



CMHA IMPACT REPORT 2023/2024

DELIVERING IMPACT WITH TRUSTED
PROGRAMS AND SERVICES

CMHA SWAN VALLEY BRANCH ACKNOWLEDGES THAT WE ARE ON TREATY 4 TERRITORY, AND THE LAND ON WHICH WE GATHER IS THE TRADITIONAL TERRITORY OF THE ANISHINAABERG, CREE, OJI-CREE, ASSINIBOINE, DAKOTA, AND DENE PEOPLES AND THE HOMELAND OF THE RED RIVER METIS. OUR WORK EXTENDS THROUGHOUT TREATIES 2 AND 5. WE ACKNOWLEDGE THE HARMS AND MISTAKES OF THE PAST AND DEDICATE OURSELVES TO MOVING FORWARD IN PARTNERSHIP WITH INDIGENOUS COMMUNITIES IN A SPIRIT OF TRUTH, RECONCILIATION, AND COLLABORATION

BOARD OF DIRECTORS

TWYLA GILROY
CHAIR

KIM ARMSTRONG
SECRETARY TREASURER

KOREY OGUNGBEMI
VICE CHAIR

KRISTA TOOLEY
BOARD MEMBER

JAMES WIGLEY
CEO

CMHA SWAN VALLEY BRANCH REGIONAL HEAD OFFICE

**BOX 1593, 524 MAIN STREET
SWAN RIVER, MB
R0L 1Z0
PHONE: (204) 724-2734
FAX: (204) 734-5727**

Table of Contents

CMHA Across Manitoba Vision

A MANITOBA
WHERE MENTAL
HEALTH IS
HONOURED AS A
UNIVERSAL HUMAN
RIGHT

CMHA Across Manitoba Mission

TO ADVANCE
MENTAL HEALTH,
WELL-BEING AND
RECOVERY ACROSS
MANITOBA

CMHA Across Manitoba Values

- WORK HARD TO LISTEN
- SUPPORT ONE ANOTHER
- BELIEVE IT'S POSSIBLE
- CREATE STRONG CONNECTIONS
- BE CURIOUS
- DISCOVER BETTER WAYS
- FOCUS ON IMPACT
- SERVE WITH PASSION
- HONOUR LIVED EXPERIENCE
- EMBRACE IDEA - INCLUSION, DIVERSITY, EQUITY, ACCESSIBILITY

**CMHA ACROSS MANITOBA
VISION, MISSION, VALUES**

03

CMHA PROGRAMS

04

**COMMUNITY HOUSING
WITH SUPPORTS**

08

**HOPE LEARNING CENTER AND
PEER SUPPORT**

09

**7TH AVE HEALTH ACCESS
CENTER**

10

**CMHA TEAM AND
TESTIMONIALS**

11

REVENUES/EXPENSES

12

**DONORS, FUNDERS AND
SUPPORTERS**

13

CMHA PROGRAMS



DROP-IN PROGRAM

The Drop-In Program in Portage la Prairie offers a safe space for individuals in the community and surrounding area to attend for basic needs services such as food, public washroom and shower facilities, as well as free laundry. In addition to this we offer service navigation, individual and group support, and general socialization to limit the impact that isolation can have on individuals and their mental health. We provide resources for those accessing the site and are apart of the overall Stepped Care model that the office in Portage la Prairie provides. Over the course of the 2023/24 fiscal year we had a total of **960** participants utilize the Drop-In services and provided **3,500** service interactions.

OSCAR'S PLACE

Oscar's Place homeless shelter provides a warm and safe environment for up to 26 individuals aged 18 and older in The Pas, Manitoba. The facility operates every day of the year, offering services during two distinct periods: from 9:00 AM to 4:00 PM and from 8:00 PM to 8:00 AM.

