An inclusive community with mental health and wellbeing for all.

“We need more safe places like this - this type of place is something I needed and searched for, for a long time.”

Client, Crisis Stabilization Space

CMHA Middlesex programs are supported by the following funders and by the generosity of our community:

- South West LHIN
- Ministry of Health and Long Term Care
- United Way of London & Middlesex
- City of London
- London Health Sciences Centre
- London Community Foundation
- Eating Disorders Foundation of Canada
- Waterstone Foundation
- Sisters of St. Joseph

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Canadian Mental Health Association
Middlesex
Mental health for all

Association canadienne pour la santé mentale
Middlesex
La santé mentale pour tous
A Message from the Board

The Board of Directors of Canadian Mental Health Association, Middlesex is proud of the work we have undertaken this past fiscal year. We welcomed four new Board members to ensure a full complement of 12 Directors. In addition, we hosted a United Way London Life Young Leader from October 2016 to March 2017 and created a new Fundraising Committee. As an organization, we received funding for peer support as the SW LHIN identified us as the lead agency for peer support restructuring in London. We were very pleased that three Peer Coordinators from Connect for Mental Health joined our organization in support of this work. We received funding for a fire safety sprinkler system to help us ensure the safety of the tenants at our long stay residential treatment facility. We were also the recipient of funding for additional rent supplements and staff to support new tenants. Finally, we hope that soon the Mental Health and Addiction Crisis Centre will undergo renovations to increase our number of stabilization beds and allow us to provide onsite short-term stay beds for individuals in need.

The Board extend our thanks to our dedicated staff and leaders for their tremendous work serving our clients and community. We would also like to thank the more than 250 volunteers for their time in support of Canadian Mental Health Association Middlesex.

Bill Chantler, Chair
Board of Directors, CMHA Middlesex

Service Awards - in Years

Armstrong, Linda 5
Bailey, Dawn 5
Baraniecki, Roman 15
Bayly-Brunelle, Ann 10
Bennett, Kirby 5
Broderick, Geoffrey 5
Brown, Wendy 30
Cairns, Kristy 5
Carter-Ufford, SueAnne 35
Collins, Matt 5
Cribb-Clark, Lori 20
Cullen, Angela 5
Cullen, Mo 10
Daer, Doug 10
Denomme, Maureen 5
Ford, Janene 15
Fowler, Joan 5
Ghadami, Ruh 15
Gillen, Rebecca 5
Grogan, Darren 10
Harris, Erika 5
Hiepleh (Blaxall), Brianna 5
Hodgins, James 5
Howard, Asha 5
Langendoen, Jen 15
Lockery, Melissa 5
MacDonald, Jay 15
Macphail, Susan 30
Magri, Joseph 5
Maurice, Wendy 5
McCann, Kerry 5
Paris, Doug 5
Patterson, Beth 35
Phillips, Michelle 5
Pridding, Robin 5
Romao, Linda 5
Sanchez, Sam 5
Srebernic, Simon 10
Stephenson, Jodi 5
Taylor, Amanda 5
Thomson, Marni 15
Tremblay, Kimberly 35
Vansickle, Kathy 15
Vorkley, Patricia 10
White-Lacrosse, Darlene 5
Willson, Lynn 10

Audited Financials 2016/17

Total Revenue: $21,489,722

- MOH - SW LHIN (38%)
- CMHA (13%)
- United Way LMI (7%)
- Rental Income (6%)
- Other (including amortization) (6%)
- Donations (3%)

Total Expenses: $21,929,750

- Payroll (71%)
- Program Expenses (4%)
- Rent & Security (9%)
- Building & Grounds (6%)
- Operating Expenses (8%)
- Amortization (2%)
Success Across the Service Continuum

Case Management
Significant gains were recognized in our transition from a case management model to a transitional case management model. The model, which will be fully implemented in October 2017, has already seen a 67% reduction in the service wait list. According to Ontario Perception of Care (OPoC) survey results, 94% of individuals served indicate the service is of high quality and are satisfied with service received.

Court and Justice Community Support
88% of individuals participating in our Court Diversion program successfully completed the program. Court Support, offered at the London Court House, is an instrumental first point of contact for individuals navigating the court system. This program amassed 1,647 one-to-one contacts in the 2016/17 fiscal year. We also streamlined the referral process for probation referrals in order to address wait times and increase access for individuals looking for mental health supports.

