

Report to Community

2019
-
2020



Canadian Mental
Health Association
Calgary
Mental health for all

2019/2020 at a Glance

Thanks to all of you, we have been able to deliver mental health supports to our city and beyond. We will continue to demonstrate our deep gratitude through our drive to deliver impactful programs and services.

You, our funders, donors and stakeholders have made our journey possible. Throughout this annual report, you will see quantifiable results of the work we have done, but that cannot touch your heart nearly as much as talking to those in the community we serve.

It does not take many conversations with people who have taken our Recovery College classes and talk about how it changed their lives, something that they could not find anywhere else, and that they no longer feel alone. Or talk to any of our Peer Support Workers, who have been transformed by our training and work opportunities. Whereas they started out uncertain and embarrassed, they have emerged with a deep sense of purpose and state 'this is what I was meant to do'. They have turned what they once considered their greatest weakness into their greatest strength and want to use it to help others.

Carrying forward our history of innovation, our last year of operations has had many exciting projects. We have completed our second year of a Provincial Project, taking our Peer Support and CMHA Recovery College to five centres in Alberta. We have started a program to deliver support to the refugee community. We are working on an app to navigate the health system. We continue to work on digital delivery of our Recovery College and Peer Support services.

Our deepest appreciation is to our exceptional staff. Their dedication, passion and commitment are the heart and soul of CMHA Calgary. As a Board, we have achieved our goal of gender equality, and moving forward will focus on achieving a cultural diversity that reflects the great community we live in. It has been a great pleasure to work with a group of board members that I so admire and respect.

I would like to extend a huge thank you to our departing board members Craig McTavish, Diane Yuill and Ross Manning for their contributions to this organization over their years of service.

It has been a year of many changes, and we could not be more excited about moving forward. Our new Executive Director, Sara Jordan, comes with the drive, capability and acumen to take us to the next stages of this incredible journey. Stay tuned!



Jennifer Fuhr,
Chair of the Board

2019/2020 at a Glance

The past year at CMHA Calgary has brought various reasons to celebrate - from continuously offering much needed mental health programs to our community, to the many opportunities to engage with clients, stakeholders, partners and collaborators - we couldn't be prouder to share the meaningful work being done at CMHA Calgary. Especially now, during a time when the need for support is greater than ever.



We started our year off by unveiling the #YellowIsForHello Friendship Bench right outside our office. It was our privilege and honour to welcome Sam Fiorella, founder of the Friendship Bench, to join the celebration of the first bright yellow bench in Calgary and the first non-school location in Canada. The bench serves as a safe space for anyone to connect with peers and permanently reminds us of the importance of speaking openly about mental health issues.

CMHA Calgary once again hosted four successful events, including our 6th annual Ride Don't Hide fundraiser, which saw the largest number of riders, volunteers and donations ever. This event not only brings people together for a day of cycling, but brings to light how important it is to bring mental health out into the open.

In the Fall of 2019, we had another wonderful graduation ceremony for our 3rd graduating class of Peer Supporters, many who have gone onto work in our Peer Support Program and to other peer-focused roles in our city.

We had an inspiring and rewarding day at our 5th Annual Youth Summit, where 200 junior and senior high students developed mental health action plans to promote mental health and resiliency in their own school environments. Our year came to a close with our 15th Annual Survivors of Suicide Loss Day, an exceptionally important gathering for those who have lost someone to suicide.

We have worked hard to increase the awareness of all our programs and services in the community, attending numerous wellness fairs, and our ongoing outreach through our online platforms. We had the great fortune to be introduced to local singer Aaron Pollock, who wrote and produced "I Will Carry You" a song specifically for CMHA Calgary, which highlights our overarching beliefs of belonging, connection and hope.

Our programs and services supported many individuals and families this year, as we continue to deliver effective and accessible programs to anyone with mental health or substance use concerns in our Welcome Centre, through our CMHA Recovery College, with our Counselling Services and through our Alberta Health Services contracted programs.

This year, we established another important collaboration, working with the Mosaic Primary Care Network to provide newcomers and refugees to Canada the opportunity to develop and sustain healthy coping regimens and mental wellness as they adjust to life in Canada. Collaborative working relationships such as the one with Mosaic are integral to our strategic approach to continuously grow partnerships with others throughout the city of Calgary and the province of Alberta.

