

ANNUAL REPORT

CMHA Champlain East

2023/24



Table of Contents

3

Vision, Mission, Values

4

A message from the Board Chair and Executive Director

5

Programs and Services

8

Mental Health Promotion

11

Funders, Supporters and Volunteers

12

Administration

13

Financial Report

Board of Directors

Governance

Andrew Lauzon,
President

Nicole Lafrenière-Davis,
Vice-president

Matthew DeJong,
Treasurer

Mark Brady,
Past president

Directors

Thérèse Bourgeois
Gina Lacombe
Bernadine McEvoy-Robertson
Erika Randolph



Vision, Mission, Values



Vision

Mental health for all.



Mission

To promote and improve mental health in our community by delivering community-based programs and services.



Values

› Integrity

We value honesty, professionalism and ethical behaviour.

› Excellence

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

› Accessibility

We recognize and value the richness of individual diversity, and strive to provide timely, appropriate and accessible services that respect the dignity and independence of individuals.

› Accountability

We take appropriate measures to ensure services are delivered in a responsible and transparent manner.

› Person-centred Services

We make operational decisions and provide mental health care and services that are respectful of individual preferences, needs and values.



Strategic Plan

Our 2022-24 strategic plan will come to an end in December 2024. The Board of Directors will engage in a new strategic planning exercise with our staff, clients and community partners in January 2025.



A message from the Board Chair and Executive Director

This year marks the 50th year the Canadian Mental Health Association Champlain East (CMHA CE) has helped to improve mental health recovery and quality of life for clients and families living with mental illness.

The determination of our people and their dedication to serving others continue to move us forward as leaders in mental health care. The needs of our community members related to mental health and addictions is on the rise.

We continue to strengthen our health system partnerships, and in doing so, improve the lives of people in our communities. We continue to uphold the achievement of exemplary standing met through Accreditation Canada. CMHA Champlain East's accreditation survey is scheduled for November 2024 and much work transpired this year to prepare for our site visit.

The health system landscape is evolving with the development of Ontario Health Teams (OHTs). The leadership team has been engaged with partners to advance the priorities of the Great River OHT and Archipel OHT. The aim is to enhance understanding of service delivery pathways and create more efficient referral and communication systems that improve seamless care for clients and families.

Housing and homelessness are areas of considerable concern for many parts of the country and this past year our agency doubled up efforts to work on addressing issues locally with partners of the Stepping Stone project in Cornwall and the Warming Centre in Hawkesbury.

We're grateful to generous community members whose sponsorship, funding, personal donations and fundraising events brought much-needed resources to support our mental health promotion program.

We invite you to review our 2023-24 annual report showcasing our key accomplishments. It offers a glimpse into the world of those who access our services and the people who stand ready to assist, along with financial and program updates.

We extend our appreciation and gratitude for staff, clients and families, volunteers and donors that bring their passion, dedication and energy to our shared vision of mental health for all.

Thank you to our board for their exceptional guidance and support, and to the staff and leaders who make up our incredible team. We've achieved so much and it couldn't be done without you.



Andrew Lauzon
Board Chair



Joanne Ledoux-Moshonas
Executive Director

Programs and Services

Case Management Impact



Mental Health Case Management

14,872

Visits (face-to-face, telephone)

1,374

Individuals served by Functional Centre

831

Group participants

80

Group sessions

67

Mental health sessions



Vocational/Employment

311

Visits (face-to-face, telephone)

19

Individuals served by Functional Centre



Diversion and Court Support

2,838

Visits (face-to-face, telephone)

207

Individuals served by Functional Centre



Information and Referral Service

935

Service recipient interactions



Hoarding – Community Homeless Prevention Initiative

51

Individuals served by Functional Centre



Social Rehab/Recreation

1,146

Visits (face-to-face, telephone)

370

Individuals served by Functional Centre

9,480

Group participants

888

Group sessions



Total Case Management (Ministry funded)

18,021

Visits (face-to-face, telephone)

1,600

Individuals served by Functional Centre

Programs and Services

Responding to homelessness

CMHA CE partnered with local municipalities, and allied partners to address the rise of encampments and homelessness.

