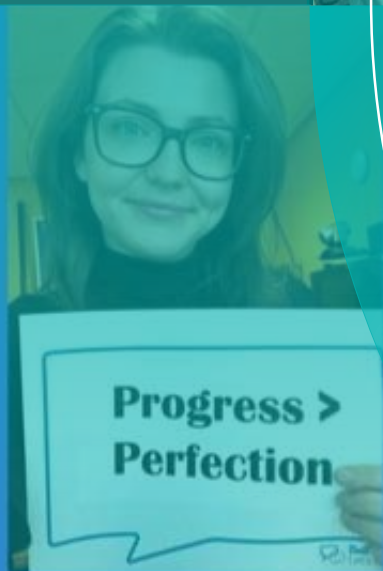




Canadian Mental
Health Association
Cochrane-Timiskaming
Addiction and Mental Health Services

ANNUAL REPORT 2022 2023



CANADIAN MENTAL
HEALTH ASSOCIATION
COCHRANE-TIMISKAMING

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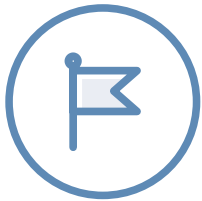
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BOARD OF DIRECTORS

Paul Crombeen, **Chair**
Randall Cox, **Vice-Chair**
Kelly-Ann O'Mara, **Vice-Chair**
Chantal Mailloux, **Secretary-Treasurer**
Patrick Gervais, **Director-at-Large**
Pierre Belec, **Director**
Catherine Gull, **Director**
Diane Morrell, **Director**
Carla Cantin, **Director**
Dominique Boucher, **Director**



GOVERNANCE



MISSION

Help people living with, and touched by, mental illness by providing the support and services needed on their journey to happy and fulfilling lives, while educating and advocating for a caring community where everyone belongs.



VISION

A community that embraces mental health as a key to well-being.



VALUES

Acceptance to Advocacy

We are a welcoming organization that provides hope to everyone and we speak up for those who have no voice.

Accessibility to Equity

We provide appropriate linguistically, culturally, geographically, and physically accessible services. We understand that groups and individuals have varied needs and aim to ensure that all services are viewed through an equity lens.

Safety

We value the safety of our clients, staff, and community.

Compassion

We conduct ourselves in a compassionate, consistent, and reliable manner.

Accountability

We are fully accountable to all stakeholders.

Confidentiality

We ensure confidentiality and the protection of personal information.

Collaboration

We build strong relationships with all stakeholders using the principles of integrity, respect, and dignity.

Quality

We continually develop quality services and relationships through education, innovation, and leading practices.

MESSAGE FROM THE BOARD PRESIDENT AND EXECUTIVE DIRECTOR



Paul Jalbert
Executive Director



Paul Crombeen
Chair



This has been an incredible year for CMHA Cochrane-Timiskaming with many accomplishments that make us all proud. One of those accomplishments is our integration with South Cochrane Addictions Services and Minto Counselling Centre, which became official on January 1, 2023. With much work left to do, we can be proud of this important and significant step forward for the support service system in the Cochrane district. Each legacy organization brought their respective strengths which enriches addiction and mental health services for the communities across our area.

In 2022-2023, we invested in our data management capacity which is critical to our ability to effectively use information for decision-making purposes. We've also engaged with Ontario Health for program evaluation to ensure fidelity to standards for our Assertive Community Treatment Team service and we have spent the year preparing for our accreditation review that is scheduled for the first quarter of the next fiscal year. All of this work is aimed at ensuring that CMHA Cochrane-Timiskaming meets the highest standards of care for our clients.

Looking back at 2022-2023 year, the activities listed above, along with many others, are critical to our future and set the groundwork for the years to come. While change and transitions are a natural part of our work, they are never easy or simple. Staff across our sites have been resilient and engaged with our work in system transformation, quality improvement and data management. Staff are the backbone of our organization, and their continued hard work and dedication were integral in achieving our recent goals and accomplishments across the organization.

With a strong team, a clear vision, and a concrete action plan, we will achieve our objectives and our community members can trust they are receiving exceptional health services when they walk through our doors. ■

STRATEGIC PLAN 2021-2025

5 STRATEGIC DIRECTIONS

1 STAFF WELLNESS AND PROFESSIONAL DEVELOPMENT

- Encourage the ongoing growth, development, and wellness of our staff.
- Promote inclusiveness and diversity of experience, knowledge, and culture.
- Equip our staff with the tools, support, and learning opportunities to perform at the highest level.
- Promote unity and togetherness as key values across the organization.

