Institute for Advancements in Mental Health







NO ONE NAVIGATES MENTAL HEALTH ALONE

2025 – 2026 IMPACT REPORT

Continuity, connection, & hope

MESSAGE FROM OUR CEO & BOARD CHAIR

This year reinforced a clear truth: people and families navigating complex mental health do not simply need more information or a single point of contact. **They need continuity, trusted relationships, practical support, and a way back in when the journey becomes difficult.**

Institute for Advancements in Mental Health's (IAM) work is grounded in the belief that complex mental health recovery is rarely linear. Individuals and caregivers may move between crisis, stabilization, learning, relapse, rebuilding, and hope. Our role is to help people stay connected through that journey — to support them when systems are fragmented, when caregivers are carrying too much, and when next steps are unclear.



IAM CEO Paul Haddad talks with peer support worker Ravi Sarin about the journey of recovery

> ***"Complex mental health recovery is rarely linear."***
>
> *the belief at the centre of our work*

Over the past year, IAM continued to strengthen its direct supports, group-based programs, community education, navigation resources, data systems, partnerships, and strategic planning.

We also advanced important work on our **Pathways to Better Mental Health Outcomes project**, our organizational Theory of Change, program evaluation, and impact reporting. **Together, these efforts are helping IAM move from being understood as a collection of programs to being recognized as a continuity-focused organization with a clear role in Ontario's mental health ecosystem.**

As we look ahead, our focus is to deepen outcomes, strengthen follow-through, improve data quality, support caregivers, and share what we are learning with partners, funders, donors, and the broader community.

The work ahead is ambitious, but the need is urgent and the opportunity is real. **Thank you to our staff, board, volunteers, donors, funders, partners, and community members for helping IAM continue to build better mental health outcomes for people and families who too often have to navigate alone.**



Paul Haddad
Chief Executive Officer



Heather Haslam
Chair, Board of Directors

COMMUNITY ACKNOWLEDGEMENT

This report reflects the contributions of many people across IAM's community. We are grateful to the individuals, families, caregivers, staff, volunteers, donors, funders, partners, advisors, and board members whose experiences, insights, service, and support shape our work.

We especially thank our team members who contributed to the programs, data, stories, evaluation, design, financial information, and strategic learning reflected in this report. Their work helps us better understand the needs of people and families navigating complex mental health challenges, strengthen the quality of our supports, and communicate the difference IAM is working to make.

We also acknowledge the people with lived and living experience, caregivers, and community partners whose perspectives continue to inform IAM's learning, planning, and future direction. This report is stronger because of their willingness to share what matters, what is difficult, and what needs to change.



LAND ACKNOWLEDGEMENT



We acknowledge that our office is located on the traditional territory of many nations, including the Mississaugas of the Credit, the Anishinaabeg, the Chippewa, the Haudenosaunee, and the Wendat peoples.

Toronto is covered by Treaty 13 with the Mississaugas of the Credit and is home to many diverse First Nations, Inuit, and Métis peoples. We also recognize the Dish with One Spoon Wampum Belt Covenant, a treaty between the Anishinaabe, Mississaugas, and Haudenosaunee that bound them to share the territory and protect the land. The dish represents the land we all share, and the spoon signifies our responsibility to take only what we need, leaving enough for others and future generations. IAM is committed to learning more about the contributions, histories of Indigenous peoples.

WHY WE DO WHAT WE DO

People and families navigating complex mental health challenges often face more than a single diagnosis, service need, or moment of crisis. They may be trying to manage uncertainty, stigma, caregiver strain, fragmented services, unclear pathways, and repeated transitions between parts of the system.

IAM exists because these journeys are rarely straightforward and too many people are left to navigate them without enough continuity, practical guidance, or trusted support. Our role is to help individuals and caregivers stay connected, build knowledge and confidence, access the right supports, and move through the challenges with greater dignity, stability, and hope.

THE JOURNEY THROUGH COMPLEX MENTAL HEALTH

IAM is the connective thread that helps people stay engaged — and to re-engage — at every point.

