

ANNUAL REPORT

CMHA Thames Valley

2023/24



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Amy Cook, Director

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Jibran Khokhar, Director

A message from our Board Chair

As I prepared last year's message for the annual report, we were in the midst of hiring our new CEO. Now, almost a year has passed since Pam joined us and we've experienced lots of positive changes that position CMHA TVAMHS well for the future.

This fall, I'll be stepping down as chair of CMHA TVAMHS. I'm so proud of all we've accomplished during my tenure – even though it hasn't all been easy. Transformation can be difficult. It also provides the chance for us to continue delivering excellent service. As the world around us becomes more complicated with new and renewed barriers, supports provided by CMHA TVAMHS are even more vital for individuals facing a range of challenges.

Recently, the board, leadership and staff worked to create our new strategic plan. It will help guide our work in the future and has enabled decisions to be made about the restructuring of CMHA TVAMHS to align with the new strategic plan.

On behalf of the board, I want to thank Pam, CMHA TVAMHS leadership and staff as well as our many dedicated volunteers for your work this past year. We look forward to working together to accomplish our goals.

Heather Bishop
Board Chair

A message from our CEO

This past year, CMHA TVAMHS has faced significant evolution and change. Building on a strong foundation, a new chapter in our story has begun.

In January, we ratified our first collective bargaining agreement with the Ontario Public Service Employees Union. This agreement provides harmonized wages and benefits for our dedicated staff who work tirelessly to provide the best service to clients.

With input from partners, stakeholders, volunteers and staff, our first strategic plan as an integrated organization will serve as a roadmap for organizational growth, sustainability and impact from 2024-27.

We've developed new areas of work, including system performance, that will enable us to track progress and impact. We've created a First Nations, Inuit, Métis, and urban Indigenous reconciliation action plan and an anti-racism, anti-oppression framework that will be implemented this year.

There have been many new and expanded programs, and at the same time, we've restructured the organization to align with our strategic plan and collective bargaining agreement. Change can be disruptive, but it can also empower us to continue to lead.

Guided by our shared values, I'm honoured to collaboratively work with our team toward resilience for all through positive mental health and freedom from addiction.

Pam Tobin
CEO

Programs and services highlights

In 2023-24, so much was accomplished. Let's take a moment to reflect on our collective achievements.

Our **Crisis Centre** remains an invaluable source of hope for individuals in need, offering 24-7 mental health and addictions support. Our model has become a provincial gold standard, evidenced by the number of clients served, emergency room diversions and timely crisis responses. This year, we recorded almost 4,500 visits and diverted 1,547 individuals from hospital emergency departments.



4,500
visits

1,547
people diverted from
Emergency Rooms

The **Rapid Access to Addiction Medicine (RAAM)** clinic continues to serve a steady stream of clients, highlighting its necessity in our community. On average, more than 140 individuals access this service during the clinic's four-day work week. Based on the increasing need of this service in our community, the team has a long-term goal of potentially expanding to five days a week.

140+
RAAM clinic clients/week



Supportive housing remains a priority for the communities we serve and our agency. This year, we provided housing supports to over 1,400 individuals. We know housing insecurity and homelessness negatively impacts our health care, social service, and justice systems. Through a broad spectrum of support options, our goal remains focused on promoting community-based recovery for individuals with addiction and mental health needs in various settings.

Over the past year, several programs have launched or expanded to increase our community impact. The opening of our **Withdrawal Management Services** program in St. Thomas provided essential resources, and supported over 350 people in its first year. We also expanded our virtual supports by joining the **9-8-8 Suicide Crisis Helpline's** team of partner providers. Additionally, our **Friendly Callers** expansion, focusing on the 2SLGBTQIA+ community, underscores our commitment to serving diverse populations with tailored support and care. These initiatives exemplify our dedication to innovation and inclusivity.

Together, we'll continue to provide timely mental health and addiction services, education, and advocacy to ignite hope and support change for all.



350+
Withdrawal Management
clients



Proud partner in



Our Impact 2023-2024

My Sisters' Place recorded 26,042 visits, served 25,529 meals and snacks, and distributed 7,463 basic needs packages. On holidays, staff were able to serve meals to 214 women who would otherwise have spent the day alone.

