



**Annual Report**  
**2011-12**

# Durham Mental Health Services

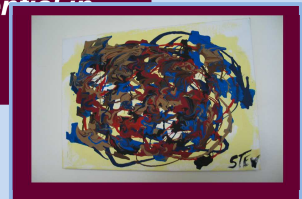
*Hope is Essential*

**C.A.L.L.**  
**905-666-0483**  
**1-800-742-1890**

## *Our Vision and Mission*

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

*Our Mission is to assist people with mental and emotional health issues live to their fullest potential in the community.*



We know that one in five people will experience a mental health problem in their lives. We also know that the lives of the other four in five will be touched by a mental illness - sometimes profoundly. That means all of us will, at one time or another, need understanding and support.

If you're feeling depressed, anxious, angry, afraid, or confused; or if you're having any other 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 right door to the right services and supports that you need. Our services are free and confidential.

You're not alone.

## *To achieve our Mission, we will*

- *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 worklife balance;*
- *Ensure state of the art community-based facilities, equipment and technology;*
- *Build inclusive and responsive services.*

*(Our Strategic Directions 2012 – 2015)*



## Message from the Chair and the Executive Director

The Mental Health Commission of Canada released *Changing Directions, Changing Lives: The Mental Health Strategy for Canada Unveiled* in May 2012. Like every other mental health agency in Canada, we immediately compared what we are doing to its strategic directions. Throughout the history of DMHS, we have worked with our community to develop the services our community needs, when and where they are needed. So we were pleased, but not surprised, to see that DMHS is on the right track.

Our agency roots are in providing clean respectful supportive housing for people with mental illnesses. This year we opened Barlow House in a collaborative service arrangement with CMHA-Durham that provides the best access to the right services for the people who are living there.

Our recovery focused services have expanded over the years to include: family support; multiple and collaborative diversion programs to redirect people from the criminal justice system; dual diagnosis support and concurrent disorder competence. Our assertive outreach provides timely access to our services in schools and community work programs. Our new seniors' pre-charge diversion service assists elders who are in contact with law for the first time. The right services are available when and where people need them through our Crisis Access Linkage Line (C.A.L.L.). Plus, we've once again broadened the range of services we provide through the addition of our community based psychiatric support, both for adults and youth, and our consumer survivor initiatives.

By engaging with our community partners on a broad range of networks, including aboriginal peoples' health and healing circles, we are able to integrate our services throughout the community, sometimes by directly addressing mental health service needs; sometimes by working with them to address the broader determinants of health; and always working to reduce stigma and increase our accessibility and inclusivity. At a provincial level we were early adopters of and a pilot site for the Ontario Client Assessment of Need (OCAN), a standardized and comprehensive assessment that helps us to better understand and meet the needs of our clients.

At DMHS, quality has always meant doing the right things right for individuals, families and the community. Thank you to our staff, our students, our partners, and our funders for being the people who make that happen every day.

***Bill Sims***  
***President***

***Rob Adams***  
***Executive Director***

## Our Board of Directors 2011 – 2012

**President:** Bill Sims  
**Vice President:** Brad Davis  
**Secretary:** Chris Owens  
**Treasurer:** Clyde Catton

### Members at Large:

**June Kinniburgh**      **Tony Schembri**  
**Brenda Riviera**      **Kim Glover**  
**Rob Garnett**        **Lynne Dennis**



*President Bill Sims (right front) with David Sims and the Barlow family at the opening of Barlow House. The congregation of Whitby All Saints Anglican Church opened our first house, Colborne House, in the mid-1980s in response to an unmet need they saw in Whitby. That history continues.*

# Our Success Stories



## Acceptance:

*We recognize success is individualized and recovery is a unique personal journey.*

## New Consumer Survivor Initiatives

Durham Mental Health Services became the lead agency for Consumer Survivor Initiatives (CSI) for Durham Region in the spring of 2011. Also known as the Peer Support Program, it is staffed with two full time positions at DMHS\*, and is responsible for:

- Developing the community based Peer Support Network;
- Planning, leading and facilitating Day Programs;
- Providing individual support for people in the community and linking them with the services they need; and
- Developing community partnerships.

We work with and receive referrals from our housing program, our case managers, and from individuals who have accessed our C.A.L.L. Centre.

