

CAMHS

Community Addiction and Mental Health
Services of Haldimand and Norfolk

Annual Report

2022-2023

Board Chair Report 2022-2023

It has been quite a journey over the last year with so many changes and the increased need for service. It has certainly been a privilege to serve as Board chair during this time of transition working with so many talented and caring people. It is difficult to mention all those who have contributed so much to provide continued resources to our community. Special thanks to all staff for the dedication shown and contribution to the wellbeing of so many. We are privileged to have Bill Helmeczi lead the agency and introduce new ideas for consideration. It's certainly a pleasure to work together.

Our Board has truly evolved through the concerted efforts of members recruiting excellent people willing to join us. The CAMHS governance board is now led by experienced and dedicated members. It's exciting to consider the possibilities that will be achieved as such talented members work together. Special thanks to our extraordinary Board members, present and past for the undertaking of such important work. I must mention Laurie Giancola and sincerely thank her for her long term commitment and leadership on the Board. Laurie has contributed **so** much time and energy through her passion to seek change. Thank you Laurie!

The commitment of staff, contribution of the Board and the partnership with stakeholders will surely benefit our community in so many ways. Thanks to all for working together for continued improvement and achieving significant results!

Looking forward to an amazing year moving forward together.

Respectfully submitted

Jean Montgomery


CAMHS Board Chair

CEO Message

It is my pleasure, on behalf of the Board Directors and staff of Community Addictions and Mental Health Services, (CAMHS) of Haldimand and Norfolk Counties, to provide a summary of our activities for the fiscal year 2022-2023. George Bernard Shaw wrote, “some people see things as they are and ask why, I see things that never were and ask why not”. This certainly reflects CAMHS over the past year. We took on many new projects and continued to ask why not, as we continue to provide our clients with the most effective professional services and supports.

At CAMHS we spent a good deal of time identifying how to enhance our services, improve therapeutic client engagement, and demonstrate the effectiveness of our services. We made the decision to become Accredited through the Canadian Centre for Accreditation and have developed a workplan to ensure our success in this endeavour. We have also increased our community collaborations and joint projects, while continuing to provide excellent services. In recognition that our service outcomes are due to our dedicated staff, we launched a Social Committee and Trauma-Informed Committee to support and celebrate our staff. We held four staff meetings in our commitment to being a collaborative and transparent agency committed to employee wellness. Our CAS partners provided their auditorium which allowed us to offer both community partner and staff presentations.

This past year we developed an agency score card to monitor our services so that we would be able to identify areas of concern, so that appropriate changes could be implemented quickly. As you will see our fourth quarter score card reflects the excellence CAMHS has achieved. The Score card measures Service Quality, Program Effectiveness and Workplace Health and Excellence using over nearly 25 metrics. Our overall average score at



CAMHS
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Balanced Scorecard Summary

Program: Agency Wide
Period End: 30-Jun-23
Quarter: 1

| Q1 | | Operation Plan Indicators to Annual Scorecard | | Target | Score | |
|---------------------------------|--|---|----------------|----------------|---------------|---|
| Customer Service and Quality | | Met treatment and intervention goals | 25.00% | 22.00% | | |
| | | Waitlist management | 25.00% | 22.00% | | |
| | | Outcomes: quantitative | 25.00% | 22.00% | | |
| | | Group and workshop satisfaction | 25.00% | 23.25% | | |
| | | Total Customer Service and Quality | | 100.00% | 89.25% | |
| Program Effectiveness | | Provided EBP or IEP treatment | 25.00% | 24.00% | | |
| | | Met intake standards | 25.00% | 24.00% | | |
| | | Met transitioning standards and fidelity compliance | 25.00% | 20.75% | | |
| | | Risk and privacy issues | 25.00% | 23.50% | | |
| | Total Program Effectiveness | | 100.00% | 92.25% | | ● |
| Fiscal Effectiveness | | Prepare a balanced annual budget | 20.00% | TBD | | |
| | | All Ministry and other funding agency reporting requirements submitted on time | 20.00% | TBD | | |
| | | Complete and circulate monthly financial statements by the 3rd day of the month | 20.00% | TBD | | |
| | | The Auditors provide a "Qualified Opinion" | 20.00% | TBD | | |
| | | Issues identified by accounts payable | 20.00% | TBD | | |
| | Total Fiscal Effectiveness | | 100.00% | 82.85% | | ● |
| Workplace Health and Excellence | | Employee employer issues | 25.00% | 46.00% | | ● |
| | | Staff retention | 25.00% | 44.00% | | ● |
| | | Workwellness reporting | 50.00% | NA | | ● |
| | Total Workplace Health and Excellence | | 100.00% | 90.00% | | ● |

Legend : Well above expectations ● At or slightly above expectations ● Below expectations ●

years end was 90.5 percent.

