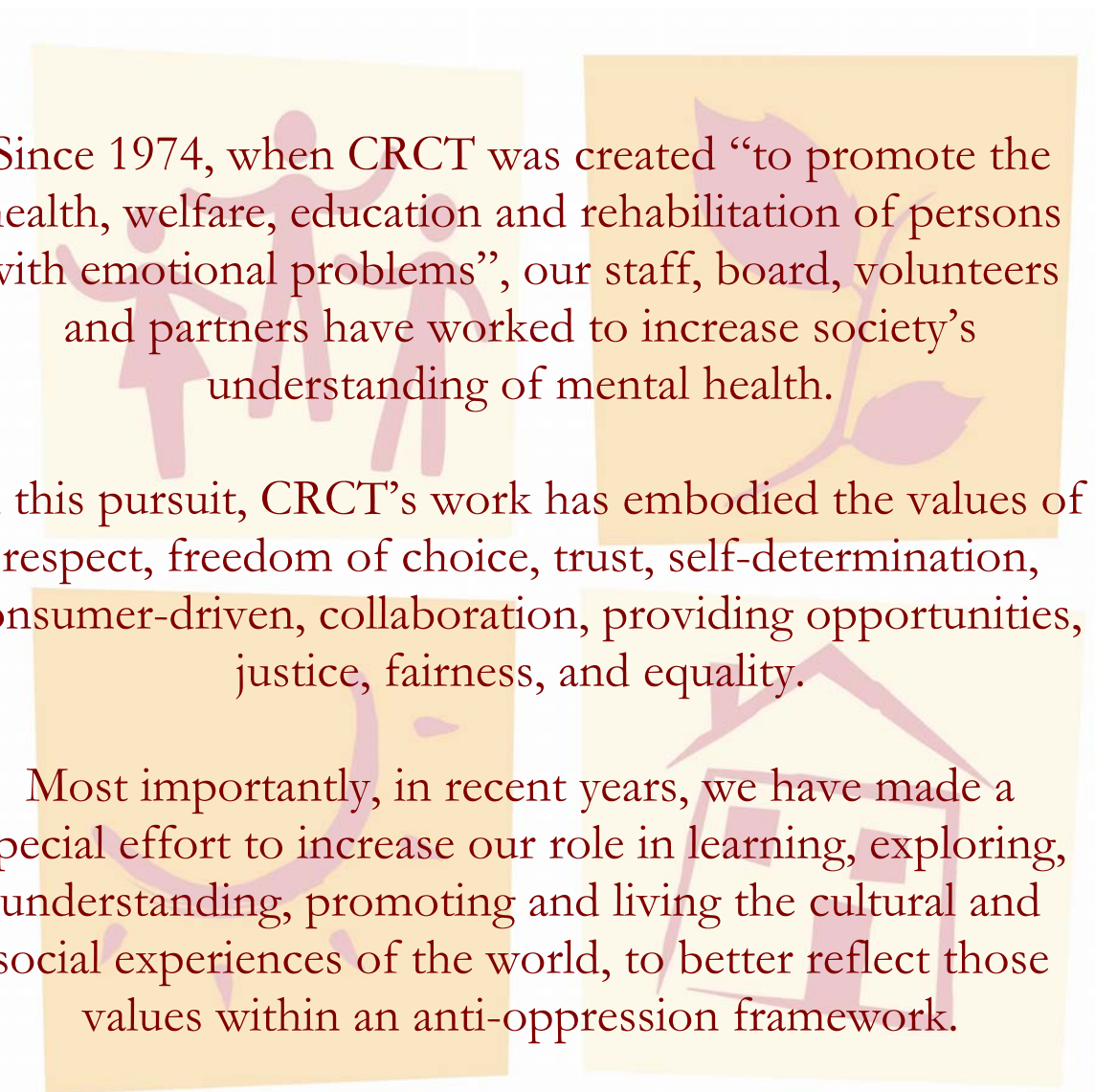




Community Resource Connections of Toronto  
Annual Report  
2007-2008





Since 1974, when CRCT was created “to promote the health, welfare, education and rehabilitation of persons with emotional problems”, our staff, board, volunteers and partners have worked to increase society’s understanding of mental health.

