



ANNUAL REPORT 2019

mymind.org



TABLE OF CONTENTS

1.	Message from our CEO	04
2.	Message from our Chairperson.....	05
3.	About us	06
3.1.	Who we are	07
3.2.	What we do	08
3.3.	MyMind goals	09
3.4.	Awards and recognitions	11
4.	Spotlight on 2019	12
4.1.	News	13
4.2.	MyMind in the Media	14
4.3.	Outreach and collaboration	15
5.	Statistics	16
5.1.	Appointments in 2019	18
5.1.	Face to face appointments in 2017, 2018, 2019.....	18
5.2.	Clients' profile.....	19
5.3.	Clients' presenting issues	20
5.4.	Clients' employment status	20
5.5.	Breakdown of nationalities	21
5.6.	How did you hear about us?	21
6.	Testimonials	22
7.	Clinical	24
7.1.	Clinical team.....	25
7.2.	CPD for mental health professionals	25
7.3.	Peer support group	25
8.	Supporters and friends	26
9.	MyMind Team.....	28
9.1.	Mental health professionals	29
9.2.	MyMind Members	29
9.3.	Letters from our team	30
9.4.	Office team	31
9.5.	Board of Directors	31

1. MESSAGE FROM OUR CEO

As Founder and Chief Executive Officer of MyMind, I would like to introduce MyMind's 13th Annual Report for 2019.

MyMind has created a unique movement for community-based mental health services that work towards giving every person in Ireland equal access to mental health support early and affordably, without stigma or delay.

2019 was a year of growth and achievement for MyMind. We provided 28,312 appointments throughout Ireland during the year resulting in 38% growth for the organisation. We also saw an increase of over 100% for online appointments.

In 2019, MyMind has continued to target the gap between the public and private sectors by focusing on providing affordable and accessible mental health services within the community, bypassing the need for clinical referral, long waiting lists and high-cost services.

Technology represents a vital role in the cost effectiveness of developing and running MyMind's services with over 68% of our clients accessing our website on mobile devices. During 2019 we had received feedback from our clients and team members about making access to our website and online platform as easy and straightforward as possible, particularly when making the initial appointment.

Our newly designed website which was launched in December 2019 took this feedback into account and this has resulted in a much more user-friendly experience for our clients and team members. MyMind is very grateful to the HSE for the support we received from them in 2019 towards the vital redevelopment of our website. This assistance has been of great benefit to all our stakeholders, and demonstrates that on-going investment in the technologies underpinning our services ensures that we will continue to provide prompt and effective mental health support for our clients.

Throughout 2019, MyMind continued to provide our team of mental health professionals with ongoing CPD and other training resources. In addition, during 2019 our key partnerships with schools, universities and businesses provided a pathway for those organisations to help people within their own communities. In 2019 we also collaborated with the HSE on their Best Practice Guidelines for Suicide Prevention. These guidelines have been produced as part of the Connecting for Life national strategy.

Looking ahead to 2020 and the future of MyMind, technology has a huge role to play in allowing every person, no matter what they earn or where they live, to have quick and easy access to affordable services. With the demand for online services growing substantially in 2019, our focus in 2020 will be on the improvement of our technologies to make sure that clients and team members alike have the best possible online counselling experience. We will continue to strive towards the goal that everyone in Ireland has access to high quality mental health support, regardless of their location, bringing Ireland together as a community for the better.

MyMind is leading the way in this vision and I'm very proud of the work we do.

Kindest regards,
Krystian Fikert



2. MESSAGE FROM OUR CHAIRPERSON

I am delighted to introduce the MyMind annual report for 2019.

This year, our focus was on growing the organisation and increasing appointments across all areas of our services. MyMind has seen significant growth throughout 2019 and it is all down to the hard work of our team of mental health professionals and our executive management team.

MyMind facilitated 28,312 appointments in 2019, achieving an annual growth of 38%. To give a sense of perspective, if all these hours of therapy were added together, the conversation would take up every second of every day and night for three years and three months. That is a lot of therapeutic talking, a lot of burdens unloaded, a lot of issues unravelled and a lot of lives impacted.

The growth in appointments is a reflection of the relentless work and dedication of the entire MyMind team towards our goal of making mental health care accessible and affordable to all.

Our new Dublin 8 centre in the Liberties is a significant addition to the services we offer in Dublin. It has helped relieve the pressure of demand at our other two Dublin centres in Rathmines and Store Street and meet the mental health needs of a growing city population so that we can continue to operate without waiting lists. Our locations in Limerick and Cork have reported record growth and our partner locations across the country in Carlow, Kilkenny, Meath, Westmeath, Kildare and Mayo have continued to grow strongly. We aim to continue strong growth in 2020 by investing more focus and resources into broadening our access across the country.

In the last year, we also invested in updating the charity's governance code to ensure ongoing compliance, transparency and integrity through the six principles of governance outlined in the code.

According to the European Commission and OECD/EU (2018), Health at a Glance: Europe 2018 report, Ireland continues to experience some of the highest rates of mental health illnesses in Europe. We will continue to offer accessible and affordable support to those most in need and strive towards changing this reality for the better.

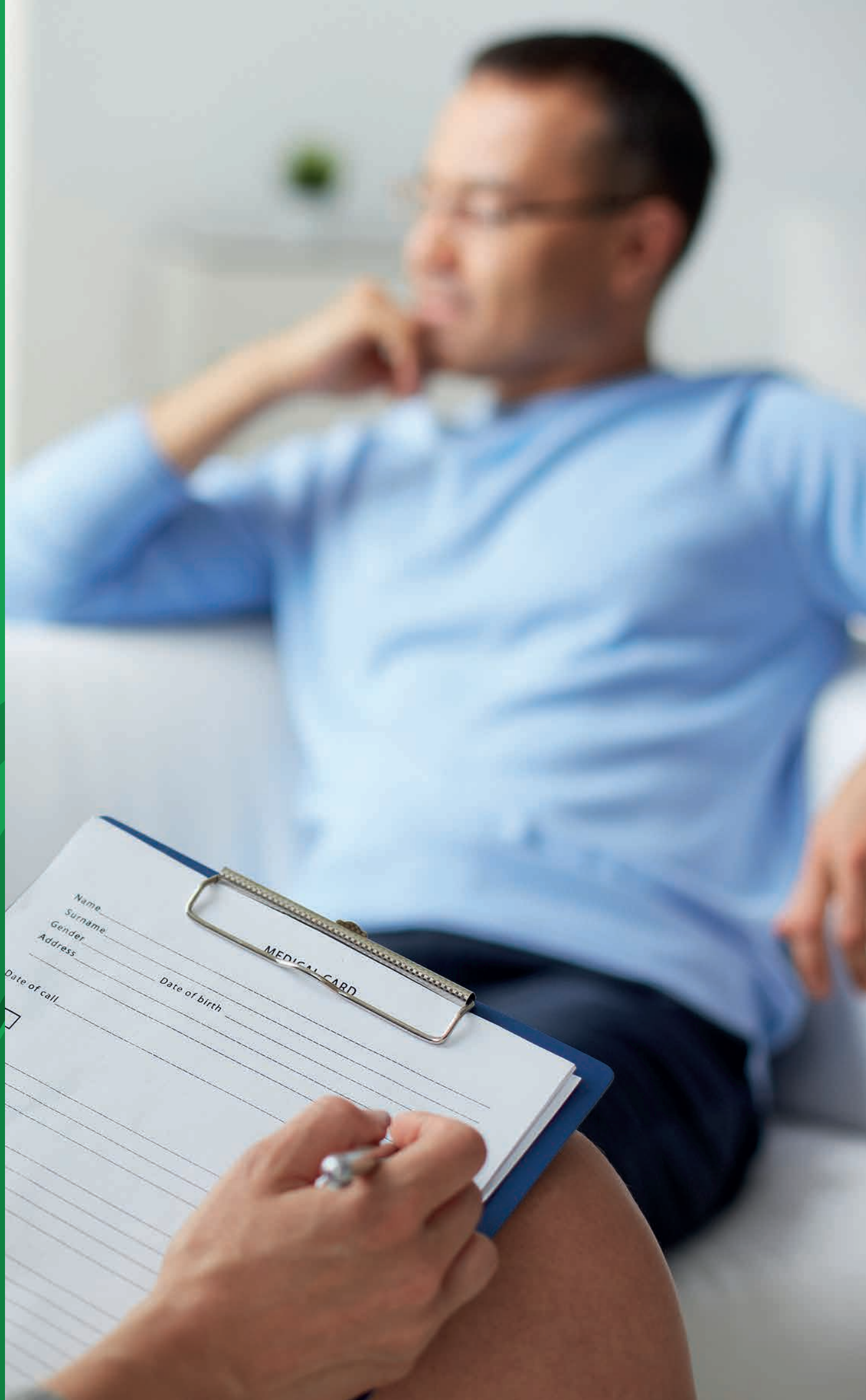
To conclude, I would like to thank the other board directors and all our supporters who provide pro bono services that help our organisation greatly. Without your time and generosity, none of our efforts would be possible.