The program offers a range of essential services designed to support individuals in need and who are vulnerable and often homeless within the community and surrounding area of The Pas. This includes providing a hot nutritious meal, personal hygiene products, and access to public showers and washrooms. Additionally, Oscar's Place assists with resource connection and referrals, and offers overnight accommodation for those requiring a secure place to sleep. Since the start of daytime operations at Oscar's Place, partnerships have formed with external services and supports including Employment and Income Assistance, Addictions Foundation of Manitoba, Northern Health Region services and supports, Manitoba Harm Reduction Network, and The Pas Friendship Centre. These partnerships have resulted in combined efforts and reflect a strong community commitment to health, support, and mutual aid. During the 2023/24 fiscal year, a total of **9,005** service interactions took place with a total of **213** unique individuals.

SUPPORT TO SENIORS IN GROUP LIVING (SSGL) PROGRAM

The Support to Seniors in Group Living service is available in three designated senior buildings in Portage la Prairie, Rotary Park, Regency House, and Oak Tree Towers. The SSGL staff work alongside tenants, assisting with IADLs (Instrumental Activities of Daily Living), so that older adult tenants can remain independent in their own homes for as long as possible. In total the SSGL staff connected with many unique individuals and provided a total of **7,478** service interactions during 2023/24.

"I really enjoy having the SSGLs in the building. When I have good days or bad days, they are always there to listen. When I need help with something, they are there for me. Without their support, I would have a much harder time to manage on my own. Having the SSGLs in this building is what gets me by. I trust them and they make me feel comfortable and good.

L.H. Tenant at Oak Tree
Towers

CMHA PROGRAMS



PORTABLE HOUSING BENEFIT PROGRAM

The Portable Housing Benefit (PHB) is a rent supplement, accompanied by housing supports, for low-income individuals that have a mental health disability and who have an unstable housing situation that is interfering with their progress in recovery and/or positive participation in community life.

The combination of a rent supplement and housing supports is intended to provide better access to the private rental market. The PHB is 'portable' which means it is attached to the individual and not the rental unit to promote the participants right to choose, get, and keep housing.

This program's target population are individuals who are enrolled in the Employment and Income Assistance program on the basis of a mental health disability.

During the 2023/24 fiscal year, the PHB program had a total of **346** service interactions with participants.

ECHO HOUSING SWAN RIVER AND DAUPHIN

The ECHO program offers Affordable Long-Term Living units, three-year Transitional units, as well as Short-Term Emergency Stay units. In our Affordable Long-Term program, we housed **41** unique individuals. In our Transitional program we housed **32** unique individuals, and in our Short-Term Emergency units we housed **31** unique individuals. In total, we were able to provide housing to **104** unique individuals in the 2023/24 fiscal year. ECHO Housing in Swan River and Dauphin was able to provide **811** direct support contacts in the past year. Connections and service interactions include Peer Support programming including course participation through the HOPE (Helping Others through Peer Education) Learning Centre, Support to Housing programming including life skill and rental skill building workshops and opportunities, as well as further connections to external partner agencies and services such as Employment and Income Assistance, Prairie Mountain Health services and supports, Addictions Foundation of Manitoba programs, supports, and treatment opportunities, Canada Manitoba Housing Benefit and other Rent Assist programs, as well as support to connect with ID clinics and obtain personal ID's. In addition to this our team also supported tenants connecting with food security programs and education, budgeting workshops, and cultural opportunities such as land-based education through a partnership with Red Road Compass.

Our continued goal of the ECHO Housing program is to work with individuals who have low to moderate financial income and or persons living with mental health or illness, including addictions, that require programming through a rehabilitative approach to be successful with obtaining and keeping their housing. We encourage and strive towards individuals in the ECHO Housing program having the ability to choose, get and keep their housing through this program and beyond as those individuals ready to, further integrate into other community housing opportunities. On site with ECHO, we have a Housing Services Coordinator who works collaboratively and in support of our Affordable Long-Term program tenants as well as our Community Housing with Supports teams which focus more on the Short-Term Emergency Units and the Transitional Housing program.

