

#TURNi2WE

2017/2018
REPORT TO COMMUNITY

PEER SUPPORT IS ROOTED IN THE KNOWLEDGE THAT "HOPE IS THE STARTING POINT FROM WHICH A JOURNEY OF RECOVERY MUST BEGIN." PEER SUPPORTERS CAN INSPIRE HOPE AND DEMONSTRATE THE POSSIBILITY OF RECOVERY.

So much can change in a year. And that is certainly the case here at CMHA Calgary! What a year it has been. And, we are pleased to share some of those highlights with you.

We have moved to a brand new location that not only physically brought our agency together, but one that really reflects the needs of our community. This approach fundamentally changes how our community accesses the support they need from CMHA Calgary.

Our new street level Welcome Centre is manned by our own trained peer support workers, greeting guests as they reach out for mental health and substance use supports for themselves or their loved ones. From here, they choose their own path, and that might include our Recovery College; three classrooms that gives Calgarians the learning skills they need to support their recovery; with every program being co-developed with those with their own personal experience, and co-led by recovery trainers. Moving to a recovery-oriented student-focused model was the result of listening to the many people who came to CMHA and were looking to build their resiliency and mental wellness in their own way, on their own terms. This, coupled with the opportunity to build off of an emerging worldwide practice, helped position us as a leader in Alberta and Canada. You can find out more on our Recovery College website, www.recoverycollegecalgary.ca

Despite the growth and change, we are still the same strong organization in many other ways. Our dedicated team continues to provide post-discharge support for individuals leaving hospital, or as part of the apartment program. You can still find us doing outreach work with our city's most vulnerable at SORCe, where front-line agencies are now co-located for better access. And, recognizing that as most of the early signs and symptoms of mental illness and substance use show up in the teen age years, we are continuing to work with Calgary schools through our YouthSMART program engaging in mental health awareness activities kicked-off with our Youth Summit in October.

It is because of the generosity of our community that we are able to maintain and grow services as mental health continues to hold the public attention in a way we've never experienced in our history.

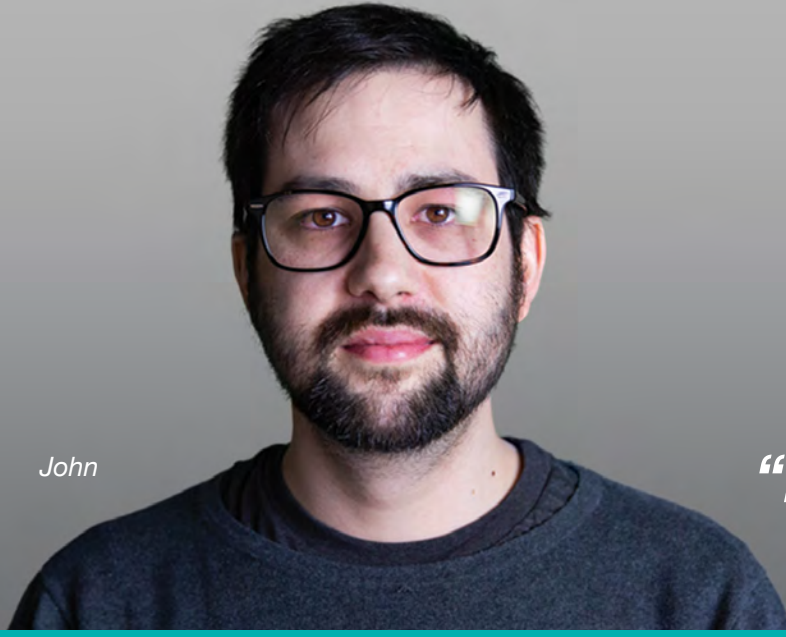
We are confident that 2018 will once again be a year of opportunity and growth at CMHA Calgary as we continue to build on the mission we have of being a leader in reducing the impact of mental disorders and in promoting mental health and wellness through community-based services here in our city.



Ross Manning
Chair of the Board



Lauren MacNeil
Executive Director



John

CONNECTION 726

ENROLMENTS
in the six months since
Recovery College launched.

"Finding what works"

BELONGING 44%

OF THE 1,295 CONNECTIONS
made at CMHA's new Welcome Centre
reached out for peer support.

"Everyone is welcome"



Jeri



Iftu

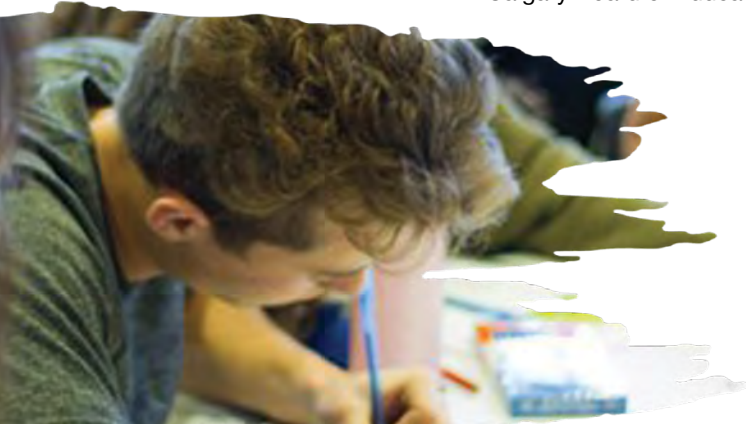
HOPE 49%

OF PEOPLE WHO CAME TO CMHA CALGARY
last year were reaching out for the first time.

"It's a journey"

YOUTHSMART

Partnerships with
Sheldon Kennedy Child Advocacy Centre, Calgary Police Service YouthLINK,
Calgary Board of Education, Calgary Catholic School Division



YOUTH ENGAGEMENT

97%

OF SCHOOLS PARTICIPATING IN THE YOUTHSMART
mental health summit had an action plan for
awareness and resiliency focused
activities in their school

CLIENT EXPERIENCE

91%

OF INDIVIDUALS
felt well from the start of
their connection at CMHA



HOSPITAL READMISSION RATES WITHIN 30 DAYS:

3%

IN 2017
well below the 8.3 %
provincial average

ONLINE ACCESS TO INFORMATION

(website traffic)

51,874

(UP FROM 47,111 IN 2017)

REACH IN COMMUNITY

(connections at tradeshow
and resource fairs)

2,799

(UP FROM 1,733 IN 2017)

FINANCIALS AS OF MARCH 31, 2018

REVENUE	2018	2017
Alberta Health Services	\$ 4,015,290	\$ 4,147,951
Fund Development	1,531,319	1,044,325
United Way	599,934	545,444
City of Calgary	687,787	409,151
Other Revenue	455,261	331,746
	\$ 7,289,591	\$ 6,478,617
EXPENSES		
Salaries and Benefits	\$ 5,431,838	\$ 4,989,130
Building Occupancy	657,543	620,910
Operating Expenses	1,195,652	868,060
	\$ 7,285,033	\$ 6,478,107
Excess (deficiency) of revenue over expenses	\$ 4,558	\$ 510

BOARD:

Officer
President: Ross Manning
Vice Presidents: Jennifer Fuhr, Deborah Saari and Simon Vincent
Treasurer: Diane Yuill
Provincial Board Representatives: Diane MacIntyre, Dr. Michael Trew

Board Members

Diala Ammar	Ross Manning	Steve Sproule
Ted Bobier	Craig McDougall	Dr. Michael Trew
Joshua Fraese	Stacey Nieberg	Simon Vincent
Jennifer Fuhr	Dennis Meyer	Rick Wise
Diane MacIntyre	Deborah Saari	Diane Yuill