

Durham Mental Health Services
More than Meets the Eye



Annual Report 2010-2011

About Durham Mental Health Services

We know that one in five people will experience a mental health problem at some time in their lives. And we know that the lives of the other four in five will be touched by a mental illness; sometimes profoundly. We understand that means all of us, at one time or another, need understanding and support. If you're feeling depressed, anxious, angry, afraid, or confused about life; or if you're having some pretty negative thoughts, call us. We know that things can get better. That's what we're here to help you with.

No matter how old you are, Durham Mental Health Services (DMHS) is the first phone call that opens the door to the services and supports that you need in the community. Our services are free and confidential.

C.A.L.L.
(Crisis Access Linkage Line)
905-666-0483
1-800-742-1890.

***We believe that
Hope is Essential***

Message from the Chair and the Executive Director

Integrated, engaged, responsive and innovative are all the right words to use when we talk about health services in Ontario today. For Durham Mental Health Services (DMHS), we also believe they are the words that most describe what we do. That's why we were the only organization in Durham Region, this year, to be awarded One-Percent Challenge funding for proactively developing and implementing hospital and community service integration. We've come a long way as a community mental health organization since we began in 1987. And in the last few years we have grown exponentially as we have evolved in response to community need.

Change and innovation is what we do, because the more we talk to people, the more we see what we can do to reach out to people who need mental health supports. Our decentralized outreach approach proactively identifies people where they live, work, and present through an integrated multi-sector support system. Systemically, DMHS supports people with mental illnesses by collaborating with the acute and tertiary hospitals and the justice system; and it diverts people from more intensive use of mental health and other human services by early identification, support and community reintegration through on-site engagement with key sectors. Our model of assertive community engagement and integration increases access, reduces stigma and continually informs our service delivery and development. It's low profile, so that people can get help and support and still carry on with their lives. That's what effective community mental health services do.

As a learning organization we are particularly proud of several initiatives this year that have contributed to the overall quality of the services we provide our clients. We have continued to be idea champions through our work with the Institute for Health Improvement and the Ministry of Health and Long-Term Care. We were early adopters of the provincial client assessment tool, payroll function, and statistical reporting systems. We were awarded the Accreditation Primer Award from Accreditation Canada.

Our organization is successful because of our staff. They care about the work they do, and they work hard. So we work hard to be a great employer. This year, eight of our staff were honoured for more than ten years of service. Twenty more people were honoured for more than five years with DMHS. On a daily basis we appreciate that the staff of DMHS are our greatest strength. We are successful because our community partners unfailingly work with us to develop needed programming. And we are successful because our funders are confident that we are delivering the right programming to the right people in the community. We appreciate the ongoing support and hard work of the Central East Local Health Integration Network (LHIN) as they work with us to develop mental health services in the community.

Thank you.

Rob Adams, Executive Director
Bill Sims, President



Our Board of Directors 2010-2011

President: Bill Sims

Vice President: Brad Davis

Secretary: Chris Owens

Treasurer: Clyde Catton

Members at Large:

June Kinniburgh

Brenda R  viera

Rob Garnett

Tony Schembri

Kim Glover



Our Vision, Our Mission

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

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

Our Programs

Everyone is different. People need different kinds of help and support at different times. DMHS services are free and confidential. We understand that our services need to be there when and where you need them. Our community-based services include:

- Case Management** that provides individualized support and specific outreach programming for:

Intensive Case Management	Release from Custody
Transitional Forensic Services	Transitional Aged Youth
Dual Diagnosis	
- Court Support and Diversion** to provide mental health support for people who are facing court charges through:

Adult Pre-charge Diversion	Bail Release Planning
Drug and Mental Health Treatment Court	Court Diversion
- Family Support** for people who support someone with a mental illness. We understand that this is stressful, challenging and that knowing others are experiencing the same things helps. We provide:

Psycho-educational Groups	Support Groups
Individual Support	
- Housing Support.** On-site staff at six cooperative supportive housing sites in Ajax, Whitby and Oshawa, assist residents to feel at home while they learn the skills they need to live healthy and productive lives in the community. Support is also provided in a range of independent community housing options.
- Crisis Services** are flexible, responsive, timely and discreet supports offered through one or a combination of:

24 Hour Phone Line (C.A.L.L)	Crisis Beds
Mobile Crisis Visits	Safe Beds
Mental Health Support Unit	
- Public Education and Training**
to build community awareness and coping capacity.
- Day and Vocational** programming.



