2018–2019 ANNUAL REPORT



CHAMPIONS FOR POSITIVE MENTAL HEALTH SINCE 1918



Canadian Mental Health Association Edmonton Mental health for all



OUR VISION

Mentally healthy people in caring communities



OUR MISSION

Building healthy and resilient communities by providing mental health services, education resources and crisis intervention



OUR VALUES

Social justice and inclusivity Empathetic, respectful relationships Collaboration and partnerships

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Since the early 1800s, the three Rs (Reading, wRiting and aRithmetic) have been the foundation of the basic skills-oriented education curriculum within Canadian schools. Remember our parents talking about the three Rs as the solid foundation upon which to build our academic studies in order to ensure a successful career after graduation? How many of us have repeated that advice to our own children?

CMHA Edmonton also believes in other three Rs: **Respect**, **Resiliency** and **Recovery**. These are our cornerstones for a movement to build a community of hope, support and inclusion.

Our agency is founded on the value of respect for those whom we serve. By listening and appreciating those we encounter, our engagement and programming is enriched. This connectivity and the belief that our staff, volunteers, partners and program participants all make meaningful contributions animates us in our vision of the community we are striving to become.

To some degree, everyone of us has experienced trauma. How we interpret this situation and incorporate it into our individual stories is unique. As an agency we are there to assist individuals and families navigate the complex network of crisis, social, health, legal and basic needs resources and in so doing support and build resiliency. Support, navigation and advocacy are key to fostering this resiliency.

If the first step is navigating help, the next step is supporting the recovery journey of a person who seeks to improve their mental, emotional and physical wellness. One pillar is a stable and safe place to live; another is facilitating relationship building and social engagement; and a third is education which increases awareness and reduces stigma.

To our funders, donors, volunteers, board members, staff and community partners, who give so freely of their time and financial resources, we are grateful to count you as our mental health ambassadors. Because of your dedication, CMHA Edmonton is there for anyone who is in crisis or affected by mental health issues or mental illness: to get connected to help. Because of you we offer hope and a path forward.

TERENA DELANEY Board President

lone Challborn

IONE CHALLBORN Executive Director

Board of Directors

Doug Ballou Michael Chorley Terena Delaney Karen Galenzoski Andrew MacIsaac Hana Marinkovic Kathleen McCabe Averie McNary Bobbi Menard Nancy Reynolds Carol Robertson Baker Marilyn Thurston

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RECOVERY



Crisis Services

The 24-Hour 7 days a week Distress Line and Seniors' Abuse Help Line provide confidential, non-judgmental and short-term crisis intervention, emotional support and resources to people in crisis or distress. Support is also provided to family, friends and caregivers of people in crisis. And when it's easier to type than to talk, our Crisis Chat is available with limited hours. Highly trained volunteers listen, support, explore options and connect callers/ chatters with local resources and referrals.

"The Distress Line was a life-saver ... I understand there is a purpose to this life. I am very glad that you took the time to follow up with me by calling me back as you said you would. It makes me feel like I was not forgotten."

– JANE

We are a member of an inter-agency partnership, led by the Family Centre, each offering Drop-In Single Session Counselling one timeslot a week at our respective locations throughout the city. Individuals, couples and families receive the help they need when they need it. When someone is in crisis, being able to walk in and talk with an intern therapist, means support is provided immediately without having to schedule an appointment.



Navigation Services

This service links both the general public and service providers with the broad range of community, social and government services available in our community. As the curator of this vital community resource, it is our responsibility to continually update and expand the information contained in our database to better serve the needs of our callers. To many this service is simply known as 211. Our certified community resource specialists are trained to help callers navigate the complex network of services: basic needs (food, clothing, shelter and financial support), employment resources, parenting support, counselling/support groups, health care, legal services and MUCH more!

"I am glad that 211 is there so I don't have to go from agency to agency trying to find the right information."

