



Canadian Mental
Health Association
York and South Simcoe
Mental health for all

ANNUAL REPORT

CMHA York Region and South Simcoe

2023/24



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Board of directors

Chair / Laura Bhoi
Treasurer / Brian Edmonds
Joshua Campbell
Maneesha Goonasekera
Brad Harrington
Devon Mymko
Cindy Lau
Monica Lam
Sony Gokhale
Sri Ramachandran
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Lisa Di Prospero
Robert Bull
Cherry Rose Tan



A Letter from Board Chair & CEO

The expression that we don't see the forest through the trees is an apt metaphor.

The incredible and dedicated team at CMHA York Region and South Simcoe sees each client and family as a unique, whole person. They offer the best quality of care to support recovery and allow clients and families to thrive. This individualized approach means we're often heads-down working and supporting the complex needs of our community.

When we look up, we are often amazed at the growth and changing look of our forest. We're serving more individuals from diverse backgrounds, because many of our programs are now offered in multiple languages, reflecting our community's diversity. We are serving more adults and youth in a variety of ways that treat mental illness and promote mental health through housing, employment and social connectedness.

As an organization strategically focussed on improving access to care with a particular emphasis on marginalized populations, to see this growth is tremendous. We cannot thank our amazing staff, volunteers, donors and funders enough for this privilege.

We must continue to grow, but there are a lot of trees to support, and we need to build sustainable structures and practices. To keep our organization strong and enable each person to thrive, we make investments that drive quality, improve outcomes and advance recovery.

Our "North Star" is a smarter and more caring CMHA. Using data and data analytics is foundational in this work. We're proud to be using measurement-based care for our Ontario Structured Psychotherapy Program. We're one of the first 20 community mental health organizations sharing data with the Mental Health and Addiction's Centre of Excellence as part of the mandated provincial data set. Having access to standardized data helps us make better decisions and we've advanced the use of data and reporting across our corporate services as well as our clinical care.

There's so much to be proud of and celebrate at CMHA. However, we haven't stopped advocating for system investments and improvements. We continue to address stigma, create new partnerships to better integrate care, and deliver innovations and solutions for our community.

Together we must continue to strengthen our forest to ensure we grow and thrive, and most importantly, ensure our clients grow and thrive.

With gratitude,



A handwritten signature in dark ink, appearing to read 'Laura Bhoi'.

Laura Bhoi
Chair of the Board



A handwritten signature in dark ink, appearing to read 'Rebecca Shields'.

Rebecca Shields
CEO

Vision, Mission, Values



Mental health for all

As the nationwide leader and champion for mental health, CMHA facilitates access to the resources people require to maintain and improve mental health and community integration, build resilience, and support recovery from mental illness and addiction.



Client-and family-centred

Through partnership, accountability and action

Culturally competent

To provide the best service and work experience

Innovation

To bring value to our community



Team Values

In 2023, in collaboration with staff across the agency, we introduced new Team Values to more authentically voice and guide our collaborations:

We create belonging

- We uplift each other
- We demonstrate respect and kindness
- We embrace diversity and fight for equity

We build better

- We work smarter with care
- We plan and build for the future
- We value the voices we serve

We deliver

- We honour our commitments and keep our promises
- We focus on quality and improving the lives of our clients and families



Congratulations to the Camping Team for receiving our 2023 Service Team Beacon of Light Award!

Thank you to our funders



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada



We are delighted to be celebrating our
40th Anniversary this year!

Thank you to all our clients, staff,
volunteers, board members,
community partners and donors for
your continued support!



Impact:

by the numbers

20,360
clients served



36
programs
and services



8,232

individuals supported
across Ontario through
the Ontario Structured
Psychotherapy Program



12,128

individuals supported
through regional
programs in York Region
and South Simcoe



335
employees



Congratulations to the OSP Team for receiving our 2023 Team Beacon of Light Award!

Ontario Structured Psychotherapy

Impact highlights

In our first full year of operations, CMHA's Ontario Structured Psychotherapy (OSP) Program successfully reduced the average wait time by 45% from referral to first treatment session for clients starting services in York Region, South Simcoe, North York, North Etobicoke and Malton.

Offered in multiple languages in partnership with Across Boundaries and Hong Fook Mental Health Association, the OSP program provides free and convenient therapy to help individuals better manage low mood, stress and anxiety.

CMHA-YRSS delivers OSP's BounceBack program to clients across Ontario and also developed and delivers a new addition to the provincial suite of OSP services that all Ontarian adults now have access to: Clinician Assisted Bibliotherapy (CAB). This evidenced-informed low intensity service provides support for depression, generalized anxiety and social anxiety. Participants receive weekly 30 minute telephone sessions with a Clinician who guides them through a cognitive behavioural therapy self-help workbook. CAB was created and first offered by CMHA-YRSS in 2020 and since then 3,842 clients have started the program to help improve their mental wellness.





