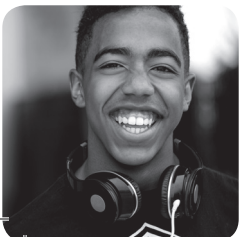


Canadian Mental Health Association Waterloo Wellington Annual Report 2016/2017

Canadian Mental Health Association (CMHA) Waterloo Wellington Annual Report 2016/2017

Table of Contents

A Message from the Board President and Executive Director	p3
Four Years and Counting!	p4
Talk Today	p5
Program Statistics	p6
IMPACT Marks First Year Anniversary	p7
Here 24/7 Portal – A Huge Step Forward	p8
More Support for People Waiting – Big White Wall	p8
Acquired Behaviour Analysis (ABA)	p9
Screening Templates for Primary Care Doctors	p10
Wait Times Down to Less Than a Month for Eating Disorder Service	p10
Ride Don't Hide	p11
Mental Health Champions	p12
Flexible Assertive Community Treatment (FACT)	p14
Financial Report	p15



A Message from the Board President and Executive Director

Making a difference in the lives of people with mental health, addictions and developmental challenges is what compels the actions of CMHA volunteers, staff, leaders and Board members alike. The measure of our success does not lie in the many organizational achievements of the past year, but in our singular commitment to provide the best possible service experience and outcome for each person and family who access our services. This commitment has been expressed in our lead agency work for children's mental health services in Wellington and Dufferin, contributions to the development of a special needs strategy for children with complex developmental, medical and behavioral issues, and the realignment of our organizational structure and services to better facilitate integrated service delivery within the LHIN sub-regions and primary care.

In recognition of the central role that primary care plays in ensuring good health outcomes, and the overwhelming demand that primary care providers face in addressing mental health issues, a significant focus of the past year has been on initiating primary care partnerships in all four sub-regions of Waterloo Wellington. Initiatives range from embedding mental health resources within the Guelph, Kitchener and Woolwich Community Health Centres, committing to a collaborative quality improvement plan that advances primary care and mental health integration in Cambridge, developing a prototype integrated mental health team with the Guelph Family Health Team and the Guelph Community Health Centre, and beginning a pilot project with a small group of family practitioners in Waterloo.

We recognize that making a difference in the lives of those who require our assistance

requires building the capacity for innovation and looking outside of traditional funding streams for opportunities to advance our mission. To this end, our Board has begun charting a course to support innovation through alternate sources of revenue. This planning culminated in a Trillium Seed grant to explore and define options for capitalizing on social impact investing opportunities. We look forward to realizing the benefits that this commitment to innovation will have upon those we serve.

We are proud of the progress that we and our partners have made this past year in supporting positive change in mental health care, addictions and developmental services in Waterloo Wellington. Through continued collaboration and a passionate commitment to quality and innovation, we will continue to find better ways of inspiring hope, recovery and resiliency within those who seek our help.



Janet Kaufman

Janet Kaufman
Board President

Fred Wagner

Fred Wagner
Executive Director

Four Years and Counting!

CMHA Waterloo Wellington is only four years old, but much has changed since our rebirth in 2013 as a newly amalgamated organization. Most significant has been the designation of CMHA Waterloo Wellington as a lead agency for children's mental health in Wellington-Dufferin, as well as the focus on primary care integration and the passing of the Patients First Act in December 2016 – the latter of which led to the creation of four LHIN sub-regions.

These developments have led us to redesign our organization to better succeed in fulfilling our mandate. Our new design has aligned services and management positions by region, improving our ability to integrate sub-region services; streamline the reporting structure in areas of the organization; and add a new leadership role, Director of Strategy and Innovation.

The redesign has been a major undertaking – seven months in the making – and much credit goes to our staff and leadership team for their patience and resiliency during this process. We are confident this new structure will allow us to collaborate meaningfully with our sub-region partners and help us best fulfill our mission.

Board of Directors

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Patrick Fradley-Davis

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Peter Kastner

Jacqueline Marshall

Dian Shannon



Talk Today

CMHA Waterloo Wellington teamed up with both the Guelph Storm and the Kitchener Rangers for the Talk Today program presented by Teacher's Life. The program is in its third year of providing mental health support to players and raising awareness about mental health and suicide prevention throughout communities across the Ontario Hockey League (OHL).

