



Canadian Mental Health Association Lambton Kent Branch Annual Report 2016/2017



Canadian Mental
Health Association
Lambton Kent
Mental health for all

Canadian Mental Health Association (CMHA) Lambton Kent Branch Annual Report 2016/2017

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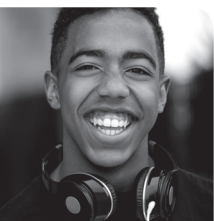
Canadian Mental
Health Association
Lambton Kent
Mental health for all

Our Vision

Mentally healthy people in a healthy society.

Our Mission

As a leader and champion for mental health, CMHA Lambton Kent provides services and facilitates access to the resources people require to maintain and improve mental health. Our efforts promote community integration, build resilience, and support recovery from mental illness.



Message from the CEO and Board Chair

In May of 2017, we at CMHA Lambton Kent, along with our CMHA family from coast to coast, recognized our 66th annual Mental Health Week. Each year mental health week continues to grow, and this year we were joined by an unprecedented number of supporters, people from all walks of life, who value the importance of mental health. Even Prime Minister Justin Trudeau joined us to add his support saying, “Let us use our voices this week to help change the way society views mental health issues and those living with them. Now is the time to GET LOUD for mental health.”

Getting Loud for mental health is making a tremendous difference in reducing the stigma and fear of discrimination that has for decades prevented people who suffer from mental illness from seeking the services and support they need to improve their mental health and wellbeing.

We have seen the evidence of reducing stigma and improving attitudes toward mental health here at CMHA Lambton Kent. In fact, this past year we served 5,043 people, an increase of 19% or over 800 people compared to 2105/16, indeed when compared to 2014/15 the increase in demand exceeds 1,500 people – a staggering 38% growth in just two years! Yet growth demand is not matched by growth in capacity.

At CMHA Lambton Kent, building a strong and vibrant comprehensive community-based mental health organization plays a key role in our health care system and in the health and wellbeing of our communities. Throughout this annual report we highlight a number of programs and services that enable us to continue to be responsive to the growth in demand for our services.

Board of Directors

Spencer Dickson (Chair)

Ron Middel (Vice Chair)

Judy Watson (Past Chair)

Bruce Ross (Treasurer)

Gayle Stucke

Debra Isaac

Gail Mitton

Carilyn Piquette

Becky Bellavance

Acknowledging the increasing demand and the limitations of our capacity to respond, we must also highlight the second key message of mental health week #sick of waiting. This message advocates that Canadians deserve timely access to mental health services, that capacity is inadequate and long wait times are unacceptable. It is a call to action for Canadians to speak out for needed investment in mental health services. Ironically, improving attitudes and acceptance of mental health as a key component of health and wellbeing is only the beginning. Now is the time to demand that mental health no longer be treated as the poor cousin of the health care system in Canada.



Spencer Dickson
Board Chair



Alan Stevenson
Chief Executive Officer

Integrating Mental Health and Primary Care

The World Health Organization (WHO) tells us that “integrating mental health services into primary care is the most viable way of closing the treatment gap and ensuring that people get the mental health care they need”.¹

At CMHA Lambton Kent, we have embraced the advice of WHO and are working hard to lead the province in innovative approaches to integrate mental health services into primary care.

Most notably our Rapid Assessment, Intervention and Treatment (RAIT) program, now in its third year of operation, has matured to become an integral part of the health care system across Lambton Kent. Our RAIT program, with its focus on early detection and intervention, served 1,035 individuals this past year. The majority of RAIT clients (84 percent) experienced either anxiety or mood disorders and 82 percent completed RAIT services in 180 days or less.

Providing specialized mental health resources as an adjunct to primary care practice has proven to be an effective approach to improving health outcomes and reducing mental health stigma. This has been particularly true when supporting individuals with chronic disease and coexisting mental health problems. Our RAIT team played a very important and effective role in the Chatham-Kent (CK) Health Link. CK Health Link clients, supported by CMHA, realized significant reductions in emergency department visits, hospital admissions, and days spent in hospital, as well as improved satisfaction with their healthcare.

At CMHA Lambton Kent, we are immensely proud of our success in integrating mental health and primary care through our innovative RAIT team and we look forward to continued growth and success.



1,035
individuals
served



84%
experienced anxiety
or mood disorders



82%
completed RAIT services
in <180 days

¹World Health Organization (WHO); and, World Organization of Family Doctors (WONCA) (2008); Integrating mental health into primary care: A global perspective.