- DIANNE

This past winter, 211 received extensive traditional and social media attention and became synonymous with the place to call to report vulnerable individuals who were at risk due to the extreme cold. By phoning 211+3, operators dispatched mobile 24 hour trained Crisis Diversion Teams to individuals and provided a warm hand-off to the services they required, when they required. We joined REACH Edmonton's social media campaign to spread the word about this service and to educate the public on when to phone 211 vs 911. This partnership, led by REACH Edmonton, is building a larger and stronger social safety net.

Our Advocacy and Wayfinding staff work with families and other caregivers, to find needed services and supports. Services are provided in person, over the phone or by email. Help is available with financial assistance applications and appeals, referrals to free and low-cost therapy and counseling services, mental health education and support for caregivers, locating affordable housing and subsidies, landlord/ tenant concerns, locating programs for mental health recovery and education and employment training.

"I was struggling with system access and you are one of the only places that would listen and give me the time to share my struggles."

– RAJAN

210° 73,231 211 CALLS AND CHATS

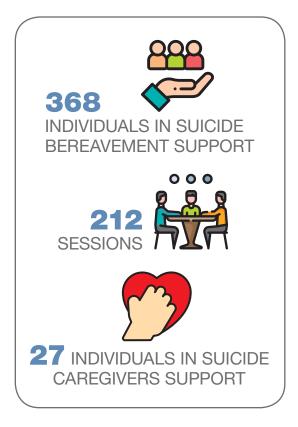




1,136 ADVOCACY AND WAYFINDING CLIENTS

OF ADVOCACY AND WAYFINDING CLIENTS WITH MENTAL HEALTH ISSUES NEED HELP ACCESSING SERVICES





Suicide Grief Support Services

Losing a loved one to suicide is different than losing someone to illness or even a sudden and tragic accident. Feelings of sadness and grief are often complicated by other feelings: guilt, embarrassment, shame, despair, anger and denial. Within a group setting, we support family members, colleagues and friends in their journey of grief and healing which can often feel like a roller coaster of emotional ups and downs.

Suicidal thinking or behavior in someone you care about is one of the most difficult realities that anyone can face. It's hard to see someone in pain, and even harder when that person is in so much distress that suicide seems like an option. We provide support for caregivers of those at risk for suicide. Working together we can help loved ones stay safe.

"The support group we have been attending has been helpful so far. I never thought I could cope after my loss. Thank you for walking alongside with me."

– KIM

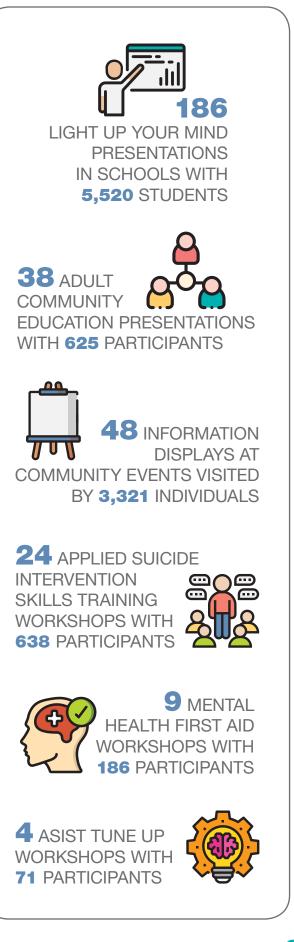
Education Services and Training

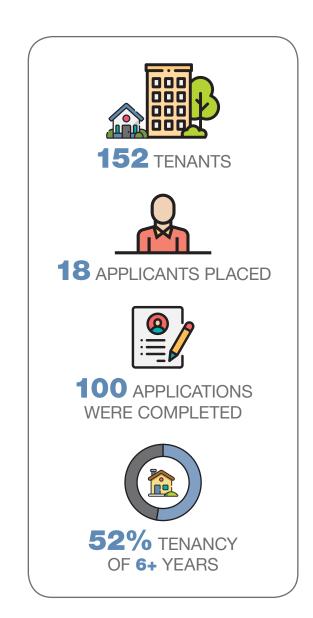
Presentations are offered for youth on mental health, mental illness, stigma and suicide. Students are challenged to confront stigmatizing beliefs and are provided with insights into the recovery journey, thereby increasing awareness and building a society of inclusion for those with lived experience with mental illness. Similarly, our adult community education program helps adult groups in the workplace and community organizations focus on mental wellness by providing skills.

