

# CMHA Toronto Programs and Services



The Canadian Mental Health Association promotes the mental health of all and supports the resilience and recovery of people experiencing mental illness. 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. We coordinate with other community services that can assist the client in achieving their goals. Case Management offers services in Somali, Tamil, Dari and Pashto in Scarborough, and offers services in French and Italian west of Yonge Street.

**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
- East Metro ACT Team.

**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. We also offer a limited number of short-term residential beds for individuals who are in crisis.

**Housing First** Intensive Case Management provides support to individuals who are experiencing homelessness, and are living with mental health issues. It is based on the principle that housing is a precondition for recovery, and that compliance with medication or sobriety is not a prerequisite for housing. We assist clients in locating housing, and provide them with the support they need to maintain their housing and achieve their goals, including connecting with social and community resources, and providing counseling, physical assessments, and medication management as needed.

**Employment Services** assist individuals with mental illness to find work by providing competitive job opportunities and by helping them find and maintain employment. We 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 support our clients by providing on-site job coaching in the workplace, and we oversee the operation of a consumer-run business initiatives.

**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.

**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.

**Dialectical Behavioural Therapy (DBT)** Program serves individuals with Borderline Personality Disorder (BPD) and/or problems regulating their emotions, which can lead to impulsive behaviours such as substance use and self-harm, problematic relationships, social isolation, low self-efficacy, and generalized emotional vulnerability. DBT is a comprehensive one year program consisting of individual psychotherapy, groups skills training, phone coaching and team consultation. DBT teaches effective problem-solving skills that help reduce impulsive behaviours and meet long-term goals.

**Mental Health Court Support and Diversion Program** supports individuals with serious mental illness who have charges pending at the Scarborough and Etobicoke Courts, diverting 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 services to facilitate bail or to assist with sentencing. 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 have 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.

## IN THE COMMUNITY, continued

**Post Incarceration Housing Program**, in partnership with the City of Toronto Streets to Homes Program, supports individuals with mental health and/or addictions who have recent or current involvement in the criminal justice system. The goal is to prevent the cycle of homelessness and incarceration by assisting individuals to find and maintain housing, and connecting them with the services and supports they need in their community. Post Incarceration workers are available at the Etobicoke, North York and Scarborough courts.

**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.

## SOCIAL SUPPORT SERVICES

**Keele Street Women's Group** and the **Social Resource Centres (SRCs)** offer inclusive and supportive environments that facilitate recovery. 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.

**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.

**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:

- 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

## 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 organizations and businesses. We also offer an education and support program for family and friends of those living with mental illness, and specialized workshops examining 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, by providing free interactive, and 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.

## 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 engage voluntarily in services.

**Mental Health and Justice Case Management Services** provides support for individuals who are involved in the criminal justice system. 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.

**The Healthy Families Project**, a collaboration between CMHA Toronto and the Children's Aid Society (CAS) of Toronto, works to improve outcomes for families who are currently engaged with CAS and are experiencing mental health difficulties. strengthen the family. They also assist with connections to mental health and addiction services, and help to facilitate connections to primary health care services.

**Strengthening Communities in Scarborough (SCS)** is an intensive case management program serving individuals with complex mental health and addiction needs in specific Scarborough communities. The multidisciplinary team provides supports to these individuals to improve their mental and physical well-being and to help maintain their housing. The goal is to assist them in accessing housing support, and other supports across the broader health and social services system. The program provides immediate, short-term and long-term supports based on client needs.

**For more detailed information about the above programs and to learn about the eligibility criteria and the referral process, visit our website at [www.toronto.cmha.ca](http://www.toronto.cmha.ca) or contact Information and Decision Support at:**

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