A MESSAGE FROM THE PRESIDENT OF THE BOARD AND THE EXECUTIVE DIRECTOR

It’s been another exciting year at Thresholds Homes and Supports. We have a new name and have settled into our new location. Pictures are on the walls, people are finding their way to our door and there is no shortage of activity in the new place.

In Services and Programs, we are proud to have established a successful partnership with the House of Friendship providing supportive housing to people with addiction and mental health needs, a population that has been substantially underserved. We also completed an evaluation of our Extraordinary Needs Program helping us to celebrate that which is going well and to adjust things that can be improved.

We completed many upgrades to our properties including the installation of all new radiators in our apartment building in Preston (allowing residents individual control of their heat settings), new sprinklers and improved electrical systems at three other properties in Kitchener, and new coats of paint at many locations.

On the culture side of the Organization, managers and directors began a training program to build skills to help serve staff better. As an organization that believes in continuous improvement and professional development, we want to be the best that we can be. Furthermore, Thresholds began implementation of Plasticity, an internal, web based software platform where staff can support and encourage each other and celebrate the sensational work that we all do.

All of this contributes to Thresholds Homes and Supports accomplishing its mission and living its values. As well, the Board of Directors is committed to the stewardship of resources to provide a range of housing and support services for individuals experiencing and/or recovering from serious mental health issues. In addition to this governance philosophy and the core responsibilities of ensuring financial and organizational stability, the Board of Directors reviewed and updated the governance policies and procedures and recommended updates to the By-Laws. This review helps to reflect current practices and maximizes Board stewardship and effectiveness.

The Board intends to facilitate its own development through on-going educational opportunities and events. Through its meetings, regular reviews, and professional development, the Board is better equipped to ensure the financial and organizational stability and the implementation of strategic directions to steer the agency toward its vision.

The upcoming year promises to be just as exciting. We are completing an organization-wide policy review leading to the pursuit of accreditation. Our web site is due for a re-design and we hope to accomplish that this year as well. The Board plans to conduct a self-evaluation of its processes to ensure on-going effective governance as a Policy Board.

Thresholds, along with most other health service providers, have received a one-year extension to its Multi-Service Accountability Agreement from the Waterloo-Wellington Local Health Integration Network. This agreement, along with the Integrated Health Service Plan and the agency’s Strategic Plan, provides direction to the Organization in its role as a health care and support services provider.

We would like to take the opportunity to thank everyone - board members, staff, volunteers, donors, community partners and members of our community – for their dedication and support in helping Thresholds pursue its mission and accomplish its goals. No one is as smart as all of us and none of us can do it alone.

Lynda Schertzer
President

Holt Sivak
Executive Director
OUR BOARD OF DIRECTORS

LYNDA SCHERTZER  
PRESIDENT

STEPHEN PIERCE  
PAST PRESIDENT

MARC VINCELLI  
SECRETARY TREASURER

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ANNELISE KRAEHLING

ROB DE BOYRIE

KEVIN CHALK

PAUL DAVOCK

RANDY ROLLO
OUR VISION, MISSION, VALUES

VISION

Thresholds Homes and Supports will be a proven leader in an integrated mental health services community by:

- Becoming a more culturally-diverse, holistic-focused organization
- Responding more effectively to the increasing complexity of people’s needs and aspirations
- Creating more housing and service sites offering increased choices

MISSION

Thresholds Homes and Supports is a recovery-oriented, community-integrated agency that focuses on improved quality of life and enhanced independence for people experiencing mental health issues by providing access to affordable housing and flexible, individualized supports.

VALUES

<table>
<thead>
<tr>
<th>PERSON-FOCUSED</th>
<th>We believe that services and supports be planned with the person and based on what is important to them.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hope</td>
<td>We believe in the potential for growth and change in every person.</td>
</tr>
<tr>
<td>Recovery</td>
<td>We believe in the potential of everyone to live a meaningful and fulfilling life where one’s own personal goals, hopes and dreams are pursued.</td>
</tr>
<tr>
<td>Self-determination</td>
<td>We believe in a person’s right to make their own decisions about their life.</td>
</tr>
<tr>
<td>Quality of Life</td>
<td>We believe in improving the physical and psychological well-being of people.</td>
</tr>
<tr>
<td>Integrity</td>
<td>We believe in the ethical practice of fairness and justice for all.</td>
</tr>
<tr>
<td>Collaboration</td>
<td>We believe in working together to facilitate the best possible supports for the people we serve.</td>
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Thresholds Homes and Supports is involved with a number of partners in both Waterloo Region and Wellington County. We co-deliver Crisis Respite services, Extraordinary Needs - Supportive Housing and share our database with Dunara Homes for Recovery. We work with local hospitals to recruit Psychiatrists and we provide an access point for the Region of Waterloo’s Community Housing Program. Thresholds is committed to identifying opportunities to bring more and improved services to the community.

