VISION, MISSION, VALUES

VISION
A society valuing human dignity, enhancing and embracing mental and emotional well-being for all.

MISSION
We help people living with mental health challenges on their path to recovery.

VALUES
Diversity and inclusion
Self-determination
Hope
Collaboration
Social Justice
Advocacy

BOARD OF DIRECTORS

Mark Solomon, President
Kevin McGilly, Vice President
Eric Harrop, Treasurer
Jayne Eyers, Secretary
Michael F. Benin, Ex-Officio

Directors:
Shannon Boakes
Laura Fretz
Brian Grice
Dana Maddock
Joseph Persia
Michelle Sartor
Todd Stepanuik
Thank you for allowing us to report on the past fiscal year. While the agency has largely returned to normal pre-pandemic activities, it is worth noting that 2022-23 was a very different year for us. We sadly witnessed the highest number of sudden deaths among service users in a 12-month period. We use “sudden deaths” because their passing was often unexplainable, with no signs of their desire to end their lives and dying for no apparent reasons. Some employees also experienced sudden deaths in their families, along with serious health issues among staff members’ family members. We are saddened by these scenarios and have done our very best to help the involved parties to provide support where we can.

Employee wellness is a primary strategic direction for our branch. Dealing with these challenges, especially the limited options for connecting service users with additional community services, has taken an emotional toll on all of us. It feels like hope is diminished when it comes to having a robust menu of community services available to clients. As we enter the new fiscal year, we look to a renewed sense of optimism, with a huge decrease in both client passings and health issues experienced by our staff and their families.

Despite challenges, fiscal 2022-23 had its highlights. Our branch hosted its first golf tournament in September, raising much-needed funds for our safe bed program. The event drew significant attendance from local emergency service providers, raising a substantial amount. Additionally, staff and board members gathered for an in-person event to celebrate employee years of service awards and lots of fun activities. It was fabulous to gather after being isolated for so very long.

We express deep gratitude to our dedicated board of directors, who remained actively involved throughout this unique year. We also want to bid farewell to departing members – Katheleen Ellis, Franciss Dykstra, Stephanie Dinsmore, Lynn Dale, and Jennifer Bard. On behalf of the entire agency, thank you for your governance support to our branch. We wish you great success in your various future pathways.

In closing, we thank our stakeholders; CMHA Ontario Division; colleagues on the two Ontario Health Teams, committee members, tenants, clients, volunteers, placement students, caregivers, and donors. Your involvement with CMHA Brant Haldimand Norfolk (BHN) Branch is instrumental as we work together to improve the lives of those living with mental health issues.

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MESSAGE FROM BOARD
PRESIDENT & ED

Mark Solomon
Board Chair

Michael Benin
Executive Director
Our Quality Improvement Committee developed a Quality Improvement Plan (QIP) in 2022-23 as is the usual practice. One of the focus areas in the plan was to improve the number of responses from clients in the annual feedback surveys. We are happy to report that this goal was achieved. Using the Ontario Perception of Care (OPOC) tool, we asked service users to give feedback to the various supports they received. Our target was to exceed 50 per cent. With the help of our amazing staff, we surpassed this target with a response rate exceeding 60 per cent. We received lots of valuable feedback that will help improve our services and supports in the coming year.

Other accomplishments included finalizing the updated terms of reference and the workplan for the committee. Both were achieved with full board approval. Additionally, the committee developed and gained board approval for annual documents, including a new QIP and balanced scorecard. Quarterly reports and updates are provided to the board, the committee and our employees.

We want to extend our gratitude to the members of the Quality Improvement Committee for their involvement and helpful input into the QIP operations over the last year and for the coming year 2023-24.

Lynn Dale, Committee Chairperson
Michael Benin, Executive Director
The Crisis Stabilization Bed (CSB) program is celebrating 15 years of providing residential support to persons experiencing a mental health crisis. Brant Safe Beds (BSB), on the other hand, is still developing in the 2.5 years since opening. We assist clients to work on their self-identified goals and offer post-discharge case management support.

