

ANNUAL REPORT

CMHA Thunder Bay

2023/24

Cultivating gratefulness at CMHA Thunder Bay



Canadian Mental
Health Association
Thunder Bay
Mental health for all

Association canadienne
pour la santé mentale
Thunder Bay
La santé mentale pour tous

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Board of directors

- Jordan Vigliarolo (Chair)
- Matt Pascuzzo (Vice-chair)
- Sarah Hamlin (Treasurer)
- Brian Ross (Secretary)
- Liam Fors (Member at large)
- Michaela Coulter
- Pamela Kaartinen
- Connor Remus
- Eric Armiento
- Miranda Bevilacqua
- Samantha Paterson

Land acknowledgement

CMHA Thunder Bay acknowledges the lands on which we live and work are the traditional lands of the Anishinabek Nation, the traditional territory of Fort William First Nation, signatory to the Robinson Superior Treaty of 1850. We're grateful for the opportunity to meet here and we thank all the generations of people who have taken care of this land – for thousands of years. Long before today, as we gather here, there have been Indigenous peoples who have been the stewards of this place.

We acknowledge, Treaty 3, the traditional territory of Ojibway/Chippewa and Robinson-Superior Treaty, traditional territory of the Anishnaabeg. We recognize and deeply appreciate their historic connections to the places where we have gathered. We also recognize the contributions of Métis, Inuit and other Indigenous peoples have made, both in shaping and strengthening our communities, and our province and country as a whole. This recognition of the contributions and historic importance of Indigenous peoples must also be clearly and overtly connected to our collective commitment at CMHA Thunder Bay to make the promise and the challenge of Truth and Reconciliation real in our community, and to bring justice for murdered and missing indigenous women and girls across our country.

CMHA Thunder Bay recognizes that a land acknowledgement is a living statement – one which evolves over time and has meaning each time it is expressed. We honour our commitment by providing mental health for all Indigenous peoples.



Photo credit: CMHA Thunder Bay Safe Bed client

A message from the board chair and CEO

Cultivating gratefulness at CMHA Thunder Bay

Gratefulness is a thankful appreciation for what we receive. CMHA Thunder Bay has much to feel grateful and thankful for and we want to acknowledge the source of that goodness being the support of our community, our members, our clients, our board of directors, and most importantly, each other.

We recognize our people are our superpower. We remain committed to fostering a workplace culture that inspires collaboration, empowers individuals and cultivates the importance of diversity, equity and inclusion.

As we entered the last year of our current strategic plan, we renewed our focus on achieving our goals, supporting partnerships that align and embed compassion as well as continuing our work to be a recovery-focused organization. At CMHA Thunder Bay, we'll continue to unlock opportunities and creatively and confidently face challenges in the mental health system and our community. The next strategic plan will give the traction to achieve these goals after much input from clients, members, staff and partners.

Cultivating gratefulness over this last year, being grateful and thankful, has helped us as an organization to connect to something larger than ourselves as just individuals or employees. We're making a real impact in our community and region. We're catalysts, change agents, mental health champions and advocates. If we take a moment to reflect on the progress we've made together, we can appreciate how we got here, and continue to move the journey forward.

Yours in mental health.



A handwritten signature in black ink that reads "J. Hyslop".

Jennifer Hyslop, CEO



A handwritten signature in black ink that reads "Jordan Vigliarolo".

Jordan Vigliarolo, Chair

Annual service highlights

CMHA Thunder Bay achieved many successes over the past fiscal year. Just a sample of our highlights includes:

