

The Canadian Mental Health Association is a nation-wide organization that promotes the mental health of all and supports the resilience and recovery of people experiencing mental illness. At CMHA Toronto we accomplish this through service, education, and advocacy. Every day our teams provide the supports and services that our clients need so that they can:

- Live in the community, in clean, safe, affordable housing
- Work in the community, in paid employment or volunteer activities
- Belong in the community, as engaged, valued and contributing members

Here is a listing of our programs and services:

IN THE COMMUNITY

Information and Decision Support assists individuals seeking information about CMHA Toronto programs and services. This includes consumers, family members, friends of people living with mental illness, physicians, health care workers and social service workers. We do this by:

- Responding to telephone, email and in-person inquiries about mental health services in Toronto
- Assessing whether someone might be eligible for CMHA Toronto services
- Making referrals to appropriate CMHA Toronto programs and/or providing information about other agencies

Case Management Services work with individuals with serious mental illness who require support to live and work in the community. These services assist them in meeting their basic needs (e.g., food, shelter, finances) and help them develop the skills they need so they may live independently, and improve the quality of their lives. Integral to this process is the direct involvement of the client and where appropriate, their families. We coordinate with other community services that can assist the client in achieving their goals. We also provide intensive case management services to individuals with complex mental health and substance use problems, using a Housing First approach. Case Management offers services in Somali, Tamil, Dari and Pashto in Scarborough, and offers services in French and Italian west of Yonge Street.

Housing Services ensure access to safe and affordable residential options for individuals living with serious mental illness throughout Toronto. Support to these individuals is provided by housing outreach workers, case managers and a wide variety of community support services. Housing outreach workers act as a liaison between the landlords and our clients by providing information on their respective rights and responsibilities. Individuals living in CMHA Toronto Housing enjoy security of tenure under the Residential Tenancy Act and sign a Tenancy Agreement with CMHA Toronto. We also offer a limited number of short-term residential beds for individuals who are in crisis.

Employment Services assist individuals with mental illness to find work by providing competitive job opportunities and by helping them find and maintain employment. We work to develop relationships with employers to create and develop access to opportunities in the labour market and we provide our clients with direct links to employers who are willing to make accommodations for individuals with mental health issues. We also support our clients by providing on-site job coaching in the workplace, and we oversee the operation of two consumer-run business initiatives.

SOCIAL SUPPORT PROGRAMS

Keele Street Women's Group and the **Social Resource Centres (SRCs)** offer inclusive and supportive environments that facilitate the recovery of individuals living with mental illness. They promote a sense of belonging by allowing group members to build relationships and share their experiences. Through workshops and activities facilitated by staff and peers, group members learn new skills to live healthier lifestyles and participate in social, cultural and recreational experiences.

What Next! Peer Support Drop-in is a meeting place where individuals recovering from mental health issues can share their experiences with others and gain social and emotional support. This program is run by the members themselves, and serves to:

- Promote wellness and recovery through opportunities for social support
- Offer members personal growth through recreational and educational activities
- Empower members to participate and assume leadership in the program's operation and development

Let's Discuss It / Healthy Living / Newcomer Women's Wellness Groups promote the mental health of people who are socially isolated and who often experience cultural and linguistic barriers. These groups encourage and empower those who, because of their difficult life circumstances, are facing mental health and coping challenges. Some of these groups are exclusively for women, and some are language specific and designed specifically for newcomers, whose mental health is often at risk because of the stress of migration.

SPECIALIZED SERVICES

Assertive Community Treatment (ACT) Teams provide treatment, rehabilitation and support services to individuals with serious mental illness who have had multiple hospitalizations. The teams are multidisciplinary, each team having a social worker, nurses, a vocational/employment specialist, an occupational therapist, a psychiatrist, a peer support worker and an addictions specialist. ACT Teams support their clients in their recovery process, meeting with them in their homes or in the community as frequently as the client requires. A 24 hour on-call system is also available to clients.

CMHA Toronto has three ACT Teams:

- West Metro ACT Team,
- New Dimensions ACT Team, and
- East Metro ACT Team.