CSB operates four Crisis beds for self-referrals and two Safe beds for Haldimand-Norfolk OPP referrals. The program had 142 admissions last year, resulting in a total occupancy of 1,127 nights. BSB operates four Safe beds and two Crisis beds with the aim of opening a seventh bed in the coming year. BSB had 167 admissions and a total occupancy of 1,204 nights.

Both programs admired the resiliency of clients, the meaningful collaboration with service providers and the dedication of our team.

"I came close to giving up before coming here. I no longer feel that way.

Team members presented a degree of professionalism that impressed me. Non-judgement, empath attitude made it easier for me to communicate my goal plan with minimal anxiety and stress feelings. It felt I was treated with respect and compassion by ALL BSB team members that I came into contact with."
COMMUNITY SUPPORT SERVICES PROGRAM

Despite the lingering effects of COVID-19, our Community Support Services (CSS) has continued to provide excellent service to the individuals we serve. Having passed through the other side of the pandemic, we have been re-establishing our outreach and in-person visits where appropriate.

The agency has expanded virtual supports for CSS workers which was vital during COVID-19 and has remained an excellent post-pandemic option for clients and staff. All CSS staff can operate remotely (i.e., Zoom meetings, phone appointments, remote access to databases, etc.). We are proud to say we’ve supported over 1,200 individuals by providing over 18,000 contacts. Staff continued providing a crucial safety net to isolated clients and wherever possible began normalizing routines and re-integrating people into the community. Staffing challenges at the Brant site, along with budgetary constraints, have led to a shortage of staff. This has resulted in a significant increase in the CSS wait list which currently is exceeding 100 with a wait time of 1.5 years. Efforts by staff, management and the Quality Improvement (QI) Working group to reduce the wait list are ongoing, but the demand far exceeds the supply of case managers.

Haldimand-Norfolk CSS partners with the region’s Dialectical Behaviour Therapy program along with Community Addiction and Mental Health Services. Brant CSS has the weekly OASIS (Concurrent Disorders) group in partnership with St. Leonard’s Community Services – and is now in-person. CMHA BHN introduced bridging services to individuals awaiting the start of formal services. These sessions helped 110 groups learn about stress management, assertive communications, coping with anxiety, and more.

Newer funding for Justice Housing case managers provided supports to the Brant Safe Bed Program and a beneficial link with Court Support Services.

Both Brant and Haldimand Norfolk CSS teams continue their formal participation with the Rapid Access to Addiction Medicine (RAAM) service in all three counties. Our team attends to RAAM (in person or virtually) every weekday with mental health case management services to users of RAAM.

Our CSS program continues to provide outreach presence at both the Norfolk Family Health Team, the Haldimand Family Health Team, the Haldimand Norfolk Women’s Services and the Haldimand Abilities Centre in Hagersville. This is an excellent arrangement that allows for the formal and informal sharing of services to meet client needs.

CMHA formally developed a QI Working Group, comprised of managers and front-line staff from various programs (including CSS). The table is focussed on improving wait list management and the “continuum of care” model. It aims to streamline services and supports to increase our service capacity while continuing to provide the right amount of support needed by each individual client working towards their recovery.

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MENTAL HEALTH COURT SERVICES

CMHA BHN Court Services serves individuals with self-identified or diagnosed mental illness facing legal issues. Case managers help navigate the justice system by accessing mental health resources and connecting individuals to services like counselling, housing, and medical professionals. The goal is to improve mental health and prevent future legal involvement.

Mental Health Court Services continued to adapt to changes in the Ontario Court of Justice. Referrals increased for the second consecutive year, reflecting the return of in-person court appearances. Mental Health Court Diversion offers a 6-month alternative to criminal sanctions for people with mental health concerns. It aims to redirect them into medical or community support systems, addressing minor offenses.