In this pursuit, CRCT’s work has embodied the values of respect, freedom of choice, trust, self-determination, consumer-driven, collaboration, providing opportunities, justice, fairness, and equality.

Most importantly, in recent years, we have made a special effort to increase our role in learning, exploring, understanding, promoting and living the cultural and social experiences of the world, to better reflect those values within an anti-oppression framework.

## *Message from the*

### *President of the Board of Directors and the Executive Director*

We have had another exciting and challenging year at CRCT. We have continued to strengthen our work in the areas of access and equity, advocacy and recovery.

This year also marks the 20<sup>th</sup> anniversary of the Hostel Outreach Program (HOP). HOP was developed out of the inquest into the death of Drina Joubert in 1987. Drina was a homeless woman with serious mental health issues who froze to death in the back of an abandoned pickup truck. HOP was created to provide outreach to women like Drina who are homeless with mental health issues, and unable to access services and supports. HOP provides portable, flexible, and individualized service that meets women on their own turf and terms. Through a process of building a trusting working relationship, the program acknowledges the resiliency and resourcefulness of each woman. Over its 20 years of service HOP has had great success in assisting women to access permanent housing and other needed supports. HOP started in 1988 as a team of four staff and has since expanded to a team of thirteen. HOP serves close to 200 women on an annual basis.

This past year also saw the retirement of our former Executive Director Walter Weary. We all would like to wish Walter well and thank him for his contributions to CRCT.

In light of Walter's retirement, CRCT undertook recruitment and hiring of a new Executive Director, David Lemire. David comes to CRCT with a wealth of experience. He was the Executive Director at Trinity Square Enterprises for a number of years, and most recently was the Executive Director of Flemingdon Park Neighbourhood Services. We would like to take this time to welcome David to CRCT.

We also wish to acknowledge and thank the hard work and commitment of the board members who left the board this year. We thank Felix Munger and Eric Cheng who have moved on to new challenges. We thank all continuing and new board members for their ongoing contribution to our work.

*Lora Patton*  
*President-Board of directors*

*Sheryl Lindsay*  
*Executive Director (Acting)*

## *Collaborations and Partnerships*

CRCT could not provide the wide range of services we do, if we didn't have the support of many partner agencies. Some of the many organizations that we have worked with in the past year are listed below.

◆ 416 Drop-in ◆ Access Alliance Multicultural Community Health Centre ◆ Accommodation, Information and Support (AIS) ◆ Across Boundaries ◆ Adelaide Resource Centre for Women ◆ Afghan Association of Ontario ◆ Afghan Women's Counselling & Integration Community Support Organization ◆ Anishnawbe Health Centre ◆ Midaynta, Association of Somali Service Agencies ◆ Building Bridges, Breaking Barriers Access Project, ◆ Canadian Centre for Victims of Torture (CCVT), ◆ CMHA ◆ Catholic Cross Cultural Immigrant and Settlement Services ◆ Central Neighbourhood House ◆ Neighbourhood Information Post ◆ Centre for Addiction and Mental Health (CAMH) ◆ Centre for Excellence in Refugee and Immigration Studies (CERIS) ◆ City of Toronto - Family Residence ◆ Toronto North Support Services ◆ Community Progress ◆ Community Radio Golis ◆ Community Support and Research Unit of CAMH ◆ Consumer/Survivor Information Resource Centre of Toronto ◆ Cornerstore ◆ COSTI Immigrant Services ◆ COTA Health ◆ Davenport Perth Neighbourhood and Community Health Centre ◆ Dr Shammi ◆ Dr. Steve Nugent ◆ East Scarborough Storefront ◆ Eden Community Homes ◆ Evangeline Residence ◆ Family Outreach and Response ◆ Florence Booth Shelter ◆ Fred Victor Centre

