

Branch Services Profile

Background:

CMHA Lambton Branch has experienced over 400% growth in the past 8 years. With this expansion of services the Branch has developed strategic plans and implemented team planning workshops to both inform and give direction to the agency. Presently the Branch is undertaking the process of accreditation through the *Canadian Council on Health Services Accreditation*. The Branch is also committed to the implementation of a Continuous Quality Improvement Program. Throughout the development and updating of services, CMHA is committed to using the most current research available and identified best practices to ensure that services offered reflect the best possible care for our clients and the community we serve.

CRISIS INTERVENTION AND SPECIALIZED SHORT-TERM SERVICES

- **ACCESS Committee / Intake and Assessment:** Provides a single point of access and initial assessment for all community based mental health services in Lambton County. Clients served: 237.
- **24 hour Mobile and Telephone Crisis Intervention:** Provides telephone and mobile crisis response to anyone who may be suffering from mental illness, anyone who is in crisis related to a mental health problem or anyone in the community who is experiencing thoughts of suicide. Clients served: 470.
- **Short-term Services:** Provides access to nursing and/or social work services including assistance in engaging physicians in the treatment of moderate mental illness such as anxiety disorders, depression, etc.; symptom management; health education; and crisis/relapse prevention planning. Clients served: 150.
- **Discharge Planning:** Provides discharge planning for all referred patients on the Mental Health Unit at Bluewater Health. Clients served: 115.
- **Court Diversion Services:** Provides support and diversion when indicated to individuals with a mental illness who are involved with the Justice System. Clients served: 80.
- **Release from Custody:** Provides in-reach services and follow up care to individuals in secure custody. Support is provided to integrate back into the community as well as coordination of mental health follow up care. This new .5 FTE position will provide service to 15 clients.
- **Crisis Safe Beds and Emergency Housing:** Provides immediate support and outreach to individuals suffering from mental health issues in need of emergency or stable housing. We anticipate this position will provide service to 50 individuals.
- **Dual Diagnosis Nurse Specialist:** Provides nursing assessment and support to dually diagnosed individuals. The nurse works with individuals, their families and other service providers to develop crisis prevention plans, facilitate community integration and coordinate developmental and mental health services. This position will provide service to 30 individuals.

INTEGRATED CLIENT SERVICES

- **Intensive Case Management:** Provides bio-psychosocial rehabilitation emphasizing client choice, empowerment, and individual strengths. Services include care planning, problem solving and education on health and medication. Advocacy in accessing financial benefits, housing, food, clothing and community health services. Crisis prevention, consultation and coordination, monitoring, support and life skills are also important functions. Clients served: 485.
- **Vocational Program:** Assists clients to explore, secure and maintain educational, volunteer and employment related activities. Clients served: 70.
- **Depot/Clozaril Clinic Services:** Provides administration of depot medication and assessment and monitoring of individuals receiving injections and clozaril. The service is provided at the agency, in a client's home or at our satellite offices in Kettle Point and Petrolia. Clients served: 99.
- **Diabetic Clinic:** Provides a multidisciplinary diabetes screening, prevention and support program. It will include advanced foot care, the support of a Nurse Practitioner and health teaching related to nutrition and lifestyle changes. The clinic will provide service to 30 clients.
- **Early Detection and Intervention Services:** Provides early intervention services to individuals who are experiencing a first onset of psychosis. Services include: screening, comprehensive assessment, individual treatment planning, reintegration support, family engagement, community awareness and education. Clients served: 41.
- **Supportive Housing:** Provides safe, affordable housing through a rent supplement for individuals who are homeless or at risk of homelessness. This program also offers intensive case management to those clients. Subsidy provided for 84 units.
- **Concurrent Disorders Case Manager:** Provides screening of all clients in receipt of services for concurrent disorders. Additionally, the concurrent disorders specialist provides intensive case management services for clients diagnosed with a complex concurrent disorder. A concurrent disorder group is offered on a weekly basis. This position will provide screening to 50 clients as well as case management to 10 individuals.
- **Psycho-educational Groups:** Open ended groups provide education and support to clients. Education topics are identified by members and deal with a variety of issues. Groups meet on a weekly basis. Clients served: 53.
- **Trustee Services:** Assists individuals with serious mental illness to develop the necessary skills to manage their financial affairs. Clients served: 13.
- **First Nations Community Support Services:** Provides Intensive Case Management onsite at the Kettle Point Health Centre. Clients served: 12.