Rapid Assessment, Intervention and Treatment (RAIT) Program

The Minister of Health has recognized mental health as one of the priority health sectors in need of system improvements and ongoing evaluation. This is necessary in creating a mental health and addictions response that improves earlier detection of mental illness and quicker access to mental health services. Funding related to this will have a strong focus on coordinated access to mental health and addictions services, including an improved shared care model with Primary Health Care Providers (PHCP). CMHA Lambton Kent has identified this as a priority.

This year we celebrated our second full year of providing a valuable shared care model with PHCP of Chatham-Kent and Sarnia Lambton. The Rapid Assessment, Intervention and Treatment (RAIT) program was launched in 2014, to build collaborative relationships with our primary care partners. This program has increased mental health literacy, early detection of a mental illness and a rapid response for an assessment, and linkages to appropriate services.

The Mental Health Primary Care Policy Framework report, published by the Centre of Addictions and Mental Health indicates a growing recognition across the country that primary care must include the prevention, identification and treatment of mental health problems and illnesses. CMHA Lambton Kent and PHCP have committed to addressing this objective. The RAIT team has to contact patients to engage in services within 24 hours of receiving the referral.

In 2016-17, we successfully met that target 97 percent of the time, providing services to 1,035 individuals (an increase of more than 260 individuals from the previous year). Our patients and care providers report this program has renewed their belief in the mental health and addictions system. A PHCP from a rural health team reports “since the RAIT program started, it’s been much simpler. We make a referral and things are taken care of, patients are assessed extremely promptly... so far, I’m extremely impressed with the program.”



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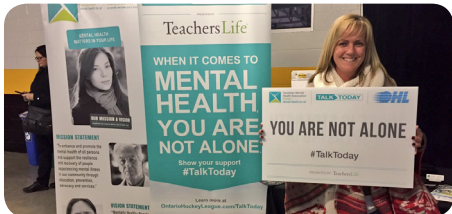


Update on Public Education and Suicide Prevention

The Mental Health Promotions Specialists at CMHA Lambton Kent are gaining more recognition through community discussions to help reduce stigma and promote knowledge and understanding of mental illness. Throughout the year, Specialists have been invited to speak to community groups, local workplaces and local schools.

Additionally, Specialists facilitate the Partnership Speakers Bureau presentations to the community. A panel of individuals and family members with lived experience of mental illness share their own personal journeys. The candid stories are extremely impactful and educational for those in attendance.

The Mental Health Promotions Specialists educate and bring awareness to suicide prevention through active participation on the Suicide Prevention Committee. Staff also promote the mental health of young athletes in the Ontario Hockey League through the Talk Today program. As part of this partnership, safeTALK training is provided to the players, coaches, parents and billet parents to teach and enhance their abilities to engage in suicide prevention.



Bluewater Health Pay for Results

In March, 2017, CMHA Lambton Kent and Bluewater Health (BWH) established a new collaborative, Pay for Results (P4R) program. P4R is a Ministry of Health and Long-Term Care program to support the reduction of length of stay for non-urgent visits and improved patient experience in Emergency Departments (ED). This is the first time a community mental health agency has been invited to participate in the hospital based program. This initiative has raised much needed awareness of the mental health resources available in Lambton County. Establishing a community presence in the ED has benefited both hospital and community partners through knowledge transfer and

collaborative care planning. In the absence of reliable, coordinated community resources, the patient's care plan often defaults to an avoidable psychiatric inpatient admission.

Our preliminary, three month report indicates that in the first 22 days (11 weekends) of this collaboration, the service was used 31 times. Twenty 20 patients were discharged home from the ED with follow-up care provided by CMHA. Ongoing opportunities have been recognized for this initiative. CMHA and BWH are working closely to identify additional process improvements, and most importantly, to improve the patient and family experience when seeking mental health assistance.



First Nations Engagement

In 2015, there was an acknowledgement that First Nations Communities were not in receipt of the level of service available to others in the region.

CMHA developed a quality improvement initiative called the CMHA Lambton Kent First Nations Engagement Strategy document. Key to the strategy was collaboration with each community to individualize a service plan that responded to the needs identified. Key stakeholders have been selected by each community to act as liaisons.

CMHA Lambton Kent successfully recruited two Indigenous case managers who together with other staff provide services to individuals at Kettle and Stoney Point, Aamjiwnaang and Walpole Island First Nations as well as in the Sarnia community.