◆ Good Shepherd Homes Inc ◆ Homes First ◆ Homeward ◆ Hong Fook Mental Health Association ◆ Houselink ◆ House of Compassion ◆ Mainstay ◆ Islamic Social Services and Resources Association ◆ LOFT ◆ Manse Road Group Home ◆ Mary's Home ◆ Meeting Place Drop-in ◆ Metro Housing and Support Agency Directors Group ◆ Nellie's ◆ North York General Hospital ◆ PARC ◆ Parkdale CHC ◆ PASS Project ◆ Polycultural Immigrant and Community Services ◆ Progress Place ◆ Queen West CHC ◆ Red Door Shelter ◆ Regent Park CHC ◆ Rouge Valley Health System ◆ Sabawoon Afghan Family Education and Guidance Centre (SAFE Centre) ◆ Scarborough Addiction Services Partnership (SASP) ◆ Scarborough Housing Consortium ◆ Sistering ◆ South Asian Women's Centre ◆ Somaliland Women's Organization ◆ St. Christopher House ◆ St. Joseph's Health Centre ◆ St. Michael's Hospital ◆ Street Haven ◆ Street Health ◆ Sunnybrook Health Sciences Centre ◆ Syme-Woolner Neighbourhood and Family Centre ◆ The City of Toronto's Shelter ◆ Toronto Public Health - Housing and Support Division ◆ York University

## Funders

CRCT is appreciative of the support offered by the following funders.

Toronto Central LHIN, The Ministry of Health and Long-Term Care, The Ontario Trillium Foundation, The EJLB Foundation, and The United Way of Greater Toronto.

## *Some of CRCT's Activities in 2007-2008*



- We have distributed over 18,000 copies of "Navigating Mental Health Services in Toronto: A Guide for Newcomer Communities". The guide is available in 7 different languages, with Arabic being the newest.



- Community Support Services provided services to over 300 consumer/survivors
- The Hostel Outreach Program provided service to 190 women



- The Mental Health Court Support Program worked with over 1000 people this year
- Co-organizers of the International Recovery Conference



- Printed and distributed 500 copies of Holiday Happenings
- Coordinated and supported the Art Group facilitated by Community Support Services



- Strengthening Families group co-facilitated by Community Support Services.
- Coordinated the provision of two WRAP groups and Pathways to Recovery facilitator training.
- Coordinated a peer support group that grew out of the Wellness Recovery Action Plan group

# Community Resource Connections of Toronto

## ANNUAL GENERAL MEETING

3 pm, October 30<sup>th</sup>, 2008

Metro Central YMCA, 20 Grosvenor St, Toronto, ON

### Agenda

1. **3:00 pm Doors Open**
2. **3:30 pm - Welcome to CRCT**
3. **3:45 pm - BUSINESS MEETING**
  - a. Call to Order and Constitution of the meeting
  - b. President's Opening Remarks
  - c. Introduction to Board of Directors
  - d. Motion to approve the Minutes of previous Annual General Meeting, October 30, 2007
  - e. Auditors Report
  - f. Motion to accept the financial reports for fiscal year ended March 31<sup>st</sup>, 2008 as presented
  - g. Motion to appoint *Lyne Arseneau as auditor for 2008-2009 fiscal year with remuneration to be determined by the board*
  - h. Election of Board Members
  - i. President and Executive Director's Remarks
  - j. Motion: To adjourn the Business Meeting
4. **4:00pm - GUEST SPEAKERS**

**Parvathy Kanthasamy**  
**Michele Edwards**

5. **4:30 pm – ENTERTAINMENT AND REFRESHMENTS**



## The 2007/08 Board of Directors

**Lora Patton**  
**President**

**Felix Munger**  
**1st Vice-President**

**Margaret Redford**  
**2<sup>nd</sup> Vice-President**

**Andrew Arifuzzaman**  
**Secretary**

**Ron Jones**  
**Treasurer**

**Members:**

- ◆ Karen O' Connor
- ◆ Wayne Skinner
- ◆ Roberta Timothy
- ◆ Amy Wah

**André Wagner**  
**Staff Representative (Ex-Officio)**

**Sheryl Lindsay**  
**Executive Director (Ex-Officio)**

**Sri Sinnathamby**  
**Board Support (Ex-Officio)**

## Senior Management Staff 2007/08

**Sue Browne**

Manager, CSS East & COPE

**Vidya Fraser**

Manager,  
Court Support Services & Housing

**Vaughn Robertson**

Manager,  
CSS West & Health Promotion Program

**Louise Nimigon**

Manager, Hostel Outreach  
Program(Acting)

