



ConnexOntario

Health Services Information
Information sur les services de santé

Board Chair and Executive Director's Message

With the MOHLTC review affirming that our core businesses continue to be of great value to the people of Ontario, ConnexOntario now proceeds with clear direction from the ministry, as regards its position and function in the provincial mental health and addictions service milieu.

The ministry has pledged to assist ConnexOntario with regard to public awareness of the ConnexOntario helplines and data products. In all likelihood this will increase the number of individuals contacting us, as well as the number of healthcare service providers, administrators, and planners that receive, upon request, (extremely) prompt, free-of-charge data products.

This year, ConnexOntario has also welcomed mindyourmind as a hosted program. An award-winning, non-profit organization, mindyourmind is a mental health-focused program that co-develops reliable and relevant resources for

youth, emerging adults, and the professionals who serve them. The voice, presence, and engagement of youth that mindyourmind brings will make ConnexOntario better. There is huge synergy between our current work and that of mindyourmind, and ConnexOntario looks forward to utilizing that expertise to serve people in our province better.

It is with these recent developments in mind that we now look forward to the January 2017 celebration of ConnexOntario's 25th anniversary. Along with that, we look beyond – to many more years of aiding and supporting the stakeholders in Ontario's healthcare system.

This year's Annual Report is a concise one, as we plan to produce a more-complete report in January 2017, as we celebrate ConnexOntario's 25th Anniversary. What follows are some highlights of the 2015/2016 fiscal year – illustrating how ConnexOntario endeavors to complement Ontario's healthcare system.

MOHLTC Review

ConnexOntario's funder, the Ministry of Health and Long-Term Care (MOHLTC), conducted a review of ConnexOntario in late 2015 and early 2016. As part of the review, service providers and ConnexOntario's product and service users were surveyed, and interviews regarding ConnexOntario were conducted with LHINs and ConnexOntario staff. The findings indicated that ConnexOntario's core functions of information and referral and data services are working at capacity, but promoting the presence of those functions to Ontarians could be accomplished via additional marketing resources.

That additional marketing support from the Ministry may include tailoring ConnexOntario's online presence as well as forming alliances with, and perhaps supporting initiatives by, Ontario's LHINs – in light of emphasizing the core functions of ConnexOntario.



TERRI HEGGUM-ALLEN
ConnexOntario
Board Chair

BRAD DAVEY
ConnexOntario
Executive Director

mindyourmind joins ConnexOntario

The Board of Directors of Family Services of Thames Valley (FSTV) and ConnexOntario met in February to determine if FSTV's program, mindyourmind, would be transferred to ConnexOntario. Both Boards agreed on the program transfer, and so ConnexOntario is excited to welcome mindyourmind – an award-winning, non-profit mental health program that engages youth, emerging adults, and the professionals who serve them, to co-develop reliable and relevant resources.

ConnexOntario has also heard good news from the MOHLTC that it supports this transfer. The transfer officially took place on April 1, 2016 with the months of April to June dedicated as transition months, such that full implementation will take place by July 1, 2016. mindyourmind brings a wealth of experience in reaching out and connecting with youth. ConnexOntario believes that mindyourmind will complement our work, and that we will be a stronger organization because of it.



North East LHIN Data Transfer

As ConnexOntario has done in the past with the Toronto Central and Central LHINs, a data-sharing agreement was made with the North East LHIN. ConnexOntario looks forward to forging similar agreements in the future.



Marketing Research Project

ConnexOntario recognizes that there is always an opportunity to increase awareness of ConnexOntario – and the helplines and services that we offer. As such, to better understand the value that ConnexOntario offers to residents of Ontario, a market research project has been undertaken this year. The objective is to uncover the specific types of information and services regarding mental health and addictions that Ontarians are seeking when they call, webchat, or email, and how we can better support them in being aware of our services when they need them the most. The findings will be implemented in the 2016/17 fiscal year.

Mode of Helpline Contact



ConnexNews

ConnexOntario is planning a 25th anniversary observance for January, 2017. As well as the celebration, a Board of Directors' retreat will take place, and discussions will occur around ConnexOntario's branding, relative to the results of the market research conducted in 2016.

In light of the MOHLTC's recommendation that ConnexOntario focus on its core business of information and referral, and data products, ConnexOntario has served notice to the Association of Ontario Health Centres (AOHC) that it wishes to end its partnership regarding the Business Intelligence and Reporting Tools Solution data warehousing project.

ConnexOntario Health Services Information and Metrolinx have worked together to install over 800 Mental Health Helpline signs at railway stations, crossings, platforms, and bridges along the GO Transit and TTC corridors. The bilingual signs include the 24-hour-a-day, toll-free Helpline phone number. "Metrolinx recognizes that mental health is a serious issue," said Metrolinx media spokesperson Kim Johnson. "We felt it was the right thing to do."

Installation of the signs began in April 2015, and they are part of an initiative to help those in crisis and thinking of suicide, and to also create dialogue among commuters regarding mental health. Metrolinx and ConnexOntario have also utilized social media to promote this initiative.

Financial Review

| Revenue | DAH Fund | OPGH Fund | MHH Fund | Time-Limited Initiatives | Total 2016 | Total 2015 |
|-----------------------------------|------------------|--------------------|--------------------|--------------------------|--------------------|--------------------|
| Provincial Government Grants | \$936,049 | \$1,212,368 | \$1,615,393 | | \$3,763,810 | \$3,763,810 |
| Time Limited Initiatives/Projects | | | | 354,317 | 354,317 | 606,797 |
| Less: Capital Purchases | | | | (30,865) | (30,865) | (248,813) |
| Add: Amortized Provincial Grants | 2,288 | 5,521 | 918 | 122,407 | 131,134 | 187,228 |
| Investment and Other Income | 27,903 | 33,269 | 46,148 | 1,375 | 108,695 | 114,785 |
| Total Revenues | \$966,240 | \$1,251,158 | \$1,662,459 | \$447,234 | \$4,327,091 | \$4,423,807 |
| EXPENSES | 914,932 | 1,082,068 | 1,480,035 | 447,234 | 3,924,269 | 4,303,020 |
| Excess of Revenues Over Expenses | \$51,308 | \$169,090 | \$182,424 | \$0 | \$402,822 | \$120,787 |

ConnexOntario Board of Directors 2015 | 2016 Membership

Terri Heggum-Allen, Chair
Oakville

Sonja Grbevski
Windsor

Elizabeth McCarthy
London

Geoff Quirt, Vice Chair
Peterborough

Wayne Blampied
Woodstock

Ron Hoffman
London/North Bay

Donna Rogers, Secretary-Treasurer
Peterborough

Valerie Johnston
Bala

Sue Hillis, Member-at-Large
London

Marion Wright, Past-Chair
Ottawa

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www.MentalHealthHelpline.ca
www.ProblemGamblingHelpline.ca

**Drug & Alcohol
Helpline**

**Mental Health
Helpline**

**Ontario Problem
Gambling Helpline**