As the calendar turned to March 13, 2020, everything changed. The COVID-19 pandemic hit our nation, province and city and what we knew as our normal was turned upside down. Out of safety concerns for our employees and clients, we decided to close our main office to the public. We were able to quickly pivot to provide our Counselling Services, Peer Support, CMHA Recovery College classes and Educational Sessions to virtual delivery.

Our Alberta Health Services contracted programs, in particular, our Supportive Living Programs, needed to change their processes and normal workday immensely to meet the new safety protocols laid out by Alberta Health and the Government of Alberta

All teams across the organization have stepped up to the new challenge we have been dealt. We are so proud of the commitment our staff have to CMHA Calgary and the long hours everyone has put in, in order to meet the new safety requirements. We cannot thank our staff enough for their hard work and dedication. Our mission is, and always will be, to keep our clients mentally and physically safe.

Our gratitude and appreciation goes to our grant funders and supporters, who help us ensure that we can provide ongoing programs and services to everyone in need. This includes, Alberta Health Services, United Way, FCSS, Calgary Foundation and RBC Foundation. We could also not do any of our work without our individual and major donors who continue to support CMHA Calgary. Thank you for your trust and ongoing support, especially during these fiscally difficult times.

As we continue on our journey in 2020 and move into 2021, it is impossible to predict when will we be able to open our front doors again to deliver in-person support. We can only assume that everyone's mental health is affected by this global pandemic. CMHA Calgary is here for our community, individuals and families in need of support. Call us, send us an email or engage with us online. We are looking forward to hearing from you.



Cindy Negrello,
Interim Executive Director



CMHA Recovery College

2 1/2
average number of courses
attended per student

61
unique courses offered

2,090
unique students

73%
total completion rate

501
courses delivered

1-8
sessions per course



Discovery College

70% Completion rate

17 Discovery College courses offered

statistics on this page are based on the CMHA Calgary Recovery College site

Discovery College courses are targeted for those between the ages of 16 - 24 years old



Welcome Centre

73% felt an increased sense of hope

78%

feel more confident to socialize after visiting the Welcome Centre

73%

felt empowered to try something new



91%

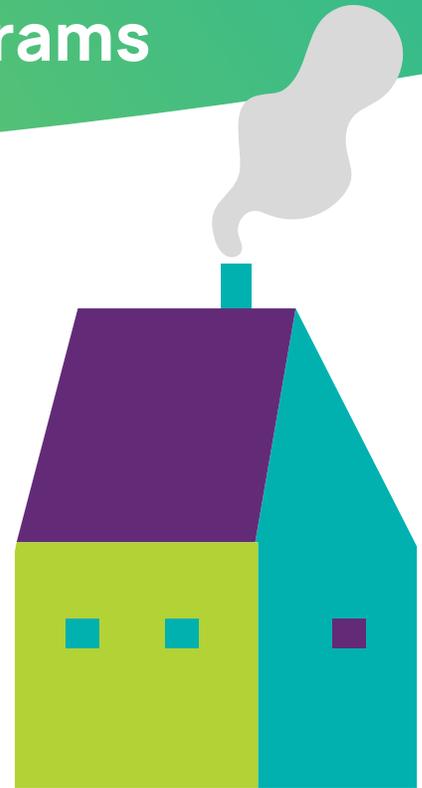
of participants felt a sense of belonging in the Welcome Centre

Community Outreach Programs

3% re-hospitalization rate in our Post-Discharge Transition Program within 30 days of admission

196 counseling enrollments in our suicide bereavement and family support counselling

12,778 connections within the Street Outreach Stabilization Program (non-unique)