A key piece of the Talk Today program has been to educate players about mental health. Every team has received mental health training specific to suicide prevention. Each team is also now linked to a CMHA Mental Health Coach, who provides support and mental health resources to individuals in need.

Talk Today awareness games for our partnerships with the Guelph Storm and Kitchener Rangers teams took place in February. CMHA Waterloo Wellington Executive Director Fred Wagner

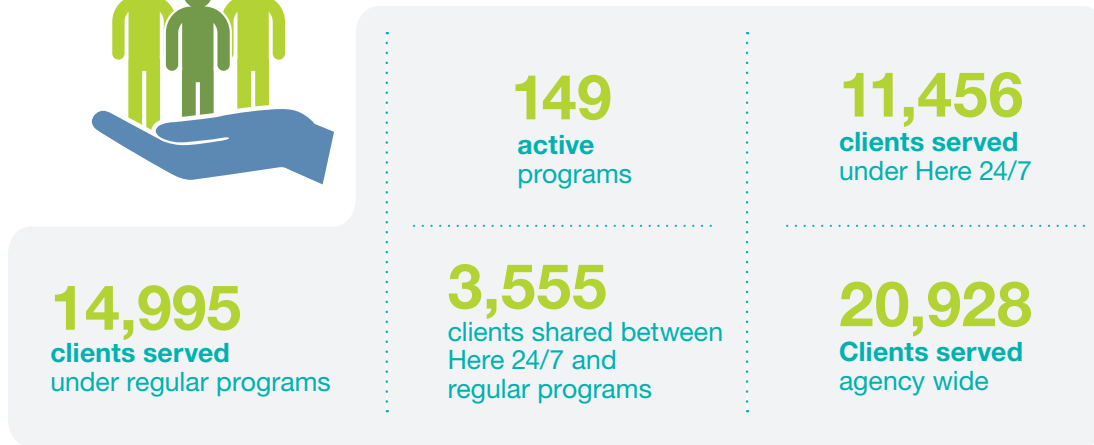
dropped each puck at the game, and we had an information kiosk set up for fans to talk to us about mental health and services within the community. Local media coverage of the events included Rogers TV and 570 NEWS radio. Best of all, \$1,700 was raised through a 50/50 draw and staff ticket sales at the Guelph Storm game. Thank you to the Guelph Rotary club for partnering with us to make this possible.

As a new initiative this year, each of the teams had players join a CMHA Waterloo Wellington staff member at local schools to talk about mental health to Grade 7 and 8 students.

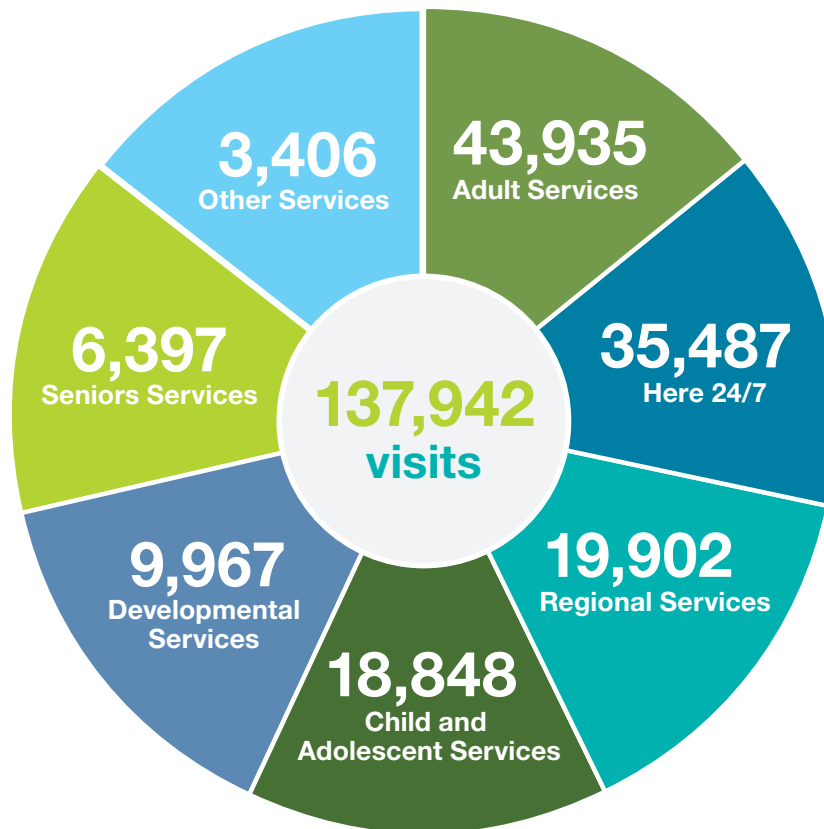
\$1,700 raised



Program Statistics



Total Visits by Service



IMPACT Marks First Year Anniversary

CMHA WW marked its first year of the IMPACT (Integrated Mobile Police and Crisis Team) partnership with Wellington OPP and Guelph Police.

