



Annual Report 2013—2014

Providing Mental Health Support Services
in Durham Region
For Over Twenty-five Years



A Message from the Board and Executive Director

This Annual Report marks the 26th year that Durham Mental Health Services has been a leader in the community for providing hope, support, innovation and inclusive support to the residents of Durham Region.

This past year, our focus has been to build on the existing framework of service to align with the strategic directions of the Central East LHIN. New funding for a Seniors Mental Health hub, in partnership with Pinewood Centre, Durham Non-profit Housing, and Ajax Municipal Housing has seen the development of five Seniors Mental Health hubs in Whitby and Ajax. Additional funding also saw the development and partnership of a Complex Care Group Home for ALC patients from Ontario Shores.

During this past year, DMHS continued to shift services to ensure they are responsive, portable and accessible. DMHS now has 24 community sites throughout the Region, many of those support sites are where clients reside. Client access and intake into service is immediate and without system delay.

During the past year, Rouge Valley Health System and DMHS have integrated client services to better support people in the community. This partnership has received "Best Practice" recognition through Accreditation Canada and demonstrates real system integrations between hospital and community services.

- RVHS' continued financial support of the community crisis location in Ajax (\$200,000 per year since 2011); and a new full time nursing position at DMHS that will be integrated into the Rouge ACTT Stepped Care service;
- DMHS on-site case managers in place at both RVHS hospital campuses – Rouge Valley Centenary in Scarborough, and Rouge Valley Ajax /Pickering in Ajax;
- A cross-appointed geriatric psychiatrist working at both hospital campuses and DMHS locations;
- Shared office space from RVHS in Pickering, as part of development of a hub site for services that will include ACTT, case management, peer support and day programming for mental health clients. DMHS also provides ACTT and Ontario Telemedicine with a community satellite site;
- New Leaf Day Program is a joint initiative between Rouge Valley's ACTT, Community Care COPE, and DMHS, providing mental health services during the day to clients in Ajax.

We are appreciative of the dedication and passionate work of the Board of Directors, volunteers, students, the many community partners and especially our staff. Their commitment and dedication is unparalleled and can never be overstated.

We look forward to continuing our work with all our partners. We are at a crossroads for meaningful system change. DMHS will continue to challenge the status quo, lead through exemplary service and provide creative options through program transformation to meet the needs of the vulnerable. Hope is essential.

Our Board of Directors:

Officers:

President
Bill Sims

Vice President
Brad Davis

Treasurer
Clyde Catton

Secretary
Chris Owens

Directors:

Brenda Riviera

Kim Glover

Lynne Dennis

Rob Garnett

John Montgomery

Mike Abramczuk



Our New Look

In this, our 2013/2014 Annual Report, we are delighted to introduce our new look. Thanks to a one-time grant from the Central East Local Health Integration Network we can now reach a wider audience through:

- Our expanded and updated website;
- Our newly designed and more cohesive communication materials; and,
- A new logo which we hope will come to symbolize our commitment to our clients and their caregivers and to the promotion of mental health.

For the past 26 years we have strived to provide our clients with the very best programs and support services possible. Our mission remains steadfast – to assist people with mental and emotional health issues live to their fullest potential in the community. It is our hope that our new look captures our promise: progressive, collaborative and innovative programs and services that improve the lives of those living with mental health concerns.



Please visit us at:
www.dmhs.ca and follow us on Facebook and YouTube



DMHS staff and residents team up with Ontario Shores and Durham Regional Police for the 2013 Grand Slam Challenge.

Durham Mental Health Services wishes to sincerely thank Dr. Mark Lachmann, Dr. Gabrielle Ledger and Dr. Hoa C. Pham for their outstanding client care and for their contributions to staff development. Their support, funded through psychiatric sessional fees from CE-LHIN and the Ministry of Health, has provided a vital avenue for our clients to receive the psychiatric support they need.

