



Annual Report 2007/2008

Report From The Board Of Directors President And The CEO

The past year has been a truly remarkable year for The Canadian Mental Health Association, Lambton County Branch. As you will see in the following pages, we have grown in new and innovative ways to better serve the communities of Lambton County; we demonstrated outstanding performance and accountability; we committed to organizational development to build a strong platform to support future growth; and, we committed to a new Strategic Plan to guide us as we continue to move forward.

One of the most significant achievements of the past year was FULL ACCREDITATION, awarded by the Accreditation Canada (formerly The Canadian Council on Health Services Accreditation). Achieving this best possible outcome resulted from the culmination of over two years of work involving every employee, board member, countless volunteers, consumers and family members and health and social service partners. Though preparation was challenging at times, we learned a great deal and made improvements in areas that we identified as opportunities for excellence. The dedication and hard work done was well worth the effort. The results are best summarized in the report from Accreditation Canada,

"Overall this is a very healthy, effective, and efficient organization, clients feel it, staff feel it, and partners feel it. Organizational values of openness, respect for individuals, client and family centeredness, adherence to best practices, and performance measurement are well integrated across all domains and service components within the organization."

Of course, this was but one highlight of the past year. Our achievements are far too many to list in this report; however, I have identified a few that particularly relate to the strategic goals identified in our previous (2004-2007) Strategic Plan. These highlights include:

1. Resource and Program Development

This past year, with funding support from the Erie St. Clair Local Health Integration Network (LHIN), we moved forward on our vision to create a Nursing Clinic to enhance nursing functions, including improved staff and client safety, health teaching and integration with a primary care Nurse Practitioner. With funding support from The United Way of Samia Lambton, the Lambton County Mental Health Foundation and donors, we continued to move forward on building our capacity to reach out to youth through education and engagement in secondary schools, while continuing at the same time, with our mental health promotion activities in the primary schools. 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 centre of excellence.

2. Organizational Development

This past year, CMHA Lambton made significant advances in the area of engagement in research and application of best practices, which include partnering with Bluewater Health in the Ontario

Mental Health Foundation Systems Enhancement Evaluation Initiative (SEE) Phase II Study: Evaluation of Community Based Discharge Planning; and partnering with CMHA Kent and CMHA Windsor Essex in the Ministry of Health and Long Term Care Mental Health Common Assessment Protocol Pilot Project. The results of both of these initiatives will have significant system wide impacts. With respect to Community Based Discharge Planning, early findings indicate a reduction in hospital readmission rates; and with respect to Common Assessment, early findings point to high client satisfaction and improved treatment planning.

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 made a major investment in increasing our profile, including the major redesign and relaunch of both our newsletter Mental Health Matters and our website www.cmhambton.org.

4. Outreach and Engagement of the 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

Clearly, our history of solid and enduring partnerships is evidenced in the research partnerships described above. This past year, we also strengthened our long standing collaboration with Community Health Centres in Lambton County to include the Grand Bend Health Centre, enabling our outreach to extend to the northern edge of Lambton County. Additionally, we have forged new ground in our collaborative projects with the Erie St Clair Community Care Access Centre to include the innovative human resource practice of sharing a Nurse Practitioner. Our strong linkages with local health and social services organizations, particularly hospital and services, continue to be critical to building capacity through integration.

Looking Ahead to 2008/09 and Beyond

Looking ahead, we know there will be challenges to optimize efficiency and effectiveness, making best use of our resources to meet these emerging needs. With this in mind, in mid November 2007, the Board of Directors embarked on a six month process to develop the CMHA Lambton Strategic Plan 2008-2012, with extensive input and consultation from staff, consumers and family members, as well as healthcare and social service partners. With great optimism, we look forward to achieving our new vision that CMHA Lambton will be an acknowledged leader and centre of excellence in the delivery of comprehensive mental health services.

