



BE MIND FULL

CHAMPIONS FOR POSITIVE MENTAL HEALTH SINCE 1918

ANNUAL REPORT 2013-2014



Canadian Mental
Health Association
Mental health for all

Association canadienne
pour la santé mentale
La santé mentale pour tous

MESSAGE FROM THE CEO & BOARD OF DIRECTORS

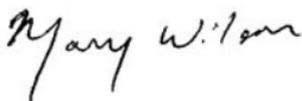
“Be Mind Full.” The Canadian Mental Health Association has recently introduced a national branding campaign. **“Be Mind Full”** was developed after consultation with groups across the country. It encourages us to continue the conversation about mental illness and think about CMHA first as the authority when dealing with mental health.

At CMHA Windsor-Essex we are representative of the values that this brand encompasses. As long-time leaders in mental health in this community, we have a solid reputation as an organization that is inclusive, supportive and determined.

These are exciting times for healthcare in Windsor-Essex County. Plans are underway for a new-mega hospital and we are in the process of

integrating our programs with Hotel-Dieu Grace Healthcare. We continue to work with all of our partners to ensure that individuals and families have timely access to the support and services that they need for optimal mental health.

A special thank you to the Erie St. Clair LHIN, the United Way, staff, donors and volunteers who ensure that we are able to provide mental health services in this community.



Mary C. Wilson
Acting CEO/Director of Operations



David Cree
Chair, Board of Directors



Mary C. Wilson



VISION

Mentally Healthy People in a Healthy Society.

MISSION

To enhance and promote the mental health of all persons and support the resilience and recovery of people experiencing mental illness in our community through education, prevention, advocacy and services.



BOARD OF DIRECTORS

CHAIR

David Cree, LLB

VICE CHAIR

Donald Atwell

TREASURER

Nick Thomas, CA

PAST CHAIR

Patricia McMahon

Patrick Boulos

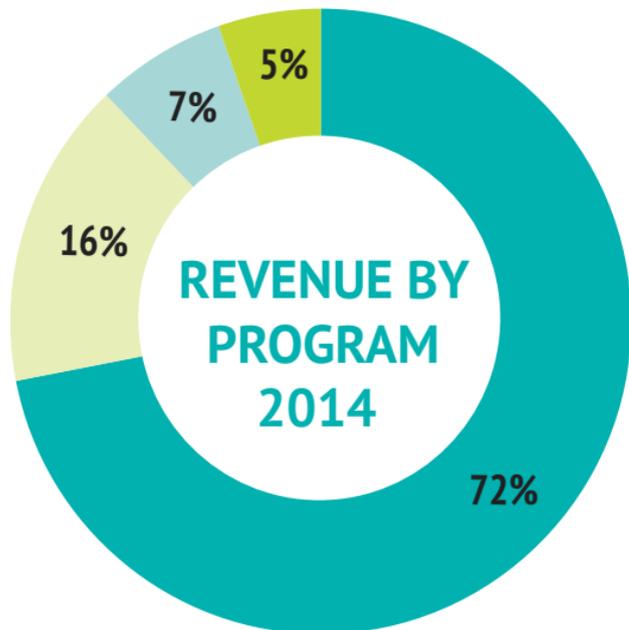
Sarah Ellis

Dr. Howard McCurdy

Suzanne Semeniuk

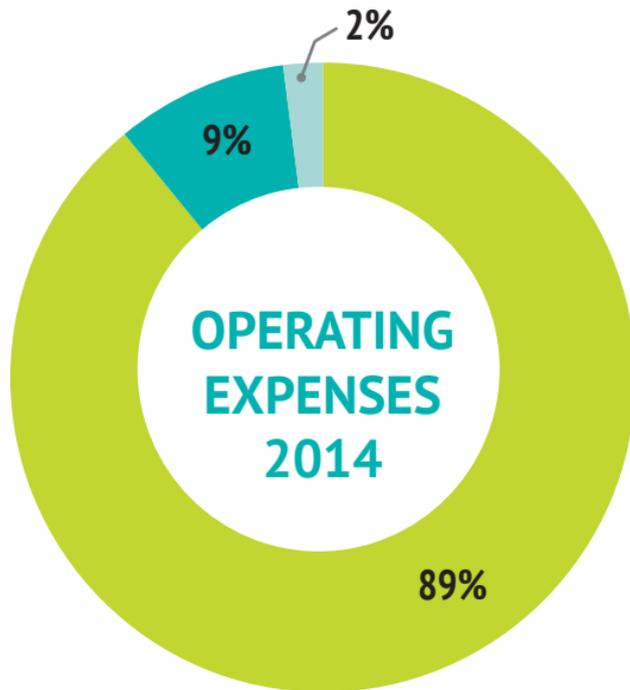
FINANCIAL AND OPERATIONAL HIGHLIGHTS

The accompanying summary financial statements of Canadian Mental Health Association – Windsor Essex County Branch (CMHA-WECB) which comprise the summary Statement of Financial Position as at March 31, 2014, and the summary Statement of Operations and Changes in Fund Balance and expense are derived from the audited financial statements, prepared in accordance with Canadian public sector accounting standards as at and for the year ended March 31, 2014.