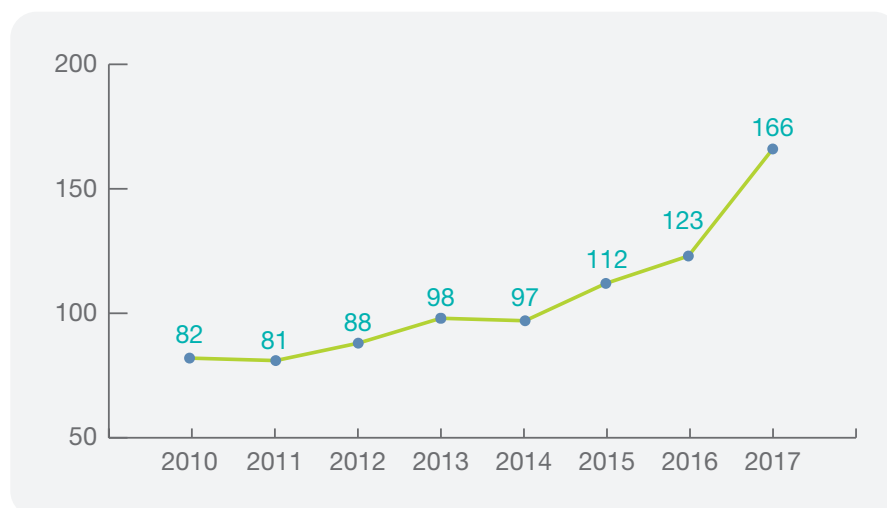
By developing individualized plans with each community, CMHA has been able to respond to shifting needs. At the onset of the review, CMHA was only providing clinical case management services in each community. Today, the built-in

evaluation practice identifies service gaps which allows responsive program adjustments to be made that meet emerging needs. As a result of the focused service delivery model, communities now receive a unique, more fulsome basket of services.



Indigenous Team Members Brady Williams and Jessica Joseph.

Indigenous Clients





Wellness

The agency has an active Wellness Committee in both our Chatham and Sarnia offices. They promote a healthy lifestyle and work life balance through activities, Lunch 'n Learns, newsletters, links to articles, a Wellness Board and our Employee Assistance program. In our recent employee satisfaction survey, Wellness was specifically mentioned as a positive initiative.

In 2016, agency representatives from our Union, Wellness Committee and Human Resources attended a workshop entitled: “Becoming a Mindful Workplace”. That workshop initiated the creation of a committee called the Mindfulness Committee. The committee met and identified initiatives to support a Mindful Workplace. These included a Manager Check-In process, a Peer support process, Stay Interviews, and

implementation of The National Standard of Canada for Psychological Health and Safety in the Workplace (the Standard). The Standard is a set of voluntary guidelines, tools and resources that promote mental health and prevent psychological harm at work. To implement the Standard, members of the Joint Health and Safety Committees, the Wellness Committees and Human Resources representatives in both offices attended Healthy Minds @Work workshops. The impact of mental health issues in the workplace has serious consequences, not only for the individual, but also for productivity of the organization. Most people spend approximately 60% of their waking hours at work, so it's important to create a workplace that is both physically and mentally safe. Not only does our staff benefit; but so do our clients!

Mental Health Champion Award

CMHA Lambton Kent partnered with the YMCA of Southwestern Ontario to create its first Mental Health Champion Award. The Mental Health Champion Award is funded through the generous contributions of Ride Don't Hide cyclists and sponsors, our signature fundraising event. The award is bestowed to one worthy student in each of Sarnia Lambton and Chatham-Kent. It recognizes students who have helped promote mental wellbeing in the community

This year's award was presented to: Lindsay Kirkland of Northern Collegiate Institute & Vocational School of Sarnia Lambton; and Emily Saunders of Chatham-Kent Secondary School in Chatham-Kent.



Lindsay Kirkland

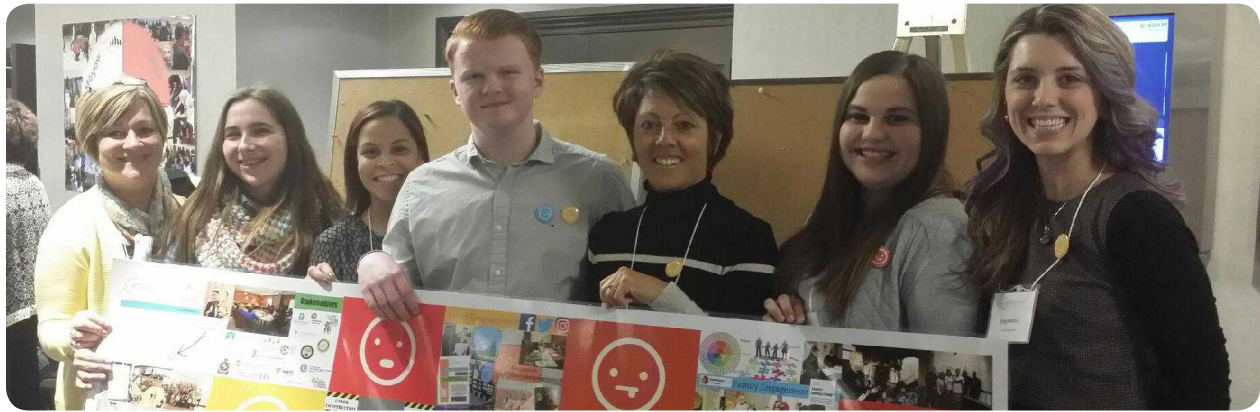
Lindsay encourages those with mental health issues to come forward and seek professional treatment and support, as well as provides leadership to remove the stigma surrounding mental health. Lindsay is not only doing incredible things for the mental health community but she is building confidence by telling her own story and struggle which helps herself and others.