October 2013 Annual General Meeting



Dr. Mark Lachmann, keynote speaker, with DMHS Board members Brenda Riviera and Kim Glover, and Executive Director Rob Adams.

TRHP Housing

A collaboration between Ontario Shores Centre for Mental Health Sciences and Durham Mental Health Services has resulted in a new Transitional Rehabilitation Housing Program (TRHP). Opened in April 2013, Ballantyne House now provides a place for four individuals with mental health forensic involvement to transition to community life, with 24/7 support.

As DMHS TRHP Coordinator Krista Bull says, "Our Housing Program has supported individuals with forensic mental health involvement for many years, but often the needs of these clients could not be met in our standard program. With this amazing partnership, TRHP has found a unique way to transition clients who may otherwise have limited options".



Program Coordinator Krista Bull (left centre) with Residential Counsellor Brad Arbour (right centre) and residents Vincent (left) and Yaron (right).

Seniors Support Program

Thanks to funding from the CE-LHIN, a new partnership with Durham Region Non-Profit Housing Corporation and Pinewood Centre (LHO) was forged in the latter part of the fiscal year to provide comprehensive support services for individuals aged 55+ who have mental health issues, addictions concerns, or a concurrent disorder.

Using a "hub" model, the program is staffed by a multi-disciplinary team, with the primary goal of ensuring that services are in place to enhance and extend independence and improve overall physical and mental health.

As March progressed, staff were hired, and office space at two DRNPH apartment buildings was set up for the programs.



DMHS Executive Director Rob Adams (left) and DRNPH Director of Operations Patti Bell (centre right) with Perry Terrace residents Fred Penney and Vivian McKay.

In 2013/2014 DMHS delivered over 30 workshops and training events to the community including:

- Mental Health First Aid
- Crisis & Suicide Intervention
- Mental Illness in the Workplace
- WRAP
- Mental Illness 101
- Managing Stress
- ASIST

If you are interested in arranging a training event for your organization, give us a call at 905-666-0831, ext. 3242. We can also customize content to meet your organization's needs.



Facilitators David Clarke and Raja Lal



Residential Counsellors Jenna Couvier and Debbie DeWitt, with Program Coordinator Denise Allen and Smith House resident Akil, enjoying Canada Day.

RVHS/DMHS Collaboration

DMHS continues to enhance its integration with Rouge Valley Health System (RVHS). RVHS is now providing DMHS office space in Pickering alongside their Assertive Community Treatment Team (ACTT).

This new office hub provides shared RVHS and DMHS programming to the residents of West Durham Region, including ACT Team support, case management, peer support, crisis services and day programming.

In addition, DMHS is providing Ontario Telemedicine Network capacity to RVHS, and the wider West Durham community, at the Pickering hub office.



October 2013—DMHS management team spent a full day together in program planning and development. Pictured here the team takes a well deserved break to enjoy a beautiful fall afternoon.

Housing Programs

DMHS started as a supportive housing provider, twenty-six years ago – offering one service at one location to nine clients. Over the years, supportive housing has remained a big part of what we do – we now have seven homes offering a variety of residential programs and services for over 42 individuals.

The core of the program leads residents stage-by-stage from our highest-support housing (McKay House) to one of our lower-support homes, where staff support is offered on an as-needed basis. As clients transition, they learn daily living and coping skills, connect to needed supports, and develop the routines needed to succeed on their own.

Opening of Barlow House

Barlow House, a three bed shared-living residence, was opened in September 2013. This location also houses a separate apartment which introduces another level of support to help with the transition to independent living. This unit provides time limited support to individuals who are nearly ready to move into the community but who want to put their independent living skills into practice before striking out on their own.



