



Providing Mental Health Support Services
for over 25 years

Annual Report 2014-2015



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About Us

Serving Durham Region for over 25 years, Durham Mental Health Services (DMHS) offers a range of programs and services to help individuals and families manage the impact of mental illness and work towards recovery. Services include crisis support, supportive housing, community support, mental health court support, consumer survivor initiatives, seniors support and specialized services for families. DMHS works in partnership with local healthcare and human service providers to deliver accessible, coordinated, and person-centred care.

Our Strategic Plan 2012-2015

- ◆ Strengthen our client safety culture and embrace our safety capacity as an agency;
- ◆ Provide excellent care for all;
- ◆ Build capacity to meet and embrace the changing needs of the community;
- ◆ Provide a work environment that facilitates employees' health, growth, learning, and work-life balance; and
- ◆ Ensure state of the art community-based facilities, equipment and technology.



ACCREDITATION CANADA

Better Quality. Better Health.

Durham Mental Health Services is **Accredited with Exemplary Standing 2012-2016** by Accreditation Canada.

"Overall the accreditation process allows us to evaluate what we are doing, how well we are doing it and identify areas where we can improve. This ensures we continue to provide excellent mental health services to our clients and their families, and the community we serve." ~Rob Adams, Executive Director



Sheri Rice, Rob Adams, and Stacey Hummel with MPP Christine Elliott at the DHMS Rebranding Launch - October 2014

Message from the Board President and Executive Director

2014-2015 has been an extraordinary year for Durham Mental Health Services, due in no small part to our community and hospital partners and to the generous support of the Central East Local Health Integration Network.

It was a year in which we expanded existing programs, introduced new clinical specialist roles and expanded our services within the CE-LHIN boundary in Scarborough. We also re-aligned our management and program structures to reflect multi-disciplinary support and services within HUB structures located in local areas of Durham Region.

You will read about many of these changes—and about the partnerships that support them—within the pages of this Annual Report. At heart, however, we remain the same organization that started out in 1987 with a single program— Supportive Housing—at a single location. It is tremendously gratifying to see how we have grown along with the community of Durham that we serve. In fact, for the first time, we have grown beyond Durham's borders, thanks to valued partnerships with Rouge Valley Health System, Centenary and The Scarborough Hospital.

A service we are especially proud of is our Peer Support Program. This was a year of both growth and loss for the program. It expanded to seven full-time staff actively supporting clients in programs across the agency and serving the community through the delivery of Mental Health First Aid and WRAP training and through the V.A.S.E. (Voices Against Stigma Everywhere) consumer empowerment group.

The Peers Support program experienced a grievous loss due to the untimely death of one of DMHS' most cherished staff, Sue Cathcart. Sue was a tireless champion of society's most vulnerable and her legacy will help guide us as we continue to provide effective, empathic service in 2015 and beyond.

We invite you to read our Annual Report and share our pride in the work we do at Durham Mental Health Services.



Bill Sims
President

Rob Adams
Executive Director

Hope is Essential

New Funding 2014/2015

Our funding allows us to better respond to the needs of people living with mental health and addictions issues so that they may live to their fullest potential in the community. We are grateful that the Central East Local Health Integration Network has taken great interest in supporting what we do. We guide our work keeping their strategic aims in consideration and partner with other service providers whenever possible to fulfil our mission and vision of providing mental health support services in the community.

New funding 2014 - 2015 fiscal year:

- ♦ Scarborough Cluster: MH Case Management (Hospital to Home) - \$270,000
- ♦ Scarborough Cluster: CTO Case Management (Hospital to Home) - \$180,000
- ♦ Durham Housing Coordinators (Housing, Housing Coordination and Housing Now) - \$90,000
- ♦ Scarborough Housing Coordinators (Housing, Housing Coordination and Housing Now) - \$90,000
- ♦ DMHS, Pinewood, Region of Durham, Ajax Municipal Housing—Seniors HUB Supports (Housing Coordination and Housing Now) - \$483,500
- ♦ High Support Housing in Partnership with Ontario Shores (Housing, Housing Coordinator and Housing Now) - \$826,500
- ♦ Durham Cluster: Peer Support Hub Implementation (Peer Support Services) - \$240,000



DMHS Executive Director Rob Adams (far left) attending the proclamation of October 2014 as Mental Health Month by Roger Anderson, Regional Chair and CEO, along with colleagues Karim Mamdani from Ontario Shores Centre for Mental Health Sciences and Fay Spurway from CMHA Durham.