Emily demonstrates courage and maturity while she willingly allows herself to be vulnerable as she shares her struggles with mental illness through her younger and adolescent years. In doing so, she has deservedly gained the respect of many community members. Despite her earlier encounter with mental illness, Emily has persevered with her personal goals and academic plans and is now taking great pride in being accepted into the university of her choice. Chatham-Kent is the only site in Ontario participating in this national transformational initiative and Emily is known literally throughout Canada amongst the other 11 sites as a youth ambassador for youth mental health.



Emily Saunders

ACCESS Open Minds



(left to right) Laurie Roeszler, Family Advisory; Emily Saunders, Youth Advisor; Rebecca Prince, Clinical Coordinator; Chaz Langford, Youth Advisor; Paula Reaume-Zimmer, Site Lead; Aneta Dusik, Youth Advisor; and Alex Luby, Research Assistant-Peer Navigator

ACCESS Open Minds (AOM) is a mental health delivery hub that connects Canadians aged 11 to 25 years with mental health services. This year, members of the Chatham-Kent AOM attended the National Network meeting held Feb 20-22 in Montreal. This national event gave all networks an opportunity to connect, recharge and celebrate the accomplishments to date. Chatham-Kent's very own Youth Advisors Chaz Langford and Emily Saunders had key roles as emcees, and our Family Advisor, Laurie Roeszler, was invited to share her story of resilience and hope and the critical role that families have on the journey of their child's mental illness. The event was filled with energy, pride and enthusiasm, with several exceptional performances from youth artists, whose talents energized the room and clearly delivered a message of strength and optimism.

The Network Advisory council met to discuss sustainability with members of both the Advisory Council and the executive leads. Key feedback included:

- The best window for policy makers is now.
- First time in history where provincial and

national funding is earmarked for mental health.

- Both the 'head' (research, science, framework), and the 'heart' (stories/on the ground examples) are needed to create policy change.
- Local ownership is essential, if it gets taken away, the response from the community should be overwhelming.
- Don't underestimate the power of 'preliminary data'.

Chatham-Kent AOM has demonstrated strong leadership with their site by creating a new and innovative marketing campaign that sites have already adopted (emojis) and as an early adopter to submit data to the research arm of the project.

Since January 2016, AOM has steadily increased the number of youth and families receiving service. This has increased CMHA's volumes and capacity to provide other core services to youth.



Housing First Project in Partnership with Chatham-Kent Housing Services

CMHA collaborated with Chatham-Kent Housing Services to deliver a Housing First Model Homelessness Prevention Project to support 22 individuals in Kent County.

This opportunity presented itself due to the success experienced in Lambton County with a similar venture with Lambton County Housing Services.

The candidates for admission have complex presentations with mental health or addiction issues, and have been continuously homeless for one year or more or had at least four episodes of homelessness within the past three years. These individuals are considered the 'hardest to serve'.

Utilizing a Housing First Integrated Support Model, the worker works with the client, the multidisciplinary mental health and addictions team, shelter staff and other service providers to aid in securing and maintaining safe, affordable housing in the community.

An electronic record system links organizations serving this population. This software is in place to better track and serve individuals requiring housing services. It enables the community to work together to improve outcomes for individuals experiencing homelessness. This two-year project officially launched this spring.



Thank you to our 2016 Ride Don't Hide event Sponsors:

A special thank you to our 2016 Ride Don't Hide sponsors. A remarkable 330 riders from Lambton Kent raised \$42,000! The proceeds from the Ride Don't Hide event will support family and youth wellness, specifically, suicide prevention education in schools across Lambton Kent.