Sincerely,

Forbes McLellan, President
Alan Stevenson, CEO

Branch Services Profile

SELECTED SERVICE HIGHLIGHTS OF THE PAST YEAR

Grand Bend Community Health Centre Partnership: The Canadian Mental Health Association has taken another step toward promoting partnerships and expanding throughout Lambton County. We are pleased to announce that, in partnership with the Grand Bend Community Health Centre, we now provide mental health services to individuals in this community. Nina Baker RN, has worked at CMHA Lambton for a number of years and has joined the team in Grand Bend as a Clinical Case Manager.

Court Diversion: Although we have offered Court Outreach Services to people with mental illness in contact with the Justice and Corrections system for the past eight years, in 2007/08 we enhanced our services to include a Court Diversion Program. The new Diversion Agreement between CMHA and the Crown Attorney's Office enables us to, under certain conditions, divert people with a mental illness from the Justice system into the Mental Health system, resulting in better mental health treatment while at the same time, resulting in a "stay of the charge(s)", and potentially no criminal record on the matter. In this first year of service, we have received 14 referrals and have initiated 8 diversion plans.

Aftercare: The Aftercare Program is designed to provide follow up support for individuals who have completed their case management goal plans, supporting the transition to discharge. Utilizing individual aftercare plans, consumers may engage in monthly appointments and/or group sessions. Supporting independence aftercare focuses on skills including wellness planning, relapse prevention and informal networks of support. Upon completion of the aftercare phase, clients may have regular follow up through Crisis Services at 3, 6 and 12 months post discharge.

Profession Practice Leaders- Nursing and Social Work: Professional Practice Leaders, Linda Zoccano (Nursing), and Denise Armstrong (Social Work), ensure compliance with the Standards of Practice for Registered Nurses and Registered Social Workers. They mentor staff and students, assist in the development of policies and procedures based on best practice, promote the role of Nursing and Social Work within the

agency and promote an environment of collegiality for all team members. **Privacy Officer:** Robin Shepherd has assumed the additional duties of Privacy Officer. These include creating, updating, and revising the branch's privacy policies, thus ensuring continuous improvement of information practices, privacy training for all staff, addressing privacy concerns and implementing and maintaining a process for receiving and investigating complaints. **Nurse Practitioner Partnership with Erie St. Clair Community Care Access Centre:** CMHA Lambton partnered with the Erie St Clair CCAC to engage a Nurse Practitioner, bringing enhanced primary care services into our Nursing Clinic and improving physical health outcomes for people with mental illness. Partnering to share key human resources is a new and innovate approach to integrating care across health service providers and to better utilize the unique contribution of Nurse Practitioners.

ADMINISTRATION

CMHA Lambton Administration is the resource support infrastructure for the agency's staff and programs that service our community.

Leadership: Alan Stevenson (Chief Executive Officer), Penny Witcher (Director of Client Services), Brian Winder (Director of Finance & Corporate Services), Kathie Cairns (Executive Coordinator). **Administrative Staff:** Sharon Martin and Diane Rabideau (Administrative Assistants), Cindy Tidball (Administrative Assistant, HR), Mary Look-Kan (Finance Assistant) and Michael Heno (Information Technology Support Specialist).

INTEGRATED CLIENT SERVICES

Managers: Rhonny Doxtator, Michelle Dupee, Amy Davis

● **Intake Team:** Provides a single point of access and initial assessment for all community based mental health services in Lambton County. As well, provides discharge planning for all referred patients on the Mental Health Unit at Bluewater Health. Clients served: 608. Staff: Sarah Milner, Tracey Brook, Sarah Aberhart.

SERVICE HIGHLIGHTS

Fiscal Period
April 01, 2007-March 31, 2008

Integrated Client Services
1468 unique individuals received services through these various programs (not including service to non-registered individuals)