CAMHS implemented Greenspace, which is a digital platform that was initially designed to improve client engagement. The platform is predicated upon research that illustrates that the more a client is involved in the treatment process the greater the likelihood they will remain involved. This led to the platform adding standardized measures that could at any point in the process be sent electronically to measure client changes, which can then be discussed in real time. The measure itself can be used to examine improvement, behavioural triggers, and treatment success. Greenspace has shown the ability to improve and reduce overall clinical symptoms by forty-two percent. Change is 350 times more likely to remain in place and no shows are reduced by nearly forty percent. This will give our clients the ability to engage in services more effectively while also improving outcomes.

This year we registered for our first accreditation. The accreditation body is the Canadian Center for Accreditation. Accreditation is a process whereby an independent, third-party evaluation of an agency against recognized standards, conveying formal demonstration of its impartiality and competence to carry out specific conformity assessment tasks. The Canadian Centre for Accreditation process has been tailored to community-based health and social services across Canada. It offers accreditation founded on recognized best practices in governance, leadership, and management, and in program areas including community-based health, mental health, and addictions. Our Accreditation Committee, comprised of representative staff from our programs, is keeping our process on time for a winter 2024 site review.

To effectively deliver quality service, CAMHS has embraced professional collaboration. To this end we are pleased to announce a completed protocol with Haldimand OPP and Norfolk OPP and our MCRT program. MCRT reopened in Haldimand. We have also grown our collaboration with Toyotetsu and continue to support their staff on issues related to mental health and addictions. In addition, we have spent a great deal of energy and time in a planned outreach effort to educate the community on mental health and addictions issues. Indeed, many of our staff gave their time to supporting wellness fairs and the Norfolk County Fair under the leadership of our WRC program. These events were well attended, and we reached over 1100 individuals providing resources and referral information to many of our community partners.

Lastly this past year we have launched a student internship program. The program supported the training of four BSW, MSW, and MA students. The students acknowledged the tremendous support and excellent experience in mental health and addictions treatment they were provided. They further appreciated the introduction to the unique needs of a rural environment while providing services. Further we provided a Ph.D. student with the opportunity to complete a community course case project. She will continue with CAMHS and will do her dissertation on addictions. As an added benefit student placements have assisted in our talent recruitment efforts. Two of our students have transitioned into paid staff positions.

Community Addictions and Mental Health Services is committed to delivering the highest level of mental health, addictions, geriatric, and crisis services to the Haldimand and Norfolk Community. We are humbled by this responsibility and appreciate the many positive messages and donations that we have received from past clients and community partners. We look forward to the opportunities that await us in 2023-24 and wish you a healthy and happy year.

Bill Helmeczi

Chief Executive Officer

CAMHS 2022 to 2023 Program Updates

Addictions

The Addiction Program provides community-based, client-focused services for alcohol, drug, and gambling concerns for people of all ages. The program allows for immediate service and supports following referral. Clients benefit from a multidisciplinary team that assesses the most appropriate treatment directions.

Addictions Mobile Outreach Team (AMOT)

The Addiction Mobile Outreach Team (AMOT) seeks to break barriers in addiction services by engaging individuals who need addiction support and being accessible to the community (mobile). The team is composed of a compliment of disciplines and addresses complex, addiction issues by providing psychoeducation and community engagement.

Administration

The Administration Team is responsible for providing administrative support to CAMHS clinical services and day-to-day operations. This includes supporting all clinical services, facilitating payroll, purchasing and accounting, processing requests for information and privacy inquiries, provide training and support in clinical software and support in IT related services. The Administration Team has also been a tremendous support in the orientation of new staff joining CAMHS! A special thank you to the Administration Team for their support to CAMHS for the work on special projects such as supporting the transition to paperless files and the office revitalization project in Townsend and Simcoe. The dedicated efforts of the team are appreciated by both management and staff!

Adult Mental Health

The Adult Mental Health Program provides mental health treatment through psychotherapeutic interventions across Haldimand and Norfolk. The program works with individuals and groups by establishing therapeutic goals and addressing these goals through a range of psychotherapy models. In

this coming year, the team looks to welcome a new complement of staff through recruitment and student placement opportunities.