Our Accomplishments

Our services are more than meets the eye because they are embedded in the community. They are continually adapting to meet the changing needs of our clients and the mental health service system. Over the last year DMHS has:

- Significantly expanded its services, and particularly Crisis Services, in West Durham.
- Been awarded One-Percent Challenge funding from the Rouge Valley Health System for proactively promoting innovative hospital and community service integration and diverting 10,000 hours from Emergency Department use in 2010; the only organization in the CE LHIN to achieve this integration target.
- Enhanced on-site staffing at hospitals serving Durham Region.
- Increased access to psychiatric support in the community for adult and youth clients, and by integrating psychiatric support for crisis beds.
- Adapted our services to better serve older adults by opening *Scott House* in Ajax, and eliminating the age service ceilings.
- Improved the integrated youth crisis response system through collaboration with youth mental health service providers to house one 24- hour 1-800 number.
- Implemented adult pre-charge diversion programming through partnership with Durham Regional Police.
- Increased its focus and competence in addictions management through Concurrent Disorder Charter collaboration with Pinewood Centre.
- Collaborated with CMHA-Durham to coordinate intake and assessment for housing and case management services according to a 'best-fit' model, to jointly staff *Barlow House* in south Oshawa.
- Participated in the development of *Pathways to Recovery*, a comprehensive family support manual.
- Continued to develop assertive outreach programming with cross-sector partners.
- Developed *New Directions*, a new day program in partnership with Ontario Shores.
- Implemented a partnership with Social Services to provide on-site community mental health



- Acted as a mentor and pilot site for province-wide Ministry of Health and Long-Term Care initiatives (CDS-MIS & OCAN).
- Presented two information programs at the Human Services and Social Justice Coordinating Committee provincial conference.
- Received Accreditation Primer Award from Accreditation Canada.

We believe that we must recognize the uniqueness of individuals and tailor services to their individual needs in the least intrusive manner.

Working with the Rouge Valley Health System

DMHS has worked very hard over the past two years to improve access to mental health support services for people in the Ajax and Pickering communities by working with the Rouge Valley Health System. We believe that our work with our colleagues at RVHS has made a positive difference.

The key DMHS components of our Integrated Crisis Services are:

- A mobile crisis team that is dedicated to Ajax & Pickering;
- Six new community crisis beds located in Ajax; and
- On-site psychiatric consultation provided at our crisis locations.

Our key processes that make the integrated system work are:

- Prioritization of anyone seen in the RVHS to receive community mental health support by DMHS;
- Regular visits by our Crisis Team to the RVHS to facilitate referrals and discharges to community beds or to go home with ongoing community support. RVHS clients are referred to DMHS beds or supports when community support is more appropriate than hospitalization.

In the spring of 2011, an evaluation of our integration work showed that the number of Ajax & Pickering residents using community crisis beds and mobile support services has tripled since 2007; community mental health is integrated into hospital services; and enhanced working relationships between hospital and community mental health workers has meant that clients have better access to a full spectrum of mental health support services.



Client Story:

Emergency Room Collaboration

"....I was out of control emotionally, in physical pain and unsure of my identity. I went to the Emergency Department at Rouge Valley Health System, Ajax. I had a thought that "this was it" – the pain had become unbearable. The hospital staff got a crisis worker to talk to me....She said "we can send you to DMHS Crisis Services". I was very skeptical at first – I had heard horror stories about places like this. When I arrived I was shocked to see a beautiful home in a quiet neighborhood. I discovered a haven of rest. I found the workers very caring. Because of their professionalism, I was able to develop an inner strength that I thought had died. I now know that I'm not alone, and do have a support system as needed. I'm so glad these services are available and that our government funds them."