The success of this event shows the shifting public view towards mental illness and the growing awareness that mental health programs are essential to a healthy society. Thank you for being a part of that change and for your contribution to "Mental Health for All".

Raised
\$42,000

330 Riders

100 Volunteers



Host Sponsors



Bronze Sponsors of \$500



Silver Sponsors of \$1,000



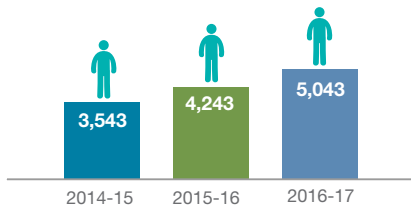
Community Sponsors of \$250



Program and Services Statistics



Individuals receiving service



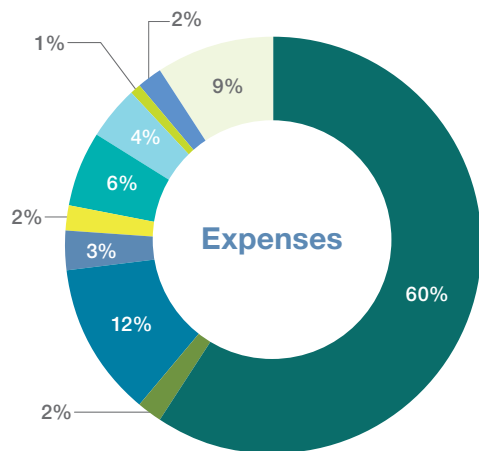
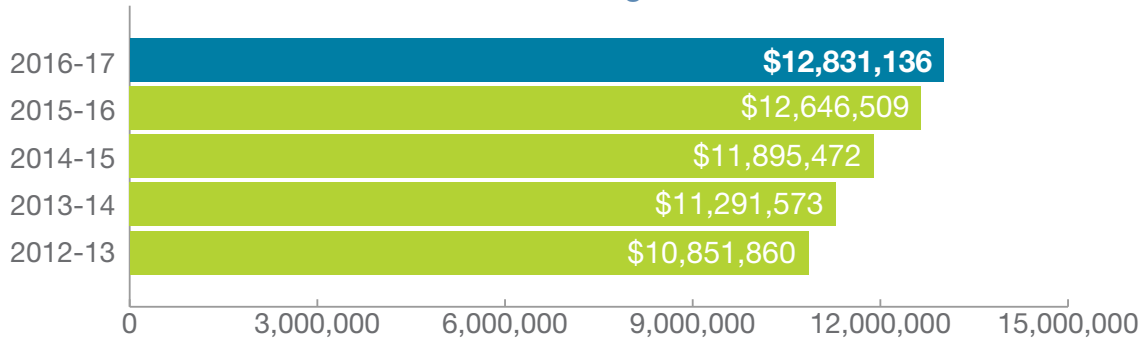
(38% growth in two years)



*Based on 2016 client satisfaction survey

Financial Report

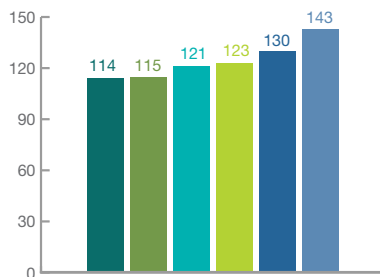
Annual Revenue Progression



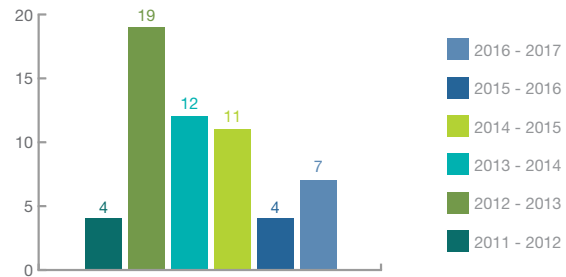
Salaries	\$7,707,579
Sessional Fees and Purch Services	\$194,801
Benefits	\$1,512,492
Supplies	\$351,546
Travel	\$251,212
Sundry expenses	\$750,615
Paymaster	\$497,737
Funding Flowthrough	\$102,984
Equipment	\$286,569
Building	\$1,137,220

Total \$12,792,755

Staff Charts



Total Staff



Staff Turnover



**Canadian Mental
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Lambton Kent
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Canadian Mental Health Association - Lambton Kent Branch

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Head Office

240 Grand Ave. West, Suite 100,
Chatham, ON, N7L 1C1
Tel: 519-436-6100

Sarnia Office

210 Lochiel Street,
Sarnia, ON, N7T 4C7
Tel: 519-337-5411

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