In 2016-17, we implemented a partnership with the House of Friendship to form a team of housing, mental health and addiction treatment workers to assist those with both mental health and addiction needs. We have continued our work with Support Coordination and System Implementation groups, and we continue to lead the table for the implementation of the original Extraordinary Needs program. We also work closely with The Working Centre in the delivery of our portion of the Extraordinary Needs – Supportive Housing Program.

In addition, we work with our community partners in the “Act as One Service” initiative, the “Tiered Framework” initiative, and various other system change tables focused on improving community based Mental Health and Addiction services. We continue our partnerships with the House of Friendship in co-delivering the Addictions Supportive Housing (ASH) program and with Dunara and CMHA WW as co-deliverers of Guelph Wellington Dufferin Supportive Housing.

In process, we are exploring some opportunities with the Region of Waterloo, Housing Cambridge and Menno Homes, all separate projects. Thresholds continues to believe that we can all accomplish more with better results working together in our rich diversity than would be possible working as individual, homogeneous organizations.
Thank you to our donors / supporters

On behalf of the consumers who benefit from the generosity of individuals and companies, Thresholds would like to recognize the following organizations for their special gifts, time and dedication:

Runner’s Choice
Fiddleheads Health & Nutrition
Canadian Mental Health Association
K-W Family Medicine Clinic Pharmacy
Schlegel – UW Research Institute for Aging
Challenger Motor Freight Inc
Homewood Health Centre

Element Print & Copy Inc.
Mary Anne Haney Professional Corporation
True Wellness Integrative Health Centre Inc.
Drayton Theatre
Towne Bowl
The Spinal Garage Wellness Centre
Private individual donors

Staff & Board Milestones

2016 - 2017

Congratulations to Thresholds staff and board members for achieving these milestones in 2016-17. Your dedication and work for Thresholds Homes and Supports is truly appreciated.

Staff

Three years
Andrew Bauman
Eric Leung
Lauren McLean
Alisha Rooyakkers
Jolene Shannon

Five years
Christine Cole
Rachel Funk
Yvonne McIntosh
Nicole Moore
Elaine Paton

Bree-Anne Radtke
Jacqui Rellinger
Paula Shultz
Holt Sivak
Mahmuda Yesmin

Ten years
Melissa Boshart
Raluca Roscher
Angie Woods

Fifteen years
Terry Gimmer
Jane Howald
Rob Martin

Twentieth years
Lisa Godden
Shelley Guy

Board Members

Five years
Myra South

Ten years
Suzanne Muir
ACTT: CRISIS & HOPE

ACTT is a multidisciplinary team which supports people with severe and persistent mental health concerns. We are sometimes referred to as a hospital without walls. Sure, we are right there when a person is dealing with a crisis, when the police are called in; when people need to find housing; when a person needs groceries or when someone has fallen and needs a helping hand up. We aim to support our people as they climb up and down the mountains and valleys of life. ACTT tries to help people find and thrive with their passions in the midst of the pain, trauma, and heartache of their journey.

As ACTT team members, we all have our specialties, but we all wear different hats depending on each consumer's needs, wants and dreams. We have found sports fanatics, musicians, car enthusiasts, retro movie fans, iron pumpers and artists. Lorraine, one of our participants, has expressed her passion for art through her work in water colour. Her work is presently being displayed at the "Hope and Help: Overcoming Trauma" Art Exhibit across the Region. She describes her work in the following manner:

"The gesture of water colour and pencil capture expressions of pain. Being a creative person in an institutionalized place constrains you (note: she lives in a retirement setting). When you are living daily in a situation that is stressful and constrained, to find strength, lose it and regain it in a painting well done is hopeful. I hear that still small voice: 'I am a creative person. I am a creative person still.' So when you are leaning towards giving up and for quite a while a stranger to yourself, how healing in itself painting can be. Pulling together emotions with paint – a purging of emotional pain. In darkness, there is always the outlet of paint and colour."

We celebrate and honour each of our passions; all the wonderful pieces that make up our complicated journeys.