Our Community Service Partnerships

DMHS would like to thank all of the agencies with whom we've worked over the past year. We value all of our relationships in the community, and we are continually working to further develop our networks of support.

In particular, we would like to acknowledge the commitment of the organizations with whom we have established formal agreements.

Client Story

Family Support

"....remember the last group we did that evening where you made us think about the strengths of our family members? It was one of the toughest sessions for me. But one that I took a great deal away with. We need to stop always looking for problems. We need to look for strengths and good stuff too. This made a huge difference in our relationship, and it makes him and I feel good."

Rouge Valley Health Services
Lakeridge Health Oshawa
Ontario Shores Centre for Mental Health Sciences

CMHA – Durham
Pinewood Centre
Durham Region Community Care - COPE

Durham Regional Police Services
Ministry of the Attorney General - Crown Attorney's Office
CMHA – Kawartha Lakes

Durham Alternative Secondary School
Ontario Works

Kinark Child and Family Services
Frontenac Youth Services
CHIMO Youth and Family Services

Ajax and Pickering Community Living
Central East Network of Specialized Care
Seamless Care
Schizophrenic Society of Ontario

Region of Durham - Normandy Street Apartments
and Ajax Housing,
Cornerstone Community Association
Heritage Housing Corporation - Cormack Station



Our Other Partnerships in Community Capacity Building

Durham Mental Health Services Foundation

The DMHS Foundation is a charitable organization that was founded in March 1999. It's purpose is to receive and maintain funds and property and to apply all income to DMHS to maintain high quality services.

We believe that services should be sensitive to gender, culture, race and the special needs of vulnerable people.

	2010/11
Income	\$26,830
Expenitures	\$12,980
Net Assets	\$32,576

Our Board of Directors extends its thanks to the individuals and organizations who supported us in 2010/11.

Brenda Rivera
Clyde Catton
Rob Adams

Our Community Training Programs

DMHS is actively engaged in providing training to the community to increase understanding of mental health issues and how to recognize and act when people need help. We offer these programs:

- Mental Illness & Recovery
- De-escalation
- Suicide Intervention
- Stress Management
- How to Deal with Difficult People
- Suicide Awareness
- Teens and Depression

Our Community Networks

Human Services Justice Coordinating Committee
Mental Health and Addiction Network
Durham Advisory Committee on Homelessness
Concurrent Disorder
Concurrent Disorder Capacity Building Committee
Durham ACTT Advisory Committee
Student Support Leadership Initiative
Youth Justice Network
Local Courts Management Advisory Committee
Durham Drug & Mental Health Treatment Court
Mental Health Support Unit Steering Committee
Provincial Forensic Transitional Case Management Network
FASD Conference Committee
Crisis Response Network
Durham Assault Review Team (DART)
Talking About Mental Illness (TAMI) Coalition



Our Staff

At DMHS, our people are our greatest strength.

In response to community need, including the need to bridge gaps between systems and to build community based coping strategies, our numbers of staff doubled in the five year period between 2004 and 2009. Over the last two years it has increased by an additional 17%.

2010-11	
Program	Full time Equivalent Staff
Case Management	18
Support within Housing	10.5
Dual Diagnosis	1
Diversion and Court Support (Adult and Youth)	5
Family Support	1
Crisis Services	30
Total Administration	16



We believe that everyone is entitled to be treated with worth, dignity and as having a right to self-actualization, with full access to opportunities within their capacity.



Staff Appreciation Awards 2010

Twenty Years of Service

Cindy Craig-Murdoch
Linda Skene



Fifteen Years of Service

Frances Harris
Leanne Scarr
Pam Mercier
Paula Banting



Ten Years of Service

Kimberly Blanchard
Marianne Malloy



Five Years of Service

Chris Pike
Mark Bouwmeester
Derek Blanchard
Andrea Thornton
Lena Fairfield
Tonya Proniuk
Paul Sebor
Chris Self
Sarah Martorino
Zahir Paryani
Marianne Dixon
Brandi Brooker
Heather Jay
Ryan McLennan
Michelle Michener
Terry Pariseau
Joanne Sullivan-McGlashan
Alana Timmers
Lisa Locke
Julie Cooper



