

# Durham Mental Health Services

Annual Report  
2018 - 2019



# Welcome to Our Annual Report 2018-19

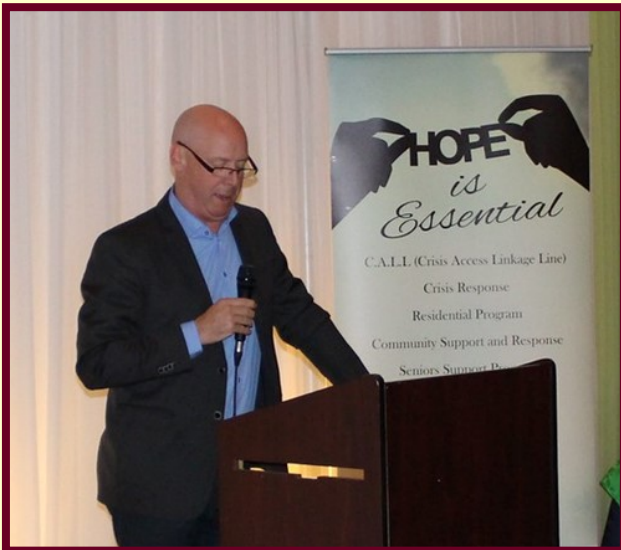
*Bill Sims, Board Chair and Rob Adams, CEO*

Welcome to Durham Mental Health Services' (DMHS') 2018-2019 Annual Report. At DMHS, our work is guided by two fundamental goals—providing excellent client care and establishing a positive work environment. You will find examples of our commitment to both goals in these pages. We are proud of what we have accomplished this past year, in partnership with many local health and human services.

Our commitment to excellent client care saw DMHS establish a strong presence in West Durham through our new Pickering office and through new partnerships with key community supports. The Central East Local Health Integration Network's Durham West Sub-Committee identified a huge need for services in West Durham. DMHS creatively filled this service gap, with no additional funding, in part by establishing strong on-site links with local health supports including primary care clinics, the Welcome Centre Ajax and Pickering, and YWCA Employment Supports. These partnerships are consistent with the vision of Ontario Bill 74, which is bringing major changes to how health services are offered and organized provincially.

Other highlights of excellent client care include the establishment of a new Homelessness Outreach initiative. Staffed by three full-time case managers, this program has shown immediate results in housing twenty-four individuals with high acuity needs—such as mental health and addiction issues, a history of trauma, and lack of connection to services. Many of the clients supported by this program previously relied on hospital services, and are now fully and effectively supported in the community.

Our work with Durham Region's most vulnerable individuals also led to the completion of the second annual



Point-In-Time (PIT) Count, a partnership with Community Development Council of Durham, the Region of Durham and Cornerstone Community Association, along with other services and volunteers. The information gathered through the PIT Count provides a snapshot of the extent of local homelessness and guides efforts to serve this high-needs population.

We thank our clients for sharing the stories you will find in this report, each of which demonstrates how our programs work together to provide seamless and integrated wraparound support. These provide just a few examples of the amazing work accomplished by staff throughout our organization in the service of individuals and families in need. As you read through this Annual Report, you help us recognize and celebrate this vital work.



**New Winds Fall Fashion Show**



**Staff Christmas Drop-In**

## Our Highlights and Accomplishments

**2017-18**



**Blake Garvey Memorial Award of Appreciation**  
*Dr. Steven Fishman*



**Sue Cathcart Award**  
*Kevin Thrasher*



**OPDI Lighthouse Award**  
*Peer Support Program*



**City of Pickering Civic Award**

## Building the Confidence and Skills to Thrive

I felt safe and supported at McKay House – you can talk to people, everyone is friendly, you have a chance to work on your independent living skills. Eventually, I moved to lower support housing, and I am about to relocate to Smith House, which is only staffed a few hours daily.