PREVENTIVE EDUCATION PROGRAM

The Preventive Education Programs offered by the Branch are based on current research and best practices. All presentations have been updated over the past year. These programs are delivered by a Mental Health Promotion Specialist or certified trainers.

- **Mental Health Works:** Education for managers, supervisors, Human Resources and employees to address Mental Health and accommodation in the workplace. Seven workshops delivered.
- **Mental Illness Awareness, Suicide Awareness, and Stress Management:** Presentations and workshops that address stigma and provide factual knowledge to our community. Individuals served: 798.
- **Partnership Speakers Bureau:** This candid panel presentation features individuals living with a mental illness, and family members of individuals with a mental illness. The presentations address common misconceptions, and encourages questions and discussion between the panel and participants. Was presented to 159 individuals.
- **Self Esteem is Elementary:** A six-week classroom series designed to give children the confidence to face life's challenges by focusing on self-esteem, feelings, communication, stress and anger management skills.

Mission:

To advocate and provide supports and services with and for people with mental illness, and to enhance, maintain and promote the mental health of all individuals in Lambton County.

Vision

By the year 2007, CMHA Lambton will be recognized as a centre of excellence in mental health service delivery, the charity of choice for donors and the workplace of choice for health professionals.

Values

- Social Justice
- Individual and collective responsibility
- Access to appropriate and adequate resources/supports
- Self-determination
- Community integration
- Integrity
- Partnership
- Excellence
- Accountability
- Creativity

SERVICE HIGHLIGHTS (Fiscal Period April 01, 2006 - March 31, 2007)

Summary

- 851 registered active unique individuals

Crisis Intervention and Specialized Short-term Services

- 470 unique/identifiable individuals received services through these various programs (not including anonymous callers)

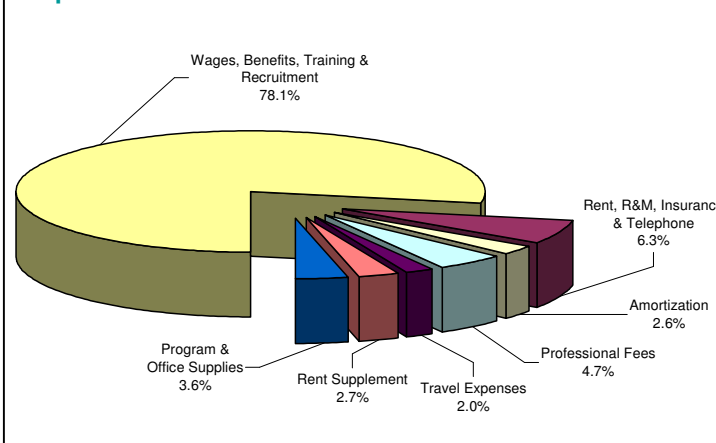
Integrated Client Services

- 644 unique individuals received services through these various programs (not including service to non-registered individuals)