VOLUNTEERS
2016 - 2017

Special thanks go to the following volunteers who gave so generously of their time and support:

Al Canning
Karen Remers
Alex Troeger
Brian Clark
Coleen Marshe
Frank Block
Harold Cannon
Lila Chin
Michael Klein
Rob Mills
Reiner Remers
Sharon Sabeau
Vance Sheppard
Karina McEathron
Anton Lioudvinevitch
Kathy Muscutt
Barry D’Costa
Lisa Godden

Bernie Watson
Matthew Anderson
Carlos Garcia
Melanie Miller
Michael Clark
Ellen Bagares
Mike Chatzis
Evelyn Snyder
Peter Droese
Ralph Drows
Judi Giesbrecht
Rob deBoyrie
Jenny Kolpean
John Nevill
Suzanne Muir
John Vanderzand
Travis Dickson
Zina Isho
The Resident Council is a Volunteer Committee currently comprised of 20 consumers and 4 staff members. At the monthly meetings, Members review, plan, and organize the many activities offered throughout the year to all consumers involved with Thresholds’ Housing Support Services, ACTT and Wellness activities. The Council continuously tries to ensure that all activities are held within the communities of those supported by Thresholds.

This past year has continued to see high numbers, and 132 unique individuals have attended the many activities and events. Theatre trips, Halloween, Bowling and quarterly breakfast outings along with monthly socials, movie afternoons and Bingo continued to be well received and attended. Kickball, Sing-alongs and games in the park were still considered to be the summer favourites. The November Talent Show was the biggest event yet with 62 consumers, friends, family and staff sharing a wonderful afternoon of talent and art display provided by 16 contributors. Resident Council also continued to hold the much loved Fall Picnic and Christmas Party Celebration, two events that were well attended by consumers, family, staff and Board Members.

The Loan Fund, which provides interest-free emergency loans to people supported by the Organization, continues to provide assistance to those in need of a short term loan. During 2016 – 2017, 11 loans were given out or remained in good standing totalling over $1,225.00. Resident Council continues to hold fundraisers to cover the cost of bank fees and forgiven loans. This year the Loose Change Drive raised $348.00.

Thresholds Homes and Supports, has a Wellness Team, organized and implemented by a Registered Nurse and Therapeutic Recreation Lead with a recent addition of a Life Skills Worker to assist with many of the activities.

Wellness activities offer relevant programming which promotes social interaction, connects consumers to community resources, while encouraging participation in activities that promote health and increased physical activity. The goal is to help increase consumer awareness and eliminate barriers by allowing access to leisure resources at low to no cost. Regularly scheduled activities are offered to meet the needs of our consumers which include weekly walking groups, bi-weekly hikes on community trails, art, knitting, food skills, smoking cessation support, swimming, gardening and monthly movies. Additional day trips are offered such as those to Conestoga River Horseback Adventures, African Lion Safari, and a Riverboat Cruise on the Grand River.

Although most activities are offered in a group format, we also offer one to one support. Nursing activities include wellness checks, physical assessments, injections, as well as nutrition and smoking cessation counselling. Our Nurse is a member of the Registered Nurses’ Association of Ontario Tobacco Intervention Best Practice Champion’s Network and has also been TEACH-trained (Training Enhancement in Applied Cessation Counselling and Health) through the Centre for Addiction and Mental Health (CAMH).

Our Recreation Therapist has also received TEACH-training for smoking cessation interventions. In addition to offering assessments, innovative therapeutic recreation services are provided to boost mental, social and physical functional abilities which support the interest of new leisure skills and enhance self-awareness. Opportunities are created for a healthy leisure lifestyle through the exploration of new and existing interests, promoting community integration and independence.

Thresholds’ Wellness Team communicates and collaborates with other support workers to encourage participation in both agency and community activities. Their goal is to create and maintain a safe, inclusive and comfortable environment for all consumers.
Thresholds Homes and Supports participated in the 2016 “K-W Hockey Helps The Homeless” Hockey Tournament. This is a co-ed hockey tournament where each team is invited to submit a roster of 14 players. The tournament organizers add two professional hockey players to each team via a hockey draft. This past year, Thresholds had the pleasure of playing with Angela James, a former female Olympian who played for Team Canada, and Todd Warriner, a former Toronto Maple Leaf. Thresholds’ team played in the “B” Division and came in second place. Our roster was comprised of Thresholds staff and their family and friends.

More than $8,000 were raised through various fundraising activities (Bake Sale; Choose Your Torture Event; Earring Sale; Quilt Sale; Bottle Drive), money which went directly to local organizations that work to end homelessness in the Region of Waterloo such as HHUG, One Roof, Lutherwood, House of Friendship and YWCA Shelter Services. These events were heavily supported by Thresholds staff members, consumers, Residence Council and family members.

This event proved to be such a huge success that Thresholds will participate again in 2017.