During my time at DMHS, I have become much more confident as I built my skills and advanced my recovery. I'm hopeful about the future. I have strong relationships with my family, who are still a big part of my life.

My goal is to return to school – I've completed my Architectural Technology diploma and would like to pursue a new degree in Environmental Sciences. I also look forward to getting my own place, as I feel I would be much more successful now with all that I have learned at DMHS.

The staff at DMHS are so supportive. They listen to me when I'm not feeling well and they link me to programs that assist me in my recovery, such as DMHS' Whitby day program and Ontario Shores' Recovery College. I'm feeling better now than at any time since my diagnosis. I just want to say thank you to DMHS for helping me get to this place in my life.



*Recovery is about walking with purpose and mindfulness along a path that leads me to greater wellbeing with each step I take. I may stumble sometimes, but I always get back up and see that I have still moved forward on this path of life.*

91% of clients said that the people who provided their services understood their needs.

## Families are Not Alone

When our son became ill we had very little knowledge about community supports, until we encountered the DMHS booth at a health fair at Ajax-Pickering Hospital. The DMHS representative told us about their Family Support program, and we were excited by the combination of personal support, peer support and psychoeducation that it offered. We connected to the DMHS Family Support worker right away.

We learned so much from her about how to be more helpful to our son. The Family Support worker showed amazing insight into our concerns and was so encouraging of our efforts to be helpful. Her empathy and her knowledge was masterful in giving us a sense of direction and hope. We certainly took to heart the agency's motto that "Hope Is Essential" and we became much more confident in our interactions with our son.

We are very encouraged about where our son is now, and about his hopes for the future. We feel like we got our son back, and we would tell anyone who is supporting a loved one with mental illness, "Connect with this organization and this program, and you will see your situation improve."

## A Sober and Supported Path

After seeking support for alcohol addiction at Lakeridge Health Oshawa's Pinewood Centre, I was referred to DMHS for a crisis bed. I was a little uncomfortable at first but the place was clean and quiet and the staff went out of their way to help me. In DMHS staff, I found people who believed in me. I accessed the beds several times, and each time I left, I was more positive about myself and more confident about what I needed to accomplish. This is the opposite of what happens in addiction, when every time you use you feel worse. DMHS staff made me feel valued, like a human being, not like an "addict," not worthless.

With the help of DMHS and Pinewood Centre, I have been putting my life back together. It's going to take a long time to repair everything, but if I can stay sober and accomplish one thing every day, I will get to where I want to be. That's the time scale I need to deal with – one day at a time. I've reconnected with family and repaired some relationships. They've helped to bring some structure to my life and are really supportive of my recovery. I avoid all of the people I used to drug with.

If DMHS wasn't around, I believe I would now be on the streets, maybe dead. I would have carried on my addiction and my criminal life. Instead, I'm now on a new path and I have hope for my future. I thank their staff for all the help I've received.

92% of clients said that DMHS services were easy to access.

*Music, whether listening or performing, is my medication for lifting my mood at any time. In essence:*



(DMHS Music Club Member)

## Pursuing Recovery with Courage and Passion

The New Leaf Program has helped build my confidence; through their support, I gained the courage to take a course for a security guard license. I just heard that I passed with 92% and will receive my certificate shortly.

New Leaf has also helped me learn new artistic techniques. For example, I've been designing t-shirts dyed with bleach, and they've been a big hit. My ambition is to collaborate with some friends on illustrated books, featuring short fiction and mixed media art.



New Leaf is a great supportive helping environment – I think of it as "our functional dysfunctional family." We all have our quirks and challenges but we come together to support and encourage each other.

One thing I've always had a passion for is comic books. This year, I will have my own vendor's table at the Pickering Comic Con, and everyone at New Leaf has been really excited for me and some plan to visit me at the convention. It's invigorating to share my art at New Leaf, and to know I am part of such a close and supportive community. I thank them for all the support I've received!