We look forward to 2020 and wish you every health in the year ahead.

Kindest regards,
John Travers



3. ABOUT US



3.1 WHO WE ARE

MYMIND'S VISION

Everyone has quick and easy access to affordable mental health services.

MYMIND'S PURPOSE

To pioneer a new and sustainable model of community-based and online mental health services that are accessible and affordable to everyone.



WHO WE ARE

MyMind Centre for Mental Wellbeing was founded in 2006 as a not-for-profit community based provider of accessible mental health care.

We are nationwide, with centres and a network of Members across Ireland providing a wide range of clients with counselling and psychotherapy services face to face, online and in the workplace.

Our online sessions aim to provide the support our clients need, making it more accessible. It allows for the difficulties, nuances and challenges of life to be addressed in real time in manner which is aligned to when and where our clients need our support.

MyMind charges our clients fees based upon their employment status, allowing the unemployed or full time students to access our services at reduced rates.

The revenue generated from our full fee clients is reinvested into the organisation, enabling us to provide services that are affordable to all.

It is easy for a client to self-refer to MyMind, we do not keep waiting lists so appointments are readily available, appointments are usually made within 72 hours.

Additionally, MyMind has a multidisciplinary, multicultural team that is able to provide services in more than 15 languages both online and face to face, enabling us to serve the migrant population.

At MyMind, we believe our work addresses a huge social need, providing positive outcomes for those impacted by mental health issues.

Our affordable and timely mental health services mean people have the best chance of getting back to a positive frame of mind sooner and with lasting results. We impact the lives of individuals and their families, their communities, and Irish society as a whole.



3.2 WHAT WE DO

i) FACE TO FACE:



4,717 clients
6 sessions (on average)
28,312 appointments
2,829 appts during peak month (November)

MyMind provides face to face services through its five centres nationally and via our Members networks throughout Ireland. Our headquarters is located in Rathmines Dublin 6 and we also have centres in Store Street, Dublin 1, Christchurch, Dublin 8, Cork city and Limerick city. Clients are able to easily schedule appointments with our team of counsellors, psychotherapists and psychologists through our self-referral system. Bookings can be made online via our appointment system or over the phone with our office team. MyMind provides services for individuals, couples, children and adolescents who are looking to speak with a mental health professional. In 2019, 4,717 clients came for an average of 6 sessions, and MyMind provided a total of 28,312 appointments. November was our busiest month in 2019 with 2,829 appointments provided that month.

ii) ONLINE:



11,291 email queries
1,388 online appointments
8,173 calls
1,878 live chat queries

MyMind offers the option of mental health support via online therapy sessions. These sessions are delivered via our bespoke video conferencing platform integrating with each client's unique account.

Through online sessions, the client is able to have regular therapy sessions from the privacy and convenience of their own home. We also offer free live chat support which can help clients take those first steps towards finding the right therapy for them. Through our live chat tool, clients can have their questions and doubts addressed before considering whether a consultation is right for them. In 2019, MyMind provided 1,388 online appointments, responded to 11,291 email queries, answered 8,173 calls, and 1,878 live chat queries.

iii) IN THE WORKPLACE:

At MyMind, we recognise that how you feel at work has a big impact on productivity and job satisfaction. Our Employee Assistance Programme (EAP), MyMind at Work, is a trusted counselling and psychotherapy service that provides support to staff. Our service is provided by counsellors, psychotherapists and psychologists experienced in dealing with a wide range of issues, such as stress, depression, anxiety, self-esteem and communication issues, burnout, bereavement and many more. These appointments are available in our five centres across Ireland and online through our video conferencing platform. Our approach offers employers the flexibility to respond to their staff's needs with zero wastage or costly contracts, and gives employees the opportunity to select which mental health professional they meet with and when. MyMind also provides psychoeducational talks and workshops in the workplace on mental health topics such as stress management, mindfulness and building emotional resilience.



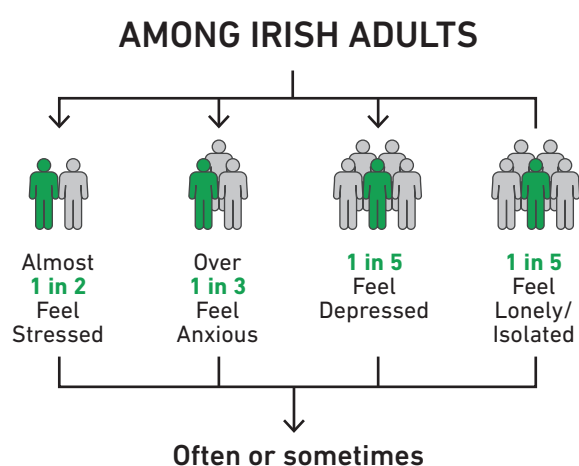
3.3 MYMIND GOALS

Since its establishment in 2006, MyMind has been working tirelessly to address a huge social need in Ireland, providing practical, evidence-based support for those impacted by mental health issues. With over 100 mental health professionals across the entire country, and the ability to deliver services in 15 languages, MyMind is at the forefront of mental health provision and innovation in Ireland.

MyMind saw extensive growth in 2019 with an increase in appointment numbers of 38% year on year. In addition, we saw an increase of over 100% in online appointments during 2019.

MyMind is very conscious of its role in the promotion of good health and wellbeing, and is incorporating the Sustainable Development Goals of the United Nations Development Programme under its 2030 agenda (<https://www.undp.org/content/undp/en/home/sustainable-development-goals/goal-3-good-health-and-well-being.html>) into its work. According to the UN, good health is essential to sustainable development and the UN programme takes into account the complexity and interconnectedness of the two. The work of MyMind is underpinned by this principle.