Photos taken by: Matthew Anderson
Research has shown that Peer Support, be it in the form of mentoring, listening or counseling, is an important contributor to the recovery of a person with mental health problems or illness. Thresholds Homes and Supports has therefore, embarked on a service agreement with Self Help via CMHA, to support two Peer Support Workers within the agency. This initiative offers the opportunity for the Peer Support Workers to provide emotional and social support, to improve quality of life as well as reduce the need for hospitalization for someone affected with mental health problems or illnesses. The key component that Thresholds is hoping to achieve by employing Peer Support Workers is to connect with consumers and their family. By offering their support and encouragement, Peer Workers are helping them not feel alone in their recovery journey and to achieve the ability of being in a relationship with others who have been in similar circumstances, therefore creating a sense of belonging and understanding that is different than what is provided with professional service providers.
Story 1 - The Wellness Team and my Recovery

I think of my recovery as a journey. At times the steps are small, almost a crawl and I wonder if I’ll ever make it. It’s not easy and it can be a struggle to move ahead when you try and go it alone. With Thresholds though, I’ve found people to support me as I take strides forward. I don’t have to be alone anymore, I have a team behind me, the Wellness Team.

A person’s wellness isn’t just about their mental and physical health. There are the emotional, social and intellectual parts that all go towards creating a happy and healthy life. I work on all of those aspects thanks to the hard work of the staff who work with me. In my time knowing both of them, they have helped in many ways. These are just two of them.

I suffer from chronic pain in my legs. That I am overweight adds to my physical health issues. My worker met with me on a weekly basis to help me understand why I was eating the way I was. Each week we discussed different ways I could look at how I eat and she’d give me homework on ways to change my thinking for the better.

In the time since I finished the course she provided for me, I have found a more positive way of eating. I’ve had to go out and buy new, smaller sized shirts. My weight and health is something I will need to continue working on for years to come and I know that my worker will always be there to answer any questions I might have.

During a walk in Victoria Park, staff asked me if I’d like to join the Garden Group that would soon be starting up for the year. I immediately thought of every reason why I couldn’t but she wouldn’t let me think so negative and I nervously attended the first week. For 21 more weeks after that I went back, loving each week more than the last. A moment that stands out to me is the day we needed to find something new to plant to replace some dead vegetation.

She and I went to the greenhouse. I had assumed she would make the decisions and I was there just to watch. Instead, she left it up to me. That may seem small but I felt panicked inside. Yet our leader’s confidence in my abilities motivated me to look through the various plants and pick ones for our garden. I felt so proud and each week as those plants grew, I felt a sense of pride and achievement.

There are many programs put on through Wellness. Right now my favourite is the YMCA group every second Tuesday afternoon. It’s helping me feel stronger, both physically and mentally. I appreciate the dedication of the staff in creating these kinds of groups for me and others to participate in. 2016 was great, 2017 will be even better.

MIKE CHATZIS
Story 2 - Knitting Group - My Story

Joining a new group can be hard for anyone. For me, it’s that much harder because of my anxiety around new people and new situations. A great thing about Thresholds is that first they give me the tools to deal with my anxiety and then they provide groups where I can practice what I’ve learned. I’m currently using those skills to learn a new skill, I’m a knitter.

I was apprehensive at first. I knew I’d very likely be the only man there. I assumed that I’d be the only person with no experience knitting. I didn’t want to look foolish. Very soon though I found out there were others, who just like me were there to learn and meet new people while doing so. It’s been six weeks since my first knitting group. I look forward to going each week now. I’m not only getting better every time I go but I’m also getting to meet and talk with new people I otherwise wouldn’t have had the chance to. I still make mistakes and sometimes have to go slow but I know if I keep working at it and reminding myself that things take time, I do have the skills to improve and get better. That’s a good lesson for knitting and life.

MIKE CHATZIS

Story 3

Walking has led to positive changes in my life. 8 years ago I started doing more walking because of some stressful situations in my life. 7 years ago I was diagnosed as being pre-diabetic and I was told that walking could help keep the blood sugar down. It worked! It also helped keep the blood pressure down.

I started out with regularly walking to close-by destinations instead of taking the bus. I also got involved as a helper with a walking group at KDCHC. 5 years ago I also became involved with the hiking group at Thresholds Homes and Supports and then the Walk On Strong Walking Group. I have also done the last 3 Minds In Motion walks and every October I do the fundraiser walks for Fellowship Christian School.

There are many health benefits associated with walking such as good blood flow, healthy blood pressure, maintaining strong bones and healthy blood sugar. Walking has been good for me physically, mentally and even spiritually. Walking has become my prayer closet. It is good for me when I feel stressed or when I feel angry. It’s peaceful. You can let all your worries go when you go for a walk.