Eating Disorders Residence
This voluntary eight bed residence, offered in partnership with London Health Sciences Centre’s Adult Eating Disorders Service, moved to a new location in 2016. Efficiencies gained by moving staff from two organizations to a shared service location allowed the development of an outpatient program and the acceptance of referrals from across the province. Our mental health workers support clients 24/7 with normalizing eating, decreasing and eliminating unhelpful behaviours, and addressing unhelpful beliefs about themselves and their bodies.

Exeter & Goderich
22% of our clients were surveyed using the OPoC tool this year. Our overall satisfaction rating was 3.8/5. We saw an 8% increase in people receiving case management services and a 12% increase in people receiving housing services. Community partners – including addictions, court support and sexual assault counselling, continue to use our Exeter location as a hub for seeing clients from the region.

HealthLink
We partnered with Thames Valley Family Health Team last year to coordinate and develop Coordinated Care Plans for complex individuals with mental health needs. The partnership enhanced collaboration between primary care, the Community Care Access Centre and the mental health sector.

Housing First
Recognizing the value of the therapeutic relationship between the Housing First team and the client, we upped our intensive support services from a duration of 12 to 24 months this year, and recognized that some chronically homeless individuals will need permanent support from our staff to maintain their recoveries. Since its launch, Housing First has housed more than 175 individuals and provided 1,500 advocacy and housing resource consultations.

Human Resources
Our new Health and Safety Specialist was instrumental in organizing Risk Assessments and revising the Incident/Accident reporting, particularly for staff incidents and accidents. We also implemented the Indigenous Cultural Safety Training specific to mental health environments to enhance our ability to care for indigenous community members. Further, our “Top 100 Employer” Committee changed its name to the “Healthy Workplace” Committee, and focused on the implementation of the Mental Health Commission of Canada’s National Standard of Canada for Psychological Health and Safety in the Workplace.

Impact Junk Solutions
Impact Junk Solutions, our social enterprise, currently employs more than 20 individuals on a part time basis. Together, they worked 9,927 hours. Our business recorded a revenue of $265,014 this fiscal year. This spring, we also launched a pilot of The Furniture Bank.

Intake and Assessment
In an effort to streamline the experience of those we serve, we implemented a common screening and intake process for all of our programs; the GAIN Short Screener is now offered to new individuals accessing services.

We were also involved in a significant quality improvement project (E-QIP – Excellence through Quality Improvement Project) with Addictions and Mental Health Ontario, Canadian Mental Health Association Ontario and Health Quality Ontario to look at ways to improve access to service and increase efficiency. Intake, brief service and case management models are under exploration with new models of service and change ideas anticipated for next year.

Leisure and Life Skills
We continue to move toward a community based model. At the end of 2016/17, 95% of programming was offered in community locations rather than on-site at CMHA. In an effort to reduce our wait lists, 70% of our programs were made available on a drop-in basis so that individuals can access service as needed – rather than waiting for programming. In 2017 we will transition to a Hub Model of service.

My Sisters’ Place and the London Coffee House
Increased community support, 60 volunteers, and enhanced funding from United Way of London & Middlesex lead to a successful and busy year for both My Sisters’ Place and London Coffee House. We had many new volunteers and community groups enrich both programs by providing meals, baking cookies, making sandwiches, playing games and hosting community BBQs and holiday meals. London Coffee House, which offers two daily programs, supported 22,494 drop-ins for service; 863 of these individuals were new to the Coffee House. 1,151 had mental health consultations, 1,014 had housing consultations and 1,050 received social service information and referrals. My Sisters’ Place had 18,000 support contacts with women, issued 10,249 harm reduction resources, and documented 519 visits from women new to the service.

Ontario Perception of Care Tool (OPoC)
The OPoC is a validated perception of care tool designed for both Ontario’s mental health and addiction settings. It is intended to inform, monitor and evaluate quality improvement efforts at the program/service- and system-levels. This year we launched the use of OPoC across the agency. Data collected is used to inform quality improvement initiatives.

Peer Support
In alignment with our strategic plan, we’ve done significant work to enhance our available peer supports. We were selected by the SW LHIN as the lead agency for Mental Health Peer Support in 2016. Our new Peer Support Coordinators facilitate the Transitional Discharge Model at Parkwood Hospital and London Health Sciences Centre. Through the Ontario Peer Development Initiative we offered core competency training to our peers at no cost. In 2017/18 we will offer more paid peer support positions.

