



Let's Celebrate **Hope**
Strength &
Recovery

2016/2017 Report to Community

What
Makes Us
Stronger

INDIVIDUALS SERVED
THROUGH ALL
CHMA – CALGARY
PROGRAMS &
SERVICES

30,599

REACH IN
COMMUNITY

1,773

(connections at
tradeshows and
resource fairs)

ONLINE ACCESS TO
INFORMATION

47,111

(website traffic)

GROWING PEERS:

1,844 Peer Outreach
contacts

65% were first time
connections

SUPPORTING
COMMUNITY
THROUGH
OUTREACH:

On average our
**Independent Living
Support** outreach
team spends
21.6 hours/yr
with a client to support
them on their
recovery journey.

LOWERING HOSPITAL
READMISSION RATES:

Hospital readmission rates within
30 days continue to be well below
the provincial and national targets.

2.7% in 2016
(provincial target 9.3%
national target 11.4%)

SKILL
BUILDING:

Art of Friendship: At graduation

93% of participants reported
having achieved their personal learning
goals for healthy relationships and
decreased isolation.

Graduates move on to **Circle of
Friends. 93.3%**

identify practicing skills they've
learned in Art of Friendship.

FINANCIALS AS OF MARCH 31, 2017

REVENUE

	2017	2016
Alberta Health Services	\$ 4,147,951	\$ 4,358,369
Fund Development	1,044,325	1,186,897
United Way	545,444	527,284
City of Calgary	409,151	307,667
Other Revenue	331,746	311,559

EXPENSES

Salaries and Benefits	\$ 4,989,130	\$ 4,842,986
Building Occupancy	620,917	561,083
Operating Expenses	868,060	969,321
	\$ 6,478,617	\$ 6,373,390
Excess (deficiency) of revenue over expenses	\$ 510	\$ 318,386

BOARD:

Officer

President: *Ross Manning*
Past President: *Jim Merchant*
Vice Presidents: *Jennifer Fuhr, Deborah Saari and Simon Vincent*
Treasurer: *Diane Yuill*
Provincial Board Representatives: *Ross Manning and Cindy Radu*

Board Members

Ted Bobier	Craig McDougall	Dr. Michael Trew
Joshua Fraese	Jim Merchant	Simon Vincent
Jennifer Fuhr	Stacey Meyer	Rick Wise
Paul Kelly	Dennis Niebergal	Diane Yuill
Diane MacIntyre	Cindy Radu	
Ross Manning	Deborah Saari	

Adaptive Resilient & Changing How We Work

2016 was a productive year at CMHA Calgary. Despite the challenges in our city, which directly impacted us, we saw more clients and connected with more Calgarians than ever before. And we were able to do this by being adaptive, resilient and changing how we work.

We have often referred to 2016 as “The Year of the Peer” at CMHA Calgary.

Peers, those with lived experience, have a special role in supporting others along the mental health journey. Their support is based on an implicit understanding of having experienced this journey. We are very proud of the fact that with the financial help of **Bell Let’s Talk, Calgary Foundation, Calgary Herald, City of Calgary, FCSS, First Energy** and **the Government of Alberta** we have built a Peer School. Twenty peers have completed training and many are now part of our day-to-day supports as people reach out to CMHA in record numbers. Imagine meeting a friendly face and hearing a supportive voice coupled with a helping hand when you or a loved one is facing a mental health challenge.

Beyond strengthening our agency by adopting a recovery focused model of care, we have managed to make other significant inroads which have benefited the community.

We have spent a large part of the year adapting to funder requirements and community need by re-evaluating every part of our agency. As we’ve come to the end of this year our programs have all been stringently reviewed for impact, and for building community capacity. This exciting work sets the stage for the agency for years ahead.

We’re changing and growing our work with youth. One of the ways we are doing so is by partnering with the **Sheldon Kennedy Child Advocacy Centre** on a youth engagement strategy which formalizes the work we’ve been doing over the past few years, through our youth mental health summit and support for the development of youth mental health champions in schools. We are building community with programs like *Community Helpers* and *Living Life to the Full* which teach critical life skills. We’ve also brought in new ways for our clients to connect — by introducing *Welcome Wednesdays*, a drop-in support group.

And, we are excited to announce that we will be changing locations this coming fall. The new space not only continues to meet the needs of our existing clients, but builds capacity to offer expanded supports to the community at large.

As we close out our year, it is with deep gratitude to all who have played a part in its success; our staff, volunteers, donors, and clients for all you have done, and continue to do, that keeps our community strong. It is because of the strength you bring to CMHA Calgary that we have great confidence in the year ahead. We are excited to see how much more we can do together, supporting fellow Calgarians, our friends and neighbours.

Ross Manning
Chair of the Board

Laureen MacNeil
Executive Director



Hope

The Community Helpers Program provides the mechanisms to support existing “natural” helpers in the community and equips them with the skills and tools needed to help others who are experiencing a problem or are in distress.

By training communities in this program, CMHA Calgary is building true capacity and strength across our city. In 2016/2017 we formed a partnership with the Calgary Chinese Elderly Citizens Association (CCECA).

“The program is clear and easy to understand. I can help myself and others.”

95.8%

of participants indicated the training increased their skills and confidence in helping others.

Strength

In 2016 we asked our clients to tell us about their experiences with CMHA – what they needed and whether they found it. Through the use of a Client Engagement Survey we now have the voice of clients incorporated into program development on an ongoing basis.

96.9%

of respondents felt they were involved enough in decisions about their service; with minimal enhancements needed.

“High praise for ‘my worker’ for keeping me on task with goalsetting and I have some confidence to try getting back into the workforce.”

Recovery

This year we piloted a Peer Training School, a peer-led curriculum that has people with lived experience trained to provide support to others who come to CMHA Calgary for support.

20 people trained as peer support workers / 120 hours per individual trained.

“The advocacy, empathy, and compassion were outstanding and exactly what I need. I was given excellent advice, pointed in the right direction and supported all the way. Thank you.”