- Mental Health Program Revenues
\$9,947,462.00
- Community Health Centre including
Nurse Practitioner Revenues
\$2,201,532.00
- Revenue Generating Programs
\$939,292.00
- Housing Programs
\$737,934.00

\$13,826,220.00
total revenue



- Compensation including purchased service
\$11,882,133.00
- Supplies and Other Operating Expense
\$1,187,742.00
- Equipment and Capital Expense
\$272,655.00

\$13,342,530.00
total expenses

NOTES ON FINANCIAL POSITION

The summary financial statements do not contain all the disclosures required by Canadian public sector accounting standards applied in the preparation of the audited financial statements of CMHA-WECB. Reading the summary financial statements, therefore, is not a substitute for reading the audited financial statements of CMHA-WECB.

ACCREDITATION

The accreditation process offered by Accreditation Canada evaluates all aspects of health services delivery from a client-centred perspective. Through our quality initiatives, CMHA-WECB developed standardized performance indicators to measure key areas including client access, quality of service delivery and service outcomes. In 2009, clients' ability to access services was 73% compared to 92% of clients who rated access in 2014. This indicator represents the client's ability to obtain services at the right place and right time based on needs. Other quality improvements include client's perception of quality of services.



in 2014:

93% of clients rated they were better able to deal with a crisis compared to 63% of clients in 2011.

96% of clients reported having a family physician compared to 91% of clients in 2011.



159

employees

Up from 144 total employees in 2013. The turnover rate for all employees was 6.2% which was a reduction from last year's turnover rate of 7.3%.

2,636

volunteer hours

2,430

unique clients

23

programs

THANK YOU TO CMHA-WECB MEMBERS

Membership is an easy, annual way to support CMHA. By becoming a member, you demonstrate your support for our organization, its mission and the services we provide to the community. In doing so, you show our community that you support mental health promotion, mental illness recovery and resilience, and mental illness prevention. Please note that some CMHA-WECB members prefer to remain anonymous.



“*Being a CMHA member is important for me personally because it is an action of participating and supporting what I believe in. CMHA is like a family of caring, dedicated individuals that I'm proud to be a part of.*”

~ Marty Gregorian

Ed Agnew
Kendra Aubry
Michael Barlow
Bear's Den
Margaret Bower
Lynn Budrewicz
Margaret Burleigh
Paul D. Chesnik
David Cree
Carrie Davis
Arlene Douglas
Margaret Douthart
Michelle Drouillard
Gisele Dubois
Sarah Dunphy
Anne Edmunds
Patricia Ellis
Families First Funeral Home
Wendy Gatti
Laura Gavin
Francesca Gazdig
Karen, Jim & Jaime Gignac
Mr. & Mrs. L. Gray
Michael Greenaway Professional Corporation

Martin Gregorian
Emily Gu
Anne Haas
Patty Heath
Myrna Hernandez
Ryan Holman
Paul Hughes
Shilpa Jadhav
Anna Jurak
Dr. Ahmed Jewely
Shazia Khan
Kimberly J. Kirt, MS, NCC
Tamal Kisson
Whitney Kitchen
Shanty Kuriakose
Hanna Kwiatkowska
Margaret Leithead
Eryn McCalla
Tom & Sandra McCarthy
Dr. Howard McCurdy
Patricia McMahon
Media Street Productions
Kristopher Moauro
Dr. Kenneth Montague
Spurgeon & Ellen Montague

Tracey Moroze
Craig Ouellette
Sandor Pallag
Lucette Plourde
Dr. Jacqueline Pradko
Bruce Rand
Marie Renaud
Roberta Robinson
Monica Rock
Suzanne Semeniuk
Sheikh Shamsheer
Samena Sultana
Marlyce Swinnerton
Mike Swinton
Nick Thomas
Louise Uphoff
Leanne Vickerman
Michael Watters
Kim Willis
Mary C. Wilson
Windsor Family Credit Union
Kofi Yeboah
Larry Young
Martha Young
Sherry Zimmer



ANNUAL REPORT 2013-2014

We continue to provide services to our community in

28 LANGUAGES

including French and American Sign Language.