“

Through the OSP program, I have planned and made lots of small changes to my thinking and lifestyle that together have made a big impact on my mental health. My physical health has also improved as a result of my improved mental health. I have more joy and laughter in my life, I feel better about myself and the things I can accomplish, and I am better able to handle negative emotions and thoughts when they come up - though they come up less often now! ~ Ontario Structured Psychotherapy Client

”



“

*As a BounceBack Coach, I help teens (15-17) and adults uncover their best selves, through working with them to learn and apply tools and skills to rise above their anxiety, low mood and overcome depression; empowering them to meet their goals and ultimately live a content, joy-filled life, doing the things they love and hope to do!
~ Sonia, BounceBack Coach*

”

Acute

Impact highlights

Our multidisciplinary Acute teams offer a broad range of evidence based intensive community supports to approximately 465 individuals and their families. Acute programs include the Assertive Community Treatment Teams (ACTT), Early Psychosis Intervention (EPI), STREAM Addiction Management and our Transitions Care Clinic.

ACTT and EPI are teams of mental health professionals who work together to provide intensive support to individuals with a serious mental illness and who require a high degree of support in their community. STREAM is a comprehensive community addictions program that provides addictions counselling and community-based withdrawal management. These intensive, individualized supports around personal growth and recovery goals help clients stay well in the community and reduce significantly the need for hospitalization. Other benefits include greater housing stability, better engagement in treatment, improved re-entry into the job market and more.

The new Transition Care Clinic addressed a gap in service in York Region for Clozapine monitoring and medication management. This service helped

step down 24 clients to less intensive service who otherwise would have remained on ACTT. This clinic allows better client flow and reduce wait time for ACTT services. It also improved engagement of clients and families in the transition planning process as they remain connected to CMHA.



“

CMHA's H.O.P.E. Early Psychosis Intervention program allows our team to become involved with people at a critical time in their life. Early intervention and treatment of psychosis often leads to a reduction of the likelihood of future episodes of psychosis, which means we can help reduce any harm that impacts the client, their family and their community.

~ Brian, Peer Support Specialist

”

Housing

Impact highlights

CMHA-YRSS' Housing programs provide recovery-oriented supportive housing services and supports to individuals that are experiencing homelessness or are vulnerably or precariously housed in York Region and South Simcoe.

Last year we provided rent supplements with a focus on housing stability and mental health supports to over 130 individuals which led to over 37,000 days of housing security for individuals in that program. We also supported over 260 people residing in 16 Community Homes for Opportunity homes throughout York Region.

Thanks to additional funding from Reaching Home administered through United Way, we were able to offer specialized training for individuals in Rent Smart as well as provide a Landlord Incentive program to help increase access to safe and affordable housing in York Region.

“ Our Community Homes for Opportunity (CHO) Program provides tenants with recovery-oriented supportive housing that can offer up to 24/7 support services to maintain housing stability. We provide one-on-one support to many individuals within the home to maintain their housing and navigate both mental and physical health concerns. We advocate for our clients and help our clients navigate getting the care they need, be it within the home or with external health care professionals.
~ Victoria, Housing Support Worker **”**



“ CMHA's Home First Community Support Program helps individuals over the age of 16 who are experiencing chronic homelessness and/or mental health challenges through recovery-based goal setting, finding secure, safe and affordable housing, rent subsidies and more. Our team also helps eliminate homelessness and stigma in our community by increasing awareness of support and resources. I love working at CMHA because I help individuals improve their quality of life by finding a place to call home. ~ Alina, Case Manager **”**

Access and Flow

Impact highlights

In addition to providing a warm and welcoming Central Intake process for all clients into CMHA programs, the Access & Flow team oversees key programs including Peer Support, Case Management, Community Transitions, Court Support and programs for family and caregivers.

A key highlight was supporting the flow of services for clients referred from Southlake Regional Hospital, by creating a unique pathway into care from Community Transitions to the Flexible Supports team. This has resulted not only in timely, coordinated care, but demonstrates innovation to maximize the effectiveness of our services.

We re-imagined peer support involvement in our daily drop-in programs for clients at our Markham and Aurora locations by creating a shared vision of responsibility and support from peers across multiple programs. This has created more effective and efficient service delivery, resulting in better support for clients and ensuring our growing drop-in groups thrive.