Walking has kept me from becoming diabetic. 7 years ago the doctor suggested a weight goal of 220 lbs. My waist was 42”. I’m now averaging a weight of 200 - 212 lbs. with a waist of 36”.

I have made many friends through the walking groups I’m involved with. Walking is good for people of all ages.

John Vanderzand
March 16, 2017
Story 4

By being part of Thresholds Homes and Supports, I am able to do so much that I could not before. By having access to subsidized housing, I have been able to meet new people, have my cat Gizmo with me, and be able to take care of myself and afford more things for me. Where I was living before forced me to choose between paying rent or having food. By having the support of Thresholds Homes and Supports, I am able to pay rent, afford food, and experience outings with the agency. These outings have also allowed me to meet new friends who share similar experiences as me.

By Sylvia Green
Recovery Approach

“Recovery is the personal process that people with mental health conditions experience in gaining control, meaning and purpose in their lives. Recovery involves different things for different people. For some, recovery means the complete absence of the symptoms of mental illness. For others, recovery means living a full life in the community while learning to live with ongoing symptoms.”

Thresholds Homes and Supports Inc. embraces a Recovery approach to supporting individuals with mental illness, substance use disorder(s) and/or other co-occurring issues. Recovery looks and feels different for everyone and is experienced as a journey rather than an outcome. Ongoing life and living goals are set by the individual. This approach emphasizes hope; a secure base, including safe housing; an income; and access to appropriate health care. This approach also develops a sense of self and one’s relationship with the world, including healthy meaningful connections with family, friends and the community through the development of personal living and coping skills, empowerment and social inclusion.

Community Services and Housing

Thresholds Homes and Supports continues to offer an array of services designed to enhance the quality of life of persons who experience severe and persistent mental health difficulties. Affordable housing is made available through agency owned housing as well as Ministry of Health and Long Term Care funded rent supplements to assist, secure and/or maintain both subsidized and market rent apartments in the private sector. We have units in Waterloo Region, Wellington and Dufferin counties. Support services are offered through our various programs including:

- Housing Support Services
- Support Coordination/Case Management
- Assertive Community Treatment
- Crisis Respite Residential Program
- Extraordinary Needs Program

In the past year, Thresholds Homes and Supports provided support and services to 940 persons affected by mental illness and/or addiction issues. The bar graph below depicts the number of individuals seen during the last two years in each service area.

In 2016-17, Thresholds began working somewhat differently with people receiving Case Management services. We began to work with fewer individuals for longer periods of time, consequently, there has been a slight drop in the number of individuals served in that area.

Thresholds Homes and Supports also works with a number of people in some of our recreational activities who are not formally registered with the agency. They may be former clients, participants in an agency supported community group or casual participants (i.e., family/friends).
Intake and Tenant Placement Process

Since April 2016 referrals to Thresholds Homes and Supports have been coordinated through Here 24/7, with the exception of Crisis Respite where referrals are received directly.

All community based mental health and addiction service referrals flow through Here 24/7 as the single point of access and information for community residents. However, Thresholds Homes and Supports directly helps to facilitate access to community programs in coordination with Here 24/7.

Eligibility assessments for housing and related support services are provided to all applicants. Individuals waiting for on-going housing support services can access the services of Here 24/7 or another available community resource. With recovery in mind staff assist individuals in determining the type of housing and support that best fits their needs.

There continues to be a substantial waiting list for Housing Support Services resulting from a shortage of affordable and/or subsidized supportive housing stock. The wait list now spans availability across Waterloo and Wellington and is officially held by Here 24/7.

Thresholds Homes and Supports continues to be an access point site for the Region of Waterloo’s Community Housing Access Centre Coordinated Access System. As part of the Mental Health and Homelessness Mandate, Thresholds Homes and Supports is collaborating with Region of Waterloo Community Services, to increase housing stock with 8 units under the umbrella of the Housing First Initiative, launched by the Region in 2014. The Initiative is a direct response to the Region of Waterloo’s participation in the 20,000 Homes national campaign and is informed by the At Home/Chez Soi National Research Project.

Crisis Respite Residential Program

Thresholds Homes and Support in partnership with Dunara Homes for Recovery Inc., provides 24/7 short-term, voluntary, non-medical residential beds for up to eight individuals in crisis or in need of respite at any one time. There are six spaces in Kitchener and two spaces in Guelph.

As a partner in the larger crisis response system of services, the Crisis Respite Residential Program provides an opportunity for individuals experiencing a psychosocial crisis or who need a respite stay with an alternative, less intrusive service that can help to divert a potential emergency visit from hospital.

The majority of referrals (51%) are persons who are referred by self-family/friends. Community Mental Health program referrals (24%) follow as well as 12% of people referred by a doctor or hospital. Referrals from other community agencies (4%) and other general referral sources (10%) make up the remainder of referral sources.