Crisis Assessment and Support Team (CAST)

CAST is a 24/7 mental health crisis support and assessment service for individuals sixteen years of age and older who are experiencing a mental health crisis. These services include an available 24/7 crisis telephone line users can use to call in when in a crisis, short-term crisis stabilization and prevention, as well as offering psychiatric consultations through psychiatry clinics offered by CAMHS.

In addition to these services, CAST provides mental health assessments to local emergency departments in the Haldimand-Norfolk Region. Due to unavailable scheduled 1 hospitals in the region CAST has partnered with local emergency departments to provide psychiatric consultations and assessments for suggested next steps to emergency staff.

This past year CAST has made some changes to improve the retention and recruitment of staff. CAST now has the compliment of one more full-time staff. Moving forward CAST is continually looking to adapt to the emerging needs of the community and will explore ways of improving timely consult for the community.

Intake

CAMHS has a centralized intake process for all mental health programs. Intake is responsible for screening, reviewing, and directing referred clients to appropriate programs within the agency. Intake complete referrals and or redirects referrals to other community partners when required ensuring that clients receive the most appropriate service. During the past year CAMHS has been able to expand their referral base onto new online platforms. This has given our community a more streamlined option when making referrals. In addition, it allows us to continue to adapt our CAMHS referral form to better serve our community.

Mobile Crisis Response Team (MCRT)

MCRT provides experienced mental health professionals to respond to 911 calls in conjunction with local OPP officers. Each MCRT staff is partnered with a uniformed OPP officer in both Haldimand and Norfolk. As a partnered team they respond to mental health calls as directed by dispatch to provide mental health support during high risk and emergency situations. The program provides individuals in crisis, their families, and caregivers with timely and appropriate crisis intervention.

During the past year MCRT has worked diligently to provide rapid on-site assessment and support despite limitations with local community service availability and staffing retention. In this coming year, MCRT is welcoming a new compliment of staff ready to join and support in the provision of mental health crisis intervention and crisis diversion.

Mobile Mental Health & Addictions Clinic

CAMHS has been chosen by Ontario Health to be a part of a new demonstration program along with four other rural agencies/regions across the province. Mobile Mental Health Addiction Clinics provide mental health and addiction services to select communities in Haldimand, Norfolk and Niagara Regions.

The Mobile Mental Health and Addictions team will hope to further reduce Haldimand and Norfolk citizens need to travel to get Mental Health and Addictions support by providing a variety of service under one location. In addition, a unique component of the program is to serve clients throughout the lifespan rather than solely the adult population. There are a total of five designated sites where this team will provide services from Langton, Waterford, Cayuga, Port Dover and Hagersville.

Specialized Geriatrics Services (SGS)

This program provides non-emergency clinical assessment, consultation, treatment and education to older adults, their families and service providers who are, or know of, someone who is experiencing mental health issues combined with age-related difficulties.

Intensive Geriatric Services

Is a program which provides non-emergency outreach to clients including assessment, consultation, treatment and education to older adults, and their families. The program will provide support to all family members or person(s) involved with the individual if requested.

Telemedicine

The CAMHS Telemedicine Service serves Brant, Haldimand and Norfolk Counties. The Telemedicine Service provides non-emergency community-based service to adults 16 years of age or older who may be experiencing mental health and/or addiction issues, including older adults with complex needs.

Wellness & Recovery Centre

The Peer Support Program offers 1-1 and group peer support as well as running the Wellness & Recovery Centre. The Centre runs on membership and a monthly activity calendar. The Peer Program also runs groups and outreach events in the community for the community. The Centre values and develops programs with the participation of its members.

Financials

COMMUNITY ADDICTION AND MENTAL HEALTH SERVICES OF HALDIMAND AND NORFOLK

Statement of Financial Position

March 31, 2023, with comparative information for 2022

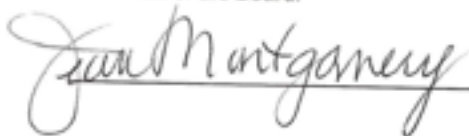
| | Operating fund | Donation fund | 2023 | 2022 |
|----------------------------------|-------------------|------------------|--------------|--------------|
| Assets | | | | |
| Current assets: | | | | |
| Cash | \$ 2,895,680 | \$ 223,145 | \$ 3,118,825 | \$ 2,186,770 |
| Investments (note 2) | - | 27,280 | 27,280 | 27,144 |
| Accounts receivable | 69,313 | 1,470 | 70,783 | 21,254 |
| Harmonized sales tax recoverable | 36,404 | - | 36,404 | 57,014 |
| Prepaid expenses | 62,009 | - | 62,009 | 67,381 |
| Due from (to) own funds (note 3) | 1,348 | (1,348) | - | - |
| | 3,064,754 | 250,547 | 3,315,301 | 2,359,563 |
| Property and equipment (note 4) | 6,112 | - | 6,112 | 9,168 |
| | \$ 3,070,866 | \$ 250,547 | \$ 3,321,413 | \$ 2,368,731 |

