



Canadian Mental  
Health Association  
Huron Perth Addiction and Mental Health Services

ANNUAL REPORT

2022  
2023



CANADIAN MENTAL  
HEALTH ASSOCIATION  
HURON PERTH  
ADDICTION AND MENTAL  
HEALTH SERVICES

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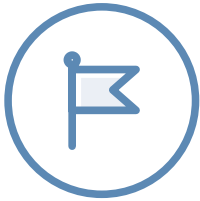
**Canadian Mental Health Association**  
Huron Perth Addiction and Mental Health Services

# GOVERNANCE



## VISION

Inspiring possibilities, empowering change



## MISSION

Provide individual supports and system navigation to those affected by mental health and/or addiction concerns



## VALUES

Hope, Empowerment, Dignity, Trust, Inclusivity, Advocacy

# BOARD OF DIRECTORS

Krystal Bax, Chair  
Jeff McGregor, Vice-Chair  
Laura Clark, Treasurer

## Directors:

Michelle Carter  
Todd Ferguson  
Nikki Gaylor  
Dr. Curtis Irvine  
Marcy Martin  
Elizabeth Wilson



# A MESSAGE FROM THE BOARD CHAIR AND CEO

As we look back on the past year, we are struck by the magnitude of the transition undertaken by Resilience Huron Perth Mental Health and Choices for Change Alcohol, Drug & Gambling Counselling Centre. After consultation with community partners, clients and staff, it became clear that an amalgamation of the two organizations was fully supported and had the potential to significantly improve services for our clients and the community. We officially became one organization under the name Canadian Mental Health Association Huron Perth Addiction and Mental Health Services (CMHA Huron Perth), as of January 1, 2023.

Since then, we have enhanced our integrated service delivery, expanded our offerings, and benefited from the recognition and reputation of CMHA, which has led to significant donations to support our services.

Our combined agency has over 100 staff providing 20 programs across Huron and Perth Counties. Key programs such as Court Support and Peer Support were quickly aligned between the two agencies. We are committed to daily progress on the integration of all programs within the agency, implementing new processes to ensure unified service delivery.

We are excited to launch our first strategic plan as a new organization. We thank Claudia den Boer for her support in developing the strategic plan and her tremendous work throughout the integration. We benefitted from her knowledge and expertise throughout the process and it was simply a joy to be on this journey with her.

CMHA Ontario has been a tremendous support as we navigate the development of this new organization. We are so incredibly grateful for the support, resources and knowledge of this very dedicated team. We thank them so very much for warmly embracing us into the CMHA family.

There is still much work to be done, but we would not be where we are without the incredible support and work of our staff, volunteers, board of directors and leadership team. It is with a very grateful heart, we thank you all for sharing in this journey and providing and supporting on-going client centred care to those most vulnerable in our communities. It is exciting to see where the next year will take us.

**Krystal Bax**  
Board Chair

**Catherine Hardman**  
Chief Executive Officer

# 2023-2026 STRATEGIC PLAN

To support further growth of CMHA Huron Perth, the board of directors enlisted Claudia den Boer to develop the 2023-2026 Strategic Plan. Claudia engaged with community partners, clients, staff, leadership and the board to gather input on priorities for the next three years, based on the agency’s evolution and the broader mental health and addictions landscape at the local, provincial and federal levels.

A significant part of the strategic plan was the development of our mission, vision and values as a new organization. We are grateful to everyone who participated in the consultation sessions for their candid and valuable feedback.



## OUR VISION

Inspiring possibilities, empowering change

### OUR STRATEGIC PRIORITIES



#### CULTURE

Committed to providing a consistent, positive, affirming work environment where work-life balance, learning, development, and growth are valued and supported.

1. Further delineate organizational roles
2. Implement an equitable staff training and professional development plan
3. Implement an Employee Wellness Policy
4. Consistent onboarding approach and process



#### MENTAL HEALTH & ADDICTION LEADER

Provide a leadership role in supporting the community and other OHT partners with system navigation and coordinated access to mental health & addiction supports.

1. Continue to be seen as a trusted and valued partner
2. Initiate Coordinated Access planning with partners
3. Participate in the development of a strong coordinated supportive housing system
4. Public education plan re: CMHA HP supports



#### CAPACITY BUILDER

As a collaborative partner, contribute to enhancing the provision of 24/7 seamless mental health & addiction services across the lifespan.

