



CMHA CENTRAL REGION – PROGRAM REVIEW 2016

EXECUTIVE SUMMARY

As part of our ongoing commitment to delivering quality, evidence-based services to our community, CMHA Central Region enlisted the help of two experienced consultants to complete a comprehensive review of our programs and services. The goals of this review were:

- 1) To evaluate our current programs and services by identifying strengths, weaknesses, opportunities for growth, and risks to the organization. More specifically, we wanted to know how our services focused on enhancing the recovery journey of our consumers.
- 2) To make recommendations for program redesign and organizational change that align with our mission and promote recovery at all levels within CMHA Central Region.

We gathered information through focused conversations with key stakeholder groups including people with lived experience, staff, Board members, funders, and community partners.

STRENGTHS

- Compassionate and caring staff with strong leadership
- Recovery-oriented approach focusing on empowerment and inspiring hope for the future
- Involvement of people with lived experience at all levels of the organization including staff and governance
- Strong partnerships with community organizations that share our mission and values
- Skill and experience providing support and advocacy for those who may be marginalized in the community
- Ability to change and adapt to needs of the community and leading practices in mental health service delivery

OPPORTUNITIES

- Expanding our service menu to appeal to a broader base within the community
- Enhancing our reputation as a leader in recovery-oriented services
- Achieving a greater impact in the areas of workplace mental wellness, supported employment, and youth
- Improved integration with publicly funded community mental health programs
- Providing services that encourage skill development to help maintain good mental health
- Effectively utilizing volunteers to accomplish our mission

RECOMMENDATIONS

Based on the findings of the review, here is what CMHA Central Region would like to focus on going forward:

ORGANIZATIONAL INFRASTRUCTURE

- **Role Clarity:** Work in partnership with publicly funded community mental health programs to determine our role with respect to providing a broad continuum of mental wellness services and assisting consumers to navigate those services.
- **Documentation and Data Collection:** Establish and maintain internal systems to quantify the services we deliver and the outcomes we achieve.
- **Feedback:** Develop and implement a regular process to request input and feedback from people with lived experience in our community.
- **Partners in Recovery:** Develop and implement practices that clearly frame the relationship between staff and people with lived experience as a partnership with joint ownership and responsibility.
- **Staff Training and Retention:** Work to achieve competitive wages and benefits for staff along with comprehensive training focused on Psychosocial Rehabilitation (PSR) practices.
- **Board Development:** Engage in ongoing development on organizational governance and policy setting within the Policy Governance Model.

PROGRAMS AND SERVICES

- **Clubhouse:** Clarify the goal and purpose of the Clubhouse Drop-In program, which could include transitioning to an educational model of service delivery.
- **Housing:** Consider consolidating multiple supported housing services into one cohesive service with staff specialties based on the needs of targeted populations.
- **Education and Promotion:** Focus on providing more mental health education and promotion services including CMHA flagship programs like Living Life to the Full and Bounce Back: Reclaim Your Health.

COMMUNITY ENGAGEMENT AND GROWTH

- **Public Image:** Examine the public image of our spaces and utilize our strong brand to carry our message to the public.
- **Strategic Planning:** Engage in a community needs assessment regarding mental health and wellness concerns. Integrate this information into a new strategic plan that clearly expresses our desired outcomes for the community.
- **Partnerships:** Continue to establish new partnerships with other community organizations to assist with systemic advocacy related to social determinants of health and provide better integration of services.

COMMENTS OR QUESTIONS?

We are always interested in hearing from our community and stakeholders. If you have any questions, comments, or concerns about the results of this review, please don't hesitate to contact us.

CMHA Central Region, Inc.
236 Saskatchewan Ave E
Portage la Prairie MB R1N 0K9
Phone (204) 239-6590 Fax (204) 857-2869
Email info@cmhacentral.ca