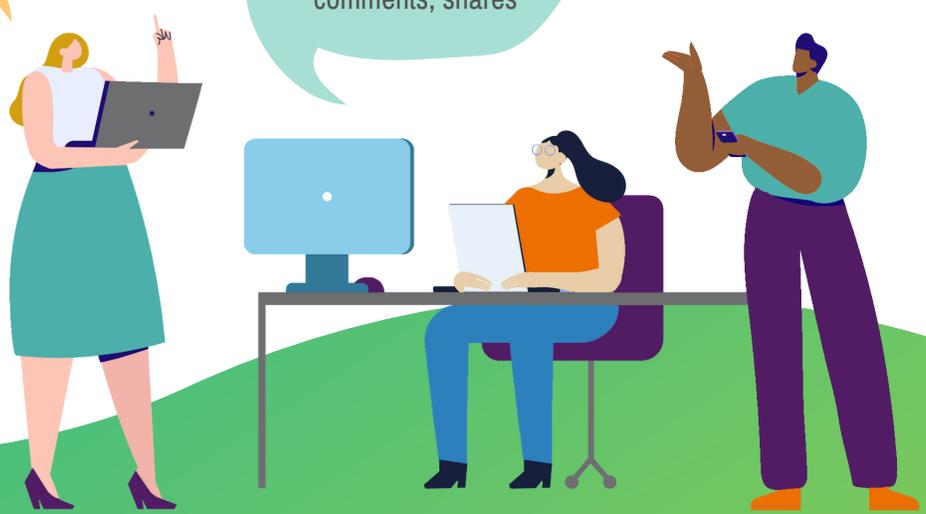
Social Outreach

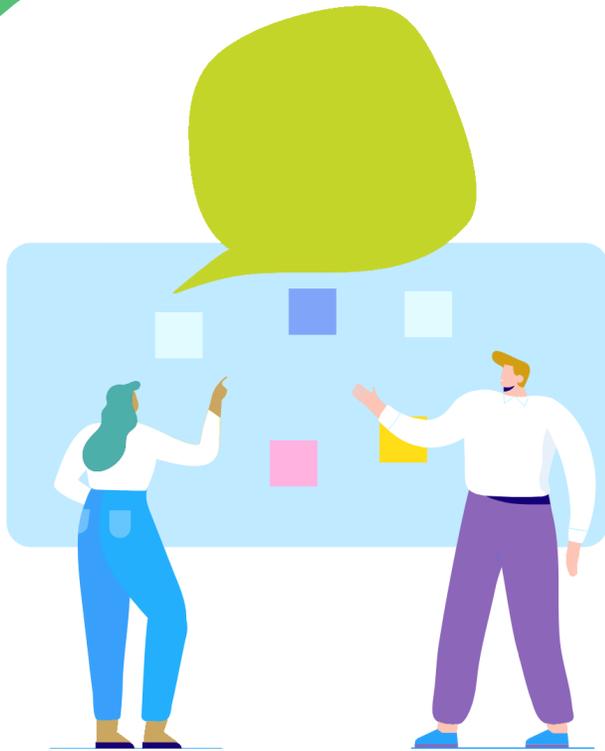
3,083
Podcast downloads between May 13, 2019 and June 11, 2020.

90,332
Unique website users in 2019

36,671
Total number of engagements - likes, comments, shares

12,440 Total number of followers through Facebook, Instagram, Twitter and LinkedIn





OFFICERS

President: Jennifer Fuhr

Past President: Ross Manning

Treasurer: Diane Yuill

Vice President: Deborah Saari, Stacey Meyer

Provincial Board Representative: Diane MacIntyre,
Dr. Michael Trew

BOARD MEMBERS

Craig McDougall

Deborah Saari

Diane MacIntyre

Diane Yuill

Dr. Michael Trew

Jennifer Fuhr

Karen Sorensen

Kerry Brown

Rick Wise

Ross Manning

Sandra Umpherville

Stacey Meyer

Steven Sproule

Ted Bobier

FINANCIALS

For the year ending March 31, 2020

	2020	2019
REVENUE		
Alberta Health Services	\$4,165,811	\$4,081,463
Fund Development	\$1,545,982	\$1,471,858
Province of Alberta	\$1,281,435	\$924,668
United Way	\$546,000	\$600,000
City of Calgary	\$894,188	\$544,753
Grants - other	\$449,202	\$425,568
Other Revenue	\$507,278	\$685,071
	\$9,389,896	\$8,733,381
EXPENSES		
Salaries and Benefits	\$6,631,145	\$5,739,225
Building Occupancy	\$667,139	\$705,977
Operating Expenses	\$2,223,294	\$2,289,186
	\$9,521,578	\$8,734,388
Excess of Expenses over Revenue	(\$131,682)	(\$1,007)



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