"Students can choose what presentations they wish to attend. As some of our students choose to attend Light Up Your Mind sessions which they had previously attended, this indicates to us that the content is engaging and helpful to our students."

– JORDAN

Mental Health First Aid and Applied Suicide Intervention Skills Training are intensive twoday workshops which ensure that like first aid in general, individuals are trained to act when the need arises. The former helps individuals provide initial support to a person who may be developing a mental health problem or experiencing a mental health crisis. The latter helps individuals recognize and review risk and intervene to prevent the immediate risk of suicide.





Housing Services

Life at times can be a struggle and we provide secure, affordable, long-term housing for those in our community living with mental illness and/or low income. Working with our tenants' community supports, our Advocacy and Wayfinding staff promote integrated living which assists in building independence. As a supportive landlord, if a tenant falls behind in rent, because mental illness causes them to miss a number of days at their part-time job or they are hospitalized, we create a payment plan for back rent. This means that our tenants can focus on symptom management and their recovery journeys; and peace of mind for their loved ones.

Due to our generous donors, we were able to renovate one of our apartment buildings, Northern Arms, by replacing all the windows and exterior doors. This \$91,638 initiative will facilitate longterm energy savings for the agency, increase the curb appeal of our buildings and thus build stronger community league relationships and provide our tenants with a more comfortable living environment.

"My goal is to age in place, for my apartment continues to be the primary location for rebuilding my life and to become connected to others. I have peace of mind that is only possible because I've been able to live with CMHA Edmonton for six years."

- MATT





Peer Support Services

Caregiver Connections, a drop-in support group, helps parents, partners and caregivers learn new skills, gain support and cope with the unique challenges of caring for a loved one with a mental health concern and/or addiction. Groups are facilitated by a trained peer who has experience caring for someone with mental illness.

Peer Connections offers people with lived experience with mental illness an opportunity to develop their leadership skills and talents in a variety of social, leisure and recreational activities. Led by trained peer leaders, this drop-in program promotes social interaction and a sense of belonging to a community of care. The twice annual craft sale is one of the highlights of this program with participants showcasing their talents to the wider community.



"This program provides a safe space to gather and creatively work on projects that encourage mindfulness and recovery. Meeting weekly over the years, we have developed a strong sense of community. Friendships have further developed outside of group time and we check in on one another regarding our mental wellness."

- LUCIA

Volunteer Services

Our dedicated volunteers come from all walks of life and are active throughout our services and programs. Some are living with mental illness who are on their own recovery journey and some have family members with lived experience who want to share what they have learned. Students, professionals and community members have partnered with us to make mental health matter in our community. Their dedication and passion are gratefully acknowledged.

VOLUNTEER ROLES	NUMBER	HOURS
Distress Line	201	12,941
Administrative	14	941
Board	12	1,728
Events	40	244
Gaming	72	2,155
Information Booth	25	285
Peer	8	1,016
Practicum	4	1,295
Suicide Grief Support Services	2	23
Total	378	20,628



Our Volunteers

Aaron L. Adelle M. Aisha Y. Akshya B. Alandra K. Alec W. Alessandra S. Alex E. Amanda C. Amber N. Amy L. Amy M. Amy P.B. Ana C. Ana H. Andrea B. Angela J. Angelina B. Ann B. Anna B. Anne G. Anusha L. Arielle B. Ashley A.

Ashley C.

Cynthia B. Ashley P. Daniel A. Ashley T. Darcy S. Ashlyn D. David H. Brad M. Brett B. David K. Caleb L. Dawn F. Carley H. Daya M. Carrie R. Deanna M. Carvin P. Deborah L. Cassandra H. Denae D. Cassandra W. Denelle G. Catherine D. Denise H. Catherine W. Denise V. Desiree B. Celia K. Celina C. Devin S. Chelsea B. Diana L. Cheryl S. Donna C. Chris F. Duc P. Christie T. Eden R. Christine E. Elena C. Christine 0. Elizabeth V. Cindi G. Emma H. Courtney S. Emma P. Crystal W. Emma R.