Mental health still poses a major challenge for societies around the world, including Ireland. According to the Irish Association for Counselling and Psychotherapy 2019 survey (<https://iacp.ie/gps2019>), stress, anxiety, depression & loneliness/isolation are still a major concern among the general public in Ireland. Almost half of Irish adults report feeling stressed (46%), over a third anxious (35%), a fifth depressed (20%) or lonely/isolated (19%) — either often or some of the time.



Reproduced with kind permission of the Irish Association for Counselling and Psychotherapy (IACP)

A central goal for MyMind has been and will continue to be to work with our team of therapists and with the wider mental health community in Ireland to promote good mental health practices. We will continue to encourage and support members of the general public to more widely engage with counselling and psychotherapy as a way to improve and maintain mental wellbeing. MyMind is also working to promote counselling as an early intervention tool so that it becomes more commonplace for people to access counselling earlier and more regularly in their journey towards good mental health.

OUR KEY STRATEGIC OBJECTIVES INCLUDE:

S01: Help our clients

Make a positive impact on more lives and communities by putting mental health support within everyone's reach. This will result in clients' functioning more productively overall and building their capacity to live positively day-to-day.

S02: Build the best team

MyMind will continue to build a team of high quality mental health professionals which can deliver high quality services in line with up-to-date academic research and best practice in the field of mental health.

S03: Strong organisation

MyMind will continue to build a strong organisation which can promote a sustainable model of community-based and online mental health services that are accessible and affordable to everyone.

MyMind's goals are integrated, recognising that action in one area will affect outputs and outcomes in others. It is essential that our goals are integrated in such a way to ensure that we can deal with the complexity of the challenges facing our society in respect of good mental health for all.

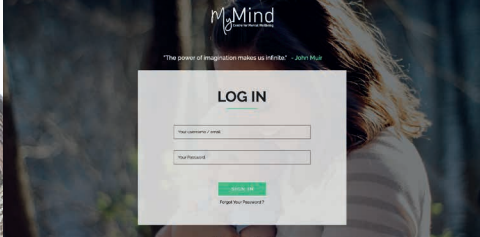
Each member of the team plays an important role in reaching our ambitions, and MyMind intends to apply its resources of creativity, technology and people talent to achieve our purposeful goals.



3.4 AWARDS AND RECOGNITION

2019	All Ireland Community & Council Awards - Best Social Enterprise of the Year	
2018	Social Innovation Fund Social Enterprise Development Fund	
2017	1) European Business Awards Social Enterprise Category 2) One for Ireland campaign	 
2016	Eir Elevation Awards Social Enterprise Category	
2015/16	Ireland Funds Flagship Investment Awardee	
2015	GSK Ireland IMPACT Awards	
2013	Social Entrepreneurs Ireland - Impact Award	
2012	Arthur Guinness Award	
2011	1) Ashoka Fellow 2) Social Entrepreneurs Ireland - Elevator Programme Award	 
2010	Captain Cathal Ryan Scholarship	The One Foundation

4. SPOTLIGHT ON 2019



4.1 NEWS

RENOVATION STORE STREET OFFICE

Renovations on the Store Street office were completed in March, and included new external signage and branded blinds aimed at increasing brand visibility in that area. The upgrade was undertaken to improve our Store Street Centre and to make sure that it is operating at the same standards as our other centres.

NEW WEBSITE

Work began on reviewing the MyMind website in May. The work commenced with an audit including website graphics and content, followed by development of the user story which began in July.

The refreshed website went live in December. New features include detailed descriptions of our therapists which means that searches by clients can now be narrowed down by location, services, approaches, specialities and languages. The next available appointment is also displayed for each therapist. A number of areas are now clearer such as the section on the Homepage about How to book an initial appointment. In addition, appointments are broken down by categories as follows: individual, children/adolescent, family, and couple. This is intended to make it easier for potential clients to navigate their way through the site to get the best service suitable for their needs.

WORK ON BEST PRACTICE GUIDANCE FOR SUICIDE PREVENTION SERVICES WITH THE HSE

During 2018 and 2019, MyMind worked together with the HSE and other mental health service providers to implement and evaluate best practice guidelines for suicide prevention. The resulting publication was published in June 2019 — Best Practice Guidance for Suicide Prevention Services: Working together for high-quality services.

This resource aims to support organisations to deliver high-quality, evidence-based suicide prevention services and is an important step in assuring quality in the provision of suicide prevention services. It also gives organisations an opportunity to demonstrate their commitment to best practice and to the delivery of quality services and the reduction of suicide.

MyMind is very pleased to have been involved in the development of these guidelines in partnership with Samaritans Ireland, Suicide or Survive, Childline, and Pieta House.

MYMIND EXPANSION

There has been growth in the number of face-to-face appointments in all our centres including Cork, Dublin and Limerick. In addition, we have seen some growth in the number of online appointments and we expect this growth to accelerate in the coming years.

Since we moved to better premises in Cork in 2018, we have seen an increase in the number of appointments, which is in part due to the new premises.

MyMind continues to partner with experienced mental health professionals to deliver our face-to-face services in all our Centres and also our online counselling services. Our team of therapists believe in MyMind's social mission of equal access to mental health care for all, and each of our therapists has access to MyMind's clinical governance, training and office support, in addition to clinical review and site visits.

MYMIND CONTINUOUS IT IMPROVEMENT

MyMind is constantly working to improve its technological infrastructure to provide a better experience for the client but also for our mental health professionals. We do this by focusing on continually developing the speed and functionality of our MyMind system to enhance the ease with which therapist and client alike can access the system. In addition, we are constantly working on content creation to ensure that our services are clear to those looking for mental health support e.g. in 2019 our Mental Health Professionals updated their profiles to include more descriptions about the type of areas in which they specialise. Their biographies were also updated. This makes it much easier for the clients to identify the appropriate therapist who best suits their needs.

SOCIAL ENTERPRISE AWARD

MyMind was delighted to win the 2019 award for Best Social Enterprise at the All Ireland Community and Council Awards. The winners were announced by RTÉ's Marty Morrissey at a gala awards ceremony at Croke Park Stadium on Saturday 9th February 2019. The All Ireland Community and Council Awards highlight and recognise communities and councils working together, bringing national recognition to projects and developments that may otherwise go unrecognised. Town, Borough, City and County Councillors across the island of Ireland nominate projects across 20+ categories that demonstrate the work implemented through unique projects that enhance their local area for the good of the community. MyMind is particularly proud of this award when considering the high calibre of the other finalists including GIY Growbox, Meals 4 Health, Sailing into Wellness, and Social Farming Ireland.

4.2 MEDIA



Limerick's Newspaper since 1889
LIMERICK LEADER

Independent.ie

IMAGE
MAGAZINE

RTÉ
RADIO 1

SHONA
The Survival Kit for Girls



4.3 OUTREACH AND COLLABORATIONS

1. LOVE D8

MyMind took part in a special celebration of all things Dublin 8 at Saint Patrick's Cathedral, Dublin on Tuesday, 26th February. This event, held in partnership with The Liberties Dublin, allowed an opportunity for local organisations to showcase what they do. In addition to local companies and groups taking part, there were also pop-up performances and talks as well as a host of other activities, food and fun.