2 CLIENT AND FAMILY PARTNERSHIP

- Promote a culture of client, family, and community engagement that advocates for vulnerable populations to support equitable access to high-quality and culturally appropriate care.
- Further our commitment to work with clients, families, and members of the community through a trauma informed lens.
- Place clients and families as the focus of programs and services by meeting them where they are at.

3 PREPAREDNESS AND RESILIENCE

- Enhance our emergency planning and infection prevention and control procedures.
- Optimize client and staff safety incident processes to reduce the risk of adverse events.
- Continue to prioritize privacy, information security, and confidentiality.

4 SERVICE EXCELLENCE THROUGH QUALITY IMPROVEMENT

- Enhance our ability to use data and technology to identify gaps and implement initiatives to improve client outcomes.
- Promote a culture of continuous quality improvement that fosters innovation by encouraging a growth mindset and a shared desire to make things better.
- Demonstrate the value of community-based mental health and addictions services by aligning with evidence informed practices.



5 COLLABORATIVE LEADERSHIP

- Enhance our role as a regional leader for mental health and addictions.
- Improve transitions between sectors and within the agency to allow for seamless system navigation.
- Seek opportunities to partner with other service providers to wrap services around the individuals who receive them.
- Capitalize on shared resources to reduce duplication.

YEAR IN REVIEW HIGHLIGHTS

INTEGRATION CELEBRATION

January 1, 2023 was a historic day for CMHA Cochrane-Timiskaming as it marked the official integration of CMHA-CT, Minto Counseling Centre, and South Cochrane Addictions Services. This was the culmination of years of work; planning, advocating, and communicating. We now have one Board of Directors, one organizational structure, and one corporate name.

By having integrated mental health and addiction services in the southern half of the Cochrane District, we can better support clients in the various communities we cover by simplifying points of access to the system of care, by standardizing care pathways, and by ensuring care standards are in line with provincial and national standards. Our communities will also benefit from our stronger data management capacity which ensures an understanding of our organizational performance and supports evidence-based decision-making. While accomplishing all of this, we also anticipate funding efficiencies in our system that will let us reinvest healthcare dollars where they are needed most.

The process toward integration is fragile. It is a balance between letting go of what was and embracing what could be, it is the tension between the safe and familiar and the unknown, and this is all predicated on an unwavering belief that we can design a better system of care. There are so many people that contributed to this work without whom an integration would not have been possible.

“It takes courage and conviction to take such bold steps toward system transformation and to each who contributed, we say thank you.”



ACCREDITATION

Accreditation is a crucial evaluation process that assesses an organization's adherence and competency against a set of standardized requirements by a third-party. We are proud to announce that following the successful Accreditation Primer evaluation in June 2021, CMHA-CT is preparing for the next phase of accreditation – the Qmentum Program.

With over 600 standards covering several domains, including community-based mental health services and supports, governance, infection prevention and control, medication management, leadership, and service excellence, the Qmentum Program builds on the criteria from the Primer for a more rigorous and comprehensive evaluation.

To ensure a diverse representation of backgrounds, site location, job roles, and authority within the organization, the Accreditation Steering Committee has expanded its membership. Although the Minto Counselling Centre and South Cochrane Addictions Service are not formally part of the evaluation process due to the recency of integration, staffing representatives have been included in the steering committee to ensure a standard approach going forward.

Overall, we are confident that the accreditation process will help us enhance our services and continue to deliver high quality care to our community.

The dates for the accreditation survey are June 25-28, 2023.

SUPERVISED CONSUMPTION SITE

The Canadian Mental Health Association Cochrane-Timiskaming branch, in partnership with the Timmins and Area Drug Strategy (TADS), are pleased to announce that the required applications have been submitted to the provincial and federal governments for a provincially funded Supervised Consumption Services (SCS) site (known in Ontario as a Consumption Treatment Service, or CTS site). The application submission is following the Timmins city council endorsement of the proposed SCS site location on January 17, 2023.