CMHA PROGRAMS

“Without the help of the CWI program, I feel I would have died. My health became compromised, I was very sick, and I was supported by the CWI program and with that help I feel my life was saved. The Program also helped me with rides to appointments, going over healthy food options, grocery shopping support, and rides and support to complete banking. When I was feeling depressed or overwhelmed by my physical health, I knew I had someone I could talk to with CWI.”

C.G. CWI PARTICIPANT

COMMUNITY WELLNESS INITIATIVE

Community Wellness Initiative (CWI) is a support service that aims to provide individuals living within the Fisher Apartments and Oak Tree Towers in Portage la Prairie with general advocacy, one-to-one support with activities relating to daily living as well as socialization and wellness checks for those who may be isolating or struggling with their mental health, and opportunities to support tenants to connect with community resources. In addition to this, CWI provides individuals living at these two locations with opportunities for group programming and education as it pertains to healthy lifestyles and general wellness. In total, the CWI program completed **923** individual connections for services and **750** connections for service through group programming.

TOGETHER WE THRIVE PROGRAM

Funded by the Brandon Neighbourhood Renewal Corp. the Together We Thrive program is intended to support tenants of the Fisher Apartments and House of Hope in Portage la Prairie. This program was implemented as it was becoming increasingly more difficult to keep individuals who had complex mental health and substance use challenges, housed without supports. Since the implementation of this program, evictions have been much less to almost becoming nonexistent over the 2023/24 fiscal year. In total there were **29** units being supported as of April 01, 2023 and remained supported and living within the Fisher Apartments or House of Hope as of March 31, 2024 and two additional units became supported throughout this same fiscal year. As of March 31, 2024 all **31** units were being supported by this program. In total **36** unique individuals were supported over the 2023/24 fiscal year with **1,853** service interactions being provided.

SWAN VALLEY RESIDENCE

The Swan Valley Residence is a program that supports up to three clients at a time with daily living and rental skills to support and guide them towards further independent living. These clients have specific individual service plans that are implemented by Prairie Mountain Health’s (PMH) Psychosocial Rehab team and supported by CMHA Mental Health Support Workers and the Community Housing with Supports team as well as the PMH Flexible Assertive Community Treatment (FACT) Board. The focus of services is to provide rehabilitative and crisis support in the areas of living, learning, working and socializing. CMHA staff provide 15 hour-a-day support, 365 days a year. We currently have 6 Mental Health Support Workers employed within the Residence program which are also supported by, and work in partnership with, a team of 4 individuals in the Community Housing with Supports program. The Residence program was transitioned to CMHA in January of 2024 and CMHA housed and supported **2** clients in the 2023/24 fiscal year.

“Living at CMHA and being apart of the Together We Thrive program is a privilege. It has enabled me to thrive and become more mentally independent. It has also made me feel a lot safer. Living with CMHA has allowed me to address my mental health problems. I feel grateful to have a place to call my own, as many people are not as fortunate.”