Facts & Stats

# individuals served	50
# rent supplements provided	35
% clients feel safe	90%
% clients feel the program has helped them develop life skills to become more independent	83%
% clients feel better able to cope	88%

A Recovery Story: Shawn

After leaving high school in Grade 10, I spent the next couple of decades secluded in my bedroom. When my mother passed away in October 2012, I was on my own, unsure of where to turn or what to do. Because she passed away at home, emergency services arrived and were alarmed about the condition of the home and concerned about my welfare. They arranged for DMHS' Crisis Services to call me.



Crisis Services helped me apply to DMHS' Supportive Housing. Within just a few months of applying, I had secured a place at McKay House, which I found to be a very supportive environment. The staff were always available if I needed someone to talk to. My confidence improved and I decided to return to school after over 20 years. I didn't have any daily living skills when I moved in but I learned them with the help of McKay House staff.

I feel grateful to DMHS for helping me out so much.

Ontario Shores Collaboration—Kent House

Thanks to funding from the CE-LHIN, a new partnership with Ontario Shores converted one of our low-support homes to an intensive support location providing specialized community-based housing for patients who are ready to leave the hospital but who may not qualify for other community supports due to special challenges, such as chronic physical ailments in addition to severe and chronic mental health challenges. The new Kent House is supported around-the-clock by a mix of a Residential Counsellor and Personal Support Workers. For many of the residents, before coming to Kent House, life was a repetitious cycle of admittance to psychiatric hospital, eventual discharge and re-admittance.

Kent House resident Brian appreciates the change from the hospital setting he had grown accustomed to. "It feels like a very homey atmosphere around here," he says. "Being in the hospital institutionalizes you, whereas life here is like a home away from home".



Residential Counsellor Andrea with Brian

Crisis Services

Durham Mental Health Services is committed to working together with its various community partners in order to offer a coordinated community crisis response program via a 24-hour crisis line (C.A.L.L. Crisis-Access-Linkage-Line), short-term crisis residential beds, safe beds, a mobile crisis response component and an enhancement of such services with the availability of the Mobile Crisis Intervention Team (MCIT).

Facts & Stats

# individuals served (not incl. phone support)	1,366
# community mobile visits	1,279
# incoming calls	16,154
# bed admissions	872
% clients with no fixed address	37%
% clients with no source of income	13%
% clients who feel better able to cope since contacting DMHS	80%

Our New Mobile Crisis Intervention Team

Formerly known as the MHSU, the newly rebranded and enhanced Mobile Crisis Intervention Team (MCIT) has implemented recommendations from a recent program review. DMHS has hired a Psychiatric Nurse to team with a Durham Regional Police constable. A Community



Mental Health Worker was also added to the program to provide follow-up support to individuals who have had contact with the MCIT.

A Recovery Story: Greg

Last summer, I started hearing voices, as many as 15 different voices at one time. I had scary visual hallucinations. I ended up retreating into my own world. With my father's help, I was admitted to Centenary Hospital and eventually discharged to DMHS Crisis Services, with the help of DMHS' Rouge Valley Health System Hospital-to-Home worker.



Crisis Services staff welcomed me with open arms. Despite being sick, I felt very safe, regardless of what the voices were telling me. I chose to stay on my medications and continued to see my doctor. I also worked with the Crisis staff on wellness plans and coping strategies. They also connected me with DMHS case management and peer support and helped me with an ODSP application.

At one point, I felt hopeless. Now I am feeling great about my future. I'm comforted to know that I will always have DMHS to fall back on if I need support.



"These people are angels on earth. It feels so good to know I can always call when I am struggling".

"It was such an incredible relief to have somewhere to go for a break from my problems".

"Thank you for making me feel so safe and welcomed... your guidance has given me hope for the future".

Consumer Survivor Initiatives

DMHS recognizes that individuals with lived experience of mental illness can play an essential role in service planning and delivery. We take the lead in Durham Region in providing community-based peer run consumer survivor initiatives – that is, programs staffed by, and for, individuals with mental illness.

