



Canadian Mental
Health Association
Hastings Prince Edward
Addictions and Mental Health Services



**ANNUAL
REPORT**

**2022
2023**



Canadian Mental Health Association
HASTINGS PRINCE EDWARD

TABLE OF CONTENTS

- 3 VISION, PURPOSE, VALUES
- 3 BOARD OF DIRECTORS
- 4 MESSAGE FROM CEO & BOARD CHAIR
- 5 CMHA ONTARIO PROGRAMS
- 6 WHAT OUR CLIENTS SAY
- 7 2022-2023 BY THE NUMBERS



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VISION, PURPOSE, VALUES



VISION

Hope, Dream, Recover



PURPOSE

For people seeking support, we provide confidential, client-driven, evidence-based addictions and mental health services in their community.



VALUES

C.L.I.E.N.T.S. 1st

CMHA HPE will work within the CLIENTS 1st values framework. Our services will respect and foster **Confidentiality** and **Loyalty** with staff, clients and community while we endeavour to deliver services that are **Innovative** and evidence-based, continually striving for **Excellence** that is sustained by our shared **Networks** built on **Trust** and **Safety** for all.

BOARD OF DIRECTORS

Joan Greenwood, Chair, Orlana Bourgoin, Chair
Danielle Holbrough, Vice Chair
Patricia Ward, Treasurer, Paul Perkins, Treasurer
Joy Goodman, Member
Jaclyn Hunter, Member
Mike Kiley, Member
Nadine Langlois, Member
David Littman, Member
Stella Maschas, Member
Carl Mustos, Member

MESSAGE FROM CEO & BOARD CHAIR

In December 2022, Addictions and Mental Health Services – Hastings Prince Edward (AMHS-HPE) joined the Canadian Mental Health Association (CMHA) family and officially became Canadian Mental Health Association Hastings Prince Edward Addictions and Mental Health Services (CMHA HPE). Although our name changed, we remain committed to delivering high-quality addictions and mental health services. Since becoming a CMHA branch, we have already benefited from the provincial advocacy efforts of the CMHA Ontario Division and now have access to share CMHA resources and programs with our staff and community. Our clinical staff have connected with colleagues across the province to share knowledge and experiences that improve service delivery. We have been able to access human resource expertise, data analytics, and communications support that infuse evidence-based solutions into our clinical and support service teams. Additionally, with exceptional advocacy from CMHA Ontario, community mental health and addiction service providers will receive from the provincial government, the largest base funding commitment in over a decade. We look forward to the ongoing partnership with CMHA Ontario and CMHA branches across the province.

Amid exceptional growth, office moves and leadership changes, CMHA HPE staff remain steadfast in their commitment to clients and community partners. The Open Access program is an example of how staff have responded to increase calls for services to the organization. Open Access offers immediate access to a clinician for single session counselling. In 2021-2022 the Open Access program served 647 clients, and in 2022-2023 it served an increase of 14%. These results reinforce the need for innovative improvements that reduce wait times and offer the right interventions at the right time.

We also saw funding increases for the Integrated Mobile Police and Co-Response Team (IMPACT) and Community Withdrawal programs. IMPACT is a

partnership with local police services and hospitals and delivers community-based support to individuals who experience an addiction and/or mental health-related crisis and have come into contact with police. We have added six new staff to the IMPACT program and served an increase of 377 clients with 3,852 interactions. The Mobile Community Withdrawal Management program expanded its services to Prince Edward County and Bancroft. Nurse Practitioners and Addictions Counsellors, work in partnership with clients to withdrawal safely from substances, develop treatment and aftercare and linkages to other community and social services.

With a new name and renewed focus after COVID-19 restrictions were lifted, we embarked on the development of a new strategic plan and review of our Mission, Vision and Values. With the support of an external consultant, there was significant engagement with our staff, clients, board of directors and community partners. Consistently throughout the process, we heard that our staff-our most valuable resource, like many others across the health system, endured the burden of the pandemic and worked tirelessly to serve clients and families. We also heard that long waitlists and increased needs require enhanced access to services. Finally, there was an acknowledgement that CMHA HPE does not necessarily need to deliver end-to-end continuum of mental health and addictions services, however, there is a role for us to lead the development of and advocate for an integrated addiction and mental health system. Our new strategic plan and revised mission, vision and values will be finalized in the early part of the 2023-2024 fiscal year. We look forward to sharing the 2023-2027 Strategic Plan and working collaboratively over the next three years to meet our goals.

The health system landscape is evolving with the development of the Ontario Health Teams (OHT). The leadership team has been engaged with partners to advance the priorities of the Hastings Prince Edward OHT, more specifically, the integration between mental health and addiction services with primary care providers. 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.

As we continue to navigate health human resource challenges, funding deficiencies and increased need for services, CMHA HPE remains committed to supporting our staff, clients and communities to improve and promote mental health in Hastings Prince Edward. While the impact of COVID-19 lingers, we are working hard to define hybrid work environments, leverage digital care, explore opportunities to enhance services and find ways to continuously improve our clinical and support services.

We want to thank the CMHA HPE staff for their exceptional work over the last year and their commitment to serving clients and the community with such care and compassion. We also appreciate the steadfast support of the Board of Directors as we continue to navigate the complexities of the mental health and addiction system and look forward to their stewardship for the coming year. Together, with our

dedicated Board, talented leadership team, and clinical and support service staff, we are well positioned to meet our purpose of being client-driven, evidence-based mental health and addiction services for the people seeking our support.

Sincerely,



Lisa Ali, CEO



Orlana Bourgoin, Board Chair

CMHA ONTARIO PROGRAMS



In the Know is a four-hour mental health literacy workshop created specifically to educate the agricultural community.



Through the Farmer Wellness Initiative, farmers across Ontario and members of their households have access to free counselling sessions with a mental health professional.



The Guardian Network is a volunteer suicide prevention program built to support Ontario's farming community.



BounceBack® is a free skill-building program designed to help adults and youth 15+ manage low mood, mild to moderate depression and anxiety, stress or worry.



Your Health Space is a workplace mental health service aimed to assist organizations in supporting Leaders, Health Care Workers, and Support Staff working in hospitals, long-term care, as well as home and community settings.

WHAT OUR CLIENTS SAY

“

My worker provided me with many useful resources, especially a book she recommended that has changed my life. She has been a great support to me.

“

I loved the staff—open, receptive, kind, compassionate, informative.



2022-2023 BY THE NUMBERS



5,268

Clients Served
More than any other year.



83,112

Client Interactions
By phone, video and face to face.



3,690

Outreach Interactions
284% increase compared to last year.



924

Open Access
Appointments
45% more than last year.

CLIENT PERCEPTION OF CARE

Between April 2022 and April 2023, clients ranked CMHA HPE higher than the province on 32 out of 38 Ontario Perception of Care (OPOC) survey questions!

Clients Agreed

100% I think the services provided here are of high quality.

97.6% Staff believed I could change and grow.

97.5% If a friend were in need of similar help I would recommend this service.

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CANADIAN MENTAL HEALTH ASSOCIATION HASTINGS PRINCE EDWARD

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