B.F.
Fisher Apts. Tenant

CMHA PROGRAMS



ENHANCED COMMUNITY MOBILIZATION

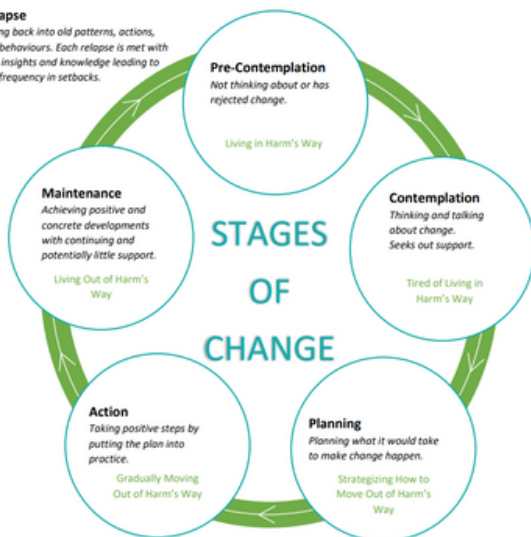
The Enhanced Community Mobilization formally HUB, is a funded program through Manitoba Justice. The goal is to connect community members to resources. We are lucky enough to have built long term intentional relationships with partners, companies, organizations and all levels of government. One of our largest partners is PMH including My Health Team with Outreach program Nurses, Mental Health, Social Worker, Community Health Facilitator (whose focus is on ID's, Recovery Lodges and FNIHB) and Community Addictions. Other strong partners around the table are Elbert Chartrand Friendship Centre with Housing First (ECFC), Physical and Mental Health Supports. Our local EIA team works tirelessly to support our peers alongside Probation, RCMP, Legal AID and many more.

A portion of the time is spent supporting all community members through the Justice system. From obtaining representation for court, court preparation and walking them through the outcomes of the process.

We work as a team to address gaps in services in the community. Partners receive referrals and we create wrap around services unique to everyone. A lot of this work is done out of the 7th Ave Health Access Centre where partners spend time in the space to reduce barriers for all community members. From April 2023 to March 2024 **620** connections were made with resources and partners and we supported **43** unique individuals.

Relapse

Falling back into old patterns, actions, and behaviours. Each relapse is met with new insights and knowledge leading to less frequency in setbacks.



“During the time I found myself in an unexpected and unfamiliar situation with no where to go due to my lack of resources. The members of CMHA went above and beyond to make sure I had a roof over my head. The Timberland Housing took some getting used to but when you don't have a place to call home it's better than the streets. I was even able to make a friend which was something I hadn't been able to do in my 3 years of living in Canada with a home. The staff at CMHA cares heavily about the residents they keep there and the group they had doing security seemed to be very respectful men who took their job seriously. There was never a night where I felt like I needed to be worried about my safety and during the day time I would be able to visit the CMHA for food and activities. I really hope that who ever is funding this program continues to do so in the near future because it truly does help and without it I have very little confidence that I'd be here as I am today.”

R.F. CHS and ECMC Mutual Participant

Community Housing With Supports

Community Housing with Supports (CHS) works within a Housing First framework with a designated caseload of individuals in three different categories which are Rapid Rehousing, Intensive Case Management and Flexible Assertive Community Treatment. In total, we serve at least 18 participants through Rapid Rehousing (Swan River and Portage la Prairie), 11 through Intensive Case Management (Dauphin and Swan River), and 16 through Flexible Assertive Community Treatment in partnership with the FACT Board through Prairie Mountain Health (Dauphin and Swan River).

- Rapid Rehousing is a brief targeted and structured intervention. The team provides general case management to help participants acquire ID, access other basic services and find rental housing with a focus on maintaining successful tenancy independently after time limited services to support stability, are provided.
- Intensive Case Management (ICM) category provides support to individuals experiencing chronic or episodic homelessness identified through a Coordinated Access intake process. The team provides case management services to facilitate access to housing, health, and social services along with the support offered. The team may coordinate connections to home or mobile withdrawal services, primary care, addiction medicine, home care, community counselling, and/or other supports.
- Flexible Assertive Community Treatment (FACT) is a partnership with Prairie Mountain Health and connects with participants through a multidisciplinary team-based approach to support individuals living in the community who are dealing with multi-layered mental health challenges. The team recognizes that recovery can be circular and requires adaptation in the intensity of support and encourages participants' resilience and promotes addressing the personal needs of individuals. The team provides access to clinical and holistic supports and assertive case management to assist with activities of daily living as required for tenancy stability and may have to coordinate connections to additional case management, community-based substance use services, supportive recovery housing, primary care, home care, and/or other services as needed.