1. In collaboration with partners, broaden the scope of CMHA HP to include services across the lifespan
2. Enhance MHA Promotion, Education and Awareness services
3. Identify key collaboration partners



## OUR MISSION

Provide individualized supports and system navigation to those affected by mental health and/or addiction concerns



## OUR VALUES

Hope

Empowerment

Dignity

Trust

Inclusivity

Advocacy

# A YEAR IN REVIEW

The primary focus in the 2022-23 fiscal year was the amalgamation of Choices for Change and Resilience Huron Perth. The organizations worked closely together for many years providing support to individuals and families impacted by mental health and addiction concerns. However, clients still bounced between the two organizations depending on the most significant issue for them in the moment. The co-occurrence of addiction and mental health issues is well known and managing both concerns at the same time has become best practice. Therefore, it made sense to bring the agencies together to serve this very vulnerable population.

In late May 2022, a consultation session took place involving both community partners and clients. Through facilitated discussions, it became clear there was significant support for the agencies to integrate. This integration was seen as important, both for client care and effectively navigating the system. Consultation sessions were also held with staff to gather their ideas around opportunities, strengths and barriers during the process.

In September 2022, *Instincts at Work* was engaged to conduct several sessions with staff, centred on building team resiliency and stability. This was aimed at improving both client experience and practices during this time of change.



An exercise included having staff envision the integrated organization in three to four years time. They were tasked with designing magazine covers that conveyed their aspirations and markers of success. This provided leadership with insights into the staff's priorities. As well, a staff team building day was organized giving team members an opportunity to come together, enjoy fun activities and foster deeper connections. The ongoing development of the organizational culture remains a priority and is one of the strategic directions for the next three years.

The management team also engaged in leadership training, via *Instincts at Work* to support them in their new roles. The training focused on how to engage staff in a growth mindset that aligns with the agency's vision and goals.

On January 30, 2023, we launched the organization as CMHA Huron Perth Addiction and Mental Health Services. This was a very exciting occasion and we thank everyone who celebrated with us.



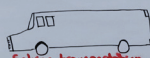
We have already experienced the benefits of being one organization, with true integration of services leading to more effective client care and brand recognition leading to an increase in community support.

# Synergy

Highly Successful Integration

#1 Agency Serving Addictions and Mental Health

Expanded peer support programs  
 Staff retention higher than ever.  
 We've added more geared to income housing, reducing the problem of homelessness in our counties.  
 By integrating the two agencies we have reduced the stigma of mental health and addictions Day treatment programs, Serving more clients, More specialized services.

 "We should've done this 30 years ago"  
 -John-



## CUTTING EDGE

ADDICTION & MENTAL HEALTH CARE

Accolades Given to CMHA Huron Perth Addiction & Mental Health Services for Creative & Seamless Service Delivery

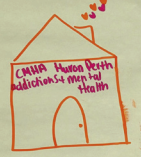
CLIENT SATISFACTION REACHES 85%!! WAIT TIMES REDUCED TO ZERO!

"Vibrant new agency has really enhanced our community!"  
 Mayor Robinson

More menu options for client support with a stepped care model to

## Stronger Together

Changing the face of Addictions & Mental Health Support.

 A Streamlined helpful Experience  
 -Martin

Client/Staff Story: Spotlight on Joe:  
 As a client & staff of both agencies that allowed me to get my life together its been a privilege to participate in the transference process that allows me

- Improved community awareness
- Improved dropout/NO Show rate ↓30%
- Improved housing outcomes ↑ 5%
- Increased attendance by 75%
- Increased cultural diverse delivery

## STABILITY FOR ALL IN HURON AND PERTH

"No one gets left behind"

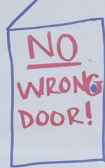
RAI Supportive Housing!  
 Tiny Home Community!  
 "With the support of CMHA Huron & Mental Health + Addiction Services I have maintained my sobriety and housing and have improved my mental health." - "Chloe"

Severely Ill/Detox Centre  
 • 100 grad

Decreased Wait times by 50%!  
 500 Clients permanently housed  
 Immediate access to 45% more therapeutic Mental health resources.  
 Staff retention @ 90%!

## New Beginnings!

Combining Mental Health & Addictions: "A Long Time Coming"

 See Inside: Cover Story with Toni J.  
 "I only had to tell my story once"

By the numbers:  
 Client satisfaction through the roof!  
 100% re-energized staff!