London Coffee House recorded 39,541 unique visits and welcomed 922 new individuals who had not accessed services before. Pets were supported 947 times.

Basic needs packages were provided 6,669 times and 52,554 meals were distributed. Individuals accessed washroom services 13,156 times and utilized on-site laundry 1,595 times.

Staff provided mental health support 1,507 times, substance use support 6,788 times, and crisis supports 6,027 times.

The **Rapid Access to Addiction Medicine** clinic (RAAM) supported 1,215 individuals, recording a total of 5,900 total visits.

The Mental Health and Addictions **Crisis Centre** recorded 4,440 visits and 875 admissions to the Crisis Stabilization Space, which diverted 540 individuals from hospital emergency departments.

Our **Outreach Teams** connected with 1,086 individuals through a total of 1,641 interactions. This resulted in individuals experiencing a mental health or addiction crisis being diverted from hospital emergency rooms 1,547 times.

Our **Crisis Response Teams** were activated to 1,151 situations in the community. They joined 440 further situations with our police partners. Additionally, police services executed 255 drop-offs to the Crisis Centre, ensuring these individuals were connected with supports suited to their immediate needs.

Our virtual and phone supports connected with individuals in need a total of 28,497 calls, text and web chats.



We connected with **18,903 clients** from April 2023 to March 2024.

4,335

in addiction services

4,534

in Elgin County

7,421

in Middlesex County

2,613

in Oxford County



1,424 clients accessed **supportive housing services**.

807

in Elgin County

551

in Middlesex County

67

in Oxford County



27,224

calls, texts, web chats through **Reach Out**



1,273

calls through the **Support Line**

*This does not include 9-8-8 stats, which we look forward to sharing next year.

Fund development highlights

Nick the Tax Guy: Hopeful futures through financial empowerment

Nick Vrbos arrived at My Sisters' Place one cold Saturday in December 2022 to take part in a Foresters Financial community volunteer activity. He was assembling care packages with toiletry items purchased with a generous grant from Foresters. At the end of the activity, volunteers toured the house and staff talked about how the program removes barriers for women and helps them to realize their potential. Nick says seeing the nurse practitioner's clinic was a 'wow' moment for him.

Nick was inspired, and followed up with an offer to establish a year-round community volunteer income tax program (CVITP) through the Canada Revenue Agency. Seeing the enormous impact for individuals, Nick soon expanded, including participants from Holly's House and most recently the London Coffee House.

Affectionately known by participants as "Nick the Tax Guy," he feels privileged to be welcomed into the program space. He attributes the program's success to his passion for taxes—loving to complete returns—and the trusted relationships women have with direct-service staff who complete the intake forms for him.

To date, 80 tax returns filed for 53 individuals have resulted in more than \$150,000 in benefits and credits. That may mean a bag of groceries, first and last month's rent, new clothing or a fresh start for an individual or family.

Having a current tax assessment offers our clients access to housing and child care subsidies, eligibility for monthly and quarterly benefits, and enrollment in the Canada Dental Care Plan.

Nick has volunteered more than 350 hours and secured more than \$7,000 in community grants from Foresters to support our programs. Funds have paid for 'welcome home' kits for women exiting Holly's House and moving into permanent housing, bus tickets for the Micro Enterprise participants, pantry items and laundry supplies for the London Coffee House, and kitchen appliances and supplies for My Sisters' Place. We couldn't be more grateful for Nick – his skills and compassion are making an invaluable difference in the lives of so many people!



Everything about this program is so intentional and so purposeful.