This year also continues to see the expansion of CMHA College of Health and Well-Being featuring a range of in-person and virtual courses including Balancing Boundaries, Stress Awareness, Understanding Anxiety and Mental Health: Supporting Others.



“

Community Connections is an incredible program that provides an empowering space for individuals to improve their mental health and well-being. At our free Drop In Hubs, our members can connect over a cup of coffee, participate in activities like art and games, and get support from our outstanding staff. I feel very fortunate to work in a program where I can witness clients continuously demonstrate authenticity, courage, and growth in their mental health journeys.

~ Melissa, Occupational Therapist

”

Youth, Innovation and Interprofessional Practice

Impact highlights

With programs ranging from Youth Wellness to Employment to Rapid Access Psychiatry, the Youth, Innovation and Interprofessional Practice programs made significant advancements this year to improve access to care.

Programming innovations were initiated to reduce wait times to access the Clinical Therapy and Newcomers' Health & Well-Being programs including creating a walk-in clinic, flexible drop-in services, and year-round registration windows.

A highlight of the year was launching MOBYSS 2.0. After supporting more than 16,000 youth over the last 8 years in our original vehicle, in 2023 we unveiled our new MOBYSS bus. Staffed by a nurse practitioner, a youth mental health worker and a peer support specialist, MOBYSS offers youth ages 12 – 25 free, confidential medical and mental health supports in a safe, welcoming environment. The new vehicle with

revamped branding features a wheelchair lift, a more efficient heating and cooling system and three private counselling spaces for improved accessibility, privacy and comfort.



The staff working across the Youth, Innovation, and Interprofessional Practice programs also worked together to increase cross-program collaboration to ensure high quality, well-coordinated services for their clients.

“



The Newcomers' Health & Well-Being Program delivers meaningful support to the rising newcomer population in our community and provides services to help navigate life in Canada. We provide culturally appropriate care which includes counselling, psychoeducation, case management, and physical health support in multiple languages. It is a privilege to work with newcomers. I am inspired by their resilience and strength. ~ Sofia, Social Worker



Trans and gender diverse folks can have high suicidality, often due to gender dysphoria and experiences of invalidation and rejection. The Gender Affirming Health Clinic provides connection, a safe place to access gender-affirming care including mental health supports, hormones and surgical referrals which gives folks the power and opportunity to be the people they already know they are. This work saves lives. ~ Michelle, Nurse Practitioner

”

Philanthropy

With the support of more than 2,100 donors, CMHA-YRSS raised more than \$600,000 to fund innovative mental health programs. These are more than just gifts – they're investments in the future of innovative, community-based mental health care in our community. Donations of all sizes allow us to innovate and expand programming to reach more individuals, in truly life-changing ways.



\$600,000+
raised overall

Mental Health in Motion 2023, CMHA-YRSS' biggest annual fundraising event, brought together hundreds of mental health advocates, supporters and champions to run, walk and cycle in support of youth mental health. We connected, energized and celebrated together and raised more than \$170,000 to ensure every young person aged 12-25 in York Region and South Simcoe has access to MOBYSS' no-wait, no-cost, no-judgment mental and physical health care when they need it most.



\$170,000+
raised through
Mental Health in
Motion

Community Education and Training Program

The Community Education and Training (CET) Program delivered over 60 workshops to more than 1,100 individuals across a number of companies and organizations throughout our community. One of the most impactful accomplishments was securing grant funding from community partners to offer Applied Suicide Intervention Skills Training (ASIST) training to our military and veteran communities, and safeTALK training to 30 youth across York Region and South Simcoe.

“

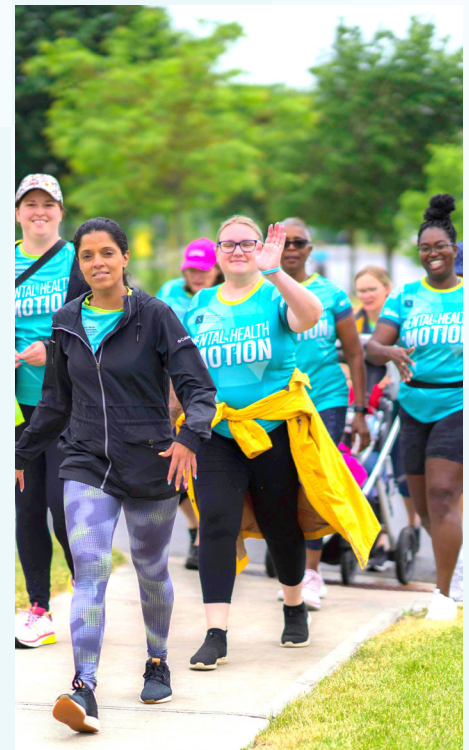
Just 5 days after taking ASIST, I had a situation where I had to utilize this training by preventing a self-injury/suicide attempt with a teen this past weekend. He is okay now. I'm very thankful for this training, as it equipped me to have this conversation and to keep this teen safe.