**Sheryl Lindsay**

Executive Director (Acting)



\* Left during the year

# Community Resource Connections of Toronto

366 Adelaide St East, Suite 230  
Toronto, Ontario, M5A 3X9, (416) 482-4103

## **Minutes of Annual General Meeting**

*Tuesday, October 30, 2007*

Held at YMCA Metro Central  
Auditorium, 2<sup>nd</sup> Floor  
20 Grosvenor St.  
Toronto, ON M4Y 2V5

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### **1.0 CALL TO ORDER AND CONSTITUTION OF THE MEETING**

There being quorum present, Lora Patton welcomed all and called the meeting to order.

### **2.0 WELCOME BY THE PRESIDENT**

Lora Patton introduced herself as the interim President and welcomed all those present to the 33<sup>rd</sup> Annual General Meeting of Community Resource Connections of Toronto.

### **3.0 INTRODUCTION OF BOARD MEMBERS**

Lora Patton introduced the Board members present.

### **4.0 MINUTES OF PREVIOUS ANNUAL GENERAL MEETING**

Motion was made “To approve the minutes of the AGM held on September 27<sup>th</sup>, 2006”.

Moved: Felix Munger  
Seconded: Margaret Redford  
CARRIED

### **5.0 PRESENTATION OF FINANCIAL STATEMENTS**

**5.1** Felix Munger introduced Lyne Arseneau, the Auditor for Community Resource Connections of Toronto, to present the financial statements for the fiscal year 2006/07.

Motion was made “To accept the 2006/07 Audited Financial Statements and the auditor’s report as presented”.

Moved: Felix Munger  
Seconded: Karen O’ Connor  
CARRIED

**5.2** Motion was made “To appoint Lyne Arseneau as auditor for 2007/08 fiscal year for a remuneration to be decided by the Board”.

Moved: Felix Munger  
Seconded: Marianne Peck  
CARRIED

## **6.0 ELECTION OF BOARD MEMBERS**

Lora Patton introduced the members of CRCT who have been nominated to become members of the CRCT Board of Directors.

### **Slate of Nominees**

Motion was made “To accept the slate of nominees: Amy Wah, Karen O’Connor, Ron Jones, Margaret Redford (3<sup>rd</sup> Term), Roberta Timothy (2<sup>nd</sup> Term) to the Board of Directors of Community Resource Connections of Toronto as circulated at the meeting”.

Moved: Felix Munger  
Seconded: Margaret Redford  
CARRIED

## **7.0 ADJOURNMENT**

Motion was made “To adjourn the Annual General Meeting”.

Moved: Maria Valasco  
Seconded: Marianne Peck  
CARRIED



COMMUNITY RESOURCES CONNECTIONS OF TORONTO  
CONSOLIDATED STATEMENT OF OPERATIONS AND FUNDS BALANCE  
FOR THE YEAR ENDED MARCH 31, 2008