The program, funded by the Waterloo Wellington Local Health Integrated Network, enables specially-trained mental health clinicians to attend mental health-related calls alongside officers. Its goal ensures residents have better health outcomes and receive the most appropriate community-based crisis response at the time of need. The enhanced service improves the experience of residents and their families by providing an immediate and comprehensive crisis response in their home and/or community. Residents benefit from less intrusive service interventions, reducing the need for emergency room and hospital involvement.

Over the course of the year, the IMPACT team has visited almost 3,000 individuals, in person or over the phone, and given support to nearly 1,000 different people.



CMHA WW IMPACT workers assist police in several ways:

- Connects individuals to assess needs and coordinate services
- Provides mobile crisis support for officers during calls
- Consults with police about calls and making referrals
- Shares resources for supporting officers after a traumatic call
- Prepares trainings and gathers resources
- Makes presentations in the community

This year, IMPACT workers received 1,684 referrals from Wellington OPP and Guelph Police. They have provided 1,550 hours of direct service to clients, and 89 hours of education to police and the community.



Our first year of service with the IMPACT team achieved the goals that we had hoped for. By having our mental health team work hand in hand with our OPP police team, people who are experiencing significant mental health and addiction challenges are able to get immediate assessment and support where and when they need it. This has led to very positive health outcomes for the people involved, and it has also contributed to a significant decrease in the number of presentations to hospital by police. We are thrilled that our partnership has worked so well for the people who need it most, as well as created more efficiencies in our health care system. Our sincere thanks to all members of our team who work so hard each and every day to meet the needs in our rural community.
- Helen Fishburn, Interim Director of Services, CMHA Waterloo Wellington



Here 24/7 Portal – A Huge Step Forward

In 2014, CMHA Waterloo Wellington became the lead agency for Here 24/7, the front door to addictions, mental health and crisis services provided by 11 agencies across Waterloo Wellington. In January, a portal created for all Here 24/7 partners went live; previously, only Here 24/7 staff members hosted at CMHA Waterloo Wellington had access to the Caseworks portal. The portal is a huge step forward in client care. It allows our partners to log into their portion of Caseworks to gain access to their referrals and wait lists and to communicate with CMHA Waterloo Wellington staff about care. Our partners are thrilled with the access to real time information. They can also input in their appointment availability allowing Here 24/7 staff

to book individuals an appointment time before the call they have made for service is over. We are focusing on reducing wait lists, so this data is more accurate for our partners. The portal enables safe and effective care, making it much easier to track people in our system and ensure they get the care they need.



1 844 437 3247
(HERE247)

Call anytime to access
Addictions, Mental Health
& Crisis Services
Waterloo-Wellington

More Support for People Waiting – Big White Wall

There are currently over 3,000 people waiting for ongoing mental health and addictions care in Waterloo and Wellington. CMHA Waterloo Wellington is working to provide better support to those who are waiting, including university students in our region and people who want to supplement their care with more support. We have entered a partnership with “Big White Wall” – an online platform from England that provides

peer support, guided support, online tools and education materials, as well as links to local resources. This has great potential for those we support, who can access the Big White Wall at any time through an internet connection. The service is gaining international recognition for the support it provides people on a 24/7 basis. Check it out at: www.bigwhitewall.com.

Acquired Behaviour Analysis (ABA)

The Ontario Ministry of Children and Youth Services (MCYS) is putting the unique needs and potential of children and youth at the centre of a new autism program. The new Ontario Autism Program (OAP) is based on advice from families, stakeholders and experts, and will involve services that are coordinated and family-centred. The program is strengthened by investments in Acquired Behaviour Analysis (ABA) supports and enhancement of CMHA Waterloo Wellington's Autism Spectrum Disorder (ASD) team. The new autism program will start in June 2017.