Annual General Meeting 2014

In November 2014 DMHS held its 27th Annual General Meeting featuring keynote speaker Marshall Hohmann. Mr. Hohmann is an inspiring young man with cerebral palsy who is helping change attitudes about disability by his committed advocacy for inclusion for all.



Executive Director Rob Adams with Marshall Hohmann and DMHS President Bill Sims

Minister's Medal Honour Roll Recognizes Innovative, Effective Hospital-Community Partnership

Awards for the Ministry of Health and Long-Term Care's 2014 Minister's Medal Honouring Excellence in Health Quality and Safety were announced in the fall, including Honour Role recipients across the province.

DMHS and RVHS were placed on the Minister's Medal Honour Roll (one of only ten out of 800 applicants) for their integration of services making care more accessible to individuals in their communities. "This type of integration, where organizations from different sectors work together to improve the patient experience, is exactly the type of system change that the LHIN has been leading for the past eight years. Because of improved communication, better coordination of their resources and collaborative planning, DMHS and RVHS are making a real difference in the lives of people who have mental health and addictions needs," stated Deborah Hammons, CEO of the CE LHIN.

Proud Partners Fostering Collaborative Relationships

New CE-LHIN funding in the final quarter of 2014-2015 provided exciting opportunities for expanding existing partnerships and creating new ones.

A new partnership between DMHS, Ajax Municipal Housing, Pinewood and Durham Region (Housing Department) is aimed at supporting the CE-LHIN strategic goal of reducing the demand for long-term care so that seniors spend 320,000 more days at home in their communities by 2016. HUB supports are located in three seniors buildings in Ajax and provide on-site supports ranging from personal care, nursing, mental health and addictions support, recreational therapy and homemaking.



Kevin Bradley, General Manager - Ajax Municipal Housing and Rob Adams, Executive Director - DMHS

DMHS and Rouge Valley Health System (RVHS) have a long and fruitful history of collaboration and a strong history of integration for clients. Their newest partnership created a full-time mental health nursing position at DMHS, integrated with RVHS' Assertive Community Treatment Team in its Stepped Care service. This program helps people live in the community while receiving mental health care.

New funding for high support housing provided an opportunity to further our partnership with Ontario Shores Centre for Mental Health Sciences with the expansion of our high support housing for hard-to serve clients into McKay House and Scott House.



DMHS Board President Bill Sims, CE-LHIN Physician Lead Dr. Ian Dawe and CE-LHIN Integration Consultant, Jai Mills at the New Leaf Peer Support Program launch November 2014.

Ensuring that our clients receive the best care possible would not be achievable without our many community partnerships. We gratefully acknowledge the following organizations for their commitment and support:

Ajax Municipal Housing Corporation
CHIMO Community Services
CMHA Durham
CMHA Haliburton, Kawartha, Pine Ridge
Community Care Durham (COPE Mental health)
Community Living Ajax-Pickering-Whitby
Durham Alternative Secondary School
Durham College
Durham Region Non-Profit Housing Corporation
Durham Regional Police Services
Frontenac Youth Services
Heritage Community Housing Corporation
Kinark Child and Family Services
Lakeridge Health Oshawa (including Pinewood)
Ministry of the Attorney General - Crown Attorney's Office
Ontario Shores Centre for Mental Health Sciences
Rouge Valley Health System
The Scarborough Hospital
Seamless Care Pharmacy

"The focus of many of our partnerships support the Central East Local Health Integrated Network's overall theme of 'Community First - Helping Central East LHIN residents spend more time in their homes and their communities.'"