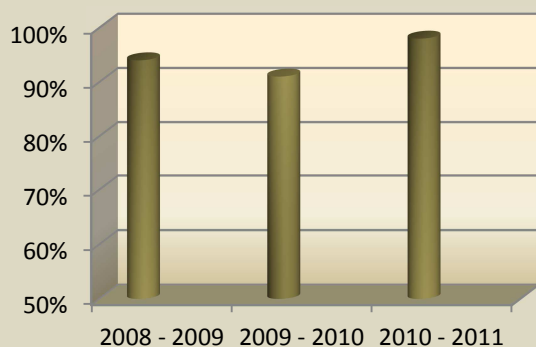
*Our special thanks to
Brigid Phelan who retired after 19
years of service with DMHS.*

Our Services

Who We Served in 2010-11

- We saw nearly twice as many youth through our Youth Court Support Services than we did last year, while the number of adults increased by about 25%.
- 11% of people supported through Diversion and Court Support Services lived outside of Durham Region.
- Three times as many residents of Ajax and Pickering used DMHS Crisis Services as in 2007.
- 25% of the people who used our Crisis Beds did not have housing, and 17% had no source of income.
- People over 55 years of age made up 13% of those receiving Case Management Services and, 46% of Family Support Services.
- 64% of people using our Family Support Services were female, while 70% of Housing residents were male.

Client Satisfaction



I was under great stress and did not know where to turn for support. This program has been the best resource ever. (Family Support)

I was able to be safe and have a direction to heal and get help. I now have alternatives to suffering and making the people I love worry. (Crisis Services)

I am so appreciative, words cannot explain how helpful my worker was. (Case Management)

Because of the program I am trying to change my life. (Court Support)

Number of People Served

	2010-11
Crisis	
Beds (No. of Admissions)	704
Visits (face to face)	2,534
Visits (phone)	13,741
Family Support	469
Dual Diagnosis	1,822
Case Management	8,474
Housing	55
Youth Court Support	660
Court Support	3,194

Our Financial Report

Consolidated Statement of Operations Year Ended March 31, 2011

REVENUE	2010-11	CATEGORY	% of FUNDING
Central East LHIN	\$5,606,807	Salaries & Benefits	83.69 %
Ministry of Health for Housing	\$264,638	Supplies & Other	12.10%
Region of Durham Social Services	\$226,574	Rent & Utilities	4.22%
Rent and Board	\$188,484	Total	100%
Misc. Other Funding	\$326,434		
Total	\$6,612,937		

Thank You to Our Financial Supporters

Funders

Ministry of Health and Long-Term Care through the Central East LHIN

Ministry of Health Housing Programs
Regional Municipality of Durham

And to Our Collaborative Funding Partners

Ajax Pickering and Whitby Community Living (Dual Diagnosis)

Ministry of Child and Youth Services (Youth Court Worker)

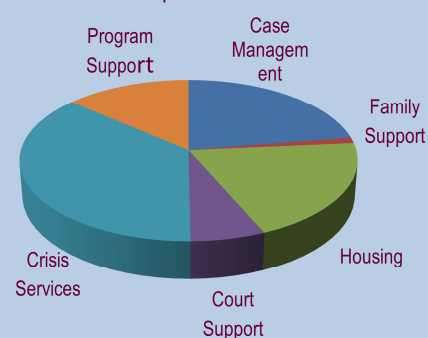
Rouge Valley Health System (Mobile Crisis)

Ontario Works (Case Management)

CMHA-Kawartha Lakes Branch (Release from Custody)

Thank you to all of our donors, including those who have donated anonymously. Your donations are always appreciated. They are used to support special events and capital purchases for clients. Our donors include Durham Region Police Service, Pickering United Church, and United Way Donor Selections. Thank you also to the DMHS Foundation for its work on our behalf. In particular, thank you to the Foundation for supporting the purchase of our new house in Ajax.

Expenses



*Durham Mental Health Services
would like to acknowledge the
Central East LHIN for its
funding and support.*