In the fall of 2016, CMHA Waterloo Wellington, as an active member of the Central West Region Partnership of ABA service providers, received additional funding to serve 34 children in Guelph/Wellington – bringing the total number of children/youth served to 105 in the 2016/17 fiscal year. CMHA Waterloo Wellington's ABA team not only met but exceeded this target!

ABA-based services and supports help children and youth with autism develop skills in behaviour management/emotional regulation, communication, social/interpersonal life and daily living. The team is excited to continue this partnership and to support efforts towards an improved system for families.

In June 2016, the Ministry of Children and Youth Services (MCYS) announced that Ontario was increasing access to timely diagnoses of Autism Spectrum Disorder (ASD), as part of the process to improve transition from the current autism services system to the new Ontario Autism Program (OAP). Along with the process, the province gave funding to five regional ASD diagnostic hubs across Ontario. The “hubs” were asked to work with their communities to, amongst other things, conduct additional diagnostic assessments in 2016/17 and 2017/18. CMHA Waterloo Wellington, through a partnership with KidsAbility Centre for Child Development, was engaged to expand and reorganize its existing ASD team to serve 19 additional children/youth in the 2017/18 fiscal year. This translates into supporting two additional days of assessments per month, with a multi-disciplinary team approach. The team will be working through the current waitlist and will also be paying particular attention to the needs in rural Wellington.



Screening Templates for Primary Care Doctors

The first step many people take when they are facing problems with their mental health is to visit their family doctor. CMHA Waterloo Wellington has partnered with the Centre for Family Medicine to create tools so that primary care doctors are better equipped to assess and support people with mental health challenges. We have created screening templates for primary care doctors to use when they see a patient with symptoms of anxiety and depression. Primary care doctors will be able to access this template on their computer screen while in their office, and it will guide them through a series of questions to ask their patient.

It will also provide a “scoring system” that allows the primary care doctors to help determine how significant the mental health concern is, as well as determine the most appropriate resource for them. Currently, we are piloting these tools with a small number of doctors, but when all primary care doctors use these tools, it will create more consistency and clarity about what people need from our system of care, and ensure people are getting the right care at the right time with the right provider.

Wait Times Down to Less Than a Month for Eating Disorder Service

In 2014, the Waterloo Wellington Local Health Integration Network (WW LHIN) approached CMHA about wait times for care for those struggling with an Eating Disorder in our region. Eating Disorders have the highest mortality rate of any mental illness making wait times for service of highest concern. Due to prevalent medical complications, the wait for care also compromises individuals’ medical health and necessitates frequent visits to the emergency departments (ED) or hospitalizations for medical stabilization before individuals are even seen at CMHA Waterloo Wellington.

In April of 2015, our agency received over \$300,000 to increase human resources on the ED service to tackle an ever-increasing wait list. At that point in time, children and youth were waiting on average six months for an assessment,

while the wait for adult care ranged from four to six months. In April of 2015, three new staff were hired and our wait times have steadily improved to the point where the wait for service is less than a month. The chronicity and the complexity of this illness often means people are in service for about a year and a half for children and youth and up to three years for adults. Being able to reduce the waiting time is a significant contribution to their care and recovery.

We are very proud of the hard work and dedication of the Eating Disorders service to significantly reduce the wait for care and provide residents with more accessible and timely service. Thank you to the WW LHIN for investing the funds to help reduce wait times for the Eating Disorders service.

Ride Don't Hide

On Sunday, June 26th, 2016 we had over 135 riders take part in our inaugural Ride Don't Hide cycle event in beautiful St. Jacobs. Our enthusiastic participants cycled through either a family-friendly 8km ride or a more challenging 47km route. We were joined by thousands of Canadians in 28 other cities across Canada and by hundreds of virtual riders in their communities who, together, joined the movement to break the stigma around mental illness. We raised over \$15,000 for our branch! We could not have done it without the support of our wonderful volunteers who registered, cheered on and supported our riders.

With the addition of two new routes, we are excited to welcome more participants for our 2017 ride taking place on Sunday, June 25th! Ride Don't Hide is now truly a coast to coast Canada-wide event as Newfoundland has joined the movement. There are 35 community rides taking place on the same day, raising much needed funds and awareness for mental health.