We are actively involved with **three day programs** including **New Leaf** (with Rouge Valley Health System and Community Care Durham Cope), **New Directions** (with Ontario Shores), and **Smith House**.

**“Discover Their Roots”** is an extremely popular initiative at the Day Program where we have been celebrating diversity in our program and community. Individuals present on their heritage and then we enjoy the traditional food from their countries. We have discussed Black History Month, Lebanon, First Nations, Africa, Jamaica, Netherlands, India, Poland and Italy.

Our **Anti-Sigma campaign, V.A.S.E** (Voices Against Stigma Everywhere), started in January of 2012. This Speakers Bureau meets weekly.

A **pre-vocational program** was offered last summer that employed seven people. Our hot dog cart was relocated to in front of the **Salvation Army Thrift Store**, which has been an excellent partnership.

In the Central East LHIN catchment area, we continue to be the lead in the **CSI Network**. We are working closely with Hong Fook, and CMHA Durham, Toronto and Peterborough to develop **“Best Practices for Peer Support Workers”**.

Both of our Peer Support Specialists have been certified by the **Mental Health Commission of Canada** to provide Mental Health First Aid training.

Here are some of our other activities over the last year:

- 10 people attended the **Healthy Living Group** at New Leaf
- Over **180 tax returns** were completed for people involved in our programming free of charge
- 5 people have been participating regularly in our **evening craft group**
- 3 **Mental Health First Aid** courses have been provided, including for the faculty at **Durham College** and DMHS students
- **18 Outings** have included local walking groups, and trips to Heydonshore, Scugog Shores Heritage Centre, skating, bowling, Heber Downs Conservation Area, Lynde Shore Conservation Area, and the Station Art Gallery.

Finally, we would like to thank the seven college students who completed their placements with us.

## Our Other Key Accomplishments

- ❖ **Expanded psychiatric services for our clients.** Through sessional fee support we provide access to community-based psychiatrists for youth, adults and seniors.
- ❖ **C.A.L.L. (Crisis Access Linkage Line)** was implemented to become the one right number to provide access to all of DMHS services as well as the linkage to children and youth mental health services in Durham Region.
- ❖ **Barlow House** opened in the spring of 2011 to expand supportive housing options in Oshawa. The services we provide are in collaboration with **CMHA-Durham**.
- ❖ **Senior's Mental Health Pre-Charge** diversions were implemented in collaboration with the **Crown Attorney's Office** to assist seniors to remain in the community who have had initial and minor altercations with the criminal justice system.
- ❖ **Hospital to Home** project, in collaboration with **Lakeridge Health** and **CMHA-Durham** helps people to return home sooner from the hospital with support in the community.
- ❖ **Adult Pre-Charge** program was presented at the Provincial Human Service and Justice Coordinating Committee Conference in partnership with **Durham Regional Police Services**.
- ❖ DMHS was one of the first agencies in Ontario to go live with the **Integrated Assessment Record**. The goal of the integrated record is to increase seamless access to a range of mental health services by avoiding the need for multiple assessments.

### *Staff & Client Safety*



### *The Artists*

*Thank you to the very talented people who created the art work in our 2011-12 Annual Report.*

**Natalie Simpson  
Steven James  
Steven Wiseman  
Laura Jenkinson  
John Kerakian**



### *Concurrent Disorder Charter*



# Our People

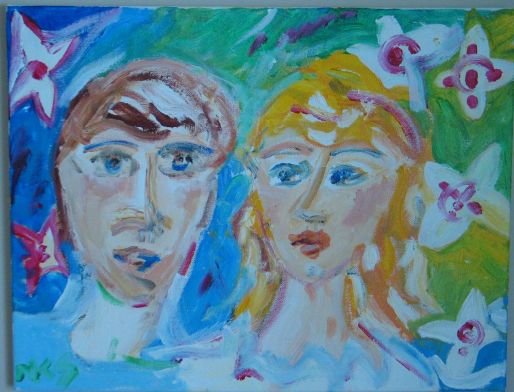
2011-12

Program	Positions	F.T.E.
Peer Support	2	2.00
Case Management	21	21.00
Dual Diagnosis	1	1.00
Support within Housing	28	18.50
Diversion and Court Support (Adult and Youth)	5	5.00
Family Support	1	1.00
Crisis Services	50	27.60
Administration	17	15.95
Relief Workers	25	4.00
<b>All Programs</b>	<b>150</b>	<b>96</b>