~Rob Adams, Executive Director, DMHS

Consumer Survivor Initiatives

The mental health system is changing—due in no small part to the establishment and growth of peer support services, that is, services for consumers by consumers. This past year, DMHS' Peer Support Program expanded to seven full-time staff, a huge increase from its initial complement of two.

There are now Peer Support Specialists attached to both DMHS' Crisis locations—two in each of the New Leaf and Smith House Day Programs and one will be assigned to work with the Scarborough Hospital-to-Home team.

All DMHS Peer Support Specialists are, or will be, qualified to facilitate WRAP (Wellness Recovery Action Plan) training and Mental Health First Aid (MHFA). In fact, the trained members of the team facilitated an average of one MHFA a month throughout the 2014/15 fiscal year.

This dynamic team adds a crucial component to the DMHS complement of services.

134 individuals received support through our CSI Program

Voices Against Stigma Everywhere

Voices Against Stigma Everywhere (V.A.S.E.) is a program of Durham Mental Health Services that consists of a dedicated group of individuals with lived mental health and addiction experience, who share their unique journeys with others. They often present to various groups of people in the community to open up conversation of mental health and reduce stigma around mental illness. Through sharing their stories they convey the message of hope. In their individual ways they do concur that:

"We Believe Hope is Essential"

(DMHS) helped me through all the obstacles. I am independent, I am getting my own job, I am almost finished school, I've got a car and my own apartment. They have really helped me every step of the way."
~Renee, DMHS client and VASE volunteer

Remembering a Colleague

In 2014 DMHS staff and clients suffered a tremendous loss. Veteran DMHS employee Sue Cathcart was killed along with her husband Chris in a motor vehicle accident on Father's Day.

Sue is remembered by all who knew her as a cheerful and hard-working colleague and as a tireless advocate for the less fortunate—in particular, individuals who experience serious mental illness. She was among the first at DMHS to encourage



people to share their personal stories of illness and recovery in order to help others, and was a driving force behind DMHS' consumer empowerment group V.A.S.E. (Voices Against Stigma Everywhere).

In September 2014, dozens of colleagues, clients, and staff gathered to pay tribute to Sue's life and legacy. In her honour, a starburst locust tree was planted in the yard outside the office where she worked.



"Sue's passion for supporting people and passion for making change were admirable. She genuinely cared about people and she devoted her career to making sure that every person felt comforted and cared for. She was one of the hardest working people I've ever met and we all miss her greatly."

~Lisa Scuse, DMHS Peer Support Specialist

"Sue was a strong advocate for everybody, but her heart went out the most to people who seemed to be forgotten by the system, or not supported to their full capacity."

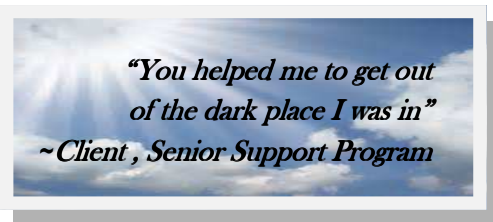
~Mark Bouwmeester, Program Coordinator

Seniors Support Program

Starting in November 2013 and steadily expanding since, DMHS' Seniors Support Program is the latest example of our commitment to improving quality-of-life for some of our community's most vulnerable members.

Aged residents with mental health, addictions and home-care needs are linked to Personal Support Workers, an Addictions/Recreational Therapist, or a Community Mental Health Worker and a supervising Registered Nurse. The mix of specializations offered to residents helps maintain clients in their homes and avoid unneeded hospitalizations.

The Seniors Support Program is delivered in partnership with several of the Region's non-profit housing corporations. First on board was Durham Region Non-Profit Housing Corporation (DRNPHC). In 2014, the demonstrated success of that partnership led to an expansion of the program at additional DRNPHC residences. In addition, a brand-new partnership was formed with Ajax Municipal Housing Corporation (AMHC) and support is now offered at three Ajax seniors buildings. AMHC General Manager Kevin Bradley says, "We are delighted to form this new partnership that will enhance the health and quality of life of our senior residents. We look forward to expanding our partnership with DMHS."



