

## BOARD MEMBERS

**Executive Director**  
Ione Challborn

**President**  
Terena Delaney

**Members:** Karen Galenzoski, Terena Delaney, Michael Chorley, John Cameron, Doug Ballou, Chris Heister, Nancy Reynolds, Marilyn Thurston, Carolynne McCaughey, Averie McNary, Bobbi Menard.

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**The World Health Organization defines mental health as a state of wellbeing in which every individual realizes his or her own potential, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to his or her community. It is possible to have both mental illness and have mental health. For too long mental illness and mental health have been separated and have been seen as incongruent. Creating a culture of support and valuing the voice of lived experience is pivotal in our work. Recovery is a process that leads to mental health. This culture of support infuses every aspect of our service delivery; it means that we are a champion for those in our community with lived experience and we create space for individuals and their family members to share their experience. We are privileged to have long time dedicated peer leaders who facilitate this dialogue and offer their wisdom to fellow travelers; in so doing community bonds are created and social isolation is eased.**

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## A MESSAGE FROM THE PRESIDENT & EXECUTIVE DIRECTOR



**BE MIND FULL**  
CHAMPIONS FOR POSITIVE MENTAL HEALTH SINCE 1918

## 888 VOLUNTEERS

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## FINANCIALS

YEAR ENDED MARCH 31	2018	2017
<b>REVENUE</b>	<b>\$ 3,118,834</b>	<b>\$ 3,133,197</b>
Grants	496,302	496,302
Fundraising	549,573	549,573
Rent	483,073	494,571
Fees for service	399,274	378,005
Management fees	95,325	94,825
<b>EXPENSES</b>	<b>\$ 2,492,529</b>	<b>\$ 2,339,137</b>
Salaries and benefits	641,198	625,229
Building occupancy	442,620	391,074
Program and educational	271,728	300,103
Office and administration	274,731	327,959
Consulting and professional fees	131,397	145,048
Interest on debt	54,872	92,405
All other expenditures	234,645	303,094
<b>EXCESS OF REVENUE OVER EXPENSES</b>	<b>4,488,948</b>	<b>4,431,644</b>
<b>FROM OPERATIONS</b>	<b>157,171</b>	<b>310,557</b>
<b>INVESTMENT INCOME</b>	<b>61,635</b>	<b>145,301</b>
<b>Excess of Revenue Over Expenses</b>	<b>\$ 218,806</b>	<b>\$ 310,557</b>
<b>CURRENT ASSETS</b>	<b>2,204,550</b>	<b>\$ 1,953,371</b>
Cash	2,204,550	\$ 1,953,371
Receivables	171,308	168,141
Prepaid expenses	110,692	116,101
<b>Total</b>	<b>2,486,550</b>	<b>2,237,613</b>
<b>INVESTMENTS</b>	<b>1,624,147</b>	<b>1,595,918</b>
Capital Assets	6,314,913	6,556,822
<b>Total</b>	<b>10,425,610</b>	<b>10,390,353</b>
<b>LIABILITIES</b>	<b>259,262</b>	<b>282,760</b>
Accounts payable	259,262	282,760
Deferred contributions	4,049,596	4,137,658
Debt	1,781,130	1,853,119
<b>Total</b>	<b>6,089,988</b>	<b>6,273,537</b>
<b>NET ASSETS</b>	<b>1,130,231</b>	<b>1,107,061</b>
Invested in capital assets	1,107,061	1,107,061
Unrestricted	1,048,853	1,310,877
Internally restricted	997,357	447,577
Endowment	1,228,351	1,228,351
<b>Total</b>	<b>4,335,622</b>	<b>4,116,816</b>
<b>FINANCIAL POSITION</b>	<b>\$ 10,425,610</b>	<b>\$ 10,390,353</b>

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## SPONSORS

**HAVE A HEART SPONSORS**

Entertainment: Bell  
Reception: Bell  
Dentons: Bell  
Events: Bell  
Presenting: Bell  
Angus Watt: Bell  
ATB Financial: Bell

**GOLF SPONSORS**

Presenting: Gold  
Volvo of Edmonton: Imark  
On-The-Green: Silver  
Camron Development: BMO  
Fourquest Energy: Prism Engineering Inc  
Edmonton Catholic Teachers: Thompson Bros.  
Construction: M.A.P. Group of Companies  
Tag Developments: Sarasota Homes Ltd.  
Written LLP: Brizzen  
Artim Construction: Reflex Enterprise Solutions Group  
Melcor Developments: Melcor Developments