*In addition to our staff, we had the pleasure of working with thirteen students, provided through our primary academic partnership with Durham College and other area colleges.*

## Safety:

*We are dedicated to ensuring clients are safe and feel safe when accessing our programs and services.*



*Rob Adams (Executive Director) with staff and clients from the Peer Support Day Program*

## 2012 Service Recognition Awards

### 5 Year Pins

**Kereen Bennett-Martin**

**Valerie Mussington**

**Foster Cromwell**

**Ramona Pearson**

**Sasha Entwistle**

**Gina Livingston**

**Mary Cilia**

**Brian Rapier**

**Suzet Daley**

**Melanie Rosa**

**Laura Sills**

**Marcia Sewell**

**Jennifer Kavanaugh**

**Roxanne Seaward**

**Sharon Hibbert-Jackson**

**Benita Santiago-LaChance**



### 10 Year Pins

**Alex Blair**

**Melissa Gurney**

**Angela Bradley**

**Raja Lal**

**Lauren Broley**

**John Malish**

**Krista Bull**

**Kelly Strachan**

**Melani Donnelly**



*Thank you for your commitment to our agency and dedication to our clients  
and our communities.*

# Our Partners



## ***Individual Choice:***

***Our programs and services are built on collaborative relationships, driven by client need, and respectful of each client's right to self-determination.***

DMHS would like to once again 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 these organizations with which we have established formal agreements.

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

CMHA – Durham  
Pinewood Centre Program of Lakeridge Health  
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  
Social Services - 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

Region of Durham - Normandy Street Apartments and  
Ajax Housing  
Heritage Housing Corporation - Cormack Station



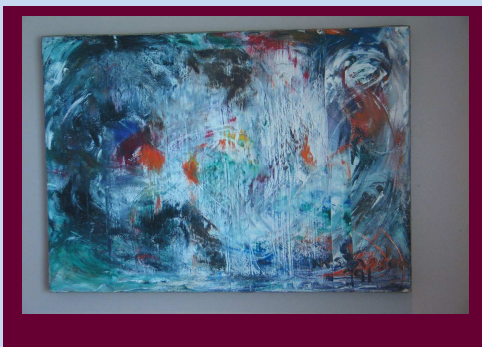
## Durham Mental Health Services Foundation

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

	2011/12
Income	\$133,495
Expenditures	8,639
Net Assets	\$124,856

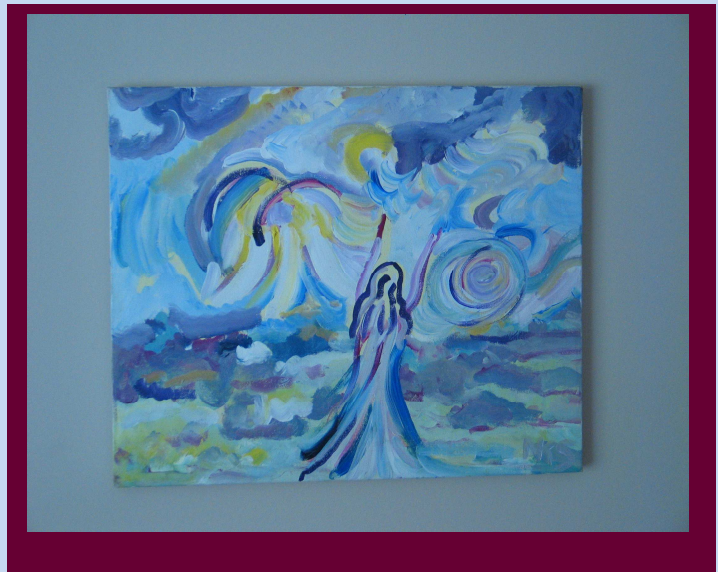
Our Board of Directors extends its thanks to the individuals and organizations who supported us in 2011/12.