Courts in Brantford, Simcoe, and Cayuga operate under a hybrid model, with appearances in person and via Zoom video. The court services team provides support for both in-person and virtual proceedings.

142 new referrals
177 individuals discharged
658 individuals served
5,542 direct supports to individuals and their families (face-to-face, phone, virtual)
47 new diversions started
42 others successfully completed

Kerry, Shaelyn, and Amber (l to r) represent the Brant Court team, with Diane, Christy, Candace, and Brent absent from the photo.

Haldimand-Norfolk Court team members: (L to R) Danielle and Lisa. Not shown is Tracie.
SUSTAINABLE EMPLOYMENT INITIATIVE

The Sustainable Employment Program assists people who are experiencing mental illness and are interested in seeking employment.

The program is funded by Employment Ontario and is governed by FedCap. Under this system we have access to funds for training costs and/or returning to the workplace.

The program had 31 new intakes last year with 14 individuals obtaining gainful employment. By staying involved with clients through their first year of working, the program offers retention bonuses as clients reach their milestones.

Not only does the SEI program provide resume assistance, cover letters, help with the job search, help applying, and coaching on how to answer interview questions, it also offers a personalized touch through one-to-one appointments. These appointments are conducted in person, via zoom, teams, or phone. It all depends on the clients’ comfort level and need. Additionally, SEI covers coaching to maintain a healthy work/life balance, self-care, and building confidence. Comprehensive supports extend beyond employment assistance to being present and available throughout the quest for employment. As part of the overall service, the program also advocates with other agencies, income providers, and other individuals as needed.

Oddly enough I must thank myself first for if I have no faith in myself how can I possibly convince another to have faith in me? The CMHA is that extra push in the direction I’m contemplating, and encouragement in my potentials. Living with a disability, in my case numerous disabilities is like waking up to another Groundhog Day, day in day out. But for every dark day I have, I now know that the sun is on the horizon. If I give up those around me will give up too. Thank you, Sheila, for your faith in me and not giving up on me. One day at a time I will challenge myself to be the best I can be in hopes that I achieve my desired success story. Happy endings are not always absolute, but this evening is exactly that. Thank you CMHA for looking for my ability rather than my disability.

Pictured here is Sheila, Program Staff.
RENT SUBSIDY HOUSING PROGRAM

Brant

In Brant we supported 110 tenants through our rent subsidy programs working with 61 private landlords. However, workers in the housing programs are finding it increasingly challenging to support individuals, particularly in accessing and maintaining affordable housing. With the ongoing rise in rent, and significant decrease in available housing stock, it is difficult to provide the necessary support. Without this program, many people would have ended up being homeless.

Unfortunately, we continue to have slow turnover, with over 260 individuals on our waiting list, and an estimated waiting time of three to seven years before a possible housing option becomes available.

Haldimand-Norfolk

During the 22-23 fiscal year, a total of 86 housing units were provided and 97 tenants were supported.

ALTERNATIVES SOCIAL RECREATION

Alternatives Social Recreation program provides a range of social and recreational activities. Daily programming promotes recovery and empowerment for individuals participating in the planning and delivery of activities. Alternatives offers monthly in and out of town trips, volunteer opportunities, guest speakers, crafts, games, meal opportunities and other activities decided on by the members. Referrals remain constant with new members joining all the time and we have maintained a quick pick up from intake.

The Alternatives members and staff also created and painted a design for “The Bridge” project. The beautiful artwork adorns the front cover of this annual report. Kudos to all for their outstanding work.

77 members

1,480+ contacts reached
(480 face-to-face, 1,000 phone interactions)

100 tenants supported
260 individuals on the wait list

86 units provided
97 tenants supported

Program Staff Amy and Natalie (from left) engage in fitness fun.
WORKS FOR ME

The program served 37 individuals over the 2022-23 fiscal year with 519 contacts. As the effects of COVID-19 lessened, clients were better able to secure volunteer or paid employment. Educational goals were also supported with people working on achieving their high school or post-secondary goals. Visits moved from primarily virtual to a more even balance between face-to-face and virtual meetings.