197 seniors were supported in their homes in 2014/2015

Family Support

Family members often shoulder the burden of care for loved ones who experience severe and chronic mental illness. DMHS' Family Support program exists to respond to these caregivers' needs, and 2014 was a banner year for the program.

In addition to the regular complement of services—including one-on-one case management support for families, weekly peer support groups and monthly educational groups—the program ran two month-long educational series, one on living with a person who experiences Borderline Personality Disorder and one on motivational interviewing techniques specifically designed to promote medication interest among individuals who experience psychotic disorders (Dr. Xavier Amador's L.E.A.P. system).

As well, the 3rd edition of the "Pathway to Recovery" guidebook was produced in partnership with Ontario Shores Centre for Mental Health Sciences and CMHA Durham. This invaluable resource helps families navigate the mental health system in Durham Region. It is available on our website at www.dmhs.ca or can be purchased as a hard copy by contacting our head office.

**176 family members received support
59 group and education sessions were provided**

Training and Education

In 2014/2015, DMHS' expanded training program sharpened staff skills while also educating the public on topics related to mental health and illness and helping to reduce stigma.

Our public workshop series, including Suicide and Crisis Intervention Training and Mental Illness 101, were well attended and received.

Several cross-training sessions with our partner organizations helped build relationships, knowledge and trust.

Metroland Papers, ROGERS TV, and Durham College's Riot Radio also helped us get our message out to wide audiences.

For information on any DMHS' training program or opportunity, please contact David Clarke at dclarke@dmhs.ca or 905-666-0831, ext. 3242.

Residential Programs

DMHS started out as a supportive housing provider and supportive housing is still a fundamental part of what we do. 2014 was an exciting year for the Housing program thanks to some key partnerships that enabled us to serve more clients with complex needs than ever before.

We celebrated the one year anniversary of our high-support Transitional Rehabilitation Housing Program (TRHP). A partnership between DMHS, and Ontario Shores Centre for Mental Health Sciences. TRHP offers high-support housing options to help forensic clients successfully navigate the transition to community life.

Another program for clients with complex needs opened at our Kent House residence in partnership with Ontario Shores. Kent House is staffed 24/7 with a mix of residential staff and Personal Support Workers to support clients who do not require hospitalization but whose needs are too complex for traditional housing.

Finally, our high-support home, McKay House, increased staff support and had a change in the mix of staff (adding Personal Support Workers and a Registered Practical Nurse) to accommodate four beds for Ontario Shores clients who are challenging to discharge due to complex needs.

**50 individuals were served and supported through our housing program
14 individuals were transitioned to live in their community with the average length of stay being 212 days**

Success Stories From Our Housing Program

A great success story emerged from one of our low-support houses. A client just celebrated one year at the house—this is the longest time the client has been out of hospital for quite some time. Historically this client would become unwell and require police involvement which in turn would lead to him losing his housing. Given the milestone of one year of successful housing, staff provided a celebration for the client. He is rightly proud of his accomplishments.

The TRHP program at Ballantyne House experienced a major change-over of clients this year. Three new clients who had been in the hospital for long periods moved in during the last quarter of the year. DMHS staff worked with the clients to support them amid the major changes in the house. Given the lengthy stays that the clients had in hospital, as well as failed living attempts in the community, their transitions were expected to be difficult - staff worked hard at supporting each of them and the clients are doing well, living successfully in their community with effective supports in place.

Community Support Program

In 2014, DMHS Case Management became DMHS Community Support, a name that better reflects the nature of the work—that is, supporting individuals who experience mental illness to thrive in their communities of choice.