Facts & Stats

# individuals served	122
# face-to-face visits	692
# group sessions in the year	57
# attendance days	1,006
% individuals referred for help with daily living activities	78%
% clients say they enjoyed activities	87%
% clients feel better able to cope now	81%



DMHS is very grateful for the one-time funding received from the CE-LHIN which allowed us to purchase books and materials to increase our resource library. These resources are available to the public so that they can gain knowledge and an understanding of how they can best manage their mental health challenges.



Peer Support Volunteer Training Day—pictured left to right: Rene, Emptias, Sivananthi, Ripley and Mike, with staff Lisa Scuse and Sue Cathcart.

A Recovery Story: Jewel

I've had a long history of struggling with mental health issues, going back as far as I can remember but I was not diagnosed with bipolar disorder until aged 30. Since then, I have been in and out of hospital, have tried many different medications, and had ECT treatments when things were at their worst.

In my 30s, I worked as a PSW, and was very good at what I did, but I found it overwhelming. Going off work and onto disability took away the stress I was under, but left me isolated and feeling my life had no purpose.

Last year, I was hospitalized and had the good fortune to connect with a DMHS Community Mental Health Worker who informed me about DMHS' peer-run day program in Ajax, called New Leaf. I decided to check it out. Once I started attending, I never stopped.

There were things for me to do – group discussions, crafts, games. There were a lot of different people, nice people. Everyone has their own struggles and we can talk about them freely together without any fear of being judged. To know I have a place where I am understood and accepted is wonderful; it's such a relief.

I look forward to the activities at New Leaf – it's the focal point of my week. I value the connections I've made. It's so reassuring to know there is this service for people with lived experience of mental illness in Durham Region.

"I feel more positive whenever I make the choice to come to New Leaf".

"I have learned a lot about myself and have gained hope for the future through hearing other people's stories".

"This program is awesome"!

Community Support Program

In order to better reflect the diversity of programs offered, DMHS' case management program has been renamed Community Support Program. Staffed with Community Mental Health Workers, our Community Support Program offers a helping partnership, between staff and individuals, that helps clients identify and work toward their own chosen recovery goals.

Community Mental Health Workers are stationed wherever people reach out for support. These community partnerships promote timely access to needed services and minimize the chance of individuals "falling through the cracks".

In order to be responsive to individuals' multiple and complex needs, our staff can coordinate services from across the mental health system as well as other service systems such as criminal justice, developmental, social service, addiction, and education systems.

Our Community Support Program includes support to specialized populations such as: Transitional Age (youth and seniors), Dual Diagnosis, Release From Custody, a Hospital to Home team, and a Rouge Valley Mental Health and Addiction team. During the past year staff have also provided input and service through participation in DEAN (Durham Elder Abuse Network), TAMI (Talking About Mental Illness), Concurrent Capacity Building Committee, a weekly Wellness Group, and by hosting an annual client Christmas party with over 110 individuals attending.



Facts & Stats

Case Management & Dual Diagnosis

# individuals served	703
# new clients in the year	372
# face-to-face visits	10,931
% clients feel staff do a good job	97%
% clients feel better able to cope now	87%

A Recovery Story:

Tyler

During my first year of university, chronic anxiety made my life unlivable. My mom was concerned and submitted a referral to DMHS Community Support Program. At first, most of the contact with DMHS was through my mom, but my worker made it a rule that I communicate directly with her. This was a challenge for me but it started fostering my independence.

Gradually, step-by-step, my Community Mental Health Worker helped me get comfortable with, first, leaving my room, then going outside, then going for a drive, and eventually actually going shopping and spending time in the community. This was an important part of my road back to health.

I'm at a point where anxiety doesn't interfere with my daily routine. I feel like I'm on my way to living the life that I always knew was possible. For the first time in a long time, I have a positive outlook on the future. I'm very thankful for all the hard work everyone at DMHS has put in to help me get to this point in my recovery.



"This program has armed me in the best possible way to combat my mental health problems".

"We finally have a ray of hope... thank you for your compassion when we needed it the most".