## Local FOLK Shares Story JUST ONCE!!!

"ONE STOP SHOPP"

Wait period ↓  
 Client Satisfaction ↑  
 Referral time ↓  
 Local services enhanced ↑

"sometimes we're tested not to show our weakness but to DISCOVER OUR STRENGTHS"

"I was able to receive GREAT mental health and addiction services in my rural community"



# BY THE NUMBERS



**2,755**  
individuals served



**1,752**  
admitted

Program	Individuals
Addiction Supportive Housing	21
Transitional Case Management	761 — includes intake and drop in
Court Support	285
Substance Abuse	1,100 Adult — 599/6,086 visits Youth — 183/963 visits Pregnant & Parenting — 92/1,211 Opiate — 128/868 visits Family — 90/567 visits
Problem Gambling/Behavioural Change	94
Mental Health Case Management	833
Community Withdrawal Management/ Addiction Medicine Clinics	340
Peer Support Centre	5,950/311 groups 3,150 centre 2,800 Huron groups
Peer Outreach	93
Supportive Housing Of Perth Program (SHOPP)	39
Heart to Home	47
Stratford CC	235 individuals
Street Outreach	2,470 visits



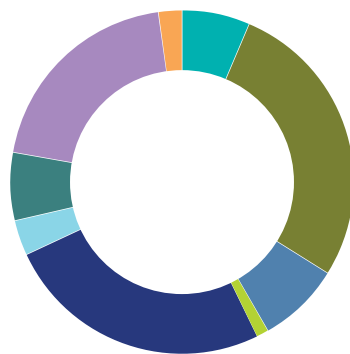
## MOST COMMON TYPES OF SUBSTANCE USE 2022-23

- Alcohol **781**
- Methamphetamines **350**
- Cannabis **455**
- Cocaine **179**
- Pres. Opioids **280**
- Tobacco **225**
- \*Other **91**



\*Other includes Ecstasy, crack, amphetamines (excludes methamphetamines)

## GAMBLING AND BEHAVIOURAL ACTIVITIES 2022-23



- Food **6**
- Gambling **25**
- Sex **7**
- Theft **1**
- Pornography **23**
- Spending/shopping **3**
- Digital Dependency\* **6**
- Gaming **18**
- Hoarding/collecting **2**

\*Digital Dependency includes cellphone, internet, sexting, social media (Facebook, Twitter, etc.)

## MENTAL HEALTH DIAGNOSIS

Diagnosis	Number
Depression	200
Anxiety Disorder	116
Bipolar Disorder	109
PTSD	76
Schizophrenia	69
Borderline Personality Disorder	47

# ENHANCING PROGRAM ALIGNMENT



## STREAMLINING COURT SUPPORT

As part of the integration process, the Court Support team began collaborating in June 2022, connecting individually and reviewing caseloads for overlap and duplication. The team met regularly as a group to determine roles, understand the programs and develop consistency in the treatment of client files. The focus was to make the Court Support Program cohesive, allowing for seamless admission. The team worked collaboratively to support the Why's of Addiction Program by co-facilitating the group as a team in-person, virtually and in the local jail.

Since this work began, the team has work together, developing common formats for client files, sharing intake procedures, establishing clear referral pathways, and conducting weekly rounds to manage new referrals and existing clients. The team is now at full staffing capacity which includes four court support workers and a release planner.

Looking ahead, efforts will focus on the implementation of a Mental Health and Justice Clinic with the Psychiatry Department at the Huron Perth Healthcare Alliance. We are also working collaboratively with the local Human Services Justice Coordination Committee (HSJCC) to participate in the development and implementation of a Pre-Charge Diversion Program and a Community Treatment Court.



## UNIFYING PEER SUPPORT

In January 2023, the Huron and Perth Peer Support Programs began a collaborative effort. The work focused on bringing the two programs together to allow participants to engage in all the programming offered in both counties. To ensure this could happen, transportation services was made available to those interested in group participation. Since Perth County offers recreation and leisure groups as well as recovery, growth, and strength-based groups, it was felt all participants would benefit from attending the Phoenix Centre. As such, groups were offered in-person and virtually, so if a participant didn't want to travel, they could still attend and engage with group members. The peer staff met weekly to discuss ways to engage the participants, exchange knowledge and resources. Other efforts included reformatting the newsletter to capture all programming and in-house training for staff, volunteers, and group facilitators.

In October, we welcomed peer outreach worker for Huron County who is already attending Addiction Medicine Clinics and the local hospital's psychiatric unit. We are currently recruiting for a peer support lead in Huron County who will focus on developing and implementing intentional peer support programs throughout the county alongside recruiting volunteers to facilitate groups. We are very excited about the opportunity for growth and look forward to continued collaboration.

# STAFF SERVICE RECOGNITION 2022-23

In our first year as CMHA Huron Perth, we extend our gratitude to the dedicated staff members from our two legacy organizations: Resilience Huron Perth Mental Health (RHP) and Choices for Change Alcohol, Drug & Gambling Counselling Centre (CFC). These members have achieved remarkable service milestones.

To those marking their fifth, 10th, 20th, and 25th anniversaries, your steadfast dedication to the community and your colleagues is immeasurable. Thank you.