- Supporting the launch of 9-8-8 Suicide Crisis Helpline in partnership with the Centre for Addiction and Mental Health.
- A renewed focus on equity, diversity and inclusion with the creation of a new internal committee.
- Offering new education and health promotion through workshop offerings of In the Know and the Guardian Network – training focused on supporting the agriculture community.
- Commitment to team building and employee wellness, including our annual Christmas staff celebration, adoption of TELUS Health for employee assistance, and fun and learning embedded in all staff meetings.
- Management’s participation in CMHA Ontario’s clinical supervision strengths and needs assessment initiative, through which we received recommendations to enhance supervision and support provided to staff.
- Development of our new strategic plan for 2024 that includes the voices of clients, members, staff and partners in the city and region.
- Senior team, leadership and board workplans developed to focus on outcomes for the last year of the current strategic plan:
 - 1) Focus on recovery: people will live their best life they envision and have every opportunity to reach their goals
 - 2) Work force: staff empowered to engage in developing and guiding the work we’ve done and ensuring they have the tools and skills
 - 3) Partnerships: solid community connection and systems for individuals to succeed and heal in their journey and creating a strong, health community
- Sustained funding for the Community Release Pilot project and partnership within the community to meet the goals of the project to ensure support for high-risk/high-needs individuals being released from custody.
- Continued commitment for peer specialist, peer support opportunities and strategic alliances to develop and launch a Recovery College.
- The board of directors’ bylaw review and governance policy review to ensure compliance with the Ontario Not-for-Profit Corporations Act.
- Recovery Champions Working Group created with primary goal of increasing cohesion and connection to our recovery principles to enhance our recovery-centred service provision.
- Achieved Accreditation status through Accreditation Canada.
- 122 clients completed Ontario Perception of Care tool providing feedback on the services they received, which will help contribute to quality improvement efforts.



Years of service by staff

25+

2 employees

20+

8 employees

15+

3 employees

10+

6 employees

5+

17 employees

0+

52 employees

Case Management Program

413

clients in Adult and Youth Mental Health Court Diversion

193

clients received Case Management services

24

people on the waitlist for Case Management services

71

clients served in Housing First program

13

clients housed in 2023

8

clients still housed

0

people waitlisted for Housing First services

Crisis Response Program

221

children and youth served

13,284

total contacts made

433

contacts made by 9-8-8

3,049

new referrals

612

diversions from justice and/or hospital by IMPACT team

526

referrals/connections made to community partners by IMPACT team

67

individuals served through Safe Bed program

5,385

direct client interactions by the GAPPS program

First Place Clinic & Family Resource Centre

132

individuals served

52

individuals living in region

94

new referrals

1012

completed virtual sessions

95

peer specialist contacts (Jan. 1 - March 31, 2024)

Mental Health Promotion & Education Program

222

people attended presentations, training sessions and support groups

24

educational campaigns posted to social media and website

10

external community outreach events attended



Thank you to our donors:

- Tiffany Stubbings
- Craft Cares
- Project Purpose Golf Tournament
- Take it in Strides Run/Walk
- Synergy North

New Foundations

402

New Foundation program members

12,721

total attendance days

75

new members

5,410

individuals served with healthy meals and programming

397

individuals served through Walk-in/Talk in Clinic

324

hours worked through Transitional Employment program

16

members employed

15,625

group participants

1,123

group sessions

1,593

non-uniquely-identifiable service recipients

Human Services and Justice Coordinating Committees (HSJCCs)

Thunder Bay & District HSJCC

37

individual members



22

partnering agencies



Agencies include:

Alpha Court, BISNO, Centr'Elles, City of Thunder Bay, CMHA Thunder Bay, Children's Aid Society of the District of Thunder Bay, Dilico, TBDSSAB, Elizabeth Frye Society of NW Ontario, John Howard Society, Kairos Community Resource Centre, Metis Nation of Ontario, Matawa First Nations, St. Joseph's Care Group, OPP, SOLGEN, Thunder Bay Counselling Centre, Thunder Bay Police Service, TBRHSC, Thunder Bay and Area Victim Services, William H Creighton Youth Services, YES Employment Services

Northwest Regional HSJCC

23

individual members



14

partnering agencies



Agencies include:

Centre for Addictions and Mental Health (CAMH), CMHA Kenora, CMHA Thunder Bay, Dilico Anishnabek Family Care, Elizabeth Frye Society of NW Ontario, Firefly, Legal Aid Ontario, Lutheran Community Care, Nokiiwin Tribal Council, Ontario Health NW, OPP, Thunder Bay Police Service, TBRHSC, William W. Creighton Youth Services

Situation Table

12

discussions received by the Thunder Bay Situation Table

1

new agency partner joined (William W. Creighton Youth Services)

100%

of discussions met the threshold for "Acutely Elevated Risk"

5

orientation sessions were held for new Situation Table members

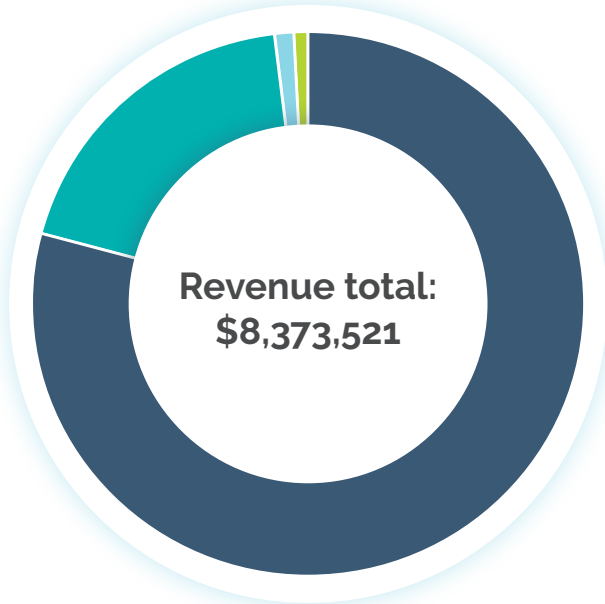
5

of the discussions resulted in "Overall Risk Lowered"

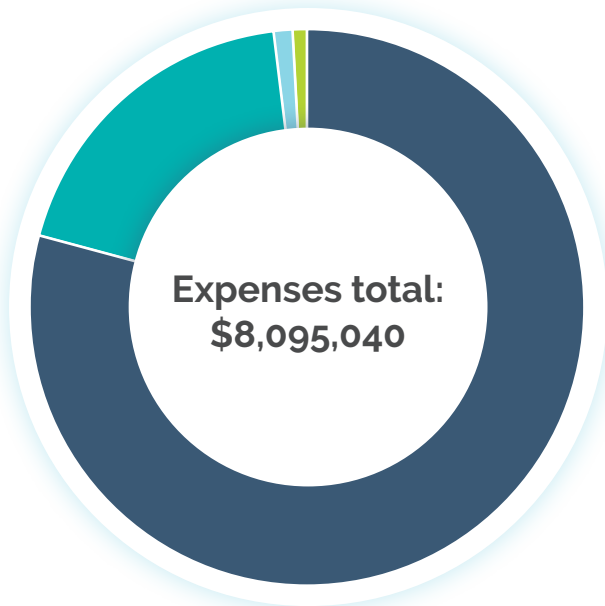
70

new members trained across the Northwest region

Financials



- Ontario Health and housing | 90% - **\$7,504,270**
- Partnerships, programs and donations | 7% - **\$575,253**
- MCCSS and MCYS funding | 4% - **\$293,998**
- Donations | 1% - **\$69,810**



- Salaries | 79% - **\$6,421,825**
- Direct program and administration costs | 19% - **\$1,516,771**
- One-time expenses | 1% - **\$92,565**
- Other expenses | 1% - **\$63,879**

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Contact us



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www.thunderbay.cmha.ca



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@CMHATBay

Visit us



200 Van Norman Street
Thunder Bay, ON P7A 4B8

Branch hours:
Monday-Friday, 8:30 am - 4:30 pm

If you are in crisis or experiencing a mental health crisis,
call or text the crisis line at **807-346-8282**
District/Toll Free: **1-866-888-8988**

24 hours a day, 7 days a week, 365 days a year.

Charitable Registration Number: # 13029 3327 RR 001