- Nick Vrbos

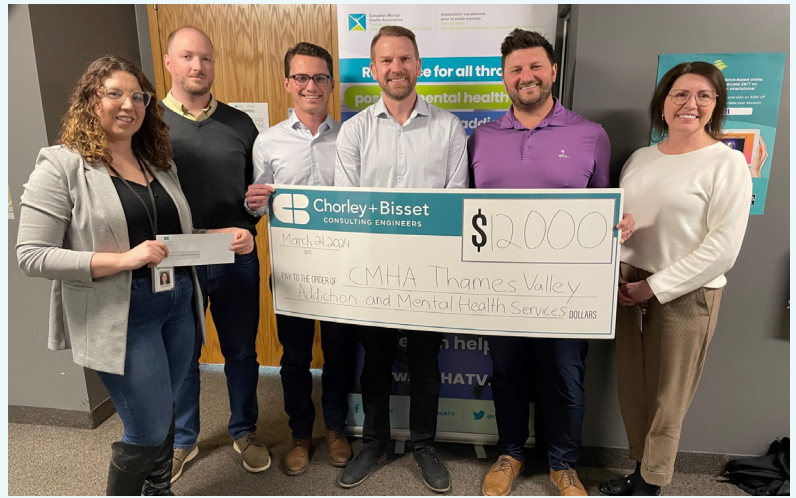
350+
hours volunteered

\$150,000
in benefits and credits

\$7,000
in community grants to support My Sisters' Place

First-time corporate donor in 2023

In 2022, Chorley + Bisset Consulting Engineers launched a new charitable initiatives program where their employees were surveyed to determine which charitable causes they would like to support. All employee donations would be matched by Chorley + Bisset. Derek Jacobs, Mechanical Engineer at Chorley + Bisset, advised CMHA Thames Valley Addiction & Mental Health Services that we were identified as their primary charity for 2023. We are thrilled to be the recipients of a \$12,000 donation! Thanks to our friends at Chorley + Bisset for this very generous gift!



Internal grants 2023

This past year witnessed some of the most generous and truly philanthropic gifts thanks for our incredibly generous donors. With your support, over \$61,000 was granted to fund 23 unique projects and activities across the Thames Valley region.

Donations made it possible for our clients to navigate complex challenges related to food insecurity, trauma and homelessness, while also managing addiction and mental health challenges. With support from our community, many clients were able to attend community events, participate in activities with dignity and continue developing healthy relationships and life skills.

We're proud to share some of the ways direct support was provided to clients.



Community Wellness participants joined a tour of the Sugar Bush during last fall and learned about the skills for tapping trees.

Clients also received support for basic needs items, barbecues, food gift cards, YMCA memberships, Christmas Holiday gatherings and winter clothing items.

We cannot thank you enough for your continued support to individuals we serve in our communities.



A group from our Elgin team gathered to celebrate the arrival of summer at the Eco Park.

Innovation and growth

We're pleased to introduce our new strategic plan, which will serve as our roadmap for the next three years through organizational growth, sustainability and impact. This plan includes four new strategic directions with measurable objectives and six expanded values. Together with our revised vision and mission statements, the components of the strategic plan will steer the agency into its next chapter.



Vision

Promoting resilience for all through mental health and addiction services.



Mission

Provide timely mental health and addiction services, education and advocacy to ignite hope and support change for all.



Values

Inclusion: We embrace diversity and create welcoming and inclusive spaces where everyone feels accepted and supported.

Compassion: We provide care and support by meeting people where they are with empathy and understanding.

Innovation: We actively pursue new approaches to advance mental health and addictions services for all we serve.

Excellence: We strive for the highest standard of care and service to support the unique needs each of our clients.

Respect: We treat our clients, coworkers and partners with dignity and worth.

Collaboration: We value our partnerships and relationships to provide the best outcomes for the clients we serve.

Strategic Plan



Access to client-centred care and services

1. Eliminate barriers to people accessing CMHA TVAMHS services they need.
2. Use and enhance data to inform services that supports the diversity of community needs.
3. Establish a culturally appropriate approach to address the needs of families and individuals.



Support First Nations, Inuit, Métis, and urban Indigenous priorities

1. Establish a culturally appropriate approach with First Nations, Inuit, Métis and Urban Indigenous communities to address the needs of families and individuals.
2. Build and maintain relationships and partnerships with First Nations, Inuit, Métis and Urban Indigenous communities.
3. Support an environment that enables First Nations, Inuit, Métis and urban Indigenous communities to design and implement culturally-safe services with support from CMHA TVAMHS.