<table>
<thead>
<tr>
<th>Referral Source</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Hospital/doctor</td>
<td>12.18%</td>
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<tr>
<td>Community Mental Health Services</td>
<td>23.62%</td>
</tr>
<tr>
<td>Other community agencies</td>
<td>4.06%</td>
</tr>
<tr>
<td>Self / Family / Friend</td>
<td>50.55%</td>
</tr>
<tr>
<td>Other</td>
<td>9.59%</td>
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</tbody>
</table>
Individuals that are referred to the Crisis Respite Residential Program present with a serious mental health issue for which they are requiring immediate (crisis) or planned (respite) support. The following chart depicts the main psychiatric diagnoses with which consumers presented in 2016–17 with: 43% experiencing mood disorders; 17% experiencing schizophrenia; 24% experiencing anxiety and; 7% presenting with a Personality disorder. The remaining diagnoses (including those who declined to share) made up 10% of program participants.

Additional issues for which staff provided support and referrals to are presented in the pie graph below and include assistance with their specific mental health needs (26%); housing (13%); relationships (15%); assistance with daily living (13%); and substance misuse (9%). Other issues include: risk of harm to self or others; physical / sexual abuse; educational / vocational issues; financial issues; legal issues; constituted the remaining (24%).

At 48%, female usage of the program was higher than male usage at 35%. The other 17% either gender identified differently or their gender was not recorded. At 42%, individuals between the ages of 35-54 represented our largest group while 39% were 16– 34 years of age and 19% were 55 years of age and older.

The average length of stay of individuals that use the Crisis Respite Residential Program is 5 to 7 days. Discharge from the program includes a (re)developed crisis plan and connections/re-connections with community agencies, friends and/or family.
Assertive Community Treatment (ACT)

Thresholds Homes and Supports sponsors one of the two ACT Teams that provide services in Waterloo Region with the other ACT Team being sponsored through the Grand River Hospital. The two teams work collaboratively in Waterloo Region with the two Homewood Health Centre teams in Wellington County and CMHA WWD’s “FACT” team (a program that provides similar services to a slightly different population). Referrals to the Thresholds and Grand River Hospital teams are vetted through the Community Intake Group (CIG), a community intake process involving both ACTTs and other community partners.

ACT Team members’ specialties include psychiatry, nursing, social work, occupational therapy, addictions, therapeutic recreation, and peer support. The multi-disciplinary team provides intensive support, rehabilitation and treatment to people with serious mental illnesses that significantly impair their functioning in the community. Admission criteria are fairly narrowly defined in the Ontario Program Standards for ACT Teams. The main presenting issues (Diagnostic Categories) for individuals supported by the ACT Team in 2016 - 2017 are shown in the following bar graph (Note: more than one issue can be identified per individual).

The ACT Team works consistently with clients to enhance their capacity to perform the range of activities of daily living required for adult functioning in the community. (e.g., caring for personal business affairs; obtaining medical, legal and housing services; recognizing and avoiding common dangers or hazards to self and possessions; meeting nutritional needs; maintaining personal hygiene) and to increase their connection to the community by regularly attending social activities with team members. Activities such as walking and sporting events help in meeting new people while, at the same time, learning about community resources. The goal is to be able to participate in the community activities independently or with friends/families.

In 2016-2017 the ACT Team worked with 87 community members. There were more males (53%) than females (40%) requiring assistance with 7% identifying differently or not sharing. Average age of participants is 47.

### Presenting Issues in ACT

<table>
<thead>
<tr>
<th>Issue</th>
<th>Percentage</th>
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</thead>
<tbody>
<tr>
<td>Other</td>
<td>8%</td>
</tr>
<tr>
<td>Activities of Daily Living</td>
<td>13%</td>
</tr>
<tr>
<td>Problems with Substance misuse</td>
<td>9%</td>
</tr>
<tr>
<td>Problems with Relationships</td>
<td>11%</td>
</tr>
<tr>
<td>Legal</td>
<td>5%</td>
</tr>
<tr>
<td>Financial</td>
<td>10%</td>
</tr>
<tr>
<td>Housing</td>
<td>9%</td>
</tr>
<tr>
<td>Employment</td>
<td>11%</td>
</tr>
<tr>
<td>Educational</td>
<td>4%</td>
</tr>
<tr>
<td>Physical / Sexual Abuse</td>
<td>2%</td>
</tr>
<tr>
<td>Specific symptom of a Serious</td>
<td>17%</td>
</tr>
</tbody>
</table>

Average age of participants is 47.
Housing Support Services

Our Housing and Support Services are integrated to provide comprehensive longer-term assistance to our residents as needed. Support is based on the individual’s recovery goals which may include work, education, volunteering, recreation or becoming more active in the community.