City Centre Health Care introduced a successful **CHRONIC PAIN MANAGEMENT PROGRAM**

The City of Windsor issued a Proclamation recognizing

**MAY
MENTAL HEALTH
MONTH**

CMHA Windsor-Essex County Branch
1400 Windsor Avenue,
Windsor ON N8X 3L9

519-255-7440
www.cmha-weceb.on.ca

HIGHLIGHTS:

- In 2013 discussions began between CMHA-WECB and Hotel-Dieu Grace Healthcare to develop a more formalized relationship to address gaps in services and to advance a seamless patient/client experience by enhancing the level of coordination, communication and collaboration. The two organizations have now started work on integration of services to better meet the needs of those we serve and those who are falling between the cracks.
 - Key elements of this partnership are the creation of a Joint Operating Committee as well as two shared leadership positions.
- CMHA and City Centre Health Care were both awarded Outstanding Community Partner awards by the Multicultural Council of Windsor and Essex County. The awards are given in recognition of outstanding partnership and support of their mission of promoting and encouraging a harmonious society.
- The Release from Custody/Court (RFC) Support that began in July 2013 has been a great success serving 104 individuals in its first five months. This program provides short-term case management support for people with serious mental illness who are incarcerated. RFC Community Support Workers work closely with Windsor Jail staff to provide support to incarcerated clients by providing community referrals and advocacy while in custody, as well as discharge planning and post-release follow-up.
- The agency's Wellness program was awarded the Diamond level Healthy Workplace Award for its continued excellence and commitment at supporting and promoting healthier lifestyles in its employees. The agency adopted the Windsor-Essex County Health Unit's "Meet Smart" policy and partnered with the local health agency to officially kick off the program. Coverage of the kick-off event was captured by both CBC and the Windsor Star. As well, the agency successfully launched a corporate gym membership program. This gives employees the opportunity to purchase a discounted gym membership through payroll deductions. To date over 30 employees and their dependents have joined the program.
- The Go Green Golf Tournament, Dinner to Remember and Ride Don't Hide were all successful fundraising events raising \$75,000 in support of the CMHA Bereavement program.
- Over 100 active volunteers played a pivotal role in CMHA programs and services. These individuals provided 2,636 hours towards committees, special events, On-Site Ambassador, Charity Bingos, and group facilitation.
- Close to 300 consumers completed the Mental Health Statistical Improvement Program survey. The results of this survey represent the consumer's perception of the quality and value of services received. The average of positive responses exceeded the established target for all quality domains of General Satisfaction, Accessibility, Quality/Appropriateness, Positive Outcomes, Improved Functioning and Social Connectedness. This is a marked improvement in the results over time. Highlights include:
 - Over 95% of consumers report they have primary care and approximately 52% of the CMHA Program clients use the CCHC for primary care.
 - Over 80% of consumers report decreased use of hospital emergency departments since beginning service at CMHA-WECB.
- The Employment Support Services (ESS) program employment rates for those on caseload are among the highest in the province, with no fewer than 50% of all clients in service attaining employment. Ontario Works and the City of Windsor have recognized the success of ESS services offered through the branch, renewing their commitment to the Personalized Assistance to Competitive Employment (PACE) program for the fourth consecutive year.
- The Concurrent Disorders Program started to offer a new program for individuals that continue to struggle with substance abuse issues. This new group offers four sessions for individuals to learn the basic skills in addressing their substance abuse issue. Clients who have completed the program report having 100% satisfaction with the group sessions.
- With the introduction of a Tri-County Manager in March of 2013, Early Intervention Program for Psychosis clients have benefitted from improved coordination of community and hospital services. The re-location to downtown Windsor promises to provide a venue for increased program development and expansion.
- The Community Counselling Alliance program was selected for the United Way's "Funded Partner Recognition" video. The program has exceeded targets, providing services to over 2,000 individuals in Windsor-Essex County.
- The Bereavement program continues to be an invaluable service in the community. CMHA-WECB partnered with the Safety Village in December for the 5th annual Candlelight Vigil. A record number of attendees participated in this special remembrance of children who have died.

THANK YOU TO THOSE WHO MADE IT POSSIBLE



Ontario

Erie St. Clair Local Health
Integration Network

PROUD FUNDED PARTNER OF



United Way
Centraide
Windsor-Essex County

The cyclists, sponsors and
donors of Ride Don't Hide



ride don't hide
Supporting Family Mental Health

www.ridedonthide.com



...is everything we do.



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Health Association
Mental health for all

Association canadienne
pour la santé mentale
La santé mentale pour tous

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