37 individuals served

519 contacts engaged

PEER SUPPORT

Peer support workers seconded by Helping Ourselves through Peer support and Employment (HOPE) continues to provide invaluable assistance to case managers. Their lived experience, and knowledge gives a valuable perspective in supporting client care. They help to strengthen coping skills for anxiety and depression as well as provide other essential support in client recovery.

32 clients received supports

1,000+ contacts were made (340 face-to-face, 742 phone interactions)

FAMILY SUPPORT PROGRAM

There was an increase in the number of contacts in the Family Support program last year with a total of 782 contacts engaged. This included participation in groups like the Families Caring, Families Sharing monthly support, the NAMI Family to Family Education program, and the Survivors of Suicide Loss Support group. Eighty-two contacts were made in the Families Caring, Families Sharing (eight groups with a total of 82 contacts), the NAMI Family to Family Education program (eight sessions with 115 contacts), and the Survivors of Suicide Loss Support group (11 sessions with 138 contacts).
In addition to the numerous presentations offered, and information fairs attended by the Mental Health Promotion team, several other events were marked throughout the year.

**BREAKING BARRIERS - THE SYMPOSIUM**

The highlight of the 2022-23 year in Mental Health Promotion was without a doubt, the “Breaking Barriers”, Equity, Inclusion and Diversity Conference held in October 2022. The event was made possible through a generous donation from Imperial Oil Canada. The conference was held in a hybrid format, with a combined attendance of 200 participants. Special thanks to all involved in the event, including the fantastic speakers, the conference planning committee comprised of several service providers in Brant, Haldimand and Norfolk Counties, Pynx Productions who handled all the technical details of delivering the event in a hybrid format and the kind folks at the Caledonia Lions Club Community Centre. The success of this event was a collaborative effort involving an incredible team.
MENTAL HEALTH WEEK 2023

Mental Health Week 2023 was another great success. Thank you to the very creative members of the Mental Health Week Planning Committee, who, for 18 years, have been collectively planning events and activities to mark this special week. A heartfelt thanks goes out to our funders and donors for their help and support!

TALK TODAY

The Mental Health Promotion team was thrilled to add the Talk Today program to its repertoire this year. Talk Today is one of the most comprehensive mental health programs for amateur sports in Canada. Its aim is to promote the mental health of young athletes and to spread awareness about the benefits of positive mental health throughout communities across the country. We were fortunate to have one of the program staff trained as a Mental Health Coach and are looking forward to an ongoing partnership with the Brantford Bulldogs.
**BUDDY UP CHALLENGE**

Several staff at our branch participated in the Buddy Up Challenge in June. This communications campaign launched by the Centre for Suicide Prevention focuses on men’s suicide prevention. The winning team was awarded with a pizza party! We thank all the staff who participated in the month-long challenge.

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**PTSD AWARENESS DAY**

A flag raising ceremony was held on June 27th to mark Post-Traumatic Stress Disorder (PTSD) Awareness Day. A delegation of politicians, staff of CMHA BHN, representatives from community agencies, and those impacted were in attendance at the event.
RIDE TO THRIVE ANNUAL CHARITY MOTORCYCLE RIDE

August 13, 2023, started off with a torrential thunderstorm, however, participants waited patiently for the clearing. Their patience paid off, as the sun eventually came out. This annual event, held in partnership with Participation Support Services Brant, was once again a great success. Special thanks to Doug Hunt, the Ride To Thrive Planning Committee, Starbucks and all the businesses at the ride stops, The Brant Naval Veterans Association, all the donors and others too numerous to mention. Last, but certainly not least, thank you to all the riders who came out to support the event. See you next year!

WORLD SUICIDE PREVENTION DAY, SEPTEMBER 10

The Suicide Prevention Brant Committee held a number of community events throughout the week leading up to World Suicide Prevention Day. This group meets quarterly to address suicide prevention in Brantford, Brant County, Six Nations and New Credit of the Mississaugas.