A provincially funded supervised consumption services site is one part of a larger, comprehensive approach within the Timmins and Area Drug Strategy (TADS). This important milestone brings us one step closer to ensuring this integral piece of a life saving strategy remains in our community. In addition to saving lives, this site is providing direct access to addiction and mental health treatment services, basic medical care, and reducing the need for EMS response for overdose.

The application process for the permanent, provincially funded site has involved two steps: acquiring an exemption from the Federal Government to operate a site under Section 56.1 of the Controlled Drugs and Substances Act (CDSA), and approval from the Provincial Government. Provincial approval will provide the site with funding under the Province of Ontario's Consumption and Treatment Services program.

PROGRAMS AND SERVICES

CENTRAL INTAKE



Program Overview

We are pleased to announce the creation of our Central Intake project, consisting of three Addictions and Mental Health Workers at the Timmins site. In compiling a team of diverse and knowledgeable members, the Central Intake project is comprised of staff members from our Case Management and Justice Services programs, consisting of one bilingual staff member.



Pilot Project

The pilot project commenced on April 2, 2023, operating three days per week, as is operational in the Timmins branch office. Central intake team members are scheduled to cover the program once a week on a rotational basis. The pilot project is currently limited to Case Management, Concurrent Disorders, and Housing programs to ensure that established external referral pathways developed in collaboration with community partners for specialty programs such as ACTT, regional programs, and Justice Programs remain undisrupted.



Assessments

The Central Intake pilot project involves comprehensive staff training, and is structured around the Level of Care Utilization System (LOCUS), Global Appraisal of Individual Needs (GAIN), and Intake Screener. The team meets weekly to discuss the intake process, with the Executive Director attending when available to provide guidance and support.

“We are excited about the progress and initial implementation of our Central Intake project, and look forward to further refining the process to continue defining efficient and effective client pathways to our addiction and mental health programs.”

*~ Tyler Twarowski,
Director of Services*



STEPPED CARE

The past year has seen significant progress in the implementation of the Stepped Care Model within our organization, mapping services to each tier of care and identifying services that fit well and areas that require further development. This model has facilitated the identification of the most appropriate level of care for clients based on their assessed needs, ensuring access to the appropriate level of care at the right time.



Implementation

A notable achievement is the initiation of Central Intake implementation within our Case Management team in Timmins. This implementation of this model is used to streamline the client intake process and improve coordination of services across different tiers.



Development

We are developing client service pathways based on intrinsic client needs by linking the Level of Care Utilization System (LOCUS) assessment scale with the Tiers of service model. The implementation of the LOCUS assessment tool is currently underway, with plans to upscale across the organization to align clients with the appropriate tier of care within the Stepped Care Model. In assessing our current group offerings, we have made recommendations for their incorporation into the tiered structure in order to optimize the use of group interventions and ensure their delivery in a manner that aligns with client needs.



Awareness and Understanding

To promote awareness and understanding, we have conducted information sessions with our teams and some external partners. These efforts foster better understanding of principles, structure, and implementation of the Stepped Care model across the CMHA-CT.



Cultural Safety and Awareness

We recognize the importance of incorporating Indigenous cultural safety and awareness considerations into the model. We continue to develop culturally responsive approaches to ensure that the model is inclusive and respects the unique needs and perspectives of our Indigenous clients and partners.



Future Planning

Looking ahead, we are dedicated to further refining and expanding the Stepped Care Model to better serve the needs of our clients and communities. By continuing to assess and adapt our services, we aim to provide the most effective and efficient care possible, guided by the principles of the Stepped Care Model.

OUTREACH TEAM

The Housing Outreach program engages clients within our community who may not typically engage in, or who have difficulty linking with traditional support or recovery services.

The program provides support services to individuals who require assistance with addiction and mental health services and require housing support.

Mission

- That recovery is possible.
- To meet people where they are at, at whatever point in time of being seen.
- Engage with people and building relationships essential to supporting recovery.
- To ensure clients are partners in deciding what support services are accessed, and the development of an appropriate care plan based on their intrinsic needs.
- Maintains cultural safety and awareness.

Housing Outreach Services

- Comprehensive needs assessment Crisis support services.
- Ongoing addiction and mental health support services.
- Housing security
- Linkages and ongoing communication with housing providers.
- Promoting awareness of and supporting access to community support services.
- Improve access to needed basic supplies such as socks, food security programs, and transportation when available.