Liabilities and Fund Balances

| | | | | |
|--|--------------|------------|--------------|--------------|
| Current liabilities: | | | | |
| Accounts payable (note 5) | \$ 1,034,721 | - | \$ 1,034,721 | \$ 999,077 |
| Due to the Ministry of Health (the "Ministry") (note 6) | 843,648 | - | 843,648 | 518,896 |
| Deferred revenue (note 7) | 1,226,335 | 39,546 | 1,265,881 | 693,277 |
| | 3,104,704 | 39,546 | 3,144,250 | 2,211,250 |
| Deferred capital contributions (note 8) | 6,112 | - | 6,112 | 9,168 |
| Fund balances: | | | | |
| Invested in property and equipment (note 9) | - | - | - | - |
| Unrestricted | (39,950) | - | (39,950) | (39,950) |
| Internally restricted | - | 211,001 | 211,001 | 188,263 |
| | (39,950) | 211,001 | 171,051 | 148,313 |
| | \$ 3,070,866 | \$ 250,547 | \$ 3,321,413 | \$ 2,368,731 |

See accompanying notes to the financial statements.

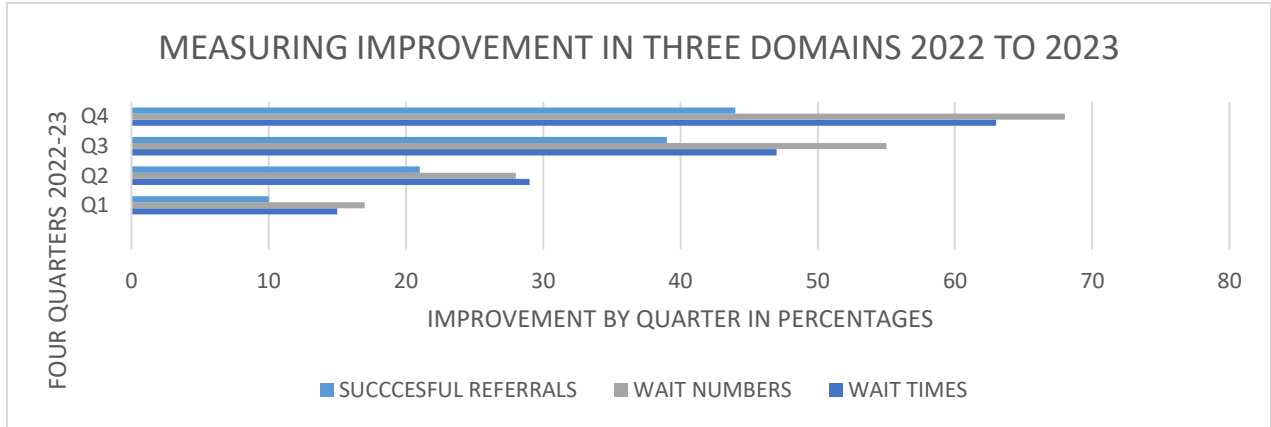
On behalf of the Board:

 Director

 Director

Clinical Statistics

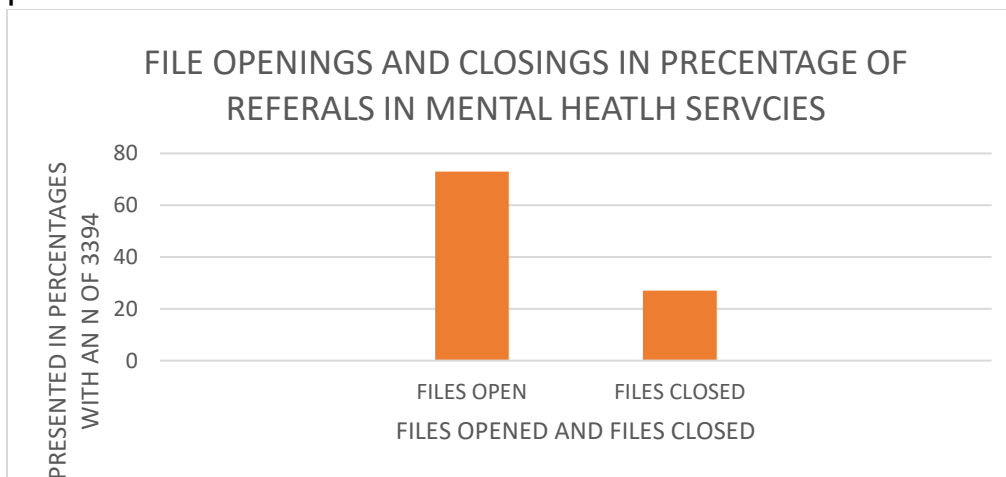
Highlights from CAMHS' Service Data 2022 to 2023