In 2016-17, staff in Housing Support Service worked with a total of 355 consumers living in either agency-owned or managed housing or a variety of private accommodation types.

Thresholds Homes and Supports subsidized 382 mental health supportive housing units (directly, with private landlords or through the Region of Waterloo) including:

- 71 agency-owned spaces in 12 properties
- 197 MOHLTC Rent supplement units
- 40 Wellington MOHLTC Rent supplement units
- 8 Dedicated units at SHOW (MOHLTC Rent supplement units)
- 13 Dedicated units at Sunnyside (MOHLTC Rent supplement units)
- 16 Dedicated units with Region of Waterloo (MOHLTC Rent supplement units)
- 37 Non-dedicated units with Region of Waterloo
- 22 MOHLTC Rent supplement units through the MOHLTC Addiction Supportive Initiative

Tenant placement and property management are administered internally through the shared responsibility of Community Services and Housing and the Property Management Departments.

Of the 355 people seen in HSS, 58% were males, 40% were females with the remaining either unreported or reporting a different experience of gender. The majority of individuals (48%) fell within the 35-54 age range, while 15% were in the 18-34 range. Of note is that 37% of individuals in HSS were in the 55+ age range, up almost 5% over last year and 7% over the last 2 years, continuing a trend towards aging at home within the agency’s housing portfolio. Increased planning is being undertaken to ensure that additional supports for aging related issues will be adequately addressed.

Clients in HSS have a serious mental health issue falling within several categories: schizophrenia or other psychotic disorder (37.59%); mood disorders (28.67%); anxiety disorder (5.94%). 3.2% of HSS clients reported a serious mental health issue related to an Adjustment disorder, Personality disorder, Impulse Control issues, Delirium or Dissociative Disorders or Substance Use issues. 24.48% of individuals either didn’t know or didn’t share their diagnosis.

Individual clients with the agency owned or managed housing, receive ongoing support services ranging between 24/7 on-site support to monthly contact based on individual need and level of functioning. Thresholds Homes and Supports also supports clients who meet the eligibility criteria who live in a variety of non-agency owned/managed accommodation such as boarding homes, domiciliary hostels, rented room in a house, or market rent unit. We coordinate with other community programs to assess service needs to ensure clarity of roles and avoid duplication of service provision.
While support services are primarily provided by Thresholds Homes and Supports, services may also be provided in partnership with community agencies including: Grand River Hospital’s Assertive Community Treatment Team; Canadian Mental Health Association Waterloo, Wellington, Dufferin; Dunara Homes for Recovery Inc.; Supportive Housing of Waterloo; the Regional Municipality of Waterloo; Sunnyside Supportive Housing for Older Adults; the House of Friendship, and the Working Centre.

Support services provided in HSS include coordinating community support, supportive counselling, practical supports for daily living (ADL), nursing and recreation support. The type and amount of support someone receives is based on the individual’s need. The focus of support is on strengths and includes goals such as improving financial planning and physical health as well as expanding social networks and recreation / leisure activities.

The pie chart below shows supports provided by Housing Support Services in 2016 – 2017.

Recognizing that “bricks and mortar” are not the only elements that need to be addressed for individuals who have serious mental health issues, needed support is essential for some people to live in the community. These supports result in a higher degree of personal stabilization and the reduction of the need for Emergency visits and/or hospitalization stays. During 2016-17 there were 33 unique individuals who were hospitalized, or 9.3 % of the 355 consumers who received support from HSS. Many of the residents within Housing Support Services have a physical health issue. Research has shown that people with mental health issues are at greater risk for medical issues such as diabetes, obesity and heart or respiratory problems.

Thresholds Homes and Supports employs one Nurse and one Recreation Therapist and Life Skills Worker to lead the wellness activities within Housing Supports. Wellness activities include walking, food skills, smoking cessation, hiking, gardening, arts and games. Together wellness activities were provided to 237 registered individuals over the course of the year and many non-registered participants as well. Walking groups are by far the most popular wellness activity with groups that meet weekly at Victoria Park and Fairview Park Mall, Kitchener, the Waterloo Recreation Centre, Waterloo Town Square, and the YMCA in Cambridge.