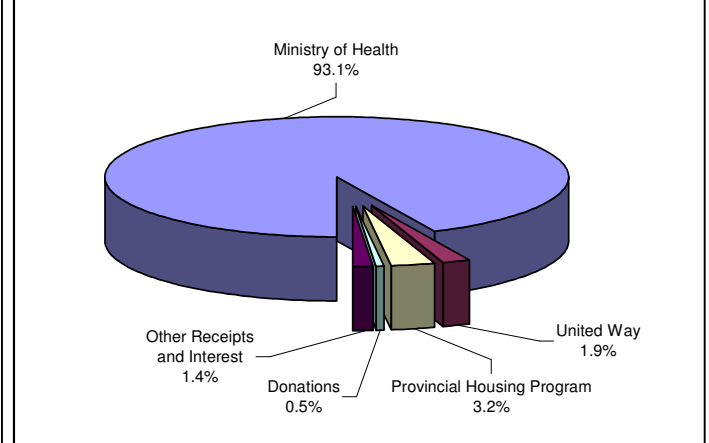
Preventive Education Program

- Over 1,800 individuals attended these programs

Expenditures 2006/2007



Revenue 2006/2007



The Staff Team

As of June 21, 2007

Lambton County Branch

210 Lochiel Street
Sarnia, ON N7T 4C7
Phone: 519-337-5411
Fax: 519-337-2325
Email: general@cmha.sarnia.net
Website: www.cmhalambton.org

Board of Directors

Forbes McLellan [President]
Judy Brown [Past President]
Charles Fisher [Vice President/Treasurer]
Paul Black
Glenda Kerr
Connie Ptolemy
Don Schenk
Helen Turner
Doug Warn
Christine Lebert [Resigned]

We would like to thank and acknowledge... Christine Lebert

- Recipient of this year's CMHA Ontario Distinguished Service Award.
- Christine spent 2.5 years on our Board of Directors, before retiring in December, 2006.
- Christine will be remembered for her vision and insight into the evolving Mental Health and Health Care systems; and, for her knowledge about Mental Health and Addictions, as well as governance issues.

She is missed very much by the Board!

Foundation

We would like to express our appreciation to the Board of Directors and Volunteers of the Lambton County Mental Health Foundation for their contributions and dedication throughout the past year.

If you'd like more information about the Foundation, please visit www.mentalhealthfoundation.on.ca or phone 519-337-5411.

Administrative

Chief Executive Officer (CEO)
Director of Client Services
Director of Finance & Corporate Services
Coordinator of Quality Development
& Special Projects
Executive Assistant
Administrative Assistants
Finance Administrator/Trustee Officer
Information Technology Support Specialist

Alan Stevenson
Penny Witcher
Brian Winder
Rick Boerkamp

Kathie Cairns
Sharon Martin, Diane Rabideau
Suann Allard
Michael Heno

Preventive Education Program

Mental Health Promotion Specialist
Corporate & Community Relations

Julie Acker
Jennifer Miller

Integrated Client Services

Managers, Integrated Client Services
Clinical Case Managers

Michelle Dupee, Rhonny Doxtator
Denise Armstrong, Theresa Burke,
Hugh Clark, Peter Dirks, Sabrina
Ferrari, Jackie Jamieson, Charles Lutz,
Lynn Randall, Bev Smith,
Cassandra Timm, Nina Baker (Forest),
Monica Cameron (Petrolia),
Tammy Couture (Petrolia),
Shirley Fowler (Forest),
Kelly Howell, Linda Zoccano
Charmaine Kirk
Tim Heath, Michelle Helps,
Cynthia Hirt
Andy Menelaws
Diana Kuhl, Genny Ortins (Maternity
Leave)

Clinical Nurse Case Managers
Depot/Clozaril Clinic Nurse
Early Intervention Specialists

Housing Specialist
Vocational Workers

Crisis Intervention and Short-term Services

Manager, Crisis & Short Term Services
Release From Custody
Community Nurse/Discharge Planning
Court Outreach Worker
Crisis Workers

Amy Davis
Margot Korpan
Tracey Brook
Trish Wells
Susan Boyce, Sheena McMahon,
Joanne Simpson, Lisa Swanson,
Christina Antoniou, Mavis Bernard,
Charlene Mahon, Bette Moxham,
Dawn Whalls
Sarah Aberhart (Maternity Leave)
Robin Shepherd
Sarah Milner
Tammy DeRush
Bernadette Patterson

Crisis Workers (Casual)

Discharge Planning
Dual Diagnosis Nurse Specialist
Intake Worker
Crisis Safe Beds and Emergency Housing
Social Worker