Implementation

The Housing Outreach program began as a response to increasing numbers of individuals identified as homeless or at risk of being homeless while presenting with complex needs. The program was developed to improve client pathways to vital housing support services while simultaneously providing needed addiction and mental health support. We physically meet clients where they are in community, and bring accessible support services to them. The Housing Outreach program has grown throughout the COVID-19 pandemic with the growing acuity of need to better coordinate access to support services and organizational response. Additionally, the CMHA-CT continues to be a participating member with the Housing Now committee, working closely with other community partners.



GOOSE COMMITTEE

The purpose of the committee is to:

- Improve organizational understanding of data.
- Ensure alignment with our CMHA-CT Strategic Plan.
- Mitigate risk (including reputational).
- Inform relevant groups about organizational performance priorities.
- Set documentation standards and expectations.
- Improve awareness of service target expectations at program level.

Implementation within the agency:



The Goose Committee (Generating Organizational Optimization for Service Excellence) has been meeting regularly since March 2021. The workplan is comprised of the following goals:

- 1 Develop monthly program-specific reports which include the compilation and sharing of organizational data. These specific program reports will help guide decision-making, program structure, and development of future programs and services.

A hard launch of the monthly program reports for programs entering data into our charting software is scheduled for May 2023. The goal of this project is to extend these program-specific reports to every CMHA-CT program, including those documenting in other Electronic Medical Record software.

- 2 Develop a standardized process for Management information System (MIS) reporting that is utilized organization wide.

- 3 Standardization of data collection and reporting practices to ensure that data reported and collected in all Electronic Medical Record software systems is both clean and accurate.



TIMISKAMING MOBILE CRISIS RESPONSE TEAM



Program Overview

The Timiskaming Mobile Crisis Response Team (MCRT) is a collaborative partnership between the Canadian Mental Health Association Cochrane Timiskaming (CMHA CT) and the Ontario Provincial Police (OPP). The partnership aims to respond jointly to persons experiencing a mental health and/or addiction related crisis to improve client access to mental health and addictions support services by having addiction and mental health workers available to co-respond to a crisis call. The MCRT program works to reduce the frequency clients attend hospital Emergency Room departments alongside police officers, and to increase collaboration and strengthen transitions of care between police services, crisis services, hospital services, and addiction and mental health providers.



Implementation

Mobile Crisis Response Teams were established in the District of Timiskaming in May 2021. Since the program's inception, we have progressed the MCRT model to be embedded within OPP detachments five days a week. The program was awarded a grant from the Ministry of Solicitor General to continue program development which ended on March 31, 2023. To date, our MCRT program has averaged approximately 95 interactions per month with individuals interfacing with OPP related to mental health and/or addictions, receiving approximately 120 calls for service related to mental health and/or addictions per month.



Funding Structure

The Ministry of Solicitor General provided a one-time grant spanning from January 2022 until March 31, 2023. The CMHA-CT is currently utilizing repurposed funded positions to continue MCRT program operation in the District of Timiskaming.



NEW LISKEARD RECREATIONAL RECOVERY PROGRAM



Program description

The CMHA-CT understands that participating in recreational and physical activities has many benefits, including a positive impact on mental health. Physical activity promotes self-esteem, reduces stress, improves mood, and is an effective and integral part of recovery. The Recreational Recovery Program provides different opportunities and needed support in promotion of mental health and recovery through engagement in recreational and physical activities completed in a safe and welcoming space. A registered kinesiologist works alongside our CMHA-CT occupational therapist to provide free recreational physical recovery programming to develop and work towards the achievement of individualized goals. Monthly 'Try Something New' events are open to any interested clients and community members.



Implementation

The New Liskeard Recreational Recovery Program was introduced to demonstrate important linkages between mental health and physical exercise. In recognizing common barriers related to finances, anxiety surrounding attending groups alone, socialization, and trying new physical health activities. We have implemented the New Liskeard Recreational Recovery Program in hopes of reducing barriers, providing recovery-based support, increasing social engagement, and encouraging the adoption of a healthy physical activity to their weekly routine.