All participants are assisted with in-home visits by CHS staff which can range from daily to weekly depending on the category an individual is placed within, landlord mediations, management of behavior, management of finances, and other basic needs through a rehabilitative perspective with wrap-around services.

During the 2023/24 fiscal year, the CHS teams in Dauphin, Swan River, and Portage la Prairie supported **35** unique individuals to obtain housing and provided **1,277** direct support contacts/interactions.

"I was fresh out of prison and in need of shelter and CMHA in Swan River was there for me with an apartment in ECHO Housing. Their kind, caring staff check in with me on a regular basis, make sure I have everything I need and have even offered to help me with things such as meal planning, cooking and cleaning, and wrap around supports/service connections. I suffer from mental illness, so this keeps me accountable to keep up with house cleaning and making sure I'm taking good care of myself."

J.W. CHS Participant

“I’m glad that I found an outlet to learn and gain awareness on things that are currently affecting my life.”

“Learning that everybody has mental health issues during their lifetime and sharing our stories is therapeutic for ourselves and others.”

“These courses have given me tools, and the methods to use those tools, to help with my recovery.”

“Keep up the amazing work.”

HOPE Learning Centre

Our HOPE Learning Centre, based on a Recovery College model, delivered a total of **47** course sessions covering **23** unique topics on recovery and well-being, with a total of **474** course participations from over **150** unique students. Family resilience and recovery support reached **6** individuals with the evidence-based Community Reinforcement and Family Training (CRAFT) program, as well as **7** individuals through our Grief Recovery program. Individual wellness and recovery supports were provided through the Anger Solutions™ program to **20** participants. Living Life to The Full (based on CBT principles) supported **8** participants, while our Addiction Recovery Skills program benefited **5** individuals.

Peer Support

CMHA peer staff provide a listening ear and one-to-one support services as well as group facilitation, resource/service navigation and connection, and the coordination and implementation of the HOPE Learning Centre in Dauphin and Swan River, and the Thrive Learning Centre in Portage la Prairie.

Across the region, the Peer Support program had a total of **1,115** interactions (**357** in Swan River, **478** in Dauphin, **280** in Portage la Prairie), serving **366** unique individuals (**170** in Swan River, **56** in Dauphin, **140** in Portage la Prairie) across the various programs and services offered.

7th Ave Health Access Center

The 7th Street Health Access Centre was a dream out loud, of the amazing outreach workers and community volunteers that truly care about our community and the humans in it.

It all started with a drop in at the CMHA Main office with coffee, hygiene products and snacks which was started by the Community Mobilization Program. Partners from My Health Team with Prairie Mountain Health began spending time in the space and quickly we knew we needed a larger space to allow for further growth and wrap-around service delivery.

This is where Meet Off Main was born. Meet Off Main (MOM) was a Program to help our Peers navigate services and supports that are available to them at a local level and ran every Tuesday for 2 hours in the evening after CMHA was closed. The first couple weeks we gathered Peers thoughts to see what the communities' needs were. Harm Reduction education, food to eat on site and to take away, clothing, washer and dryer, comradery, housing, and ID applications such as Birth Certificate and Manitoba Health Card supports were found to be needed.

A Peer could expect to walk into a relaxed, non-judgmental environment and were treated with respect while having access to facilities such as the washroom, food and drink, Wi-Fi and public computer, washer and dryer, Harm Reduction supplies and many other community-based supports.

Each week there were 4-6 volunteers from partner agencies, community members and churches who would volunteer for 2 hours and share resources from all programs in the community all the while, building long term intentional relationships with the individuals who attended. In total **709** connections were made from this model.

CMHA applied for and received the BNRC Reaching Home Rural & Remote Grant during the spring of 2022. Applications were ranked based on community need and their impact on homelessness. The Board recommended our project Meet Off Main (MOM) for funding in the 2023/24 Fiscal Year. We were then able to hire three staff to be in the space for 5 days a week, 5 hours a day. During this program we had a total of **1,285** service interactions from April 01, 2023 to October 15, 2023.