2. STEWART CONSTRUCTION MENTAL HEALTH TALK

MyMind also provides Mental Health Talks and Workshops for companies and groups. It boosts morale and lets company employees know of the services available to them, should they ever need them. Thank you to all the staff at Stewart Construction for the warm and friendly audience in June, and to Lorraine, one of MyMind's mental health professionals who conducted the talk.

3. CARS 'N' COFFEE FUNDRAISING EVENT

In May 2019, Brian Whelan and Davy Stockbrokers with the support of Gonzaga College S.J. and its Past Pupils Union organised a very successful fundraising event for MyMind, with over €10,000 in donations raised at the event. This is the biggest single amount of donations raised through a single fundraising event for MyMind. We are extremely grateful to all those involved in organising the event and to all those who donated so generously.

4. MENTAL HEALTH LEADERSHIP EXCHANGE IN WASHINGTON

In September 2019, Krystian Fikert, MyMind's CEO, attended the 2019 International Initiative Mental Health Leadership (IIMHL) Exchange in Washington. The IIMHL (www.iimhl.com) is a unique international collaborative that focuses on improving mental health, addiction and disability services. IIMHL is currently a collaboration of nine countries: Australia, England, Canada, New Zealand, the Netherlands, the Republic of Ireland, Scotland, Sweden and the United States of America. In addition to being an important network for MyMind, this

meeting gives the opportunity to network and participate in knowledge-sharing with mental health professionals from other countries.

5. SIT IMPACT BOOTCAMP 2019

Each year, the European Investment Bank (EIB) organises the Social Innovation Tournament and Social Innovators and Transformers Impact (SIT) Bootcamp. This initiative is designed to help social entrepreneurs mobilise resources and scale their impact to change the world, and is a one-week full-time executive training programme which helps participants to develop strategies and operational plans to scale and pitch their businesses. Both the CEO and the Operations Manager attended the first module of the Bootcamp in Amarante (Portugal) and in the second module of the Bootcamp in Lisbon (Portugal).

LAUNCH OF THE HSE NATIONAL OFFICE FOR SUICIDE PREVENTION ANNUAL REPORT

In August 2019, the HSE National Office for Suicide Prevention (NOSP) launched its 2018 Annual Report. MyMind's CEO attended the launch, representing MyMind as one of the selected NGOs which is playing an active role in developing and implementing the Connecting for Life Strategy, a programme which aims to reduce suicide in Ireland.

HEALTH SUMMIT - BRATISLAVA

In April 2019, MyMind participated in a Future of Health 2019 meeting in Bratislava. This event is primarily aimed at industry professionals interested in healthcare innovations. Krystian Fikert, MyMind CEO, shared his experience and lessons of e-mental health and online technology as an avenue to increase access to mental health support.

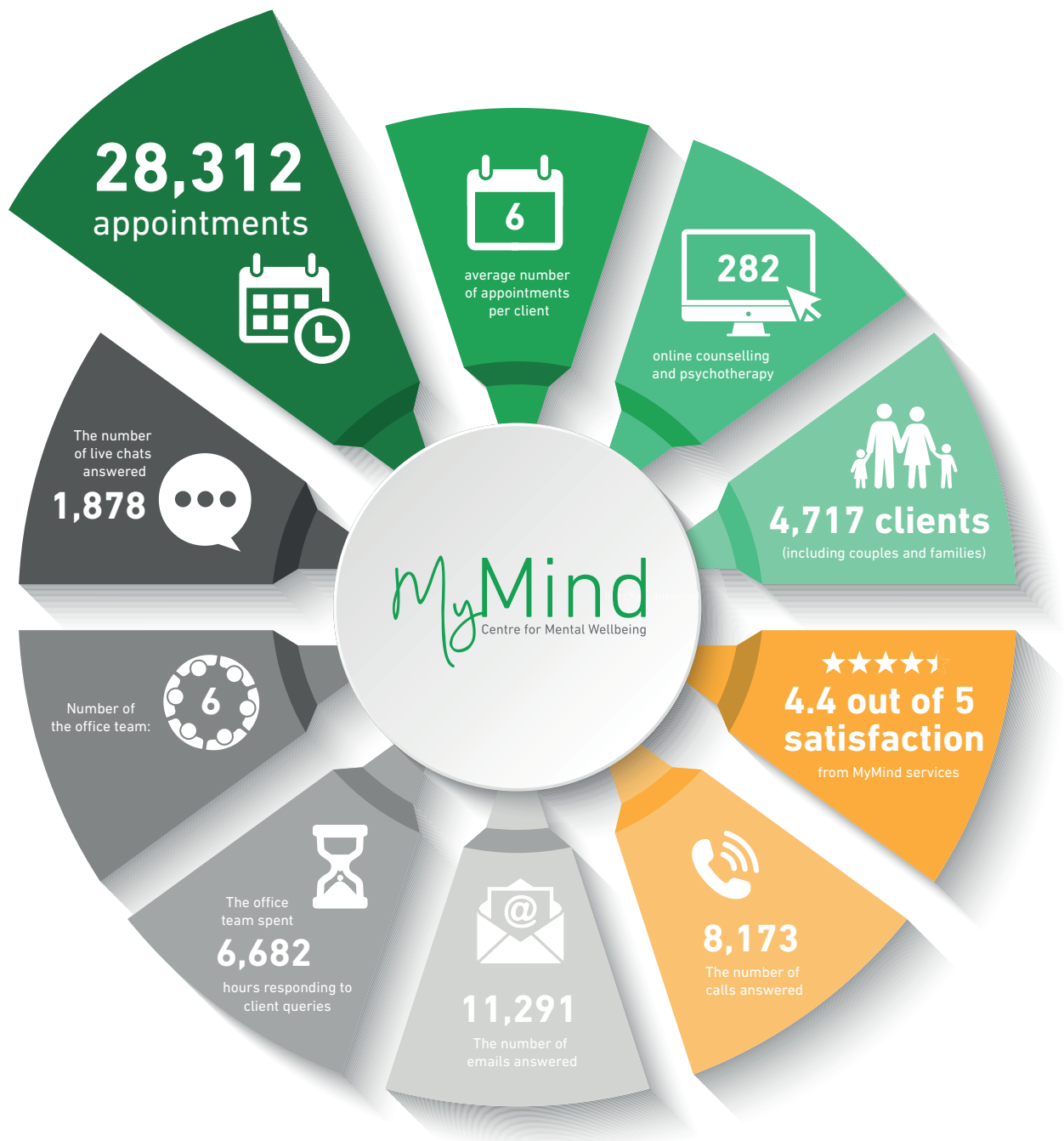
SUMMER GARDEN FETE - COMMUNITY MENTAL HEALTH CENTRE IN LIMERICK.

In July, Patrick Fitzgerald and Sinead Fahy attended the Summer Garden Fete - Community Mental Health Centre in Limerick.