"Without DMHS, I don't know what I would have done".

Family Support

Families are an integral part of the recovery process for people with mental health difficulties and DMHS offers Durham Region's only community service specifically funded to address their unique needs.

Whether you are looking for one-to-one practical support, a peer group experience, or simply educational opportunities to better understand mental illness and related issues, DMHS' Family Support Program can help.

Facts & Stats

# individuals served	129
# face-to-face visits	692
# group sessions in the year	62
# average group participants	11
% clients felt the groups were beneficial	97%
% clients feel better able to cope now	88%



A Recovery Story: Nancy

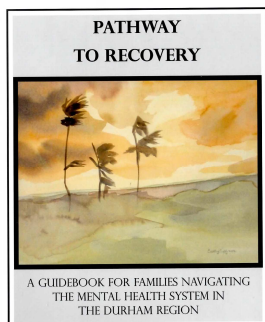
I located a toll free number for Durham Mental Health Services last year when I became very concerned about my son's illness and I began attending weekly DMHS Family Support meetings last fall.

I found them so hopeful. Each week we shared as we were comfortable to do so. There was usually a "topic" for the session. There were also some guest speakers. The group offers different ways to look at things, a lot of hope and good suggestions. The emphasis was on supporting and listening. I met a lot of very nice people and being able to talk to them provided real life experiences that I could learn from and helped me to open up and talk about my son's illness which had been very difficult for me. I looked forward to the sessions, I would take questions, concerns and share successes. I grew stronger from the experience.

I am glad to have come across this organization and I do share the fact that the service exists with others.

Family members often play a huge role in supporting their loved ones on the journey from diagnosis to recovery. Knowing how to successfully navigate and find mental health services in the community goes a long way in the success of that journey.

Now in its 3rd edition, Pathway to Recovery offers up-to-date information and resources to support families and caregivers of individuals experiencing mental health challenges. Call us at 905-666-0831 or visit our website (at www.dmhs.ca) to download or purchase a hard copy of this valuable resource.



The staff at DMHS in particular want to thank the Salvation Army Thrift Store in Whitby for generously donating parking space to support our new Seniors Support Program. Your contribution to the success of this new initiative is sincerely appreciated.

"The hope, help, direction, and guidance I received was phenomenal".

"I found speaking and listening to other stories similar to ours very supportive".

"Without this program, I would not have been able to return to work".

Justice Initiatives

Far too many individuals with mental health issues come to the attention of the mental health system through their involvement in a criminal justice process. This sad fact also presents an opportunity for engagement and for linkage to needed health services.

A major strength of DMHS is the range and quality of our justice initiatives – that is, programs that operate where the criminal justice and mental health systems intersect.

We offer a range of services, including pre-charge diversion, where Durham Regional Police identify and refer an individual.

Our Mental Health Court Support workers are stationed in Durham Region's Courthouse and can offer on-site support.

Referrals can come from any source, including self, police, defense counsel, or Crown Attorney's office. Once connected, our staff help guide clients through the court process, including court diversion, while also making links to relevant health services and resources.

Facts & Stats

# individuals served— adults	391
# individuals served—youth	89
# face-to-face visits	2,923
% clients were male	60%
% individuals were transitional aged youth (under 24 years old)	47%
% individuals had no employment of any kind	75%
% clients feel staff do a good job	100%
% clients feel better able to cope now	93%

We wish to thank all of our community partners for helping us to ensure that clients receive best possible care, including:

Ontario Shores Centre for Mental Health Sciences

Rough Valley Health System

Lakeridge Health Oshawa

CMHA-Durham

Kinark Child and Family Services

Frontenac Youth Services

CHIMO Community Services

CMHA-HKPR

Durham Regional Police Services

Durham College

Heritage Community Housing Corporation

Community Living Ajax-Pickering-Whitby

Seamless Care

Durham Region Non-Profit Housing Corporation

Community Care—COPE

Ministry of Attorney General—Crown Attorney's Office

A Recovery Story: Calvin

When I was 15, I left my family home and for the next seven years I lived on the streets of downtown Toronto. In 2009, my girlfriend accused me of assault and the police charged me. During the court procedures, I got connected to DMHS' Mental Health Court Support Program. This was a real turning point in my life.