THE CHALLENGE	WHAT IT MEANS	IAM'S ROLE
Complex Needs	Overlapping clinical, emotional, social, financial, housing, legal, & navigation issues — all at once.	**Practical support, counselling, education, & navigation that reflects the real-world**
Fragmented Care	People move between services, repeat their story, or are discharged without the follow-through to sustain recovery.	**Helping people & families stay connected through transitions, setbacks, & re-entry points**
Caregiver Burden	Caregivers become informal system coordinators while managing fear, uncertainty, & isolation.	**Strengthening caregiver knowledge, confidence, coping, crisis preparation, & advocacy**
Navigation Gaps	Access points exist, but accountable follow-through on referrals & next steps is often missing.	**Warm handoffs, follow-up, pathway coaching, & re-engagement — beyond information & referral**
Need for Evidence	Funders, partners, & service users need clear evidence of outcomes — not only activity counts.	**Stronger data, evaluation, reporting, & storytelling to show what changes because of IAM**

A Non-Linear Journey Through Complex Mental Health



BY THE NUMBERS

2025–26 AT A GLANCE



1,716

Individuals & caregivers engaged in direct support programs to take the next step in their journey

1,210

Accessed one-to-one support & system navigation



506

Built skills & connection through group programs

2,181

Learned about the complexity of mental health journeys in their community



12,577

Resources & practical guides supplied via YourToolKit and our Medication Resource Centre, supporting thousands of families in their search for reliable educational support



$32,000

Distributed in scholarships for 16 students to support belonging, purpose, & confidence through education

$1,709,870

In total revenue invested in services & capacity

ONE PERSON'S PATH

Reaches out

one-to-one support & navigation (1,210 did last year alone)

Joins a group

builds skills & connection (506 did and built community amongst their peers)

Takes home tools

guides & resources (12,577 supplied to make the lives of those with lived experience and their caregivers easier)

Keeps going

Stays connected through setbacks — and toward hope

SUPPORT WHERE & WHEN IT MATTERS MOST

INDIVIDUAL & GROUP COUNSELLING

Behind every number is a person or family trying to navigate a complex mental health journey. Over the past year, IAM supported individuals, families, and caregivers through a continuum of services designed to ensure no one had to navigate that journey alone. From one-to-one support and system navigation, to family education, CBT-informed caregiver programs, and recovery-focused groups, our programs provided information, connection, and practical support when it was needed most.

The impact of our programs extended far beyond the number of people reached. Individuals gained practical tools to support their recovery, caregivers developed new skills and confidence, and families found connection with others facing similar challenges.



"These workshops help me see there is hope." *— caregiver participant*

Across programs, people described feeling better equipped to navigate the mental health system, support loved ones, cope with challenges, and move forward with hope. As one participant shared, *"I feel much more positive about my mental health because of your program... facilitators"*. These experiences reflect the impact of IAM's work: helping individuals and families move from uncertainty and isolation toward understanding, connection, confidence, and hope.



One-to-One Counselling

Strengthening Families Together

Recovery in Action

CBT for Caregivers

Scan or visit iamentalhealth.ca/donate to give now.

EDUCATION & RESOURCES

Throughout 2025–26, IAM connected individuals, families, caregivers, and professionals with practical mental health information, education, and resources. Through community education, professional training, community outreach, and online resources – such as Your Toolkit and the Medication Resource Centre – we reached thousands of people across Ontario.

2,181

people educated

Community education & events — 1,554

Professional training — 627

12,577

resources supplied

Medication Resource Centre — 11,916

Your Toolkit — 661



COMMUNITY SPOTLIGHT

"Everything that has come up in my own situation was touched upon and clarified for me." — seminar participant

Scan for a recap of Ravi's Talk

SCHOLARSHIPS & MENTORSHIP

Our Scholarship Program supported 16 individuals by providing $32,000 in scholarship funding. More than financial support, our scholarship program is an investment in potential.

This program aims to support individuals returning to education who want to pursue education or training as part of their recovery.

By reducing barriers to education, we help students pursue their goals while strengthening their ability to contribute to their communities. For many recipients, the award provides both practical support and encouragement during a significant life transition.

"The application process gave me a chance to reflect on how far I've come in my recovery journey. This scholarship provides the flexibility and peace of mind to pursue my studies and future career goals."