Upon opening the MOM location, we noticed quickly that a larger location would be required to keep this model sustainable for the community. Due to this, CMHA submitted a proposal to access Winter Response Funding from the Province of Manitoba to combine the Drop-In and MOM programming into one location while offering additional wrap-around and health access supports.

In November 2023 the 7th Ave. Health Access Centre was opened with a significant addition of staff positions and program delivery, in a much larger space. From November 2023 to April 2024 there was a total of **7,723** service interactions comprised by **172** unique individuals in the Swan River community through the MOM and 7th Ave Health Access Centre.

CMHA TESTIMONIALS

Angie Wasyliw **SSGL WORKER IN PORTAGE LA PRAIRIE**

Working as an SSGL staff at CMHA for 12 years, has been an extremely rewarding experience for me. Each day I have the privilege of making a positive impact on the lives of the seniors I work with. The sense of fulfillment I get from being a part of such a compassionate and dedicated team, makes me love what I do every single day.

Bryn Thiele **PEER OUTREACH/PEER SUPPORT & PUBLIC EDUCATION WORKER IN DAUPHIN**

I enjoy helping participants process their current situation and that it can and will get better. That there is a new day to start fresh and the sun will always rise so don't stress yourself out on the little things. I enjoy working for CMHA, since connecting with participants and talking about their mental health struggles has helped me open up more with my own mental health. I have worked for CMHA in Dauphin for 7 months now and look forward to my future with the organization.

Janet Lowther **HOMELESS OUTREACH MENTOR IN THE PAS**

This is a new beginning for me as I just started working as the Homeless Outreach Mentor for CMHA in The Pas. However, I do have four years experience from previous employment. Even though it has been a short time with CMHA, I have learned so much more about mental health, addictions, and our community in general. My favorite part about working for CMHA is the people we get to reach out to. I have made so many friends and witnessed kindness and love from our community. I am proud to be apart of CMHA and I look forward to helping the organization expand and flourish in the North!

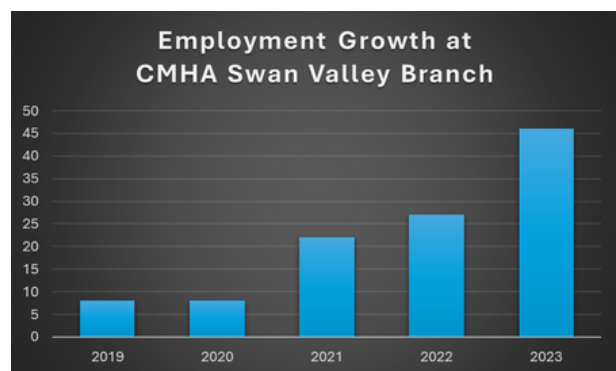
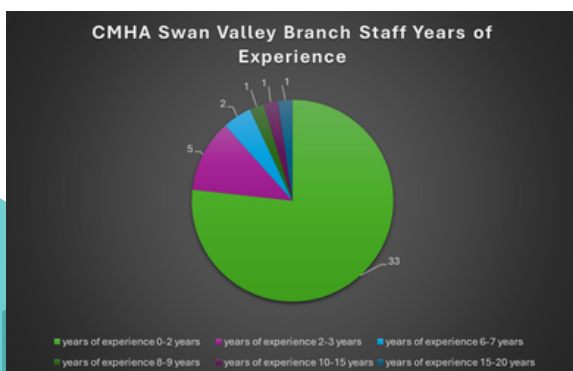
John Walsh **REHABILITATION WORKER IN SWAN RIVER**

I have worked with CMHA Swan Valley Branch for a little over a year now. My time at CMHA has been nothing short of amazing! From the people I work with, to the people I help daily. I started off as a Facilitator at the Meet off Main project, helping serve food, hand out supplies, and provide vulnerable individuals with service navigation and resources. Through some continuing education opportunities that CMHA has provided me with, I am now a Rehabilitation Worker with the Community Housing with Supports program in Swan River. In this position I am thankful that I get to support individuals in many ways whether it be supporting them to obtain and connect to services through appointments, assisting them with life skill and rental skill development and in general, to maintain and keep their housing. My favorite part of the job is putting a smile on people's faces, and gaining the trust of those that come to me for help!