June 21, 2007

Visit us online at: www.cmhalambton.org

Annual Report

Report From The Board Of Directors President And The CEO

The Canadian Mental Health Association, Lambton County Branch has in the past year undertaken remarkable growth and made significant progress toward better meeting the mental health needs of our community. Fundamental to our growth is our vision for the organization: **By the year 2007, CMHA Lambton will be recognized as a centre of excellence in mental health service delivery, the charity of choice for donors and the workplace of choice for health professionals.** Of course, our vision can only be achieved with a clear road map, our Strategic Plan. Our Strategic Plan, developed in 2004 and updated in early 2006, identifies these **5 Key Strategic Objectives**, and the progress made in each one:

1. Resource and Program Development

This past year, with additional funding from the Ministry of Health and Long Term Care, we enhanced our capacity in the areas of: Intensive Case Management; 24 Hour Crisis Response Services; Early Intervention in Psychosis; Supportive Housing; Support to the Justice and Corrections Systems; and, Dual Diagnosis Services. This growth, all in specialized services targeted at clients with complex needs, moves CMHA Lambton much closer to becoming a comprehensive community based mental health center of excellence.

2. Organizational Development

This past year, CMHA Lambton made significant strides in organizational development. Recognizing that, in order for the growth in service delivery to be sustainable, significant investment in "back office" support was required. A number of administrative enhancements were made, including enhanced capacity in finance, human resources, information technology, information management and executive support. New business processes and systems have also been implemented to better position us for future growth and enhanced accountability requirements.

Acknowledging the importance of culture to organizational development, we have adopted a change management approach built on respect, recognition and communication to ensure that change is well understood and embraced across the organization. Of course, change management entails both Board and staff. As we move forward and the CMHA staff increases, the Board continues to be committed to sustaining excellent Board/staff relations through our recognition process.

3. Increased Profile

We recognize that as our organization continues to grow, both in size and comprehensiveness, we need to continually inform the public and stakeholders about CMHA and the services we offer. Accordingly, this past year we have made a major investment in increasing our profile. Specifically, we have enhanced our community relations and development capacity, and we have embarked on a marketing strategy for the organization.

Our strategy is to build awareness of mental illness and of CMHA Lambton, both broadly to the community through media outlets, as well as with targeted communication, such as our renewed newsletter to our stakeholders, families and consumers of our services.

4. Outreach and Engagement of LHIN

Acknowledging the central role the Local Health Integration Network (LHIN) is undertaking in planning and funding the development of an integrated health system, outreach and engagement of the LHIN has also been a significant strategic objective for CMHA Lambton. To this end, both the Board of Directors and senior staff members have participated in a number of LHIN meetings at the operational and governance level, ensuring mental health services are recognized in health systems planning.

5. Expanded Partnering

CMHA Lambton has devoted significant time and resources to expanding partnerships both at the local level and on a regional (LHIN) level. Our strong linkages to local health and social services organizations, in particular hospital and Community Care Access Center services, continue to be critical in building capacity through integration. However, it is at the regional (LHIN) level that we have made the greatest strides in partnership development. Through the full year, CMHA Lambton Board and staff, along with our colleagues in Kent and Essex Counties have moved toward a partnership model, including the development of a legal agreement that will enable us to build efficiency and effectiveness through integration and service delivery improvements across the full Erie St. Clair LHIN area. This model, building capacity throughout the LHIN area, places CMHA in a strong position as a leader in mental health service delivery and health system integration going forward.

Looking Ahead to 2007/08 and Beyond

Looking ahead, we know there will be challenges. While we have made great advancements in our capacity, we anticipate that with greater awareness of mental illness, a decrease in the stigma of seeking help, and with the evolution of the health system, the demand for our services will continue to outpace our growth. Therefore, we will be challenged to optimize efficiency and effectiveness, making the best use of our resources to meet these emerging needs.

At the same time, we look forward with great optimism to playing a central role as the center of excellence in mental health services in Lambton in the emerging integrated health system. Our integration work at the local level, increasing our comprehensiveness will be strengthened by our strong collaboration and integration across the CMHAs in the Erie St. Clair LHIN.

Sincerely,
Forbes McLellan, President
Alan Stevenson, CEO