	2008	2007
Income		
Funding by the Ministry of Health	\$ 5,151,042	\$ 4,942,757
Funding by other agencies	36,000	36,999
Donations	743	700
Interest	36,060	29,933
Other	8,733	14,804
	<u>5,232,578</u>	<u>5,025,193</u>
Expenses		
Salaries and benefits	4,189,959	3,775,321
Referred out services	40,496	39,898
Professional fees	106,288	97,063
Audit and accounting	35,791	34,368
Rent	133,800	117,166
Office supplies and expenses	84,502	76,727
Telephone	49,167	49,365
Travel	88,593	69,679
Staff and volunteer education and training	51,304	59,302
Program supplies	64,510	66,540
Insurance	4,253	3,695
Personnel placement and advertising	23,602	2,573
Client expense	33,325	29,658
One time program startup expenses	-	10,953
Family Outreach and Response program	68,173	100,465
Hunger Prevention - Rotary	-	929
Trillium Project	58,699	59,877
Heritage Project	-	150
United Way Winter Relief	14,371	3,757
Seminar expenses	4,102	-
Depreciation	<u>117,647</u>	<u>110,774</u>
	<u>5,168,582</u>	<u>4,708,260</u>
Excess of income over expenses	63,996	316,933
Funds balance at the start of the year	761,763	583,488
Less-refunded to the Ministry of Health	-	138,658
Funds balance at the end of the year	<u>\$ 825,759</u>	<u>\$ 761,763</u>

## ABOUT US...

### **Community Resource Connections of Toronto (CRCT)**

established in 1974, is a non profit community mental health organization funded by the Toronto Central LHIN.

The mission of the organization is to support and enable adults with serious mental health problems to live with dignity and fulfillment in the community. We do this through:

- ✓ Our commitment to anti-discrimination
- ✓ The meaningful involvement of consumer/survivors
- ✓ Innovative use of resources
- ✓ Working in partnership with others

CRCT works toward achieving its mission through the provision of case management services, court support services, consultations and information services; and through advocacy, evaluation, community capacity building, training and education.

Our programs include:

### **The Health Promotion Program**

The Health Promotion team continues to be involved in numerous projects, activities and trainings that address gaps and barriers, as well as working to increase access and equity for consumers in mental health and other systems. We continue to fine tune our website which received over 240,000 visits during the 2007-2008 fiscal year.

Visits to CRCT's website have increased significantly since the launch of ***Navigating the Mental Health System: a Guide for Newcomer Communities*** in May 2007. It is now available in seven languages, both in print and on the web, with Arabic being the newest translation. Over 20,000 of the English, Dari, Pashto, Urdu, Somali and Tamil guides have been distributed to interested stakeholders

across the city, the province, & Canada. The response has been overwhelmingly positive. It is the first publication of its kind in the country to be made available in such a wide variety of languages. Invariably, the only concern expressed is that it is not yet available in more languages.

The ***Making Choices Resource Guide*** remains the preferred choice of mental health professionals, family members & consumers to help navigate the labyrinth of mental health & related services available across the city. Its easy to use format, abundance of useful information, & instructive section headings make it one of the most helpful resources in Toronto. A new edition is being prepared & will be available in the beginning of 2009.

The ***Wellness and Recovery Newsletter***, which is produced four times a year, has entered its third year of publication and is proving very popular with subscribers across Canada and the U.S. The newsletter is distributed at no charge through email and Canada Post by the Consumer/Survivor Information Resource Centre of Toronto. Subscriptions may be obtained by contacting the C/S Info Centre at [csinfo@camh.net](mailto:csinfo@camh.net) or 416-595-2882.

The Health Promotion team contributed to and held over 20 information/training presentations, which included mental health fairs, radio shows and conferences as well as presentations to consumers, family members and service providers.

Projects that the health promoters continue to work on include:

SHAD (Supportive Housing and Diversity) – after six years of hard work, a best practices model for culturally competent supportive housing has been developed. This toolkit, released in 2008, provides a framework and outlines anti-oppressive and culturally competent practices and principles that can guide a process of organizational change. The toolkit can be found on our website in the e-

library. SHAD is a partnership with Across Boundaries, Canadian Mental Health Association-Toronto (CMHA), Centre for Addiction and Mental Health (CAMH), Hong Fook Mental Health Association, LOFT Community Services and Mainstay Housing.