5. STATISTICS



STATISTICS FOR 2019



Average client age: **33**

Youngest client: **5**

Oldest client: **67**

Number of active mental health professionals in 2019:

126

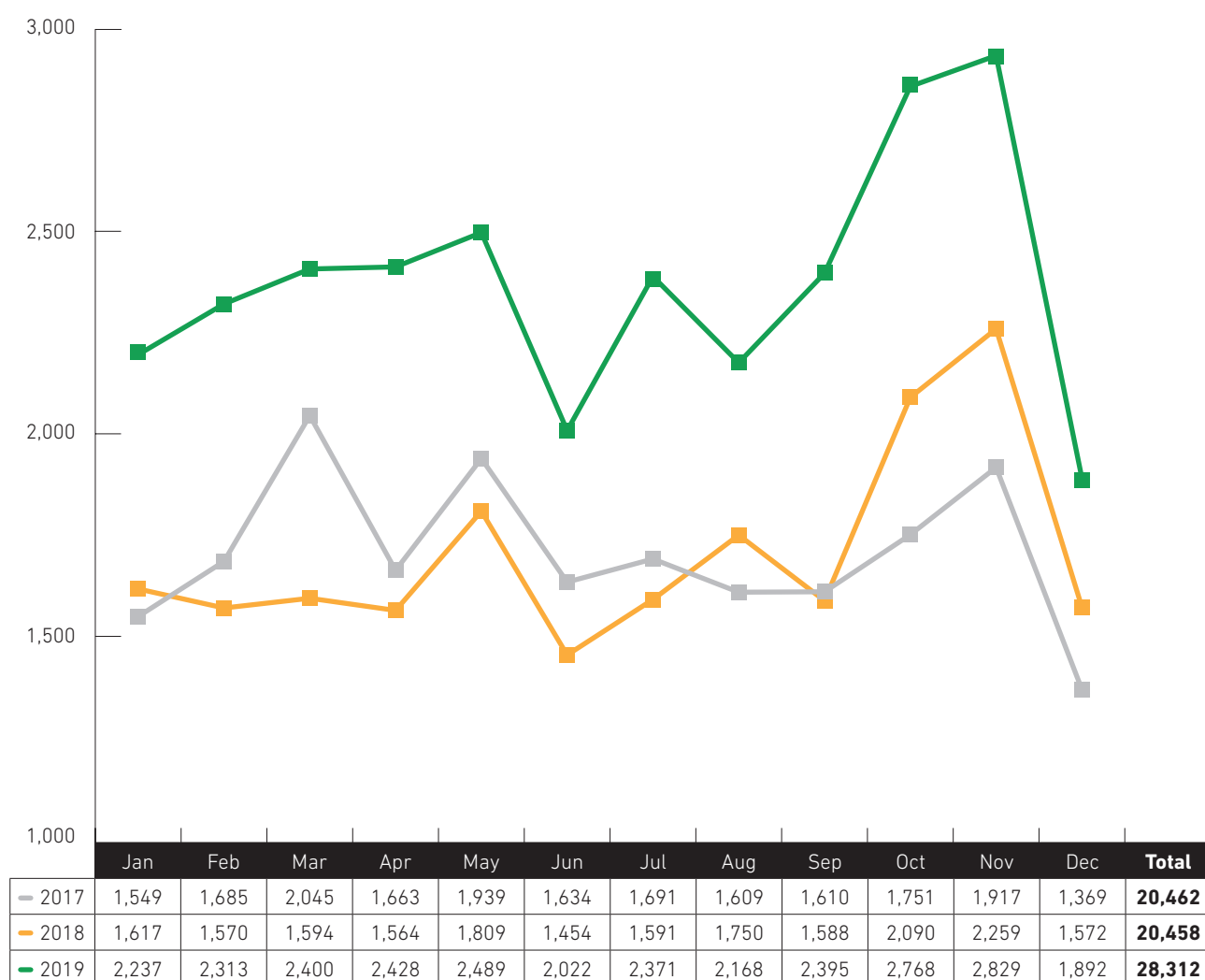
Number of MyMind Members:

10

5.1 APPOINTMENTS BREAKDOWN

2019	Face to face	Online	Total
Dublin 6	6,997	161	7,158
Dublin 1	5,338	99	5,437
Dublin 8	4,194	58	4,252
Cork	6,880	386	7,266
Limerick	3,352	42	3,394
Members	163	494	657
Remote sessions	-	148	148
Grand total	26,924	1,388	28,312

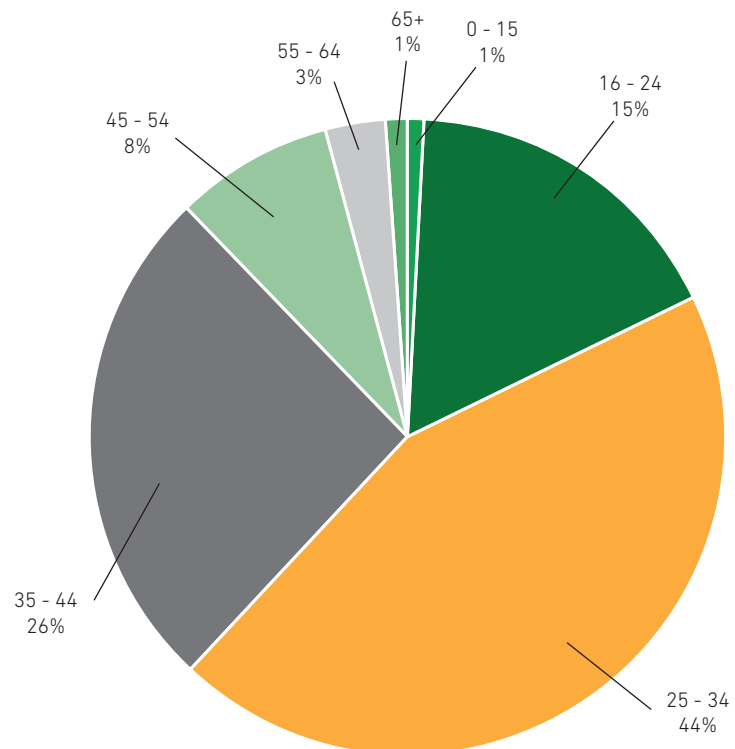
NATIONAL APPOINTMENT CHART (2017, 2018 AND 2019)



5.2 CLIENT PROFILES

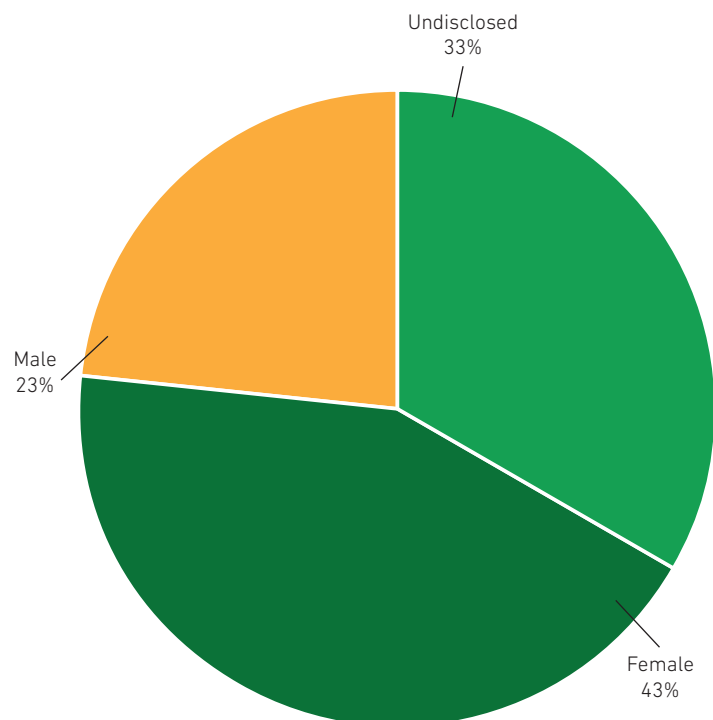
AVERAGE AGE 33 YEARS OLD

- 0 - 15 years old: 1%
- 16 - 24 years old: 17%
- 25 - 34 years old: 44%
- 35 - 44 years old: 26%
- 45 - 54 years old: 8%
- 55 - 64 years old: 3%
- 65+ years old: 1%

