless and have serious mental health and addictions issues.

- **16** Total clients housed in 2018.
- **10** Total clients still housed.
- **2,919** Number of direct client interactions by the GAPPS Program.
North West Community Mobilization Network

The North West Community Mobilization Network’s goal is to support Situation Tables in the Northwest region and assist in supporting an integrated, coordinated and seamless services delivery system that meets the needs of at-risk people and optimizes the mobilization and delivery of community services. The Network’s Thunder Bay Situation Table addresses Situations of Acutely Elevated Risk and prevents negative outcomes from occurring by planning short-term, wraparound interventions to reduce imminent risk of criminalization, victimization and/or harm.

41 Agencies have been on-boarded.

54 Referrals have been made.

45 Interventions have been planned.

70% Of interventions planned resulted in overall risk lowered.

Joint Mobile Crisis Response Project

The Tri-Partnership between CHMA Thunder Bay, the Thunder Bay Police Services and the Thunder Bay Regional Health Sciences Centre (JMCR Project) has received additional funding for 12 months from the North West Local Health Integrated Network. Data from the project has demonstrated the value of the JMCR program in the city, surpassing its target threefold.

893 PEOPLE SERVED*

*Number identified is from June 2018 to March 31, 2019
As a Nurse Practitioner, Joy Kolic was excited about the opportunity to work at a unique agency like CMHA Thunder Bay Branch, a community-centred organization focused on emotional health and well-being of others. The NP position was a program innovation for CMHA, which resonated with Joy as she believes that a nurse practitioner could make unique contributions to the work of a clinical team and, ultimately, make a tremendous difference in the lives of people living with mental illness. Being born and raised in Thunder Bay and understanding the unique landscape for mental health services, Joy was able to envision both the OPPORTUNITY and CREATIVITY that would allow her to further support the vision, mission and values of CMHA Thunder Bay by supporting individuals living with a mental illness to achieve their recovery goals.

Joy’s motto is “breaking down barriers” and believes that she could make this possible at CMHA. Joy works primarily with First Place Clinic, she is active as a Nurse Practitioner in New Foundations, Court Diversion Program and has recently partnered with Crisis Response. Joy is helping implement integrated care pathways for early psychosis clients, substance use and mental health education. “I recognize that the needs of individuals can be significant, and I do my best to provide the best care I can with the teams with whom I work. I am aware of the significant clinical resource gaps that exist within our region and I work hard to minimize barriers for people who need care, and their families. I have been fully supported by the leadership at CMHA who have set the stage for me to “think outside of the box” and bring my ideas forward. The ultimate goal for all of us is to enhance the lives of the individuals we serve, promote overall health and well-being and to value each individual, wherever they are on their path of recovery.”

“Client-centred care means listening to the client, hearing their experiences and responding to their needs,” “Every door is open. If an individual “walks” into CMHA and requires help, someone will provide assistance and support. The majority of the programs within CMHA are accessible and no referral from a Primary Care Provider is required. This is relatively unique within the health sector and decreases barriers to access the most appropriate level of services.” Joy explains.
Staff Story about Joy Kolic

CREATING OPPORTUNITY & CREATIVITY THROUGH JOY

“My goal is to give a bit of control back to clients by asking what aspects of their care have been most helpful, getting to know their interests, motivations and goals. Because of this approach, the value of community partnerships and collaboration with various partners such as Thunder Bay Regional Health Science Centre, St. Joseph’s Care Group, Children's Centre Thunder Bay, Thunder Bay Counselling Centre, school boards and Regional agencies, including Nursing Stations in First Nations communities is crucial to CMHA Thunder Bay client's success.” states Joy.

Joy is also the CMHA BounceBack lead and refers individuals to programs, as well as other community resources as needed. BounceBack is an online program that helps adults and youth learn skills to help manage worry and anxiety, combat unhelpful thinking and become more active and assertive. Joy believes this innovation and clinical initiative is perfect for people throughout NWO because of our isolated geography and limited clinical resources in various areas.

Joy is a true trailblazer for CMHA Thunder Bay, where she is constantly reflecting and thinking about ways CMHA can "break down barriers" by becoming a stronger, more innovative leader in community mental health care throughout Northwestern Ontario. We are grateful to have her here at CMHA Thunder Bay to be part of that system transformation.
2018/2019 HIGHLIGHTS

TAKING POSSIBILITIES FURTHER:
CMHA Thunder Bay is committed to "taking possibilities further" by:

- Successfully building internal capacity to deliver training by The Empowerment Dynamic (TED*) as well as the Coaching Out of the Box training for all staff through the Education and Training Program.
- Launching of a four member Client Advisory Council to ensure that the voice of the people we serve is anchored into organizational planning.
- Engaging members of New Foundations in activities that raised $8,000 to support social rehabilitation activities for the service area.
- Taking a leadership role in the community and the district with partnerships such as the Northwest Centre of Responsibility, the Joint Mobile Crisis Response Project with the Thunder Bay Police Services, Crisis Services Consultations, project evaluation in partnership with Lakehead University.
- CMHA supporting Mental Health Awareness Week, Mental Health Week, and Recovery Days as an ongoing initiative to engage and educate the community.
- Leadership team hosting the Annual Winter Solstice lunch for staff in December where staff are celebrated and each employee is recognized with a token of appreciation.
- Enhancing partnership with the Forensic Program at TBRHSC and CMHA’s Transitional Rehabilitation service (TRHP) and the Forensic Supportive Housing Service (FSH) to serve people seven days a week to support successful transitions into the community.
- #changewithin hosting an annual All Staff Retreat for the second year on June 21st honouring the day and which explored the “Cost of Caring” and the value of peer support with Dr. J. Vis. It was a day of learning and celebration of our employees.
- Engaging 68 community members on a quarterly basis during the Orientation session with our CEO to learn about the vision, mission, values, strategic direction and wide range of services available to support our community at CMHA Thunder Bay.
FINANCIAL REPORT SUMMARY 2018/2019

Revenue by Source (excludes deferred capital contributions; amortization and repayables)

$6,717,341.00

- MCSS (3%)
- Partnership Programs (3%)
- Donations & Fundraising (4%)
- LHIN (90%)

Workshops, Donations & Third Party Events (Gross Earnings)

$122,205.00

- Intervention Workshop (17%)
- Donations (38%)
- Darryl Stubbings Golf Tournament (23%)
- Other (22%)

Statement of Revenue & Expenditures
April 1, 2018 to March 31, 2019.
Full Audited statements are available upon request & on the CMHA Thunder Bay website.
THANK YOU
To Our Dedicated Funders & Supporters
With this support CMHA Thunder Bay is committed to "taking possibilities further."

North West LHIN | RLSS du Nord-Ouest

The Chronicle Journal
THE NEWSPAPER OF THE NORTHWEST

The Walleye
Thunder Bay's arts & culture alternative

tbaytel

United Way Thunder Bay