Community Warming Centre in Hawkesbury

The creation of the first-ever Community Warming Centre in Hawkesbury, lead by Victim Services of Prescott-Russell, was able to support homeless individuals with a safe and warm place to stay during winter nights until March 2024.

Stepping Stone project in Cornwall

The City of Cornwall, United Way/Centraide of Stormont, Dundas & Glengarry, and other community interest collaborated on the Stepping Stone project, aimed to find a temporary solution to winter housing for homeless residents in Cornwall and Akwesasne. The former Parisien Manor was leased by the City of Cornwall to house 20 homeless residents until the end of March 2024. Our Intensive Case Managers were on site weekly to provide support and resources.

Court Support Programs

In collaboration with the Human Services and Justice Coordinating Committee (HSJCC), CMHA CE offered the Release from Custody program. Clients dealing with legal issues and the justice system could access winter clothing and client care kits. In addition, this year we collaborated with the HSJCC and the Prescott and Russell United Counties to develop a project to fund transporting clients released at court to emergency housing.



142
clients served

Prescott-Russell Hoarding Response Coalition

CMHA remains the lead agency in co-ordinating the Prescott-Russell Hoarding Response Coalition. Coalition members from community agencies and municipal services collaborate to reduce the impact of clients living with a hoarding issue.

The fact sheet *10 steps to a safer, healthier and more comfortable home* is distributed to educate providers and our community on resources and tips to support individuals with hoarding behaviour. With support from CMHA Ontario, a hoarding response referral tree was re-designed to define clearer pathways of care to support clients.

Psychoeducation Sessions

Group psychoeducational sessions provided clients tools to support mental health and well-being, growth and resilience. Hybrid courses were offered in English and French and topics included anger solutions, wellness recovery action plan (WRAP), community garden, buried in treasures, winter wellness, stress management, self-esteem, and engagement.



209
clients
participated

Client, Family and Caregiver Advisory Committee (CFCAC)

We're extremely appreciative of the CFCAC's feedback on our service completion plan procedure and report. Based on their recommendations, we incorporated changes to reflect client successes, and tools and resources client can use as they either step down to less-intensive supports such as our resource centre or when they transition out of CMHA services.

The committee redesigned our client feedback and complaint procedure and form as identified in our quality improvement plan. This was in response to 44 per cent of clients reporting they didn't know how to make a formal complaint. We'll measure changes to this indicator with the next Ontario Perception of Care survey in 2024.

Community Homelessness Prevention Initiative

The branch's Community Homelessness Prevention Initiative funding agreement with the City of Cornwall ended March 31, 2024. CMHA is actively looking for new ways to fund this program and, in particular, for the cleaning/decluttering and removal of items from clients' residences. We'd like to thank the City of Cornwall for their contributions and ongoing partnership as we work together to support our most vulnerable clients at risk of homelessness.



51
clients served

Hoarding Response Coalition

CMHA continues to chair the Stormont, Dundas, Glengarry and Akwesasne (SDG&A) Hoarding Response Coalition. There were many changes to the membership of this committee. The coalition meets quarterly and welcomed new members to the committee.

Hoarding Disorders Conference

Spearheaded by CMHA Champlain East, the Community Homelessness Prevention Initiative (CHPI) program, and funded by the City of Cornwall, we held a Hoarding Response Conference in March. Wentanoron Kaylee Jacco offered opening and closing land acknowledgement presentations from Akwesasnee. A total of 102 participants from all areas were registered including fire services, police, by-law officers and other community agencies. The guest speakers were Dr. Karen Rowa and Sherri Hatherly.



102
participants

Resource Centres

Our Resource Centres (Starbright, Oasis and Horizon) provide a place for individuals who live with mental illness to gather, build new relationships, enjoy recreational activities and have a place where they know they belong.

Sugar Bush

A yearly staple outing, clients enjoyed a day trip down to Charlebois Sugar Bush. All enjoyed a delicious lunch and had a great time visiting the facility’s petting zoo. A total of 37 clients from Oasis and Starbright attended.

Christmas party

Clients had an opportunity to share a wonderful meal while engaging in holiday games, dancing and chances to win gift cards and baskets. A total of 95 clients attended.

Summer barbecue gathering

CMHA staff and 26 clients from all centres had a blast at our annual barbecue.