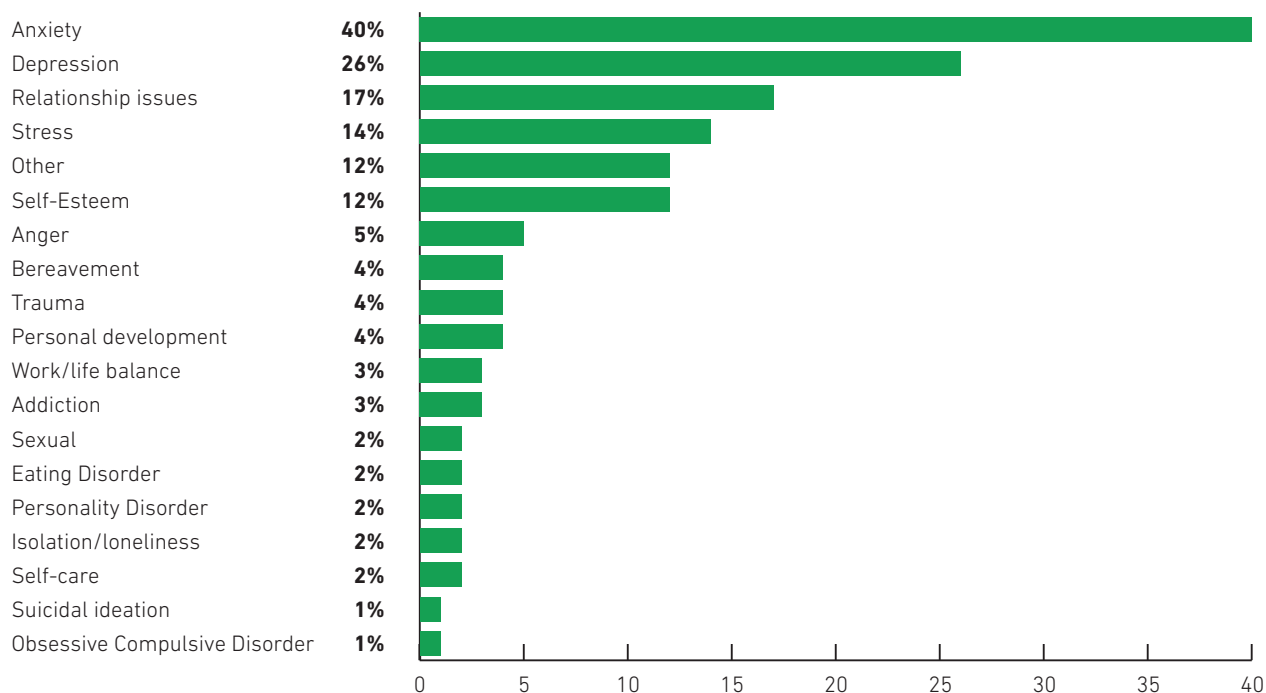


GENDER PROFILE

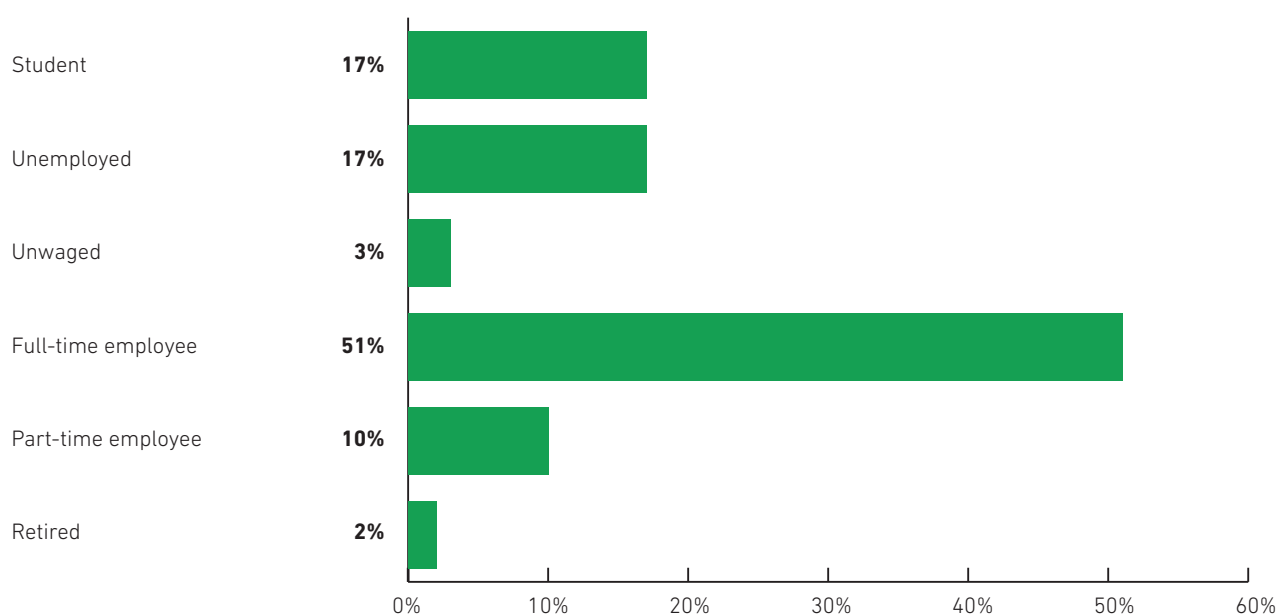
- Undisclosed 33%
- Female 43%
- Male 23%