A key element of Community Support is community partnerships, and two in particular stand out. The partnerships with Rouge Valley Health System's Mental Health and Addictions teams and with Lakeridge Health Oshawa's Hospital-to-Home program have been recognized by the Central East Local Health Integration Network (CE LHIN) as evidence-based models of care. The LHIN has announced funding to implement a Hospital-to-Home program at The Scarborough Hospital. These partnerships link individuals to community support, educating them about community service options such as DMHS' Crisis Services, reducing time spent in hospital and avoiding hospital re-admissions.

The Community Support program has identified challenges with demands for service and is implementing creative solutions to maximize service capacity.

**807 individuals received support
in the community**

Crisis Response

Staffing changes enhanced program capacity in 2014, as a part-time role was added to the C.A.L.L. (Crisis Access Linkage Line) Centre to help handle the volume of calls and a second nurse was hired for the Mobile Crisis Intervention Team (MCIT), a collaboration between DMHS and Durham Regional Police. The addition of a second MCIT will mean more capacity to respond to urgent crises across Durham Region.

One major undertaking this past year was six months of active participation in a Central East LHIN sponsored Crisis Review Priority Project. This project mapped out the current state of crisis response services in the LHIN, reviewed common and best practices, convened many community focus groups and generated a phenomenal amount of feedback. This in turn led to the development of a final report listing numerous recommendations to move forward with.

The project was a very involved and thorough task that not only brought to light many areas of strengths and skills as well as opportunities to improve service, but also brought together the Central East Region's main crisis service providers and helped build an atmosphere of understanding and respect that has led to closer working relationships among the three host agencies. We look forward to the next stage of implementing key recommendations from the report.

We are always attentive to the quality of the surroundings for clients of our crisis beds. This year, the kitchen and dining hall at our Whitby site were renovated. The new space is much more open and bright, and allows for better programming.

All of these activities are part of our continual effort to create safe, supportive spaces for people in crisis.

**19,981 calls were responded to through our C.A.L.L. centre
with an average of 55 per day**
**1,306 mobile visits were provided to the community with an
average of 5 per day**

*"The staff have given me something I've not
received or felt in a long time—hope."
~Client, Crisis Services*

Justice Initiatives

In 2014, DMHS' Justice Initiatives program found new and creative ways of fulfilling its mandate: to safely and appropriately direct and divert individuals with mental health issues caught up in the justice system to needed resources and supports. There has been an increase in the number of individuals served and a high success rate of individuals completing court diversion agreements.

A Youth Community Court pilot ran successfully. This partnership with Durham Family Court Clinic, Lakeridge Health Oshawa's Pinewood Centre, Children's Aid Society, Probation and Parole, Durham Regional Police and the Ministry of the Attorney General has positively impacted youth entering the justice system in Durham Region. The Community Court enables youth to access effective mental health support and to access court in a more supportive and recovery-focused setting.

As well, changes were made to the Durham Drug and Mental Health Treatment Court's standard processes, adding more structure so that both clients and court can more accurately assess progress. These changes were based on best practices from similar courts in Vancouver and Toronto.

406 adults and 85 youth were supported through our justice initiatives
190 successful court diversions were accomplished through this service

Justice Initiatives — A Representative Story

A client entered the program with multiple addictions, using opioids, marijuana, cocaine and alcohol. He was unemployed and homeless, had no driver's license and few supports. After a year in the program, he successfully graduated from the program, obtained a driver's license which was essential for obtaining a job. He found a job and has maintained his housing, and abstained from using substances. He is now supported in the community by a DMHS' Community Mental Health Worker, goes to Narcotics Anonymous, has a family doctor and Pinewood addictions support.