Euchre tournament

A friendly euchre tournament took place between staff and clients. The event was fun and, at the request of clients, will become an annual activity. A total of 10 staff and 18 clients participated.



361
clients of our
resource centres

Mental Health Promotion

Mood Walks

A total of 30 clients participated in Mood Walks at Carillon, Mont Rigaud, and North Glengarry trails.



PROGRAMS	SESSIONS	PARTICIPANTS
TAMI Talking About Mental Illness	14	2,000
Living Life to the Full	13	330
In the Know and General Awareness	15	500
Mood Walks	9	178
safeTALK	6	84
Applied Suicide Intervention Skills Training	9	104
Mental Health Works	4	170
Mental Health First Aid	9	186
LivingWorks Start e-learning	78	78
Cogeco Mental Health Matters	12	12,000
CAMPAIGN EVENTS	SESSIONS	PARTICIPANTS
Bell Let’s Talk	2	450
Mental Health Week	2	180
World Suicide Prevention Day	2	400
Mental Illness Awareness Week	2	400

Mood Walks in schools and communities: a resounding success

The Mood Walks program, implemented in both schools and communities, has been exceptionally well-received. Participants have reported a strong sense of community and connection, underscoring the program's effectiveness in fostering social bonds while promoting mental and physical health.

This shift toward community-centric programs was necessary and long-overdue. We've observed particular success with students in grades 5-8. The Mood Walks program has been instrumental in reinforcing vital well-being skills among students.

There's a strong eagerness among schools to reintroduce this program, reflecting its significant impact and the high demand for initiatives that support youth's overall well-being.

Living Life to the Full

The Living Life to the Full program offers adults an engaging social environment where they can develop crucial mental health support skills. This eight-week interactive course is designed for small groups, enabling participants to forge lasting friendships and continue practicing their skills beyond the program's conclusion.

Due to its effectiveness and popularity, participants frequently inquire about additional sessions. Over the past year, we've delivered this program to eight different groups, demonstrating its broad appeal and impactful outcomes.



Courtesy of the Cornwall Standard-Freeholder

Bell Let's Talk Day: record-breaking participation

This year's Bell Let's Talk Day achieved the highest reach ever, impacting various segments of our community:

Schools

We engaged 300 students in activities that promoted mental health awareness and dialogue.

Workplace

Our Mind Your Mind panel talk drew 70 employees, fostering crucial conversations on mental health in the workplace.

Community

The Zumba For a Cause event was a hit, with 80 participants dancing to support the cause.



Thank you to everyone who participated and helped make this day a tremendous success!



Mental Illness Awareness Walk Returns

Our annual Mental Illness Awareness Walk was held during Mental Illness Awareness Week in October. Each year, the event grows, and this time, we had enthusiastic participation of over 400 people.

The day was highlighted by invaluable contributions from our community partners, including Recovery Care, Akwesasne and more. Our guest speakers provided powerful testimonials. The lively atmosphere was amplified by support of local businesses, making noise in the streets to raise awareness. Thank you to everyone involved.



400
participants

Thank You Funders, Supporters and Volunteers

We're grateful to our generous funders who were crucial in supporting our Mental Health Promotion initiatives this past year. We're profoundly thankful to United Way/Centraide of Stormont, Dundas and Glengarry, United Way East Ontario, Bell Let's Talk, the Social Development Council and the Seniors Community Grant Program for their support and commitment to mental health.

A special thank you goes to our dedicated volunteers. This year, we had over 30 volunteers assist in various capacities, enhancing programs and outreach. Your time, energy and compassion are truly appreciated and have made a meaningful difference in the lives of many.

We extend heartfelt thanks to Subway Brunet for their support through the annual Subway Brunet golf tournament. This year's event marked the end of a 20-year journey. Over this period, the tournament **raised \$727,285, benefiting over 73,000 individuals**. This legacy of support will continue to enhance our community's mental health for years to come.



The Fun Committee

The Fun Committee gives staff members time to reset with weekly trivia and monthly activities. We had neon and tropical day potlucks, decorated offices for holidays, wore coloured t-shirts to support causes, and more. Colleagues acknowledged looking forward to the staff appreciation day and staff holiday luncheon. New employees were impressed with these activities, as they got to socialize with colleagues throughout five counties.