To visit Eric on Instagram and see more of his art, search Instagram for the user name "bearclawcrafts1."

## Long Service Award Recipients 2018

### 25 Years

David Clarke

### 15 Years

Derik Blanchard

Andrea Thornton

Mark Bouwmeester

Joanne Snow

### 10 Years

Lea Jones

W. Gordon Radford

Bentley Steers

Andrea Cain

Katherine Sansom

Julia Smith

### 5 Years

Jocelyn Rockbrune

Matthew Bekking

Melissa LaPlante

Lorenz Baguinan

Michelle Rhude

Donelle Latimer

Meghan Quayle



Our strength as an agency comes from you our staff, who provide support in so many different and varied locations in the community. You all play a role in creating a vibrant, innovative and dedicated community within our agency.  
Thank you



## Financial Report 2018-19

REVENUE	2018-19	%
<b>Central East LHIN</b>	<b>10,150,611</b>	<b>82.81%</b>
Ministry of Health -Housing Branch	374,801	3.06
Durham Region Social Services	738,290	6.02
Youth Court Worker	81,328	0.66
Rent and Board	306,842	2.50
Miscellaneous	605,589	4.94
<b>Total Funding</b>	<b>12,257,461</b>	<b>100 %</b>

### EXPENSES

Compensation & Staff Costs	<b>10,521,372</b>	<b>87.06%</b>
Housing—Group Houses & Crisis	330, 807	2.74
Housing—Administration	69,967	0.58
Program	520,849	4.31
Administration	246,207	2.04
Capital Purchase	40,658	0.34
Capital Reserve Fund	70,253	0.58
Rent Supplement	254,058	2.10
One Time Funding	31,717	0.26
<b>Total Expenses</b>	<b>12,045,780</b>	<b>100 %</b>
<b>Total Surplus</b>	<b>171, 573</b>	



94% of clients said they would call again if they needed help, or they would refer someone.



## DMHS FOUNDATION 2018-19

Thank you to all of the many people and organizations who made donations, many of which were in memory of loved ones. Your donations directly support the clients we serve.

<b>REVENUE</b>	<b>\$78,655</b>
<b>EXPENSES</b>	<b>\$34,114</b>
<b>Excess of Revenue over Expenses</b>	<b>\$44,541</b>



## Our Community

### Partners

*DMHS staff work together with our many community partners to ensure that services meet each client's unique circumstances. We are grateful for the ongoing collaboration of Ontario Shores Centre for Mental Health Sciences, Lakeridge Health and Pinewood Addiction Services, Canadian Mental Health Association—Durham, Toronto and HKPR, Ajax Municipal Housing, Durham Non-Profit Housing Corporation, Region of Durham, Heritage Housing Corporation, Durham Alternative Secondary School, Kinark Child and Family Services, Frontenac Youth Services, Chimo Youth and Family Services, Community Living Ajax-Pickering-Whitby, Central East Network of Specialized Care, Crisis Response Network, Kerry's Place, Community Care – COPE Mental Health Program, Seamless Care Pharmacy, Salvation Army, Ministry of the Attorney General, Toronto Bail Program, Community Development Council Durham, United Way Durham, Local Diversity and Immigration Partnership Council, Welcome Centres in Ajax and Pickering, the primary care practices in Ajax and Pickering, John Howard Society, and Durham College.*

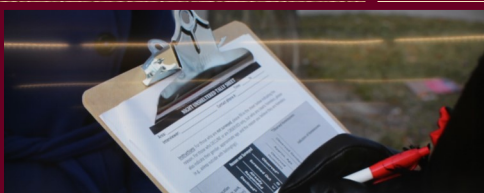


We provide integrated and collaborative community based mental health services in Durham Region with funding and support from :

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

*Hope is Essential*

Search Durham Mental Health on



PIT COUNT COMMUNITY CONVERSATION  
& VOLUNTEER APPRECIATION