$32,000 awarded to 16 students across STEM, health sciences, social sciences, business, & the arts

The Gloria Baylis Foundation

Inspired by the legacy of Gloria Baylis — a pioneering nurse, entrepreneur, and advocate for equality — the Foundation supported IAM's Scholarship & Mentorship Program in 2025–26, helping young people living with complex mental health challenges pursue education and continue their recovery journeys with confidence.

LISTENING, LEARNING, & LEADERSHIP

Improving mental health outcomes requires more than delivering services, it requires understanding where systems break down and working collaboratively to make them better. Over the past year, IAM contributed to and learned from ongoing conversations with caregivers, people with lived experience, service providers, researchers, community organizations, and system partners. In our research, partnerships, advocacy, knowledge exchange, and data and evaluation work, we saw the following themes.

WHAT WE HEARD



Fragmented services & disconnected care



Challenges navigating complex systems



Gaps during major transition points



Significant burden on individuals, families, & caregivers



The need for more coordinated, person-centred support

WHAT'S NEXT

Pathways to Better Mental Health Outcomes

A multi-year initiative exploring how individuals and caregivers experience the mental health system — and where opportunities exist to improve continuity of care and support

IN 2025–26 WE LAID THE FOUNDATION

- **Stakeholder engagement**
- **Partnership development**
- **Multidisciplinary working group established**

Pathways combines lived experience, evidence, and collaboration to inform future systems-level improvement.

MEASURING WHAT MATTERS

Every day, individuals and families come to us seeking support, information, and guidance during some of the most difficult periods of their lives. As demand for services continues to grow, it is increasingly important to understand not only how many people we reach, but also how our programs help improve knowledge, confidence, connection, and access to support.

In 2025–26, we began laying the groundwork for a more coordinated approach to evaluation and impact measurement. This early work focused on exploring how outcomes are defined across programs, identifying opportunities to strengthen data collection and reporting, and considering how we can better capture the experiences of the individuals and families we serve.

By strengthening how we measure impact, IAM is building the foundation for continuous learning, informed decision making, and more effective services. This work will help ensure that our programs remain responsive to the needs of the people and communities we serve.

Counting people is not the same as understanding change.



HOW WE'RE BUILDING IT

1

Define outcomes

Explore how outcomes are defined across programs — and align them.

2

Strengthen data

Identify opportunities to improve data collection and reporting.

3

Capture experience

Better reflect the experiences of the individuals and families we serve.

OUR COMMUNITY

THANK YOU TO OUR GENEROUS VOLUNTEERS

Our volunteers are invaluable. They bring their time, energy, and skills to every aspect of our work, supporting counselling, conducting research, speaking at public engagements, facilitating groups, powering our fundraising events, and providing expert advice.

IN THEIR OWN WORDS — our support program volunteers on why this work matters:


Kate

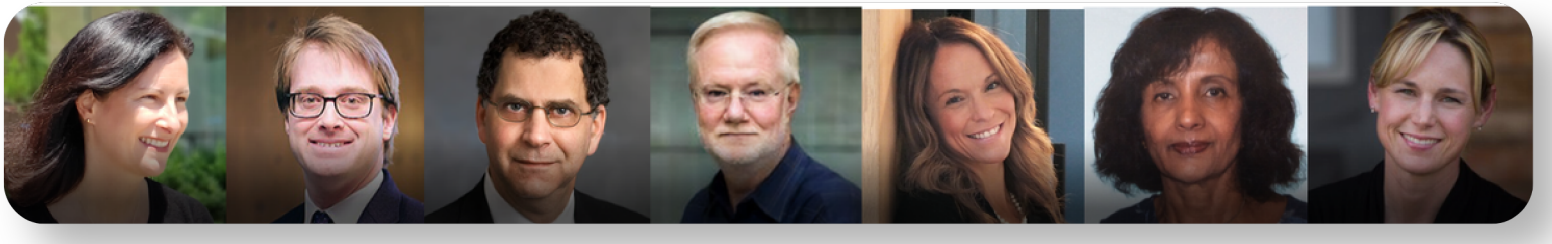

Nathalie


Maya


Marilyn

Scan to Watch

OUR BOARD OF DIRECTORS



Our Board provided governance, oversight, and strategic guidance during a year of organizational learning — especially important as we advance strategic planning, strengthen our focus on outcomes, and prepare to launch a new Theory of Change.