Enthusiasm remained strong for weekly trivia, while participation in other activities increased tremendously. Our staff picnic and holiday luncheon averaged over 90 per cent attendance.

Prior to Truth and Reconciliation Day, Wentanron Jacco, a *Haudenosaunee* (People from the Long House) from the *Kanienke'haka* (Mohawk) Territory of Akwesasne, came to our office and shared their story. By learning more, it made us more determined to be supportive.



Administration



Information Technology

We made significant improvements to our IT infrastructure. We’ve implemented several upgrades to security coverage while simplifying management across physical and virtual environments. This tech gives us quick, simple visibility into network traffic and controls to take immediate action against threats.

Additionally, we’ve changed electronic health record software vendors to provide better statistics and improve workflows.

Addressing these IT issues increases our stability and security.

French-language Services

CMHA Champlain East has been designated under the French Language Services Act since 1991. We’re committed to providing our services in both official languages.

47	Staff	22 (81.5%)	Met designations
27	Required designated positions	1,579	Clients served
		297 (18.8%)	French clients served

Years of Service

Our employees are our most valued asset. These employees have reached employment milestones this year:

Kim Height	Program Manager	35 years
France Perreault	Intensive Case Manager	25 years
Bill Woodside	Operations Manager	20 years
Anne-Marie Léger	Intensive Case Manager	10 years
Lucie Chartrand Giguère	Human Resources Manager	5 years
Tayia Lalonde	Intensive Case Manager	5 years

Financial Report

Statement of Financial Position As of March 31, 2024

	OPERATING	DONATION	CAPITAL	2024
Assets				
Current	\$	\$	\$	\$
Cash	561,297	-	-	561,297
Accounts receivable	194,096	-	-	194,096
Prepaid expenses	94,424	-	-	94,424
Due from operating fund	-	178,666	-	178,666
	849,817	178,666	-	1,028,483
Capital (Note 2)	-	-	199,288	199,288
	849,817	178,666	199,288	1,227,771
Liabilities and Net Assets				
Current	\$	\$	\$	\$
Accounts payable (Note 3)	376,364	-	-	376,364
Settlements payable (Note 5)	262,737			262,737
Deferred contributions	32,050	-	-	32,050
Due to donation fund	178,666	-	-	178,666
	849,817	-	-	849,817
Net assets	-	178,666	199,288	377,954
	\$ 849,817	\$ 178,666	\$ 199,288	\$ 1,227,771

Financial Report

Statement of Financial Activities and Changes in Net Assets For the year ended March 31, 2024

	OPERATING	DONATION	CAPITAL	2024
Revenue	\$ 5,475,971	\$ 246,294	\$ -	\$ 5,722,265
Expenditures				
Operating	5,313,901	289,557	-	5,603,458
Amortization (Note 4)	-	-	185,964	185,964
	5,313,901	289,557	185,964	5,789,422
Surplus (deficit) before settlements	162,070	(43,263)	(185,964)	(67,157)
Current year settlements	(65,584)	-	-	(65,584)
Surplus (deficit) for the year	96,486	(43,263)	(185,964)	(132,741)
Investment in capital assets	(96,594)	-	96,594	-
	(108)	(43,263)	(89,370)	(132,741)
Net assets, beginning of year	-	222,037	288,658	510,695
	(108)	178,774	199,288	377,954
Interfund transfers	108	(108)	-	-
Net assets, end of year	\$ -	\$ 178,666	\$ 199,288	\$ 377,954

ANNUAL REPORT

CMHA Champlain East

2023/24



Canadian Mental
Health Association
Champlain East
Mental health for all



Contact us



Telephone: 613-933-5845

Toll free: 1-800-493-8271

Fax: 613-936-2323



office@cmha-east.on.ca



www.cmha-east.on.ca



@CMHAeast

Visit us

Main Office

329 Pitt Street Cornwall, ON K6J 3R1

Hawkesbury Office

444 McGill Street
Hawkesbury, ON K6A 1R2

Satellite Offices

Alexandria
Casselman
Morrisburg
Rockland
Plantagenet



Charitable Registration number:
12392 1363 RR0001

Funded in part by:



**Ontario
Health**

Ontario



**United Way
Centraide**
East Ontario
Est de l'Ontario



**United Way
Centraide**
Stormont, Dundas
& Glengarry