- Working in partnership with survivors to develop the recovery based Wellness Group in Scarborough. This group continues to meet weekly using a peer support model
- Organized an International Recovery Conference with the Leadership Project (made up of survivors, family members and providers) and INTAR (International Network Towards Alternatives and Recovery) in the spring of 2008. There were 28 speakers who attended from all over the world including India, Alaska, England, Sweden, Germany and the States. More than 350 participants attended the conference. Over 100 survivors attended the Psychosium the day before the conference where a select number of speakers presented
- Organized a 'Train the Trainer' workshop called, 'Taking Back Control, My Self-Management Guide to Psychiatric Medication,' with the Leadership Project, in the fall of 2007. This workshop and accompanying guide were developed in Quebec for the purpose of creating a practical tool to help people embark on a process of reflection about their medication in order to improve their quality of life.
- Continuing program/ organization development with an Afghan mental health centre, Sabawoon Afghan Family and Education Centre (SAFE)
- Over 500 copies of our annual publication "Holiday Happenings" were distributed across the city, as well as being available on our website. This publication lists free things to do during the month of December, which is often a challenging month for many consumer/survivors.

## **Community Support Services**

**(CSS) consists of the East and West case management teams, the Family program, the Dundas/Osler housing program, focused positions with Somali, Cantonese and Mandarin and Tamil speaking workers and the Early Intervention program (COPE).** This year CSS welcomed a new staff member to the Early Intervention program. Helen Li and Salah Irandoust joined the general case management staff on the East team.

**CSS Program Evaluation:** Led by a consultant and a steering committee that included staff and clients of the CSS Program, a program evaluation was conducted this year. Overall, the results indicated that people were satisfied with the services they received from the agency. Of those who responded, a significant number indicated that they were interested in exploring vocational opportunities in order to gain a greater sense of independence and to improve their standard of living. There was a 44% response rate to the client survey in the areas of employment, housing, health and wellness, and satisfaction with the service. 76% of respondents reported that their housing was safe and 79% reported that their housing was affordable. The majority of respondents live in supported or independent housing with some formal or informal support. The employment rate was 24%. 23% of respondents attended a job preparation program with a comparison of 42% of the COPE (Early Intervention) clients who attended a job preparation program. 22% of clients attended an education program with 37% of the COPE clients attending an education program. Health and Wellness scored low across the program with 10% of the West team clients and 38% of East team clients attending a Peer Support/WRAP/Pathways to Recovery group. Program staff continue to participate on internal committees to develop areas that were highlighted in program evaluations of 2004 and 2008. These areas include employment and health and wellness.

**News from a few of our many incredible partnerships:** East team staff participate with partners in numerous initiatives such as: Strengthening Families for the Future ( an education and support group for families with children ages 7-11); consultation with the Catholic Cross Cultural Services Agency; Sangamam group (14 participants); Be Good to Yourself group ( 8 participants from CRCT); a play on women's trauma was produced by one staff member who also wrote an article addressing Older Women's health. Staff continue to give presentations and education sessions to a variety of audiences, as well as sit on numerous committees such as: The Steering Committee of the East Scarborough Storefront, Tamil Service Providers women's working group and the Diversity working group. The West team has developed a partnership with the General Psychiatry and Acute Care Units at CAMH where they accept referrals directly from these units. One of the West team staff members has been working with a Somali business network to provide new clothes & gifts to families (especially children) who would not otherwise have access to these much needed resources.

**Outings and Activities:** The East team had a very successful outing to Canada's Wonderland and 70 individuals and families attended. An East team member organized a holistic workshop that was well attended by our staff and clients as well as other members of the mental health field. The three guest speakers included a naturopathic doctor, a reflexologist and a herbalist.

For clients with children, CRCT partnered again with the City of Toronto and their Kid's CAN-BIKE camp, a summer camp that clients' children took part in and enjoyed.

The West team's East African men's group continues to be well attended and has a new home in the Somali-Canadian Community Club offices, where group members have access to computers and will have access to an employment worker. The West team's Art Group for clients continues to have a successful turnout in their new home at the Van Duzer Art Studio. The West team continues to hold

their annual spring party and fall barbecue for clients. Many clients eagerly look forward to attending these events in order to relax, socialize & hopefully expand their social network by forming new connections.