Court Support linked me up with a DMHS Community Mental Health Worker, who then helped me make further links – with an Adult Protective Worker, a behavioural specialist through Lakeridge Community Supports, and DMHS Crisis Services.

My new worker hooked me up with DMHS' Supportive Housing Program and I moved into McKay House at the start of July. Since moving in, I've been attending DMHS' day program. The people here at McKay House are great. It's more stable and supportive than any other place I've been. They are helping me cope better with my illness and I'm getting effective treatment. I'm very grateful to have the support that I have here.

"Without this service, I would have been lost, I wouldn't have known what to do".

"Help, hope and caring made a big difference and I thank you all".

"I couldn't be more thankful for the way I was treated, respected and helped".

Financial Report 2013-2014

REVENUE:

CE-LHIN	6,387,563	83.85%
MoH Housing Branch	310,188	4.07%
Durham Region Social Services	199,841	2.62%
Min. Children & Youth Services	81,328	1.07%
Rent & Board	253,167	3.32%
Miscellaneous	385,409	5.06%
Total Revenue	7,617,496	98.23%
Prior Year Surplus Transfer	137,326	1.77%
Total Available Funds	7,754,822	100%

EXPENSES:

Compensation & Staffing Costs	6,451,455	83.26%
Facilities(7 Homes & 2 Crisis)	484,175	6.25%
Administrative Costs	150,575	1.94%
Program Expenses (food etc.)	118,922	1.53%
Capital Purchase	105,636	1.36%
Capital Reserve Fund	18,353	0.24%
Rent Supplement Program	153,820	1.99%
One Time Funding	265,254	3.42%
Total Expenses	7,748,190	100%

TOTAL SURPLUS 6,632

Durham Mental Health Foundation

thanks all its donors, including those who donated anonymously and in memorandum. Your donations directly support the clients we serve.

2013/2014 Revenue	19,460
2013/2014 Expenditures	1,670

Our donors in 2013/2014 included:

Telus (Employee Giving Program)
 Pickering United Church
 Enterprise Rent-a-Car
 Bowmanville High School Student Fundraiser
 Mr. R. Kurita
 Durham College Student Fundraiser
 Trafalgar Castle School
 Mr. B. Buchanan
 Community Justice Program

DMHS thanks the many students and volunteers who contributed to its programs in 2013/2014:

Stephanie Bruce	Amanda Catell
Christine Cunningham	Jennifer Garton
Jenna Grant	Candice Holliday
Donelle Latimer	Patricia Lenis
Kristina McCarthy	Najeeb Nayad
Kristie Norbert	Becky Oakes
Ashely Petsinis-Drake	Ron Sherwin
Huma Taj	Julia Therberge
Eric Wai	Amanda Weir

2014 Service Recognition Awards

Celebrating Five Years of Service:

Sophia Pottinger	Lea Jones
Gord Radford	Lisa Scuse
Andrea Cain	Julia Smith
Katherine Sansom	Bentley Steers

Celebrating Ten Years of Service:

Marianne Dixon	Joanne Snow
Derik Blanchard	Andrea Thornton
Mark Bouwmeester	

Celebrating Twenty Years of Service:

David Clarke

Durham Mental Health Services thanks all of its staff for their hard work and outstanding dedication.

DURHAM MENTAL HEALTH SERVICES

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.

Durham Mental Health Services
gratefully acknowledges the following
for their funding and support:

Ministry of Health and Long Term Care

•

Ministry of Children and Youth Services

•

Regional Municipality of Durham

•

Central East Local Health Integration Network



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