Thank you to our incredible sponsors who made the event possible:

National Sponsors:

- Scimitar - who provided our shirts and promotional items
- Clif Bars - for keeping us nourished
- Rocky Mountain Bicycles - for providing amazing prizes for our fundraisers
- Impact Magazine and Frontstream - for helping us connect and build support

Local Sponsors:

- Gold: Overlap, Toyota Motor Manufacturing Canada
- Silver: TD Canada Trust, KPMG, RWDI Consulting Engineers and Scientists
- Bronze: Elemental Interiors Design
- Community: Telecom Computers, OPSEU Local 291
- Media: CTV Kitchener, KFUN 99.5FM, 105.3 Kool FM, Waterloo Region Record

In-kind:

- The Hub Bicycle Shop for providing tune-ups for our riders
- Come Alive Fitness for hosting our kick-off event and for donating a 10 class gym pass
- Moffitt Print Craft Limited for our printed material
- Culligan for keeping us hydrated
- Platters for our delicious food
- Waterloo Regional Police for keeping us safe along the route
- Skylight Productions Videography and Spencer Sills Photography for capturing the day
- Promo Hound for the bags for our riders
- St. Jacobs Lions Club for donating their facility
- Piper in Burg – Andrew – thank you for piping our riders out at the start

Mental Health Champions

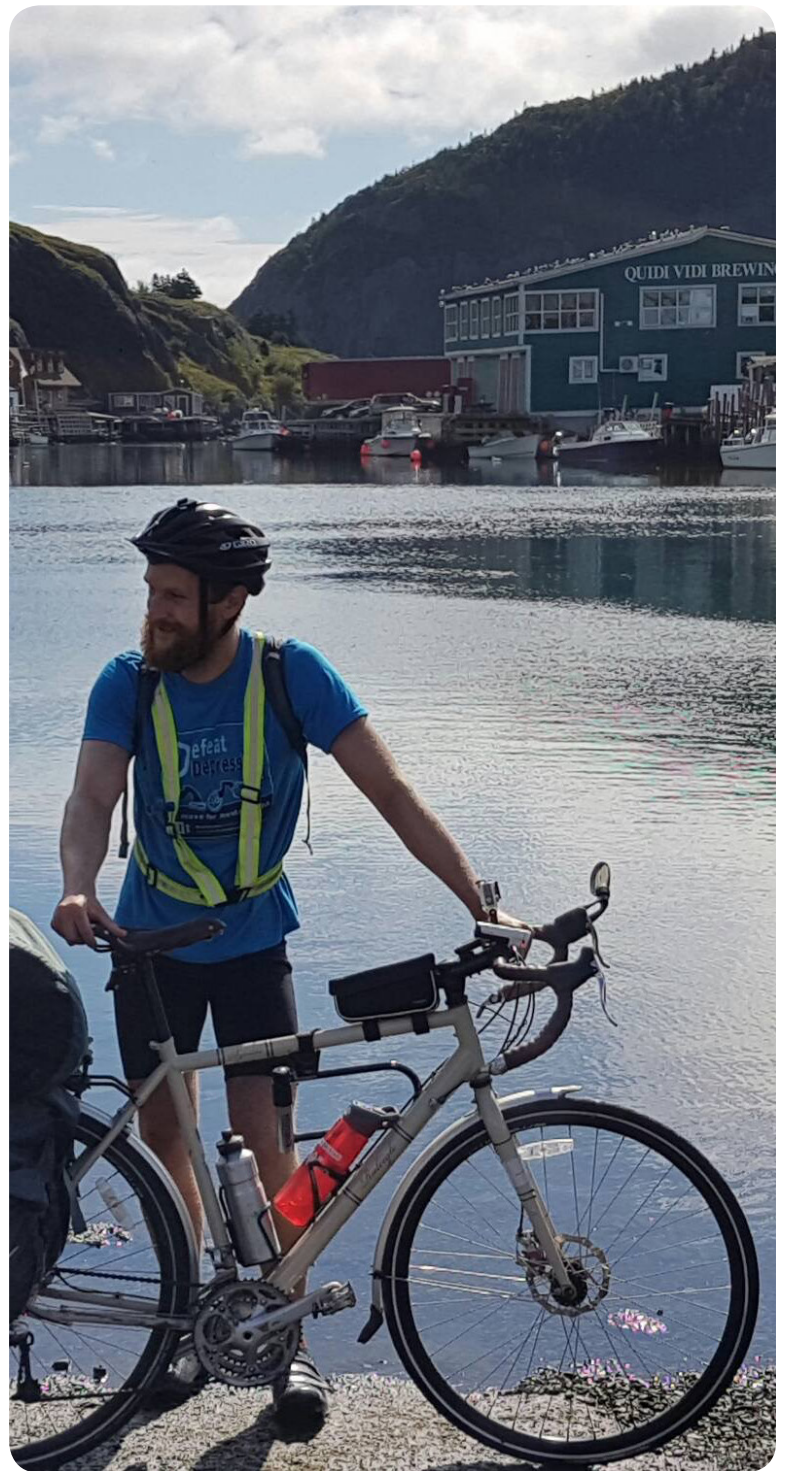
CMHA Waterloo Wellington is very proud and honoured to receive funds from charity initiatives spearheaded by two incredible young men in our community. Thank you, Martin and Garrett, for your hard work in raising funds and awareness for mental health.