RAPID ACCESS ADDICTION MEDICINE (RAAM) TIMMINS AND TIMISKAMING



Program description

Rapid Access Addiction Medicine (RAAM) clinics are low-barrier, walk-in clinics that providing immediate substance use disorder support services. RAAM clinics operate without appointment or formal referral, offering time-limited medical addiction care (including pharmacotherapy, brief counselling, and referrals to community services).



Implementation

The RAAM Clinic is situated at 330 Second Avenue during the following hours: 2:00p.m. – 5:00p.m. Monday and Wednesday 1:00p.m. – 5:00p.m. Friday.

The RAAM clinic is used for individuals seeking help for substance use disorders involving alcohol, opiates, or other drugs, medication to help with cravings, harm reduction education, safety planning, linkages to community support services, and care planning outlining individual goals.



Funding

Funding structure for the Cochrane District RAAM is provided by Ontario Health North with a hub and spoke model reaching Iroquois Falls, Smooth Rock Falls and Kapuskasing. An additional RAAM site is currently underway for Hearst with an estimated launch date of June 2023.

The Timiskaming RAAM clinic is funded from the North Bay Regional Health Centre (hub) to the three Timiskaming spokes, including New Liskeard, Kirkland Lake, and Englehart.

INDIGENOUS COMMITTEE

The Indigenous Committee was formed to promote and educate members of the organization about Indigenous cultural safety and awareness, knowledge, and the continued efforts towards reconciliation and meaningful engagement with our Indigenous partners. We look forward to another year of progress and collaboration in building a more inclusive and equitable community.

Throughout the past year, we organized an on-the-land gathering where many ideas were generated and served as a catalyst for the creation of an Action Plan based on Four Directions Doorways, categorizing committee actions and priorities. We continue to engage in the development and maintenance of community partnerships, and are planning community engagements at various CMHA-CT branch locations in collaboration with Indigenous community partners.

Indigenous Liaison

We are fortunate to work with our Indigenous Liaison, who continues to provide valuable insight in helping the CMHA-CT to better understand local Indigenous communities and cultures. Our work has been guided by best practice, including the Roadmap to Wellness and the Truth and Reconciliation calls to action, ensuring that committee initiatives align with established guidelines and recommendations.

Creation of Safer Spaces

Efforts to create safer spaces have been a priority for the Indigenous Committee. We have successfully conducted Cultural Safety and Awareness training, Kairos Blanket exercise training, and made meaningful changes to physical structures such as murals to promote a welcoming and inclusive environment. We have also explored Warm Handoff pathways to meet people where they are at and continue to create trusted linkages at community sites, promoting accessibility and inclusivity in our outreach efforts.



Community Relations

Deepening relationships with our community partners have been a significant focus of our work, and we have fostered meaningful collaborations to promote Indigenous culture, knowledge, and participation. We have facilitated experiential learning opportunities for senior leadership and our Board of Directors, including smudging, sweat lodges, and talking circles to promote a deeper understanding and appreciation of Indigenous traditions.

Equity, Diversity, and Inclusion

An Equity, Diversity, and Inclusion (EDI) lens has been applied to CMHA-CT initiatives, ensuring that our programs and services are inclusive, respectful, and culturally appropriate. We are proud to have had two of our Indigenous Committee members invited to share their stories at an Indigenous symposium, which highlights the impact of Indigenous aspects related to mental health within the broader community.

RESTRUCTURING OF INTREPID PLACE AND NORTHERN STAR

Northern Star, Kirkland Lake

Northern Star Kirkland Lake has undergone a refresh since its reopening in June of 2023. The walls and flooring have been updated, new appliances, tables, and chairs were purchased to create a welcoming, safe, and refreshed space for client to attend. The client advisory committee has been dissolved, and monthly membership meetings are held to allow all participants to provide feedback into the creation of the monthly event calendar. This has structural improvement has helped to create a more inclusive, positive, client-driven environment where all voices matter.

Northern Star, New Liskeard

Northern Star New Liskeard has reopened since pandemic restrictions were lifted, and has returned to a regular schedule. Members have been participating in regular scheduled activities, and are pleased to be able to gather and socialize once again. A successful spaghetti dinner fundraiser was held in October 2022 to assist in financing a client retreat and increasing community awareness.