5.3 CLIENTS' PRESENTING ISSUES



5.4 CLIENTS' EMPLOYMENT STATUS



5.5 BREAKDOWN OF NATIONALITIES

BREAKDOWN OF NATIONALITIES



67.5% Irish



5.6% Polish



4.5% Brazilian



2.4% Spanish



2.3% British



2.2% American



2.1% Italian



1% French



1.2% German



1% Canadian



0.8% Indian

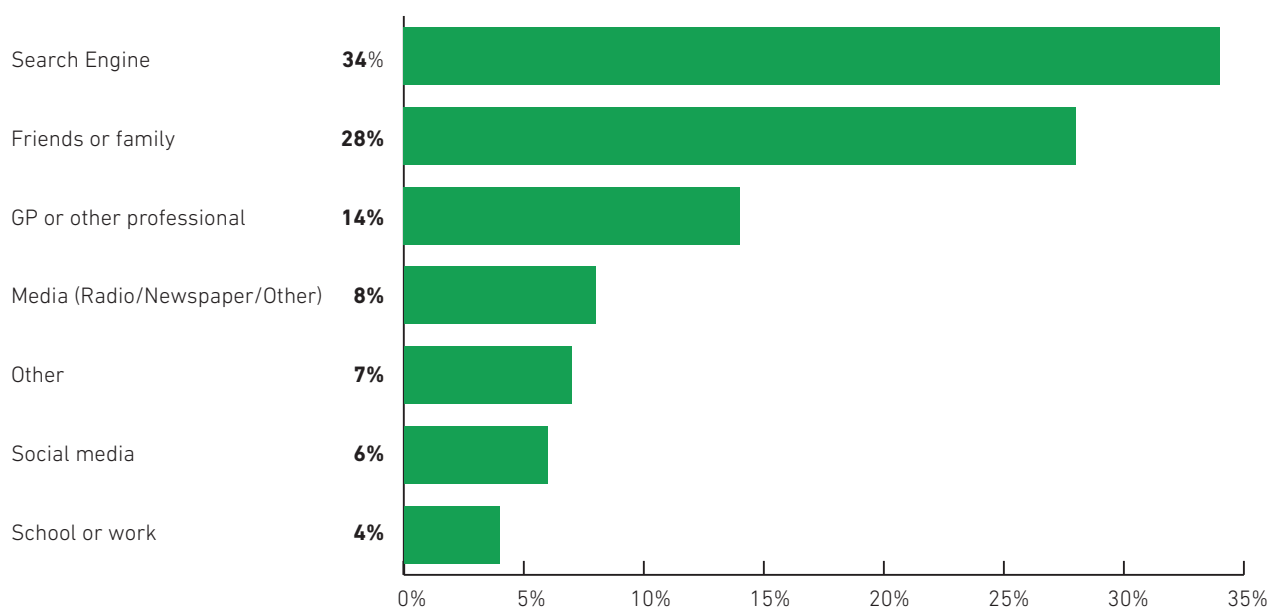


0.7% Mexican



8.4% Others

5.6 HOW DID YOU HEAR ABOUT US?



6. TESTIMONIALS





OUR CLIENTS

"Love the space in MyMind. Relaxing and great service and the ease of booking appointments and paying online makes it so easy. Also, the diversity of counsellors is excellent. Love my counsellor and the work we've done together. Highly recommend MyMind to anyone looking to explore counselling."

Client, MyMind Cork

Highly competent and compassionate support at a reasonable cost."

"I couldn't be more grateful for finding MyMind."

Client, MyMind Dublin

OUR SUPPORTERS AND PARTNERS

The HSE National Office for Suicide Prevention (NOSP) is very pleased to support the work of MyMind, specifically their provision of affordable counselling for younger people and more vulnerable, priority groups during 2019.

This partnership is carefully aligned with Connecting for Life, Ireland's National Strategy to Reduce Suicide. This multi-faceted strategy sets out a vision of an Ireland where fewer lives are lost through suicide, and where communities and individuals are empowered to improve their mental health and wellbeing.

The NOSP has a central role in driving this strategy and monitoring its implementation across numerous, multi-sectoral agencies and partners. But a wide variety of suicide prevention and mental health NGOs, like MyMind, take on a hugely critical role, on the front line.

The provision of affordable counselling from MyMind (especially online) is supportive of two specific goals in Connecting for Life – "to enhance accessibility, consistency and care pathways of services for people vulnerable to suicidal behaviour" (goal 4) and "to ensure safe and high-quality services for people vulnerable to suicide" (goal 5). These are extremely important streams of work that require strong ongoing partnership approaches if we are to realise our collective vision of an Ireland where fewer lives are lost through suicide.

**John Meehan, Assistant National Director, Mental Health Strategy & Planning,
Head of National Office for Suicide Prevention, HSE**



Seirbhís Sláinte
Níos Fearr
á Forbairt

Building a
Better Health
Service



Connecting for Life

"Our service provides emergency accommodation for families experiencing homelessness. Homelessness can have a detrimental impact on children's mental health. Many feelings can be associated with the traumatic event of becoming homeless, loss of stability and security, shame, anxiety to name a few. As adults, we find it difficult to process these feelings not to mind as a child. Some of the children who have been through our service have availed of the support of MyMind. The team in MyMind made the service easily accessible to families. We as a team could see first-hand the positive outcomes such as enhanced emotional regulation and increased sociability. We observed that, following the sessions, children seemed better able to resolve conflicts in a more appropriate manner. We hope to continue working with MyMind in the future."

Emma Barry, Deputy Manager, Redclyffe, Family Hub, Cork



7. CLINICAL



7.1 CLINICAL TEAM

The Clinical Team is crucial in creating the necessary policies, procedures and processes which allow for the continuous growth and development of the organisation. One of the key activities undertaken by the Clinical team is the organisation of CPD events including bespoke training and peer support meetings for MyMind's mental health professionals (MHPs).

Some of the key points and achievements of the clinical team are listed below:

- Continuously supporting mental health professionals in their clinical queries:
 - Introducing a clinical support phone call for new hires
 - Follow up email or phone call in emergency/crisis reporting
 - Phone calls providing clinical support to our mental health professionals

- Closely monitoring Quarterly Reviews in order to involve and include the voice of team members in the process of organisational development
 - Each professional was contacted by a member of the clinical team which created an opportunity to ask questions, clear doubts and collect feedback
- Development of MyMind at Work programme to help promote MyMind's mission and vision and allow the opportunity for further development of MyMind's Employee Assistance Programme (EAP).
- Involvement in HSE project - Best Practice Guidance for Suicide Prevention
- Active involvement with media and creation of series of articles for our blog
- Review and updating of Child Protection Policies for the organisation.

7.2 CPD FOR MENTAL HEALTH PROFESSIONALS

In MyMind, it is very important to ensure that our team members are qualified to the highest standard. To that end, Continuous Professional Development training for MyMind Mental Health Professionals is conducted regularly. Training is also delivered in an affordable manner as well as being varied in subject and delivery. In 2019, the Clinical Team organised six training sessions — three face to face and three online. These sessions were free of charge and up to 100 professionals from all of our centres availed of these training opportunities.

List of training sessions in 2019:

Online:

- EMDR: A Closer Look
- Gottman Couples Therapy Level 1
- Gottman Couples Therapy Level 2

Face to face:

- Working with substance addiction in individual therapy
- Working with behavioural addiction in an individual therapy setting
- Sexual identity training

7.3 PEER SUPPORT GROUP

From 2019, the Clinical Team has organised peer support on a monthly basis for the team of mental health professionals in the Cork, Limerick, Dublin 8 and Dublin 6 Centres. Throughout the year groups met 34 times providing attendees with space for guidance, support and an opportunity for connecting with other team members. On average 4-5 cases were discussed in each meeting.

A word from our peer support co-ordinators:

"I feel peer supervision helps not only getting perspectives on cases but also building team camaraderie and helping therapists meet and get to know each other at a professional and organisational level."

Patrick Fitzgerald, MyMind Limerick

"My overall experience was absolutely fantastic, it was a great opportunity to meet people, hear about different approaches which professionals use. The group was very open-minded and non-judgmental which was very helpful to all of us. I felt that each time we were learning something new and very useful. In my opinion, it is essential for the organisation to have a Peer Support Group where people can meet, share and discuss in a safe place."