Lori Shykitka **DROP-IN PROGRAM COORDINATOR – 7TH AVE. HAC IN SWAN RIVER**

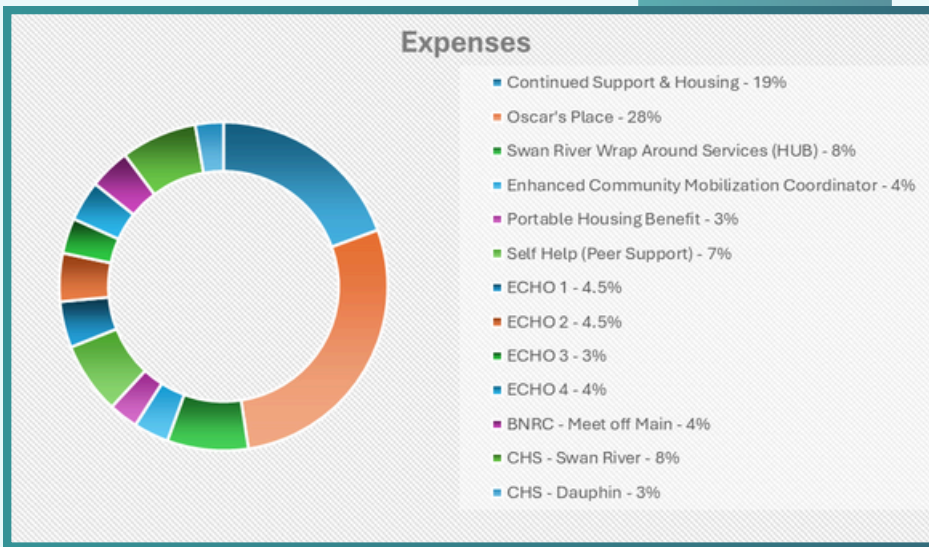
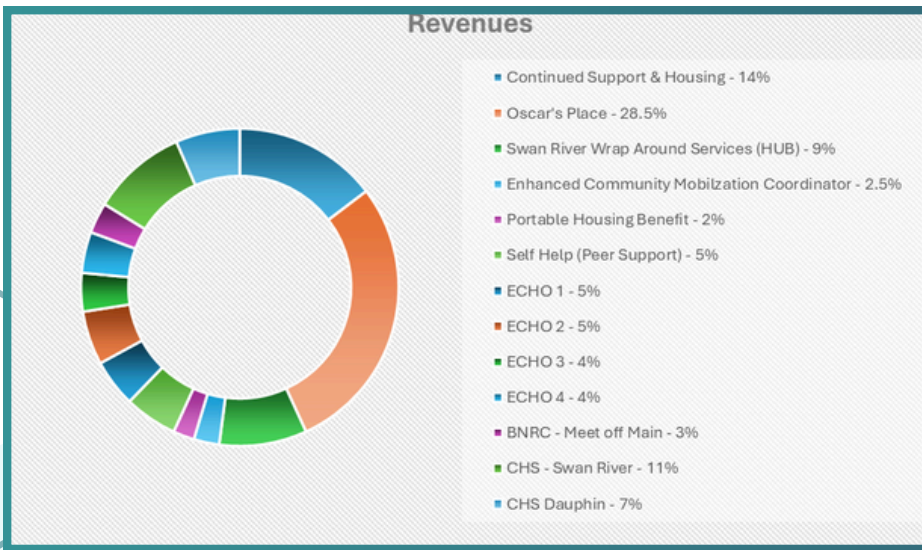
In September 2022 I was advised by a good friend of mine who knew about a position at CMHA in Swan River, I applied and got the job! My role as a Drop-In Centre Program Coordinator was putting together hot meals and helping the clientele with their needs while coordinating programming and overall function for the space. Our participants couldn't get enough of my famous Bannock! What I enjoy most about my role at CMHA, is the satisfaction I derive in meeting the needs of our Peers who access our services at the 7th Ave. Health Access Centre. Secondly, I enjoy the awesome team spirit that my colleagues display at work every day and I look forward to coming to work knowing that it's going to be fun. What I enjoy about CMHA as a whole is the role the organization plays in our community through its services and always meeting the need of those who come through the door on daily basis.