Preventive Education Program
2886 individuals attended these programs

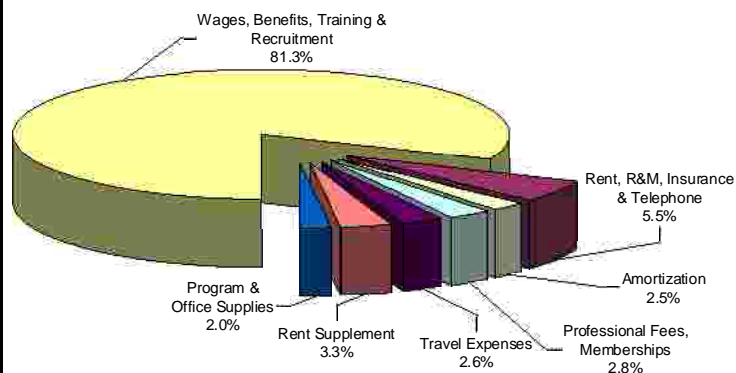
● **Intensive Case Management:** Provides bio-psychosocial rehabilitation emphasizing client choice, empowerment, and individual strengths. Services include care planning, problem solving and education on health and medication. Advocacy in accessing financial benefits, housing, food, clothing and community health services. Crisis prevention, consultation and coordination, monitoring, support and life skills are also important functions. Clients served: 473. Staff: Tammy Couture, Shirley Fowler, Chuck Lutz, Monica Cameron, Nina Baker, Tanis Pichette, Stephanie Black, Kelly Howell, Jackie Jamieson, Bev Smith, Cassandra Timm, Theresa Burke, Rose Stebbins, Hugh Clark, Sabrina Ferrari, Linda Zoccano, Denise Armstrong.

● **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: 8. Staff: Bev Smith.

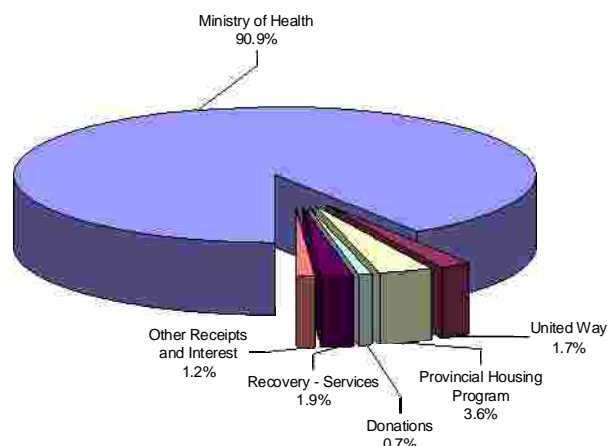
● **Depot/Clozaril Clinic Services:** Provides administration of depot medication and assessment and monitoring of individuals receiving injections and clozaril. The service is provided at the agency, in a client's home or at our satellite offices in Kettle Point and Petrolia. Clients served: 100. Staff: Charmaine Kirk, Margot Korpan, Nina Baker.

- Diabetic Clinic:** Provides a multidisciplinary diabetes screening, prevention and support program. It includes advanced foot care, the support of a Nurse Practitioner and health teaching related to nutrition and lifestyle changes. Clients served: 16 clients. Staff: Jennifer Phillips (Nurse Practitioner), Charmaine Kirk, Margot Korpan, Kelly Howell, Cassandra Timm, Linda Zoccano, Theresa Burke.
- 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: 65. Staff: Tim Heath, Michelle Helps, Cynthia Hirt.
- Concurrent Specialist:** Provides screening, assessment and individualized treatment planning for concurrent disorders. Additionally, the Concurrent Specialist will coordinate and provide training regarding the complex care required for individuals with a concurrent disorder. This position will provide screening to 50 clients as well as case management to 12 individuals. Staff: Peter Dirks.
- Vocational Program:** Assists clients to explore, secure and maintain educational, volunteer and employment related activities. Clients served: 74. Staff: Diana Kuhl, Genny Ortins.
- Trustee Services:** Assists individuals with serious mental illness to develop the necessary skills to manage their financial affairs. Clients served: 13. Staff: Jane Fraser.
- First Nations Case Management:** Provides Intensive Case Management onsite at the Kettle Point Health Centre. Clients served: 12. Staff: Shirley Fowler, Nina Baker.
- 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 is provided for 81 units. The Housing Specialist also acts as a resource to the Case Management Team for any other housing issues. Staff: Andy Menelaws.
- Court Outreach and Diversion Services:** Provides support and diversion to individuals with a mental illness who are involved with the Justice System. Clients served: 64. Staff: Trish Wells.
- 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. Clients served: 30. Staff: Margot Korpan.
- 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. Clients served: 37. Staff: Tammy DeRush.
- 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. Clients served: 34. Staff: Robin Shepherd.
- 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: 90. Staff: Tammy DeRush, Bernadette Patterson, Laurel Pickel (Student Intern).
- 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: 1160. Staff: Lisa Swanson, Sheena McMahon, Susan Boyce, Joanne Simpson, Mavis Bernard, Dawn Whalls, Betty Moxham, Christina Tavabis, Melissa Fitzpatrick, Kelly Pite, Christine Bida; and After Hours Staff: Trish Wells, Sarah Aberhart, Cynthia Hirt.