CAMHS served nearly 5500 clients in slightly more than 17000 sessions
The Addictions Team is now in 9 Schools.

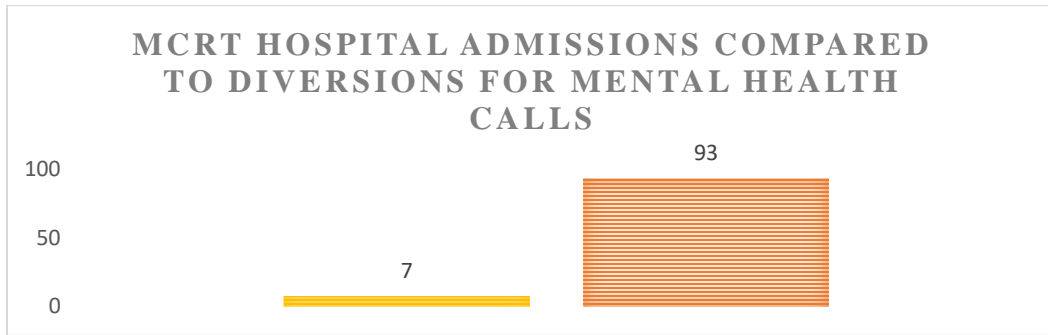
CAMHS has 12 programs only 2 have a waiting list. The one program, the Adult Mental Health Team has reduced its waiting list since the last report by nearly 80%.

CAST supported 53 clients face to face, often in the Emergency Rooms of Haldimand and Norfolk Hospitals as well as supporting over 146 clients via phone.



Our collaborative DBT with our partner agency CMHA have worked through its Pandemic (2020 to 2022) waitlist.

Intensive Geriatric Services provided support to all individuals when required within 48 hours of contact. The Specialized Geriatrics program has a closing rate just slightly below 95% of all the cases that were assigned and registered as of September 2022.



Telemedicine despite functioning with a loss of nearly 70% of its staff, successfully closed slightly above 50% of the cases assigned and registered as of September 2022.

The WRC held two wellness fairs this past spring. One was in Simcoe and the other Dunnville. Together these two fairs welcomed over 1000 visitors.

Donations

It is with sincere gratitude that we recognize the generous donation contributions CAMHS has received from our Haldimand/Norfolk communities and areas throughout the province through direct and online donations. In the past fiscal year CAMHS received donations in the amount of \$21,584 from 39 donors.

In August 2022, Cayuga Mutual Insurance Company provided a donation in the amount of \$6,523 raised through a golf tournament fundraiser.

In May 2023 CAMHS received a second generous donation from Cayuga Mutual Insurance Company (CMIC) and the Ontario Mutual Insurance Association (OMIA) in the amount of \$33,325 raised during the fall and winter of 2022.

Thank you to all participating members and a special thank you to Steve Quinn for initiating the fundraising event.

CAMHS is incredibly appreciative for the extremely generous donation from Cayuga Mutual. A very special thank you to Steve for his commitment and perseverance on behalf of mental health and addictions. CAMHS and most importantly our clients will benefit tremendously from your heart felt efforts and generosity. Thank you.

*Jean Montgomery, Board Chair, CAMHS
Bill Helmeczi, CEO, CAMHS*

Our thanks extend to every individual and corporate donor for their support to CAMHS in providing mental health and addictions service to our clients. Together we move towards achieving wellness for all throughout our communities!

HEAD OFFICE LOCATED AT:
P.O Box 5166, 101 Nanticoke Creek Parkway
Townsend ON, N0A 1S0
1-877-909-4357
www.camhs.ca

CAST
24-hour mental health crisis service
1-866-487-CAST
(2278)



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