Intrepid Place, Timmins

Throughout the past year, Intrepid Place has undergone significant changes, shifting from a drop-in centre approach to a more educational and skill building program. We introduced information sessions, structured classes, and group activities covering various topics to empower our clients with information, skills, and resources. Sessions were planned to include the Collective Kitchen program, Mindful Mondays program, psycho-education sessions, health-related information sessions, painting and crafts classes, and food security initiatives. Despite initial resistance, the structural shift is positively received by our clients and community partners, as evident by increased attendance and ongoing positive feedback. We have maintained opportunities for socialization and enjoyable activation, and are grateful for the support of our community partners, staff, and clients.



PATHWAYS TO POTENTIAL

Pathways to Potential (P2P) was a collaborative initiative between our local District Social Services Administration Board, the Timmins BIA, and the CMHA-CT to provide clients an opportunity to gain vocational skills, make connections, and work in a structured paid employment opportunity. Ostensibly, the program served as a risk-free trial for individuals to reengage and reenter the workforce with support from staff. The P2P program involved providing community members with an opportunity to partake in cleaning areas in the downtown core for payment, experience, skill-building purposes, and honorariums (gift cards) for meals provided by the Timmins BIA.

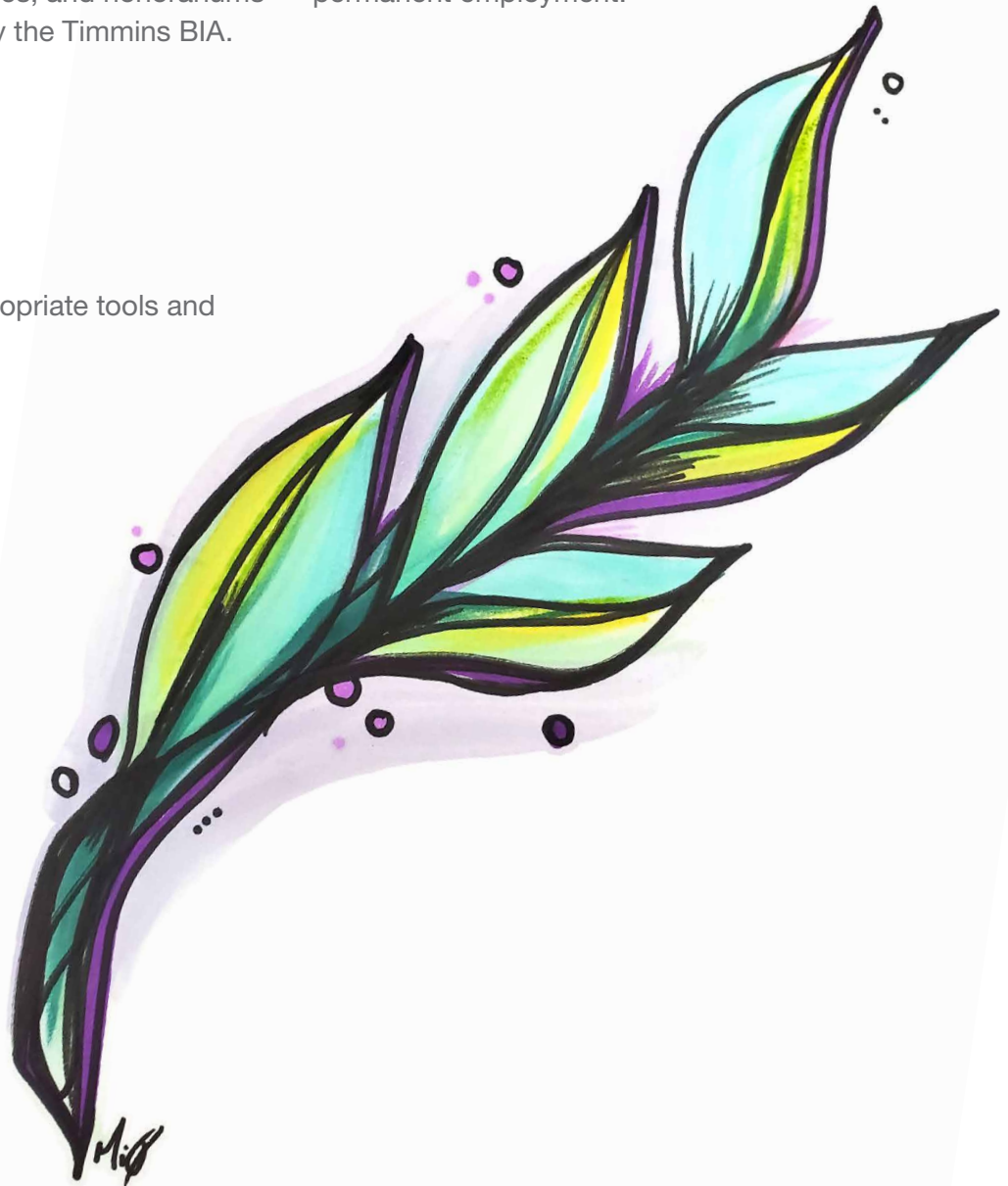
P2P program tasks include:

- Sweeping,
- Picking up garbage,
- Removing sharps using appropriate tools and training.



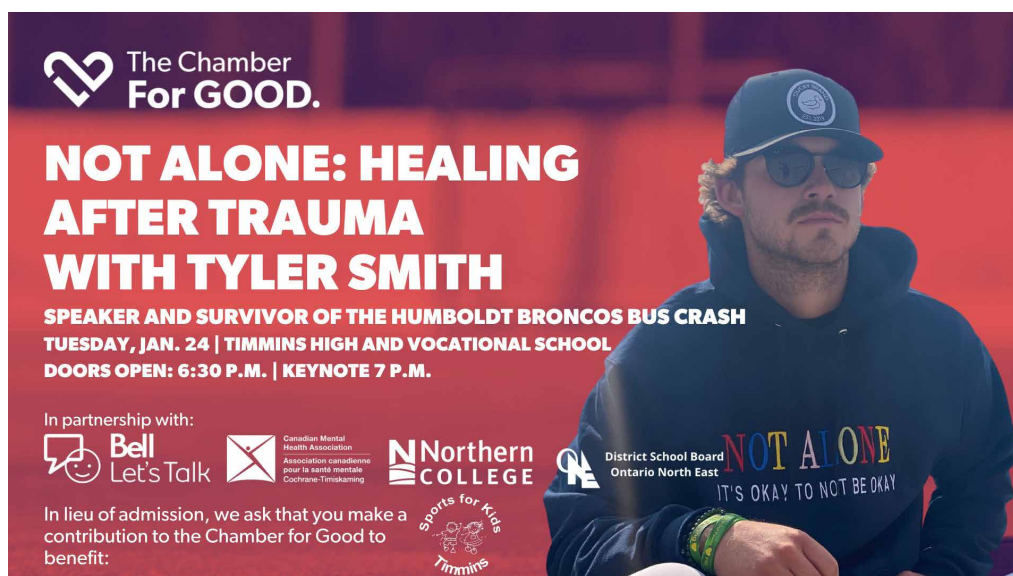
Structure, Selection Process, and Funding

The Pathways to Potential Program (P2P) was funded through Ontario Works. Candidates could complete a total of 40 total hours, working no more than two four-hour shifts per week. Training and support was provided for all tasks, including clean up and sharp removal. Eight individuals were screened and accepted into the program, and five individuals successfully completed the full 40 hours of employment. One program participant was offered ongoing employment with a local business, with another participant pursuing an offer for permanent employment.



COMMUNITY EVENTS

The CMHA-CT participates in many community events throughout the year in increasing community awareness of CMHA-T programs and services, supporting community cultural safety and awareness, providing education, and reducing stigma.






The Chamber For GOOD.

NOT ALONE: HEALING AFTER TRAUMA WITH TYLER SMITH


SPEAKER AND SURVIVOR OF THE HUMBOLDT BRONCOS BUS CRASH
TUESDAY, JAN. 24 | TIMMINS HIGH AND VOCATIONAL SCHOOL
DOORS OPEN: 6:30 P.M. | KEYNOTE 7 P.M.