Martin's Ride

Canada is a large country. Just ask Martin Bauman, who rode his bike over 7,000 km across our vast land to raise funds and awareness for CMHA Waterloo Wellington and Defeat Depression. Bauman began his excursion on June 1st in Vancouver, BC and cycled into St. John's, Newfoundland on August 29th. One in five Canadians will experience a mental illness in their lifetime, and for Bauman, this statistic hit close to home.

Bauman's travels had many ups and downs, both physically and mentally. He learned the importance of companionship and reveled in the amazing people he met along the way who he could share his story with. Strangers often offered a place to stay, a warm meal, and many other gestures of kindness, including contributions to his fundraising campaign.

By the time Bauman completed his journey, he had surpassed his fundraising goal and raised over \$12,000 for CMHA Waterloo Wellington and Defeat Depression – no small feat!



“

I've seen so many people dear to me suffer in silence - from family, to close friends, to mentors. I've felt the loss of suicide in my family. I've also seen tremendous strength in friends and family opening up and sharing their journeys.

- Martin Bauman

”

McFadden's Movement

Having experienced four seasons in the Ontario Hockey League (OHL), the Guelph Storm's Garrett McFadden knows firsthand the pressure young athletes can face. In 2014, he moved from Kincardine to Guelph to play for the Storm. In his rookie season, he was on a talented team and was a healthy scratch for more than half of the games played. Injuries plagued him in his second season. Both experiences were difficult mentally and physically. Four years later, he was captain and leader of a young Storm team.

At the beginning of this season, McFadden started to think about how he could make a

difference and give something back. "I want athletes to realize they don't need to 'tough things out' just because they are supposed to be more durable than the average person," says McFadden. Through the Talk Today program, McFadden trained in SafeTalk and ASIST (Applied Suicide Intervention Skills Training). During the season, McFadden was paired with a CMHA staff member to speak at local schools and arenas. Directly affected by the loss of a close family friend, Wes Cameron, to suicide in 2011, McFadden has drawn on his own challenges when connecting with youth. To date, he has raised over \$7,000 for CMHA WW and Wes for Youth, earning him the OHL's 2017 Humanitarian of the Year award.



Flexible Assertive Community Treatment (FACT)

CMHA Waterloo Wellington is pioneering a new service model in Waterloo (originally developed in the Netherlands) called Flexible Assertive Community Treatment (FACT). FACT offers new support systems that can augment or strengthen traditional 'case management' in a responsive, inter-disciplinary team approach to address complex needs of individuals.

The FACT team is made up of psychiatry, nursing, occupational therapy and a range of recovery-oriented clinicians. The team offers community, home or office-based supports that put people first. The team focuses on physical and mental health, financial security, activities of daily living that include household management, emotional security, positive relationships, a sense of community and personal meaning and purpose.

Program Accomplishments

- Level of Care Utilization System (LOCUS) at intake establishes an active roster of 60+ people
- "FACT Board" is an electronic decision support system which monitors and matches the team's response to people's needs on the roster
- Our occupational therapist runs a Change group that works with people who are treatment reluctant
- Helped eight people to return to work
- 19 people have engaged in treatment for substance dependence/abuse or misuse
- Successfully facilitated follow up care with family physicians for five people stable on their psychiatric medications