SPECIALIZED SERVICES *continued*

Early Psychosis Intervention Program (MOD) provides services to youth 16 to 35 who are experiencing what may be the early signs and symptoms of psychosis. The goal of this program is to promote early identification and treatment of psychosis, which decreases the rates of remission and hospitalization, and results in better outcomes. MOD is a clinical program that is based in the community which includes the provision and coordination of treatment, support, education, case management, and referrals. The team also works closely with clients' families, providing them with education and supportive counselling.

Transitional Youth Program (TYP) assists youth 16 to 24 who have been diagnosed with schizophrenia or a mood disorder. The goal of TYP is to assist young people regain/maintain age appropriate activities such as school, work, and relationships, and minimize the impact of mental illness on their lives. It offers both therapeutic and case management interventions. TYP works closely with the clients, and their families and support networks to assist them in understanding and coping with the illness. The key focuses are education, employment and socialization with peers.

MENTAL HEALTH AND JUSTICE

Mental Health Court Support and Diversion Program supports individuals with serious mental illness who have charges pending at the Scarborough and Etobicoke Courts. The program works to divert these individuals from the court system into mental health and community support services. The program also provides consultation for court clients who do not qualify for diversion, linking them to mental health and support services to facilitate bail or to assist with sentencing. Where needed, the program provides intensive case management to clients. In addition, it offers information and support to families of those who are in conflict with the law as the result of their mental health issues.

Mental Health and Justice Crisis Prevention provides support for individuals in Scarborough who are presenting with behaviours that may indicate a mental health issue and who are: at significant risk of incurring criminal charges, or are before the criminal courts on charges, or have recently had charges before the criminal courts. The program assists individuals who are at significant risk of incurring criminal charges by assisting them to access and use mental health and other services and supports. Consultation by phone is also available for police and probation officers, as well as other criminal justice personnel.

EDUCATIONAL SERVICES

Mental Health Promotion provides education and training on mental health, mental illness, suicide prevention and mental health in the workplace. These workshops are delivered on-site and in the community for social service workers, businesses, and the general public. We also offer an education and support program for family and friends of those living with mental illness, and specialized workshops on cross-cultural mental health, which examine how different cultures view and seek help for mental health issues.

The Opening Doors Project (TODP) aims to strengthen, foster and cultivate healthier Ontario communities. This is done by providing free, interactive, and experiential peer-led workshops that address mental health, racism and discrimination within newcomer communities and communities of mental health survivors. Particular attention is paid to the impact of migration and discrimination on the mental health of newcomers and refugees. This program is funded by Citizenship and Immigration Canada.

For more detailed information about the above programs, and to learn about the eligibility criteria and the referral process, please visit our website at: www.toronto.cmha.ca

You can also contact Information & Decision Support at: 416-789-7957 ext. 282 westdecisionsupport@cmha-toronto.net (west of Yonge Street)
416-289-6285 ext. 243 eastdecisionsupport@cmha-toronto.net (east of Yonge Street)

CMHA Toronto also offers the following specialized programs, which can only accept referrals from priority referral services:

Community Treatment Order (CTO) Program provides intensive case management services to individuals who are on CTOs, which are treatment plans developed by a physician and consented to by the individual, who is known to benefit from treatment, but often does not engage voluntarily in services.

Mental Health and Justice Case Management Services provides support for individuals who are involved in the criminal justice system, including the provision of 395 supportive housing units. This program offers clients/tenants a continuum of care by providing a high level of support that is flexible, portable and individualized, helping them to stay out of the criminal justice and correctional systems.

Transitional Case Management (TCM) supports individuals who have serious mental health issues, have been found not criminally responsible (NCR), and are under the jurisdiction of the Ontario Review Board. The team works to facilitate the safe transition from a secure forensic unit in the hospital back into the community.

Transitional Rehabilitation Housing Program (TRHP) provides supportive housing to individuals who have serious mental health issues, have been found not criminally responsible (NCR), and are under the jurisdiction of the Ontario Review Board. It also provides intensive case management services with a focus on recovery, skill building and risk management.

Safe Bed Program offers short-term housing for individuals with serious mental illness who are in crisis, and who have come into contact with the law, providing an alternative to custody or hospital admission. The goal is to support clients through the immediate crisis, and link them to community services for ongoing support.

To learn more about these programs, please visit our website www.toronto.cmha.ca