In partnership with:

NOT ALONE
IT'S OKAY TO NOT BE OKAY

In lieu of admission, we ask that you make a contribution to the Chamber for Good to benefit:



Thank you to all who participated in our wonderful events in our communities

- Timmins Pride Rally
- Cultivating Indigenous Knowledge to Create Safe Spaces
- Healing After Trauma with Tyler Smith
- Orange Shirt Day
- National Day for Truth and Reconciliation
- Bell Let's Talk
- National Addictions Awareness Week
- International Overdose Awareness Day
- Remembrance Day
- Indigenous Veteran's Day
- Northern College Sports and Supports
- Mental Health and Wellness Fairs
- National Indigenous Peoples Day

- Seniors Month
- Jour des Franco-Ontariens et Franco-Ontariennes

The CMHA-CT team has also organized many community and staff events in promoting understanding, training, awareness, and education. Some of these events include:

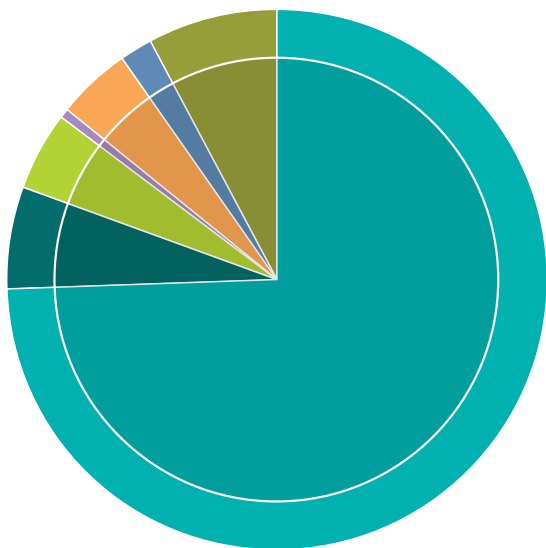
- Community Connect Event
- Mental Health Week
- Community Outreach
- Kairo's Blanket
- CMHA Talk Today Month

Orange Shirt Day

In recognition of Orange Shirt Day, we have purchased Every Child Matters T-shirts for our CMHA-CT team members from an approved Orange Shirt Day vendor, donating a portion of the sale of each T-shirt sold to the Orange Shirt Society, founded by Phyllis (Jack) Webstad. On Orange Shirt Day the CMHA-CT wears orange to honour the survivors and victims of the residential school system. We continue to work together toward reconciliation and focus on providing programs and services surrounding cultural safety, equity, and accessibility.

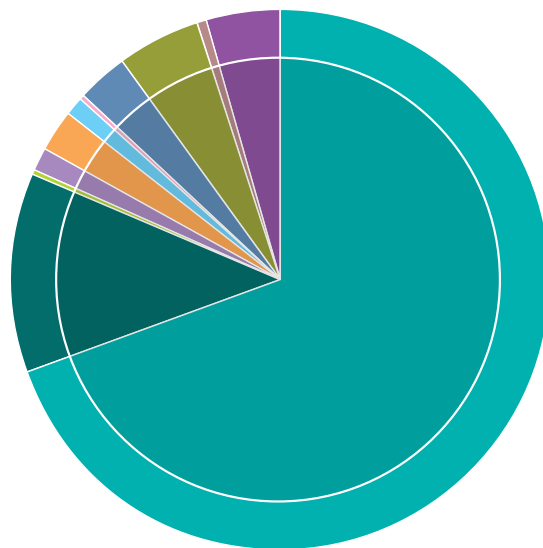


FINANCIAL REPORT



REVENUE
total: \$ 16,585,157

North East LHIN	12,388,117
MoH LTC	984,781
Other Provincial Government	796,002
Donations	69,089
Rental income	770,423
Amortization of deferred capital contributions	320,080
Interest and other income	1,256,665



EXPENSES
total: \$ 15,379,744

Case Management, Mental Health Counselling & Treatment, Crisis Intervention	10,721,184
Assertive Community Treatment Teams	1,816,193
Community Mental Health Clinic	62,029
Early Psychosis Intervention	181,315
Mental Health Court Support	401,410
Social/Recreational, Peer Support	174,001
Psycho-geriatric Services	28,371
Addictions Treatment	490,493
Housing	744,778
Health Promotion and Education	108,338
Commercial rental	651,632



ANNUAL REPORT 2022 2023

CANADIAN MENTAL HEALTH ASSOCIATION COCHRANE-TIMISKAMING

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Matheson: 507 Eight Avenue
Matheson, ON P0K 1N0

Kirkland Lake: 5 Kirkland Street West
Kirkland Lake, ON, P2N 1N9

New Liskeard: 20 May Street
New Liskeard, ON



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