WORLD SUICIDE PREVENTION DAY

MEET ME AT THE POLE

BRANTFORD FLAG RAISING
Thursday, September 7, 2023 at 10:00 a.m.
HARMONY SQUARE - 89 Dalhousie St., Brantford

BRANT COUNTY FLAG RAISING
Friday, September 8, 2023 at 11:30 a.m.
COUNCIL BUILDING - 7 Broadway St. W., Paris

BCHU FLAG RAISING
Friday, September 8, 2023 at 1:00 p.m.
BRANT COUNTY HEALTH UNIT
194 Terrace Hill St., Brantford

BRANT COUNTY HEALTH UNIT

CMHA BRANT HALDIMAND NORFOLK ANNUAL REPORT 2022-2023
Congratulations to the following staff members who received their Years of Service Awards. We thank you for your dedication, commitment and passion for the work you’ve done in community mental health and addiction care in Brant, Haldimand and Norfolk counties. We celebrate you!

25 Years
Donna Pankiw

20 Years
Lill Petrella

15 Years
Amy Stevenson
Maureen Acuna-Harrison
Danielle Hogeterp
Bridget Gagan-Harriott

10 Years
Linda Ball
Gerald Spelier
Vani Pather
Jamie Haycock
Elyse Rigglesford
Brandy Weaver
Karl Allan

5 Years
Mel Scott
Lisa Kowalsky
Karen Valetta

**Brant site:** (L to R) Dave Armstrong, Brent Campbell, Kim Dillon, Donna Pankiw, Elyse Rigglesford, Karen Valetta, Amy Stephenson, Bridget Gagon-Harriott, Maureen Acuna-Harrison, Mike Benin, Richard Long, and Gerald Spelier (back row). Note: not all recipients are in the photo.

**Haldimand-Norfolk Site:** (L to R) Mike Benin, Danielle Hogeterp, Lisa Kowalsky, and Brandy Weaver. Note: Not all recipients are in the photo.
2023 WINNERS FOR BEST NON PROFIT

Our branch was delighted to receive the 2023 Community Votes Brantford Silver Award for best non profit. Persons were able to vote for their choice on the Community Votes Brantford website. It was an honour to be recognized by our community for the great work staff do every day!

CMHA CLIENT CHRISTMAS PARTY

The client Christmas party planners went all out once again this year to hold a very successful event. Thanks to all of you who went above and beyond the call of duty to make the party lots of fun for clients and their families! Special thanks to Santa and Mrs. Claus, who took time from their busy lives at the North Pole to make a surprise visit, much to the delight of everyone.
THANK YOU TO OUR GENEROUS DONORS!

Tread Forward Apparel

Margot and Paul Williamson Foundation

Ron Wreaks (Client Christmas Party)

Your Neighborhood Credit Union (YNCU)

Brant Emergency Responders Golf Tournament

Woodhouse United Church
Statement of Operations
For the Year Ended March 31, 2023

**REVENUE**

**total: $ 8,591,950**

- Ontario Health (CMHA BHN + HOPE)  $6,598,716
- Ministry of Health Housing (Rent Supplements) $1,269,034
- Fund Type 3 - all others $367,141
- Ministry of Health Housing (RGI / PnP) $199,504
- Cost Recoveries (CMHA + HOPE) $105,888
- Other Revenue - HOPE + Quicklean $51,667

**EXPENSES**

**total: $ 8,591,950**

- Salaries & Benefits - CMHA BHN $5,034,492
- Operating Expenses - CMHA BHN $1,351,112
- Ministry of Health - Rent Supplements $1,269,034
- Fund Type 3 - all others $367,141
- Salaries & Benefits - HOPE + Quicklean $244,310
- Ministry of Health Housing (RGI / PnP) $199,504
- Operating Expenses - HOPE + Quicklean $126,357