**FUNDERS**

Alberta Seniors and Housing: No Room in the Inn  
Campani: Ontario 211  
CMHA Alberta Division: Royal Alexandra Hospital  
Employers' Charitable Fund: Foundation  
Epcor: St. Paul Foundation  
Johnson and Johnson: The Butler Foundation  
Mental Health Foundation: The Home Depot

**GRANTS**

Alberta Health Services: 211 City of Leduc  
Alberta Human Services: 211 City of Spruce Grove  
Family and Community Capital Regional Housing Support Services: 211 Leduc County  
Catholic Social Services Support Services: City of Edmonton-Northern Alberta  
The United Way Alberta Central Alberta: 211 The United Way of  
Capital Region: 211 Town of Stony Plain  
Family and Community Support Services: Vermillion and Area Crisis  
and Kids Help Line: 211 Yellowhead County

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## ADVOCACY & WAYFINDING



**90%** of clients with mental health issues **NEED HELP** accessing services

“ You are great, you gave me the information I needed and got me moving in the right direction. I really appreciate it.”

- CLIENT TESTIMONIAL



**80+** CLIENTS PER MONTH ACCESS SERVICES

**211**® **70,616** CALLS AND CHATS

- 16,240** 24/7 Crisis Diversion Team
- 3,773** Seniors Information Phone Line
- 755** Family Violence Information Line
- 361** Bullying Helpline

**4,229** offered follow up calls

**5,060** advocacy actions



Canadian Mental Health Association  
Edmonton  
Mental health for all  
2017-2018

## PEER CONNECTIONS PROGRAM



## PEER SUPPORT

**45** individuals attend programs on a weekly basis

**9** Activity Groups

**FREE** to attend

**REDUCE** social isolation and loneliness

**8** PRACTICAL SUPPORT WORKERS provided approximately **250 HOURS** of service per month

## SUICIDE GRIEF SUPPORT SERVICE



**19 INDIVIDUALS** received suicide caregiver support

**216 INDIVIDUALS** received bereavement support in **486 SESSIONS**



An **EVENING TO REMEMBER** November 3, 2017 had **134 ATTENDEES**

“ I liked that I could talk with someone with a shared understanding of what I was going through. It made feel part of the group right away.”

- CLIENT TESTIMONIAL

## DISTRESS LINE



“ This service saved my life. The Distress Line helped me feel more normal, that I was not alone.”

- CLIENT TESTIMONIAL

**84** new trainees completed Distress Line volunteer training

**164** volunteers provided **11,876 HOURS** of CRISIS SUPPORT on the Distress Line

**15,787** CALLS TO DISTRESS LINE

**13,923** Local  
**906** Seniors Abuse Help Line  
**958** Rural

### Top 5 Calls Concerns

- Mental Health Concerns
- Domestic or Senior Abuse
- Loneliness or Isolation
- Health or Medical concerns
- Relationships

**237** ONLINE crisis chats

“ The more time I've spent on the lines, the more time I feel like there are a lot of people out there who just need someone to hear them out and the fact that so many people get help daily makes me want to continue my work here.”

- VOLUNTEER TESTIMONIAL



## WELLNESS NETWORK



**287** walk in visitors



**227** presentations



**2,475** presentation participants



**687** newsletter subscribers



**20** regular monthly outreach presentation locations

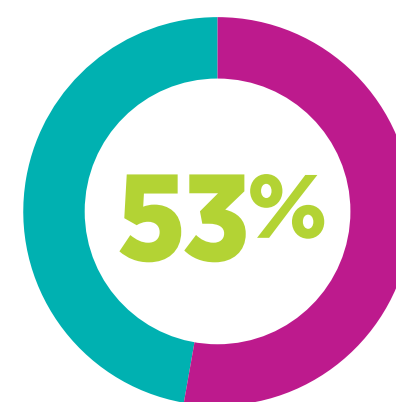
## HOUSING SERVICES



**65** Applications were completed

**152** Tenants

**28** Applicants were placed in housing

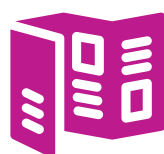


**53%** Tenancy of 6+ years

“ Over the years a great deal of the improvement in my mental health can be attributed to CMHA-Edmonton's Housing and Advocacy Services. I am very grateful to live in a safe and supportive environment.”

- TENANT

## MENTAL HEALTH AND WELLBEING EDUCATION



### FREE COMMUNITY PROGRAMS AND WORKSHOPS:

- 9,985** Help For Me youth resources cards distributed to young people
- 329** Light Up Your Mind presentations in schools
- 56** Adult Community Education presentations
- 32** Applied Suicide Interventions Skills Training workshops with **672 participants**
- 8** mental Health First Aid workshops with **120 participants**