**Peer Support and Wellness/Recovery Initiatives** continue on both teams. Two Wellness Recovery Action Planning groups (WRAP) were coordinated by the West team manager. A peer support group that grew out of the WRAP sessions coordinated by the West team continues to meet. A WRAP peer facilitator training group also ran and a Pathways to Recovery facilitator training session was organized by the East team manager. Many CSS clients participated in both the WRAP group sessions and the facilitator training sessions. Some staff were also trained as WRAP facilitators.

**The Dundas Osler Housing Program (DOP)** Partners (CRCT, CAMH, Mainstay and COTA) continue to function smoothly and the frontline staff have recently had a retreat to discuss their terms of reference and communication agreement. Bedbugs are an ongoing concern at both sites. Working together with the landlord & other community partners, fumigation & remediation initiatives have been undertaken in an effort to deal with this growing crisis. CRCT DOP staff have been proactive in gathering & disseminating information about bedbugs to key stakeholders, & have played an active role in developing agency protocols for dealing with infestations.

**Hostel Outreach Program (HOP)** The Hostel Outreach Program has entered its 20<sup>th</sup> year. Plans are underway to acknowledge and honour the work of the program and the women it serves. We plan, along with COTA Health who run the men's HOP Program, to mark the occasion in January of 2009. We will take the opportunity to look back over the past 20 years; at all the things that have changed within the system and broader community and at the many things that have not changed. HOP continues to serve women who are homeless and have serious mental health issues. The

program offers long-term support and case management and works with the women once they are housed, if no other support is available. Referrals come primarily from hostels in the downtown core serving women who are homeless, as well as hospitals, community agencies, crisis services, CHC's, courts, and drop-ins.

In November of 2007, two members of the HOP team began piloting a service in St. Jamestown, partnering with Toronto Public Health and Toronto Community Housing Corporation (TCHC). Outreach which is the cornerstone of HOP, is done with tenants in the buildings of St. Jamestown (Wellesley and Parliament) who are identified by the landlord as senior, and at risk of eviction, for reasons including extreme filth and garbage in units, bedbug and cockroach infestations. Many seniors, living in these conditions are isolated and clearly not accessing needed supports or services. A pre-proposal has been submitted to the Toronto Central LHIN for their Aging At Home strategy to serve seniors with mental health issues who are at risk of losing their housing.

Staffing changes include Marg Robinson taking a permanent position with the Court Diversion Program after 19 years at HOP. Karen Edwards has been hired permanently to fill that vacancy. The team welcomes back Sheryl Lindsay as program manager, after her two years in the Executive Director position of the organization. Louise Nimigon, who has been acting program manager during Sheryl's absence, returns to her position as case manager. Commencing October 2008, HOP will spend some time examining its work and on team development. Wendy Komiotis and Kathleen O'Connell will be facilitating this process with us. From there, in the later part of the fiscal year, program development will be undertaken.

HOP does not work in isolation, we recognize that with some individuals, building a relationship, gaining trust, and accessing appropriate services takes a long time. Housing remains a top priority, and we work in collaboration with many good housing partners

in the community; including House of Compassion, Eden Community Homes, Accommodation Information and Support, Houselink, and Mainstay. For many years we have worked with the Trinity Square Café to provide not only nutritious food to our clients, but the opportunity to eat out in a restaurant and feel like part of the community. We are part of the established Concurrent Disorder Support Services Network, working to connect women to service in a timely manner, and the Griffen Support Network which works with dually diagnosed men and women. The HOP office space at the Adelaide Women's Resource Centre facilitates engaging with and being visible as a service to women who may not use other services.

Several HOP clients participate in the ongoing wellness group, co-facilitated by consumer survivors of CRCT, and held twice monthly in a community setting. The three consumer survivors running this group have all had WRAP (Wellness Recovery Action Program) training and Pathways to Recovery Training, which has given them the skills to run this peer support group. Ann Thompson is presently providing 6 days of training to a group of staff and consumer survivors from CRCT which will greatly assist the organization to offer peer support groups to clients, and increase our capacity in recovery focused work.