Public Education
This fiscal year, our team of Public Educators and workshop trainers offered 150 certificate workshops and free seminars to 3,774 participants. Through our 30 Days of Prevention partnership with Western and Fanshawe, funded by the SW LHIN, we also offered four Mental Health First Aid courses and eight SafeTALK courses to 366 total participants.

Psychiatric Consultation
The capacity of our psychiatric clinics doubled over the past year and we now support more than 400 unique individuals. This increase was necessary to meet the demand of the Crisis Centre and the new transitional case management model.
Reach Out
In August we launched Reach Out, a 24/7 mental health, addictions and crisis service, in partnership with Addictions Services Thames Valley and the CMHAs of Oxford and Elgin Counties. Calls are answered by information and referral specialists (hired and trained by Connex Ontario) and backed by a robust database of local and provincial service information. As of March 31, Reach Out had received more than 10,000 calls. As part of the service algorithm, Reach Out connected 1,800 individuals with crisis teams in Middlesex, Oxford and Elgin.

Strathroy
In 2006 our Strathroy site served 291 individuals. In 2011, we served 453. In 2016/2017 that number jumped to 781. 184 of these individuals received case management services, 173 Leisure and Life Skills programming, and 220 counselling. The number of youth and indigenous individuals served is growing each year. This year there was an emphasis on compassion fatigue and PTSD in caring professions. We featured Dustin Sutherland, a local EMS, in a fundraising video in support of our counselling services and offered workshops to more than 100 Middlesex Volunteer Firefighters.

Supportive Living Apartments
In 2016/17, the staff at our Supportive Living Apartments developed strategies, often in collaboration with community partners, to improve crisis management and garner increased stability for our residents. More than 97% of residents now have a crisis plan in place and report a decrease in emergency services use.

The Support Line
The Support Line, funded by United Way London & Middlesex, was launched in November. Located in our Mental Health and Addictions Crisis Centre, it is staffed by more than 100 highly trained volunteers who offer emotional support and encouragement, support for families, loved ones and caregivers, community resource/referral information, and a transfer to crisis services if needed. 5606 calls were answered by March 31. 84% of callers reported satisfaction with the service. 77% reported an increased ability to manage the related issue.

Transitional Eating Disorders Residence
Thanks to the generous funding support of Waterstone Foundation and the Eating Disorders Foundation of Canada, we opened Canada’s first Transitional Eating Disorders Residence this year. This short-term supportive housing alternative bridges the gap between intensive treatment, and independent living for individuals recovering from an eating disorder. Preliminary outcomes show that the small pilot program's first three residents improved upon the skills they learned in previous eating disorder treatment on 9 of 12 of the outcome measures.

Western/CMHA Crisis Support Pilot
A unique partnership between Western University and our agency resulted in two on-campus pilot projects. Both offered walk-in crisis services to students during the exam period. Open Tuesdays, Wednesdays and Thursdays from 5 – 9pm, the service offered trained peer support volunteers to greet students and assist them with filling out the required paperwork. Crisis support provided by CMHA registered professionals followed. The key presenting issues were relationships, suicidal ideation, grief, sexual assault, psychosis, PTSD and self-harm. 121 students, ranging in age from 18 – 37, were seen through the pilots.

Youth Transitional Apartments
Opened in March 2016, the Youth Transitional Apartments served 15 unique individuals in the first year of service. Nine have been discharged; five to individual apartments, three to an accommodation of their choice (roommates, college residence, etc.) and one to more tenuous housing.

Stats and Facts: A Quick View of CMHA

<table>
<thead>
<tr>
<th>Statistic</th>
<th>Description</th>
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<tbody>
<tr>
<td>6,554</td>
<td>Total number of unique individuals served by the Branch.</td>
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<tr>
<td>1,779</td>
<td>Individuals who received case management services. In total, our Case Managers had 27,993 interactions.</td>
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<tr>
<td>15,686</td>
<td>Number of people who participated in the 1,889 group sessions offered through Leisure and Life Skills.</td>
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<tr>
<td>1,224</td>
<td>Number of service recipient interactions with the Information and Referral Team.</td>
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<tr>
<td>4,020</td>
<td>Number of unique individuals served by the Mental Health and Addictions Crisis Centre and Mobile Crisis Team.</td>
</tr>
<tr>
<td>279</td>
<td>Number of total volunteers. 141 of these volunteers provided 4,470 hours of service. In ADDITION, our 138 Support Line volunteers ran a 24/7 service!</td>
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