~ Jessica, ASIST participant

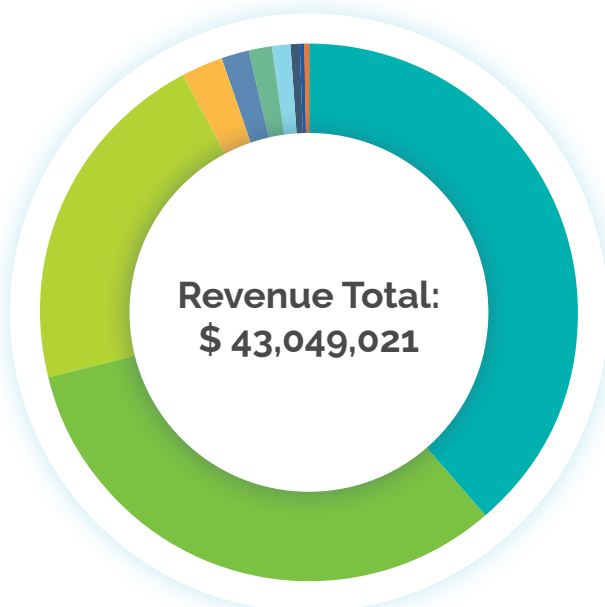
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Mental Health in Motion

Thank you for your generous and enthusiastic support of Mental Health in Motion 2023.

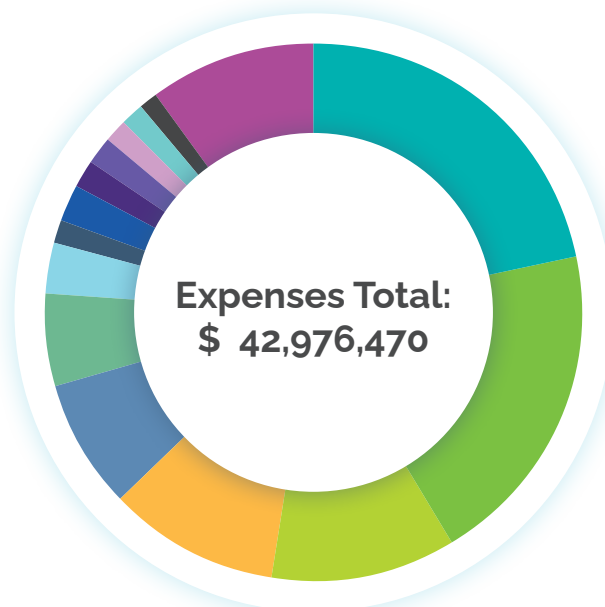


Financial Overview



Ontario Health	\$ 16,708,245
CMHA Ontario	\$ 14,086,522
Ministry of Health	\$ 8,999,561
Transfer payments via other CMHAs	\$ 985,042
Other income and interest	\$ 803,448
Immigration, Refugees and Citizenship Canada	\$ 604,397
United Way Greater Toronto	\$ 459,695
Amortization of deferred capital	\$ 180,248
Regional Municipality Of York	\$ 114,215
Ministry of Children, Community and Social Services	\$ 107,649

*Over \$600,000 was raised by the Philanthropy and Community Education & Training teams in 2023/24. These funds will be strategically invested in future periods to align with the organization's strategic goals.



Ontario Structured Psychotherapy - BounceBack	\$ 9,407,063
Community Homes for Opportunity	\$ 8,408,641
Ontario Structured Psychotherapy - Network Lead Organization	\$ 4,803,968
Case Management	\$ 4,445,583
Assertive Community Treatment	\$ 3,357,277
Early Psychosis Intervention	\$ 1,259,352
Case Management	\$ 1,153,652
Community Connections & Peer Support	\$ 621,053
Counselling & Treatment	\$ 898,548
Court Support	\$ 776,497
Gender Affirming Health Clinic	\$ 660,980
Newcomers' Health & Well-Being Program	\$ 605,272
Employment programs	\$ 586,749
Youth Wellness, Choices and Community Withdrawal Management	\$ 483,395
Administration & Occupancy	\$ 4,284,666

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2023/24



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Mental health for all

Contact us



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Markham

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L3R 0M3

Newmarket

1101 Nicholson Road,
Unit 5
Newmarket, Ontario
L3Y 9C3

Newmarket Courthouse

50 Eagle Street East,
Room 2088
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