**100+**  
professional staff



**20**  
programs



## 5 years

Betty Blasdell, RHP  
Ashley Carter, CFC  
Beth Franklin, CFC  
Mindy Gough, RHP  
Clarissa Irwin, RHP  
Bree McCoomb, CFC  
Nicole Monsburger, RHP  
Melody Tigani, RHP

## 10 years

Leanna Hendriks, CFC

## 15 years

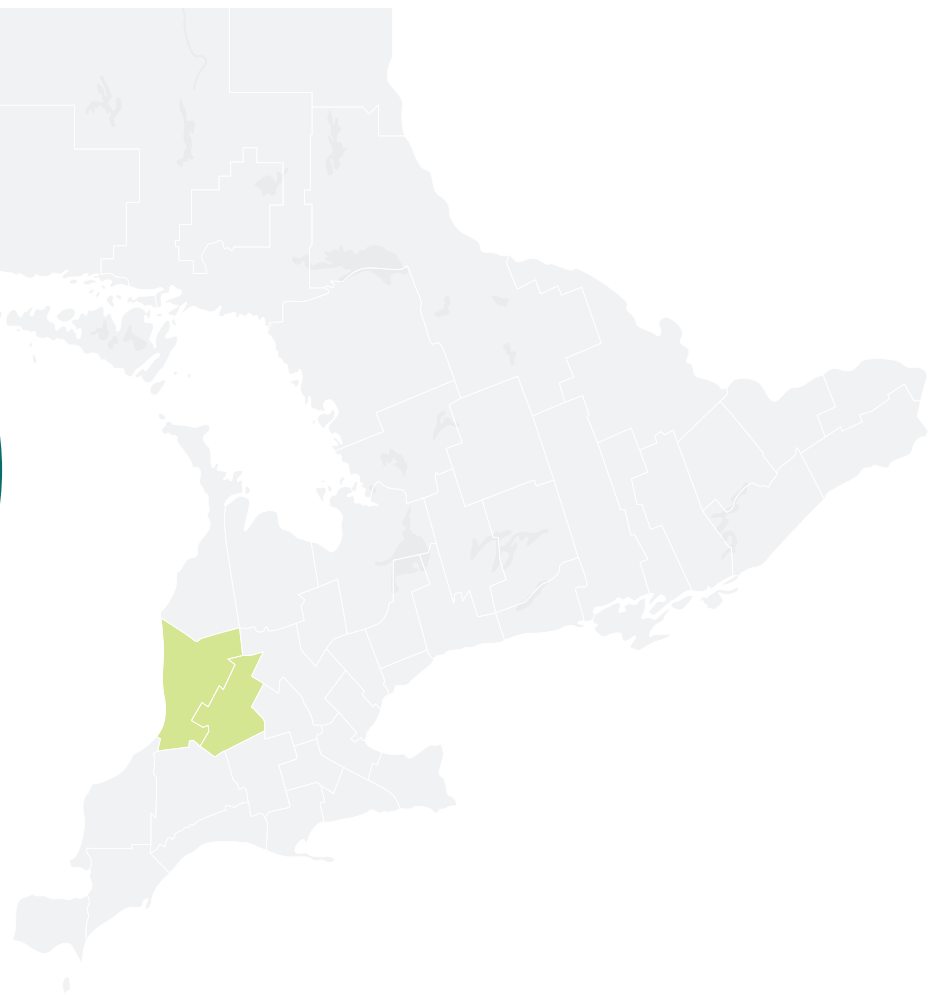
Lindsay Chandler, RHP

## 20 years

Jackie Parkin, CFC




## 25 years

Sue Bain, RHP



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## CANADIAN MENTAL HEALTH ASSOCIATION HURON PERTH ADDICTION AND MENTAL HEALTH SERVICES

 [cmhahuronperth.com](http://cmhahuronperth.com)  
 [cmhahp/](https://www.facebook.com/cmhahp/)  
 [cmha-huron-perth](https://www.linkedin.com/company/cmha-huron-perth/)



Canadian Mental  
Health Association  
Huron Perth Addiction and Mental Health Services

### Main Office

10 Downie Street., 3rd Floor,  
Stratford, Ontario N5A 7K4

### Stratford Office

540 Huron Street  
Stratford, Ontario N5A 5T9

### Huron Office

29 Kingston Street  
Goderich, Ontario N7A 3K2

### For general information and additional programs, please contact:

Phone: 519-271-6819 | 1-888-261-9350

Fax: 4519-271-2746

Email: [support@cmhahuronperth.com](mailto:support@cmhahuronperth.com)

### Centralized Intake

For Housing, Clinical and Special programs,  
please call 519-271-6819 ext. 1 or send an email to  
[intake@cmhahuronperth.com](mailto:intake@cmhahuronperth.com).

### Charitable registration number:

129560173 RR0001