Expenditures 2007/2008



Revenue 2007/2008





**CANADIAN MENTAL
HEALTH ASSOCIATION**
Lambton County Branch

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Sarnia, ON N7T 4C7
Phone: 519-337-5411
Fax: 519-337-2325
Email: general@cmha.sarnia.net
Website: www.cmhalambton.org
Lambton Mental Health Crisis Services
519-336-3445 or 1-800-307-4319

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
Norman McCullough Elizabeth Seabrook

We thank and acknowledge
Judy Brown

Recipient of this year's CMHA Ontario Distinguished Service Award, Judy is retiring from the CMHA Lambton Board of Directors, in June, 2008, following nine years of dedicated service. Judy will be missed by the Board of Directors and staff for her passion and good humor, her willingness to help and her knowledge of systems and politics.

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.

PREVENTATIVE EDUCATION PROGRAM

Presentations delivered through our Preventative Education Program are designed to enhance the public's general understanding of mental illness, to reduce the stigma that is so often associated, and to promote emotional wellness in our schools, workplaces and the community as a whole.

- Mental Illness Awareness presentations provide an overview of mental illnesses. Symptoms and treatment options are described and discussed, and available community resources are highlighted. The Partnership Speakers Bureau presentation features individuals and family members who have experience with mental illness. They openly share their powerful and personal stories. In total, 24 presentations were delivered to 616 individuals, and 47% of those participants were high school students. Since early intervention is vital to treatment and recovery, we believe strongly that presentations to youth are a priority.
- Stress Management presentations address stress by encouraging participants to consider the extent to which it is affecting their personal and/or work lives, and to explore ways to eliminate or cope with stressors. Stress is acknowledged as a risk factor for mental illness. Twenty seven presentations were delivered to 869 participants.
- Self Esteem is Elementary is a six week classroom series designed to give children, grades 5-8, the confidence and tools to face life's challenges. Topics include self esteem, feelings, communication, anger, conflict, bullying and stress. The program was delivered in 25 classrooms throughout Lambton County to 640 students. CMHA would also like to acknowledge the contributions of our 8 committed volunteers who help to deliver this program in our community. Staff: Julie Acker.

CORPORATE & COMMUNITY RELATIONS

In keeping with the agency's strategic plan to increase the profile of our organization, the role of Corporate and Community Relations was created in 2006. Marketing, public relations, communication and fund development are key responsibilities of this half time position. Staff: Jennifer Miller.

MENTAL HEALTH WORKS

Full-day interactive workshops are provided for managers, human resource personnel, occupational health professionals, supervisors and union representatives focusing on recognizing the signs and symptoms of mental health problems, building communication strategies and understanding rights and responsibilities in providing workplace accommodations. Workshops enable managers to:

- Increase productivity in the workplace
- Reduce stress leaves
- Reduce long term disability claims related to mental health issues
- More effectively negotiate return-to-work agreements that reintegrate someone who may have experienced workplace conflict and/or mental health issues before their leave
- Improve workplace relations
- Better understand the process of accommodation

Other shorter workshops are also available for a variety of topics including developing accommodations that work, communicating with distressed employees, unions and mental health issues, employee awareness, facilitating a successful return-to-work and changing workplace processes to improve mental health.

Our award-winning workshops provide practical strategies that do not require managers to become counselors. Our approach is workplace-focused and related to effective performance management. Staff: Julie Acker, Amy Davis.