Emrys J.

Cybil V.

Erica L. Erica P. Erin H. Eva H. Eva V. Farah J. Farella A. Farzaneh R. Filza S. Garima K. Geesoo Y. Hanh-Thuc T. Haris A. Holly A. Holly H. Hunter V. Inderdeep M. Isha 0. Jaala P. Jacob Z. Jade P. Jaehun P. Jagdeep G. Jake D. Jane C.

Jason Y. JD M. Jeannine G. Jen M.R. Jen S. Jenessa G. Jenna P. Jennifer B. Jennifer C. Jennifer H. Jennifer J. Jennifer L. Jeremy F. Jesse H. Jesse S. Jessica C. Jessica G. Jessie K. Jihei L. Johanna I. Jonathan S. Jonn K. Joyce H. Julie M. Kaitlyn P. Kari H. Katherine A. Katie A. Katie T. Kendra R. Kerstie D. Kevin Y. Khojesta R. Kiara L. Krisanthini R. Kristeen B. Kristianna P. Kristina B.

Janelle V.

Janice C.

Janice L.

Jasbir G.

Jason G.

Jaqueline B.

Krystal K. Morgan D. Kyneeshaw B. Mya L. Larry I. Naima R. Lauren E. Nancv Y. Lawrence T. Natalie M. Leigh-Marie F. Natasha M. Leslie T. Nathan M. Lindsay C. Navkiran B. Lindsay H. Neha B. Lindsay W. Nelson G. Lorelie H. Niamh L. Loryanne S. Nichole Z. Luan W. Nicole H. Nicole O. Luke S. Maria K. Nicole R. Marianne C. Nicole W. Marilyn 0. Norah W. Mark E. Oana H. Mark M. Olga G. Mark. H. Omar C. Martene W. Parand M. Marvick C. Patricia M. Matthew C. Peris W. Matthew M. Phillip H. Matthew P. Pierre D. Maya R. Pola R. Purvesh R. McKenna G. Meagan C. Rachel D. Meaghan 0. Rachel M. Megan A. Rae S. Megan P. Randi K. Meghan H. Rebecca H. Melanie D. Rebecca T. Melissa F. Rebecca W. Melissa H. Richard B. Melissa T. Rod M. Mia V. Ryan B. Michael C. Ryan W. Michael H. Sam K. Michelle B. Samira Z. Michelle E. Sanda F. Michelle G. Sandy X. Michelle P. Sara C. Miriam W. Sarah D.

Sarah F. Sarah G. Sareena K. Shaheer R. Shainika M. Shanna C. Sherry B. Shiona C. Shreva P. Siciida I. Simran A. Skye M. Stacey B. Stacy E. Stephanie B. Stephanv P. Sumana F. Susan Y. Susan Z. Suzanne R. Svitlana K. Svdnie B. Sylvia R. Taelina A. Tammy M. Tara R. Taylor F. Teresa P. Terrv S. Tessa L. Theresa M. Thien L. Tina X. Traci C. Trevor B. Tripti S. Tristan M. Vanessa G. Venessa W. Virginia L. Vivian L. Vytautas J. Yasmeen K.

Zachary B.

Financial Support





FUNDERS AND GRANTS

Alberta Advanced Education Alberta Health Services Alberta Health Services Addiction and Mental Health Edmonton Zone Alberta Human Services Alberta Seniors and Housing **Capital Region Housing** City of Edmonton Family and **Community Support Services** City of Leduc City of Spruce Grove Family and Community Support Services CMHA Alberta Division **CMHA** Calgary Edmonton Community Foundation Epcor Homeward Trust Janssen Inc. Johnson and Johnson Leduc County Family and Community Support Services



Mental Health Commission Mental Health Foundation No Room at the Inn Campaign Parkland County **REACH Edmonton Council** Royal Alexandra Hospital Employees' Charitable Fund Some Other Solutions St. Paul Foundation The Family Centre The Home Depot Town of Banff Town of Stony Plain Family and **Community Support Services** United Way of the Alberta Capital Region Vermillion and Area Crisis and Kids Help Line Yellowhead County