Leadership

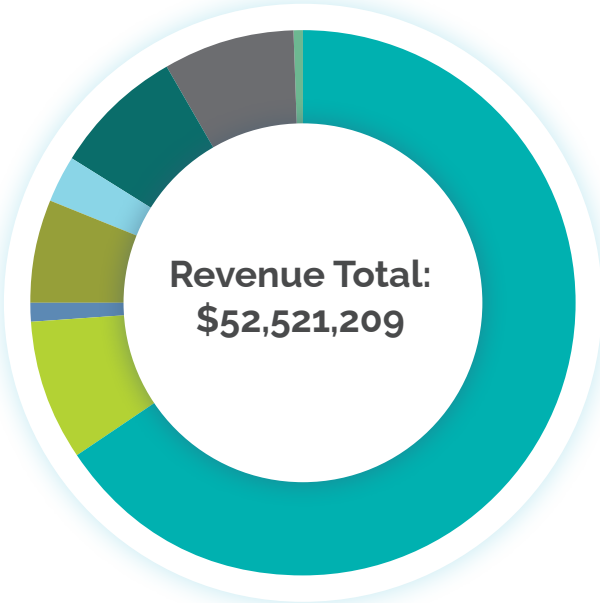
1. Inspire a culture that promotes continuous quality improvement in all aspects of our business.
2. Continue to build a strong, healthy, cohesive, and inclusive team.



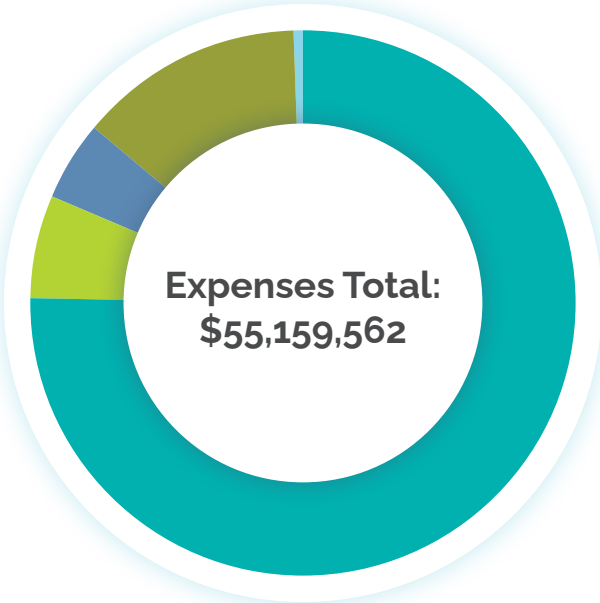
Supportive housing

1. Respond to the changing needs of our community members and create movement across the housing continuum.

2023-24 Audited Financial Statements



Ontario Health West	\$ 34,555,478
Ministry of Health	\$ 4,340,292
United Way	\$ 571,734
City of London	\$ 3,236,583
Donations	\$ 1,451,763
Rental Revenue	\$ 4,031,515
Other Revenue	\$ 4,074,990
Amortization of deferred contributions	\$ 258,854



Salaries/Benefits/Medical	\$ 41,606,228
Sessional Fees	\$ 3,363,673
Supplies	\$ 2,643,271
Sundry Expenses	\$ 7,287,536
Equipment/One-Time Expenses	\$ 258,854

ANNUAL REPORT

CMHA Thames Valley

2023/24



Canadian Mental
Health Association
Thames Valley
Addiction and Mental Health Services

Visit us

**London Regional Centre &
Corporate Services**
200 Queens Avenue, Suite 260,
London, ON, N6A 1J3
519-673-3242 x1222

**Mental Health and Addictions
Crisis Centre**
648 Huron Street
London, ON N68 1Y6
519-434-9191

My Sisters' Place
566 Dundas Street
London, ON N6B 1W8
519-679-9570 x5000
mysistersplace@cmhatv.ca

London Coffee House
371 Hamilton Road
London, ON N5Z 1R7
519-204-4719

St. Thomas Regional Centre
10 Mondamin Street | Suite 109
St. Thomas, ON N5P 2V1
519-673-3242

Woodstock Regional Centre
522 Peel Street
Woodstock, ON N4S 1K3
519-539-8055

Strathroy Hub
21 Richmond Street
Strathroy, ON N7G 2Z1
519-245-0120

Tillsonburg Hub
41 Broadway Street
Tillsonburg, ON N4G 3P4
519-842-9425

Exeter Hub
149B Thames Road West
Exeter, ON N0M 1S3
519-235-0335



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Charitable Status Number:
118834217 RR 0001