Combined
Years with
CMHA
79.8 years
of
experience



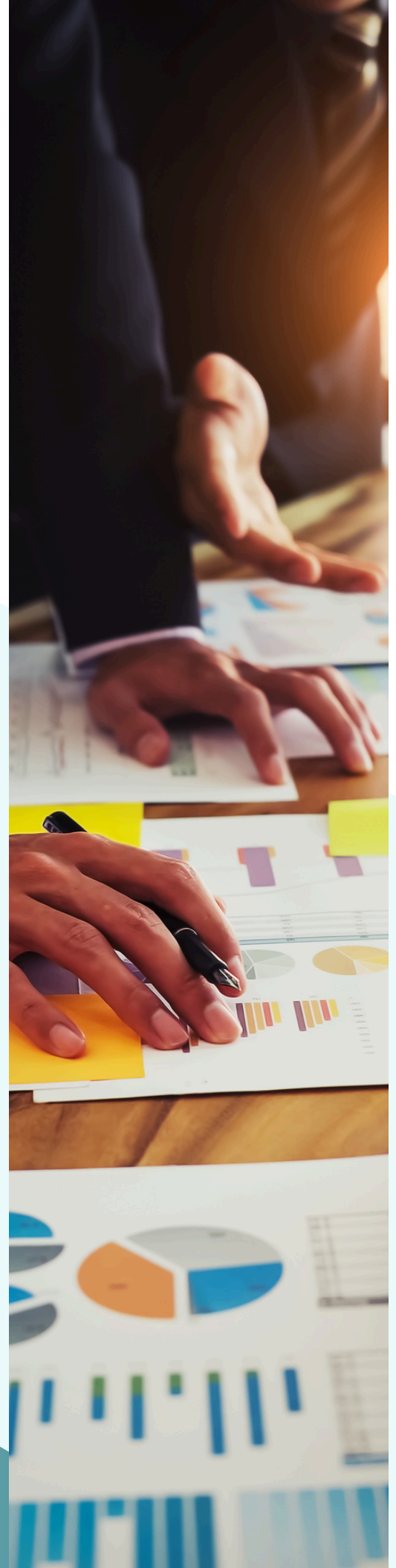
Financial Statement

CMHA Swan Valley Branch, Parkland and The Pas



Total Revenues for 2024: \$2,545,085.00

Total Expenses for 2024: \$1,871,288.00



Donors, Funders and Supporters

CMHA SWAN VALLEY / PARKLAND - THE PAS/CENTRAL REGION IS GRATEFUL FOR THE MANY DONORS, SUPPORTERS, AND FUNDERS OF OUR PROGRAMS AND SERVICES.

IT IS BECAUSE OF THE RESOURCES PROVIDED THAT THE PROGRAMS AND SERVICES WE OFFERED DURING THE 2023/24 FISCAL YEAR WERE SO IMPACTFUL.

THIS HAS BEEN ANOTHER YEAR OF GROWTH AND INNOVATION AND WAS MADE POSSIBLE BY MANY SPECIAL GRANTS, ANNUAL FUNDERS AND GENEROUS DONORS.