Financial Report 2013-2014

REVENUE:

| | | |
|--------------------------------|------------------|---------------|
| CE-LHIN | 7,357,283 | 84.68% |
| MoH Housing Branch | 322,469 | 3.71% |
| Durham Region Social Services | 250,131 | 2.88% |
| Min. Children & Youth Services | 81,328 | 0.94% |
| Rent & Board | 277,844 | 4.52% |
| Miscellaneous | 392,274 | 4.52% |
| Total Revenue | 8,681,329 | 99.92% |
| Prior Year Surplus Transfer | 6,632 | 0.08% |
| Total Available Funds | 8,687,961 | 100% |

EXPENSES:

| | | |
|---------------------------------|------------------|-------------|
| Compensation & Staffing Costs | 7,210,590 | 83.24% |
| Facilities (7 Homes & 2 Crisis) | 517,868 | 5.98% |
| Administrative Costs | 139,664 | 1.61% |
| Program Expenses (food etc.) | 270,310 | 3.12% |
| Capital Reserve Fund | 21,153 | 0.24% |
| Rent Supplement Program | 179,288 | 2.07% |
| One Time Funding | 323,500 | 3.73% |
| Total Expenses | 8,662,373 | 100% |

TOTAL SURPLUS 25,588

Durham Mental Health Foundation

2014-2015

| | |
|---------------------|--------------------|
| Revenue | \$36,136.12 |
| Expenditures | \$2,391.96 |

2014-2015 donors included:

Telus Corporation (Employee Giving Program)
Dunbarton High School
Kingsview United Church
Pickering United Church
John Howard Society
Community Justice Program

We also wish to thank the many people who made donations anonymously or in memory of friends and loved one's who left us in 2014-2015. Your donations directly support the clients we serve.

Thank you

Durham Mental Health Services
Gratefully acknowledges
funding and support from:

Central East Local Health Integration Network
Ministry of Children and Youth Services
Ministry of Health and Long Term Care
Regional Municipality of Durham



2014/2015 NEW FUNDING ANNOUNCEMENT – from left to right: MPP Joe Dickson, Program Coordinator Mark Bowmeester, speaker Ruth Brown, Executive Director Rob Adams, speaker Jewel Harrington, MPP Tracy McCharles and CE-LHIN Physician Lead Dr. Ian Dawe

Annual Staff BBQ June 2014



Program Coordinator Jack Vanderluit serves up burgers at the Annual June Staff BBQ where staff gathered to celebrate our successes. Many thanks to the Wellness Committee for helping to plan and coordinate events like this throughout the year.

2014 Service Recognition Awards

Celebrating 5 years of Service Dedication

| | |
|----------------------|----------------------|
| Susan Brooks-Frank | Brad Arbour |
| Jenna Couvier | Kathleen Marchand |
| John Bleasdale | Dane Jeffrey |
| Lucas Malloy | Susan Kime |
| Edward Martin | Teresa McGarvey |
| Rita Trolley | Cheryl Perry-Gouthro |
| Tracy Tozer | Scott Sarginson |
| Gerardo Ramos | Richard Syriac |
| Brenda Spurrell | Deborah Dewit |
| Denise Gould | Donna Davis |
| Christa Van Der Burg | Betty Shen |

Celebrating 10 years of Service Dedication

Lisa Locke Alana Timmers

Celebrating 20 years of Service Dedication

Pam Mercier Leanne Scarr

Celebrating 25 years of Service Dedication

Linda Skene

We would like to acknowledge our partners in educating future staff:

Durham College
Sir Sanford Fleming College
George Brown College
Centennial College
Sir Wilfred Laurier University

Thank you also to the many enthusiastic students who provided a fresh perspective on our work and contributed to the success of our programs in 2014/2015



"I found clients to be inspiring and strong. Staff supported me, welcomed my input and I felt listened to and valued. It is great to have the experience of putting principles and theories into actual practice." **Student with DMHS**



DMHS' Training Coordinator David Clarke at a cross-training event with the staff of Durham Region Non-Profit Housing Corporation.

Our Vision:

We envision a caring, supportive community able to respond to the needs of people living with mental illness.

Our Mission:

Durham Mental Health Services assists people with mental and emotional health issues live to their fullest potential in the community.

Our Values:

- ◆ Individual Choice
- ◆ Acceptance
- ◆ Safety
- ◆ Accountability
- ◆ Excellence
- ◆ Hope

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ACCREDITATION
CANADA

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