We have continued to offer some social activities for the women we work with. Although we did not go to camp this year, we had a closer to home lunch, outdoors at Trinity Square, and an end of summer trip to Toronto Island, including lunch, sitting by the water, and a much enjoyed train ride. In December we will hold our holiday party with the men's HOP program.

Staff of the program are getting training in areas such as trauma and post traumatic stress disorder, dialectical behaviour therapy, motivational interviewing /enhancement and concurrent disorder, which will enhance clinical skills and build the capacity of the team to do their work.

This year we welcome Dr. Cheryl Rowe, a psychiatrist who consults with both the men's

and women's team on a monthly basis and can also see our clients for assessments. Her services come to us through a St. Michael's Hospital initiative, Inner City Health Associates. She is a tremendous resource to both teams, and understands the complexity of the issues and lives that our clients live, and the complexities for staff working with these challenging realities.

### **Mental Health Court Support Service (MHCSS)**

First funded in 1995, the MHCSS provides on-site support/diversion and short-term case management and linkage services for people with mental health issues who are in conflict with the law. CRCT provides services at College Park and Old City Hall court including 102 Court, the consolidated Mental Health Court. The entire program is a high-pressure, fast response service to assist in diverting mentally ill people charged with a relatively low risk offense to mental health services and other supports. Additionally, staffs seek resources for people who are not being diverted but are still in need of mental health support and services.

The Mental Health Court Support program partnership (through the Mental Health & Justice Network with CMHA and Houselink Community Homes) provides rent supplement housing and support to individuals who have a serious mental health issue and are in conflict with the criminal justice system. The Mental Health Housing Support staff provide support to 43 individuals in these units, which has made a significant impact to the quality of their lives.

Finally, the Mental Health Court Support Program "released from custody" staff provides case management to individuals recently released from custody. Priority referrals will be from probation and parole.

The concurrent case manager position (which is funded under "safe beds") provides services to individuals who have a mental health diagnosis and addictions issues. The focus is on bridging the relationships with safe beds, withdrawal management services and treatment.

## **Excerpts from Some of Our Clients' Letters ...**

**"Thank you for helping me out during my terrible moments. You have made a big difference in my life by pushing me to do my very best. I appreciate the help and the support you gave me."**

**Your program encouraged and helped me to leave an abusive situation. My worker listens to me and doesn't make me feel like "an invisible person". I feel safe and comfortable with the program and not socially isolated because of the activities that help me to socially connect with other women."**

**"My case manager has been a positive part of my life since I was discharged from hospital three years ago. She has helped me to stay healthy, work on goals, find volunteer work and a job. She has counseled my family and me regarding mental health issues and understanding my illness."**

**Thank you so much, CRCT for your support this year. You have made a very big difference in my life. Your encouragement and believing in me has given me the strength to get through my first year of college.**

## *Hostel Outreach Program: Highlights of 20 years of Service*

- 1987 was the International Year of Shelter for the Homeless
- Coroner's Inquest into the freezing death of a homeless woman with mental health issues, Drina Joubert, is held
- One of the many recommendations of the inquest is to create a service that can provide outreach to homeless persons with mental health issues living in shelters
- CRCT and COTA submit a joint proposal for such a service to the Ministry of Health
- Funding received for the Hostel Outreach Program in 1988. CRCT will work with women's shelters and COTA with the men's shelters.
- August/September 1988 - the original team of four is hired for HOP/CRCT
- First referrals received from the women's shelters in October 1988
- Research papers published in 1993 showing the effectiveness of HOP's outreach and relationship based service
- 1995 - a video of HOP's work "A Fine Line" is made with a crew of HOP consumers
- 1997 - HOP staff involved in helping create a pilot for a women's Safe Haven, for women on the street that will not use traditional shelters
- 1998 - HOP team expanded by 4 staff with an emphasis on street outreach
- 2004 - HOP adds an additional 2 staff to focus on both transitional age and elderly women
- 2008 - 20<sup>th</sup> Anniversary: HOP serves close to 200 women annually



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**Community Resource Connections of Toronto**

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