Presenting Bell Let's Talk

Table

Cameron Development Corporation

Event

Angus Watt Advisory Group ATB Financial Algae Control Canada



MENTAL HEALTH CLASSIC GOLF SPONSORS

Presenting

Volvo of Edmonton

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Printing

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\$5,000+

ATCO Pipelines ATCO Gas Daniel Weig Memorial Edmonton Community Foundation **Edmonton Public Teachers** Local #37 Estate of Danny Marcial Imperial Oil James & Nancy Hutton LaCapitale Financial **Group Foundation** Mood Disorders Society of Canada Norman Renz Paypal Giving Fund Wenzel Downhole Tools Ltd.

\$1,000 to \$4,999

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\$250 to \$499

St. Josaphat's Ukrainian Catholic Cathedral 42 Squadron Air Cadets André Giasson Bernard Robert Brenda Heffernan Bruce Appelt Bryce & Clara Dzenick Catherine Vu Charles & Yolanda Campbell Chris Heisler Dan Peskett Dari Luciw David & Janis Neilson David & Joan Laurie **David Grueter** David Hancock Denis Wiart **Denise Fleming** Donald R. Getty School Dynalife Garth Comba Gordon Self Jerome Rivera John Mullen John McCoffray Karen Galenzoski Karim Kennedv Kukhanya Mathanda Larry & Audrey Vanin Linda & Bill McLean Line Marie Perron Lori Martens McCalder MW Foundation Michael Liber Michelle Devlin Monica Comba Natalie Lynch Neil Gower Nicole Tersigni **Oodle Noodle Franchise Corporation** Peter Daly **Profound Talent** Redtail Landing Golf Course **Richard Houle Richard Sego Richard Spelliscy Robert Heron** Scott Argent Sterling Lifestyle Solutions Corporation Sweet Kula Yoga **Timothy Cartmell** Top Hat Advisory Tyler Ellis

\$100 to \$249

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STATEMENT OF FINANCIAL POSITION As at March 31	2019	2018
CURRENT ASSETS		
Cash	\$2,059,595	\$2,204,550
Receivables	105,291	171,308
Prepaid expenses	110,945	110,692
Total	2,275,831	2,486,550
INVESTMENTS	1,733,844	1,624,147
CAPITAL ASSETS	6,203,318	6,314,913
Total Assets	\$10,212,993	\$10,425,610
LIABILITIES		
Accounts payable	\$265,350	\$259,262
Deferred contributions	3,852,961	4,049,596
Debt	1,717,531	1,781,130
Total Liabilities	5,835,842	6,089,988
NET ASSETS		
Invested in capital assets	1,184,563	1,101,061
Unrestricted	1,006,880	1,048,853
Internally restricted	957,357	957,357
Endowment	1,228,351	1,228,351
Total Net Assets	4,377,151	4,335,622
TOTAL LIABILITIES AND NET ASSETS	\$10,212,993	\$10,425,610

STATEMENT OF OPERATIONS Year Ended March 31	2019	2018
REVENUE		
Grants	\$3,076,865	\$3,275,820
Fundraising	537,769	549,513
Rent	492,473	483,073
Fees for service	324,259	242,288
Management fees	98,000	95,325
	4,529,366	4,646,019
EXPENSES		
Salaries & benefits	2,586,794	2,492,529
Building occupancy	731,730	641,198
Program and educational	410,549	442,620
Amortization	250,468	271,728
Office and administration	286,553	274,731
Consulting and professional fees	103,435	131,397
Interest on debt	53,401	54,872
All other expenditures	222,680	234,645
	4,592,209	4,488,848
EXCESS OF REVENUE OVER EXPENSES FROM OPERATIONS	(62,843)	157,171
INVESTMENT INCOME	104,372	61,635
EXCESS OF REVENUE OVER EXPENSES	\$41,529	\$218,806



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edmonton.cmha.ca



@CMHAEdmonton

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