A FACT team success story

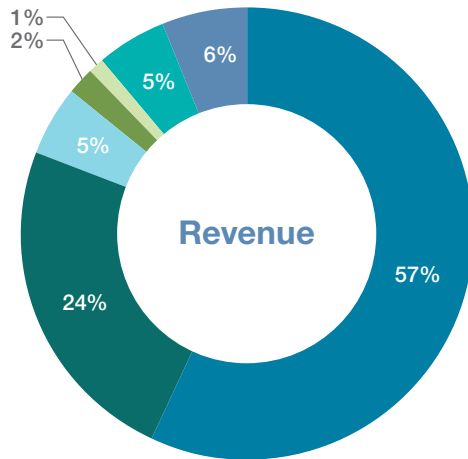
Emily is an 18-year-old woman who struggles with bipolar disorder, personality disorder and psychosis. Her risk is related to suicide and a need for daily crisis intervention. Combined with her resilience and resourcefulness, the team felt compelled to rally to support her.

Prior to the FACT team engagement, Emily spent most of her adolescence in a youth treatment facility. She had a serious and nearly fatal suicide attempt and lives with serious physical, emotional and mental health-related impairments. Team members alternated care, depending on their skill and expertise, matching her identified needs. Emily established connections with Self Help and Skills for Safer Living. Initially she found group work very difficult. She was very reluctant to take medication as it had not proved helpful in the past.

Building a relationship with her based on trust, respect and accountability, she reports improvements with interpersonal skills, symptom management and a medication dosage that works. She looks forward to living without intensive services, with the knowledge she can return to the FACT care if the need arises in the future.

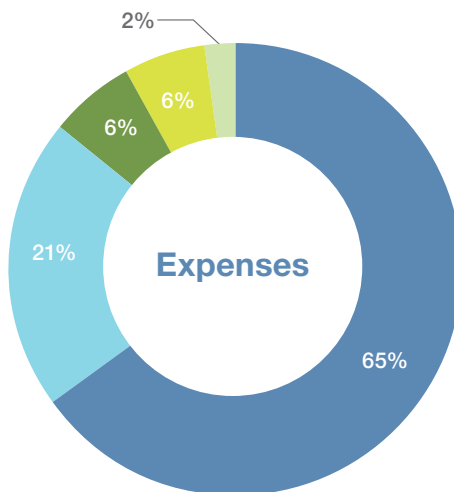
Financial Report

Canadian Mental Health Association Waterloo Wellington Branch Year end March 31, 2017



Waterloo Wellinton LHIN	\$22,010,223
Ministry of Community and Social Services/ Ministry of Children and Youth Services	\$9,439,811
Municipal government	\$1,876,218
Ministry of Advanced Education and Skills Development	\$856,121
Ministry of Health and Long-Term Care- Homelessness program and addictions	\$368,555
Program revenue	\$1,954,489
Other income	\$2,389,995

Total \$38,895,412



Salaries and benefits	\$25,327,516
Program expenses	\$8,160,102
Corporate services and general administration	\$2,137,316
Building occupancy costs	\$2,334,560
Other	\$936,579

Total \$38,896,073

Excess (deficiency) of revenue over expenses	(\$661)
Net assets, beginning of year	\$978,290
Net assets, end of year	\$977,629



Canadian Mental Health Association
Waterloo Wellington
Mental health for all

Canadian Mental Health Association - Waterloo Wellington

www.cmhaww.ca | [f](https://www.facebook.com/CMHAww) CMHAww | [t](https://twitter.com/CMHAww) @CMHAww

Guelph

80 Waterloo Ave.
 Guelph, ON N1H 0A1

147 Wyndham St. North
 Guelph, ON N1H 4E9

Self Help Alliance: 519-763-4014

485 Silvercreek Pkwy North, Unit 1
 Guelph, ON N1H 7K5

Cambridge

1 and 3-9 Wellington St.
 Cambridge, ON N1R 3Y4

Self Help Alliance: 519-623-6024

Fergus

234 St. Patrick St. E.
 Fergus, ON N1M 1M6

Kitchener

67 King St. E
 Kitchener, ON N2G 2K4

Self Help Alliance: 519-570-4595

130 Weber St. W., Suite 202
 Kitchener, ON N2H 4A2

Mount Forest

392 Main St. N., Suite 1
 Mount Forest, ON N0G 2L2

Waterloo

1 Blue Springs Dr. Unit 100
 Waterloo, ON N2J 4T3

The toll-free phone number for all CMHA WW offices is **1-844-CMHA-WW3 (264-2993)**.

Making it Possible