We are especially grateful to Claudio Cicuta and Frank Deluca, who completed their terms in 2025, for their years of guidance and support.

Learn more about Michael Herman's experience as a board member.



WATCH

OUR SIGNATURE EVENTS

HOLE OUT FOR HOPE

$86,000+

raised at this year's tournament

With your help, we raised over $86,000 at this year's tournament. These funds enable us to provide effective mental health services, continue our mission in supporting thousands of individuals impacted by complex mental illness, innovate, and work towards a better future for the mental health of Canadians.

We extend a heartfelt thank you to everyone who participated; your enthusiasm made for an unforgettable event. We'd also like to take this opportunity to appreciate all the tournament volunteers, committee members, sponsors, and in-kind donors, with special thanks to Craig Sindrey and Fred Howe!

Your contribution directly impacts the lives of individuals, families, and communities affected by complex mental health issues.





TORONTO WATERFRONT MARATHON

$4,700+

raised by runners, walkers, & cheerers

"What an incredible experience it was to run through downtown on a beautiful autumn day. Doing so in support of IAM made it truly special. A heartfelt thank you to everyone who cheered us on: your enthusiasm and support mean the world!

Whether you contributed financially or rang a bell from the sidelines, your presence and encouragement filled me with gratitude.

Together, we are making a difference in the lives of many, and I am truly humbled by the love and support we received. Let's continue the journey of hope and healing together."

— Heather, Board Member and Team IAM Runner



Whether you ran, walked, cheered, or donated — every step moved someone closer to hope.

OUR COMMUNITY

THANK YOU

to our generous donors

We deeply value all our donors, whose contributions make it possible to provide consistent and reliable support. IAM is proud to have earned your trust, faith, and support.





With your donations, you are not just giving a gift — you are investing in the long-term health and well-being of countless individuals and families who depend on our services. Your commitment ensures that we can continue to expand our reach and provide uninterrupted access to the care and resources that make a real difference in people's lives.

When you become a supporter of IAM, you're joining a compassionate community dedicated to transforming people's lives for the better.

Scan to join our community of supporters

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FINANCIAL HIGHLIGHTS

FINANCIAL STEWARDSHIP & ACCOUNTABILITY

IAM continued to prioritize program services while maintaining fiscal balance. Our largest single funder was Ontario Health, representing about 41% of revenue, complemented by foundations, corporate support, service fees, and investment income. Our community also contributed through donations, bequests, and special fundraising events — closing the year with a modest surplus and a balanced budget.

REVENUE

Ontario Health funding	$707,328
Donations	$245,488
Bequests	$15,130
Special events & gaming	$166,787
Other revenue	$575,137
Total revenue	**$1,709,870**

EXPENSES

Programs	$926,772
Fundraising	$396,328
Administration	$380,115
Total expenses	**$1,703,215**



WHERE OUR REVENUE CAME FROM

- Ontario Health 41.4%
- Other revenue 33.6%
- Donations 14.4%
- Events & gaming 9.8%
- Bequests 0.8%

LOOKING AHEAD

FOUR COMMITMENTS WE'RE MAKING

IAM is entering an important period of strategic renewal — building the clarity, evidence, relationships, and tools needed to help people and families navigate complex mental health journeys with greater continuity, dignity, and hope.

1

Strategic Renewal & Theory of Change

A board-guided planning process and a new Theory of Change will clarify IAM's future role and connect every program to measurable outcomes.

2027

2

Pathways: Next Phase

Deepening our understanding of how people and families move through the mental health system — and where continuity breaks down.

2027

3

Stronger Impact Measurement

Better data, clearer outcomes, and more compelling evidence of what changes because IAM exists.

2027

4

Report Card on Complex Mental Health

Launched in May 2026: sharing what we are learning about gaps and opportunities with partners, funders, policymakers, and the community.

2026

Next year's report will open by reporting back on these four commitments.



We thank you for your continued support and commitment

No one navigates mental health alone

Institute for Advancements in Mental Health

OUR CONTACT INFORMATION

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