*Brenda Rivera Clyde Catton Rob Adams*



## 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  
 Talking About Mental Illness (TAMI) Coalition  
 Durham Elder Abuse Network (DEAN)  
 Aged and HART (High Risk Assessment Team for Seniors)



## 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  
 Ministry of Child and Youth Services

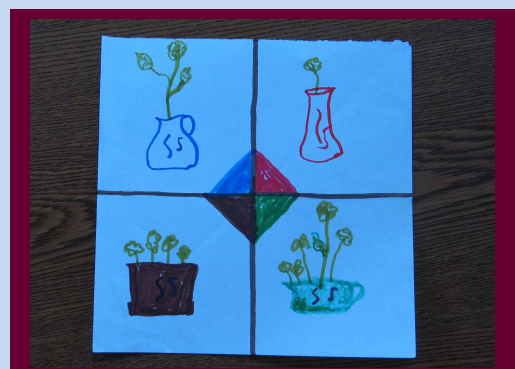
### And to Our Collaborative Funding Partners

Ajax Pickering and Whitby Community Living (Dual Diagnosis)  
 Rouge Valley Health System (Mobile Crisis)  
 Ontario Works (Case Management)  
 CMHA-Kawartha Lakes (Release from Custody)

Thank you to all of our donors, including those who have donated anonymously. Your donations are always appreciated. Donations 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 ongoing support and work on our behalf.



# Our Programs



## *Excellence:*

*Our programs and services are innovative, accessible, and of the highest quality.*

*All of our programming provides seamless client access to:*

- ❖ *Integrated recovery- focused service options so that each client receives the right services when and where they need them;*
- ❖ *Collaborative concurrent disorder support (when a mental health concern is combined with an addiction); and*
- ❖ *Access to peer, family and or psychiatric support.*

## **Our Programs include:**

### **Community Support**

**Transitional Case Management** (forensic, transitional-aged youth, and transition to community in partnership with Lakeridge Health, Ontario Shores, and Rouge Valley Health System); **Dual Diagnosis;** and **Assertive Outreach**

### **Justice Initiatives**

**Release from Custody; Court Support; Bail Release Planning; Fitness Bed Arrangement; Adult Mental Health Pre-charge Diversion; Drug and Mental Health Treatment Court; and Seniors Pre-charge Diversion**

### **Housing**

**High and Medium Support with 24 hour on-site staffing; Low Support; and Community Housing Support** (through Rent Geared to Income and partnership arrangements)

### **Crisis Services**

**C.A.L.L.** (our Community Access Linkage Line is our phone contact for all ages to connect people with the right mental health services when and where they need them); **Mobile Visits; Crisis Beds; and Mental Health Support Unit** (in collaboration with Durham Regional Police Services and Ontario Shores)

### **Consumer Survivor Initiatives**

**Day and Vocational Programming; Anti-Stigma Initiatives; Speakers Bureau; and Individual Peer Support**

### **Family Support**

**Psychoeducational Groups; Support Groups; Collaborative Resource Manual; and Individual Support**

### **Psychiatric Support**

**Youth and Adult** (including Seniors)

### **Public Education and Training**

## Consolidated Statement of Operations Year Ended March 31, 2012

REVENUE	2011-12
Central East LHIN	\$5,638,505
Ministry of Health for Housing	\$ 257,088
Region of Durham Social Services	\$ 224,195
Rent and Board	\$ 199,545
Misc. Other Funding	\$ 690,630
<b>Total</b>	<b>\$ 7,009,913</b>

CATEGORY	% of FUNDING
Salaries & Benefits	80.81%
Supplies & Other	15.90%
Rent & Utilities	3.29%
<b>Total</b>	<b>100%</b>

*DMHS increased community access to its services through facility and telephone system redesign; and enhanced the coordination of client services by fully integrating client assessment records.*

### Number of People Served 2011-12

Program	Clients*	Total Visits
<b>Case Management</b>	497	18,661
<b>Crisis Services</b>		
Beds	496	
Phone, Mobile, MHSU	975	18,866
<b>Court Support</b>		
Adults	383	5,074
Youth	85	1,439
<b>Dual Diagnosis</b>	54	884
<b>Family Support</b>	107	1,113
<b>Peer Support</b>	90	6,109
<b>Housing</b>	51	

\* Individuals served (MIS reported to MOHLTC)

#### **Accountability:**

***We are open and transparent in our decision making and responsive to stakeholder concerns.***



### **DMHS Community Training Programs**

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



*Mental Health First Aid Course Graduates*



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



**Ontario**

Central East Local Health  
Integration Network



Accredited  
Since 2010