Nursing support to consumers included general nutrition counselling, blood pressure/wellness checks, injections, and monitoring of medications.
Case Management/Support Coordination

The name “Case Management/Support Coordination” represents the transition from what we formerly referred to as “Outreach, Short and Long-term Supports.” In the past, the service provided supports for people whose needs were anticipated to be relatively brief (3 months to a year). “Case Management” represents the shift to longer term supports for people not involved directly with our housing. The Case Management/Support Coordination Team began drawing people from the Here 24/7 Support Coordination waitlist in the past 2 years and have shifted their focus in that direction. As a result, over time, we will see a reduction in the number of individuals served in the program annually although people may stay with the program for a longer period of time.

With the support of staff, activities for the individuals in the Case Management specific program tend to focus on helping them address needs such as: Housing, Supportive Counselling, Activities of Daily Living, Physical Health, and Medications, among others. See the distribution of activities illustrated in the chart below.

In 2016-17 the Case Management team assisted 145 people. Slightly more males (48.6%) than females (46.6%) accessed our services. Those who gender-identified differently or chose not to share made up 4.7% of those in service. Ages ranged from 18 years to 84 while the average age is 51.

The majority of referrals come from other mental health and addictions agencies (55%) with 11% coming from family and friends. 12% come from criminal justice and other community agencies and 13% come from other sources.
Extraordinary Needs Program (Phase 1 and 2)

The Extraordinary Needs Program (ENP) (Phase 1) was piloted in 2012–13 by Thresholds Homes and Supports and community partners (Grand River Hospital; Traverse Independence; Dunara Homes for Recovery; Daring Residential Homes; Canadian Mental Health Association Waterloo Wellington Dufferin; Homewood Health Centre; WW Addictions and Mental Health Network; Waterloo Wellington Community Care Access Centre; Aldaview Services; Lafontaine Terrace).

Extraordinary Needs (Phase 1) is a case coordination and service program focused on supporting patients in hospital with an alternative level of care to enact a transition to living in the community. The Manager of the ENP program along with the partners that form the Intake Committee facilitate a process between community and hospital to determine what resources (including housing, community support, health supports, etc.) are required to effect a successful transition. Once necessary resources are determined, ENP provides dedicated funding for those resources until such point as they are no longer required and/or can be assumed by other programs.

ENP worked with 19 people transitioning to community from ALC beds within hospital in 2016-2017 facilitating 9,410 hours of supportive service. The successful implementation of this service led to the annualization of the funding. This particular service continued even while ENP (Phase 2) start up work began in early 2015 to provide high support (24/7) housing for 10 additional individuals to be housed in two congregate living houses.

In partnership with Dunara Homes for Recovery and the Working Centre in Kitchener, the Louisa Street Residence began operating in May 2015. This residence in Kitchener is owned by the Working Centre and managed by Thresholds Homes and Supports with the other residence in Guelph managed by Dunara Homes for Recovery. The referral and intake processes remain managed by the previously mentioned Community Intake Committee.
REVENUE & EXPENSES 2016 - 2017

### Revenue

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<tr>
<th>Source</th>
<th>Category</th>
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<tr>
<td>LHIN</td>
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<tr>
<td>Rental</td>
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<td>Other</td>
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### Expenses

<table>
<thead>
<tr>
<th>Category</th>
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<td>Telephone and Utilities (Util)</td>
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<td>Contracted Services (Con/Ser)</td>
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<tr>
<td>Other</td>
<td>1,302,794</td>
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</table>

- **Revenue**: 73%
- **LHIN**
- **MOH**: 12%
- **Rents**: 14%
- **1%** other

- **Expenses**: 22%
- **Sal/Ben**: 15%
- **Rentals**: 20%
- **Con/Ser**: 11%
- **Util**: 2%
- **R&M**: 5%
- **Other**: 11%
“LIVE, LAUGH, RECOVER”
PHOTO CONTEST 2016

Consumers supported by Thresholds Homes and Supports Inc. were invited to take photos of what recovery means and looks like to them or to tell their story in a photo.

Twenty photographers contributed their work to the contest which was showcased at the agency’s Annual Community Meeting held on June 21, 2016. The audience was invited to vote for their favourite two photographs.

Photo 11 – 1st Place

Quotes: First Place

“The photo I have chosen reminds me of my home, the place I was born in and where I grew up in BC. The water river, the cold day, snowing with snow covered trees and a bridge over the water with fog in the air. It fills me with old memories and fun deep in my heart. The time I had fun during winter months.”

Photo 5 – 2nd Place

Quotes: Second Place

“To me recovery is a journey that everyone is on and like in this picture for some that journey or recovering from something is slower and for others it is faster.”

This annual contest encourages individuals with mental health and/or addiction issues to participate expressing their creativity, as well as displaying their talents, interests, and resilience for sharing their stories.

The winners received a new digital camera to continue their interest in photography as they pursue their recovery goals.