Marta Jaworska, MyMind Cork

SUPPORTERS AND FRIENDS



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive



National Office
for Suicide
Prevention



An Ghníomhaireacht um
Leanaí agus an Teaghlach
Child and Family Agency

A&L Goodbody



ARTHUR COX



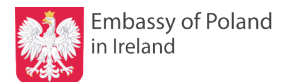
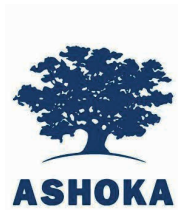
THE IRELAND FUNDS



A THOMSON REUTERS FOUNDATION SERVICE



WORKING TOGETHER FOR MENTAL HEALTH



St Patrick's
Mental Health Services



9. MYMIND TEAM





9.1 MENTAL HEALTH PROFESSIONALS

In 2019, MyMind had a team of 126 mental health professionals providing access to affordable mental health services for our clients in more than 15 different languages including Polish, Spanish, Portuguese, Russian, Hungarian, Italian, French, and German.

Our mental health professionals;

- Adhere to a strict Governance Code
- Attend quarterly team meetings
- Complete quarterly clinical reviews
- Give frequent feedback to the organisation
- Avail of regular Continuous Professional Development (CPD) opportunities provided by MyMind.

9.2 MYMIND MEMBERS

In 2019, the MyMind Members programme continued to grow and has given MyMind a nationwide physical presence, expanding our reach to those living in areas which have inadequate mental health services.

To date, MyMind has Members in counties including Roscommon, Sligo, Louth, Donegal, Carlow, Kilkenny, Meath, and Tipperary.

9.3 LETTERS FROM OUR TEAM

ANNA NAUKA, CLINICAL TEAM MEMBER

I have been working in MyMind since 2013 as a psychologist and since 2018 as a clinical specialist. From the beginning I felt a part of the team and I was encouraged to engage in the life of the organisation. As a freshly graduated psychologist MyMind supported me in gaining experience, learning to collaborate with other professionals and building new skills in continuous development training. At every step of my professional journey I received opportunities to grow as a mental health specialist.

The most recent opportunity I was given is in the role of clinical specialist. This role allows me to support other members of the team and be an active participant of building the workspace that supports employees and their personal and professional development. Furthermore I'm part of the dynamic team creating a mental health service that is effective, affordable, safe and available to every person in need.

MyMind is not only an encouraging, supportive workplace, more importantly MyMind is a social enterprise deeply committed to the mission of making mental health support in Ireland equal and easy to access for everybody. Currently our team provides therapy in over 15 languages, we offer a sliding scale of fees, and we have built an innovative platform for providing therapy online. This all makes our service truly inclusive, even for the most vulnerable in the community. For me helping others was one of the main motivations in choosing this line of work. It is truly a privilege to work for the organisation that makes it possible and be an active part of the change that MyMind brings into the Mental Health Care sector in Ireland.

BARBARA MAHON, MYMIND PSYCHOTHERAPIST

As a pre-accredited psychotherapist, being part of the myMind team has allowed me to continue to grow and develop professionally in a highly supportive environment. From the moment I came in contact with the MyMind team, the strong work ethic and drive to provide the best possible service to the benefit of both therapists and clients was evident. The comprehensive on-boarding process allowed me to feel comfortable with my new working environment, while still allowing for a sense of autonomy in the work. The online tools provided by the MyMind platform aids greatly with this also. It is not uncommon to hear anecdotally of pre-accredited therapists in Ireland feeling somewhat unrecognised while on their journey to acquiring the necessary practice hours for full accreditation. At MyMind however, a pre-accredited therapist is treated with the same level of esteem accorded to a fully accredited therapist. Feeling respected and recognised as a mental health professional while making a significant career transition lends an extra sense of confidence in the work.

Practicing as a psychotherapist can be a solitary experience, but at MyMind, there is a very strong sense of being part of a larger community. Regular online team meetings have allowed me to feel fully connected to the organisation, even as a part-time member of staff. The peer support groups have been an invaluable source of support and inspiration, fostering contact with therapists from various backgrounds, who I otherwise would never have had the chance to interact with. Added to that, the online training and CPD opportunities have allowed me to evolve and improve my skills set.

Overall, I feel I have been very lucky to have had the opportunity to be part of the MyMind team. As a not-for-profit social enterprise, I feel that the values of the organisation are in line with my own — creating an even greater sense of cohesion in the work. There is a sense of clear communication and support towards both clients and employees that can frequently, in my experience, be absent in an organisation. I look forward to seeing MyMind continue with its mission to influence how mental health services are offered and delivered in Ireland.

9.4 OFFICE TEAM

There are currently six members of the operational team providing support to the CEO:

CESAR SUGITA
Senior Operations Manager

KEVIN O'CONNOR
Senior Operations Specialist

SUE CARROLL
HR Generalist

GRÁINNE O'ROURKE
Head of Communications

PAULINE WILLIAMSON
Head of Finance & Strategy

MICHAELA CROSS
Operations Specialist

9.5 BOARD OF DIRECTORS

MyMind would like to express our sincere appreciation to our voluntary Directors for their continued efforts and dedication to the organisation and our cause. They are:

JOHN TRAVERS

(joined in July 2015, Chairperson elected in November 2016)

John was the founding CEO of three clean energy businesses in Ireland and the UK and previously worked as a manager at McKinsey and Shell International. He has worked as a healthcare volunteer in Ireland, East and West Africa and India. John studied both engineering and medicine at UCD and completed an MBA at Harvard. He has published two books.

DR PAUL SCULLY

(joined in 2012)

Consultant Psychiatrist at St. James's Hospital

JUDE FARRELL

(joined in July 2015)

Jude is a communications specialist with extensive experience in Global Technology organisations. Jude has worked at Google, Primark Ireland and is currently a manager at Intercom.

BRIAN MULVIHILL

(joined in July 2015)

Brian is currently Finance and Investment Manager at Irelandia Investments. He worked for 4 years at KPMG Dublin where he trained as a Chartered Accountant (ACA). He worked at GE Capital prior to joining Irelandia.

He is a member of the Board of Directors of The Gaelic Players Association (GPA) where he also acts as Company Secretary and sits on their Finance Committee. He holds an Hons Bachelor of Commerce degree from University College Cork.

ROBERT A BOURKE

(from January 2017 until December 2019)

Robert obtained a BA in Business, Economics and Social Studies from Trinity College Dublin. He gained employment experience with Guinness Ireland Group, Zerflow Information Security, the Health Service Executive and Enterprise Ireland. During this time he also obtained a Diploma in Legal Studies and subsequently a degree of Barrister-at-Law from the King's Inns. Robert has been practising at the Irish Bar since September 2007. He is also an Associate Lecture in Business and Company Law at the Institute of Public Administration.

ANNE D'ARCY

(joined in December 2018)

Anne D'Arcy has 25 years experience in Human Resources and is currently Head of HR at Google for their Large Customer Sales business in Dublin. Prior to joining Google, Anne worked in a variety of HR and consulting roles across many industries including General Electric, Accenture and Aer Lingus. She holds an Hons Bachelor of Commerce degree from University College Dublin, and was also a Fellow of the Chartered Institute of Personnel & Development (CIPD).

Get in touch

Call: 076 6801060

Email: hq@mymind.org

Or visit mymind.org

To book an appointment: app.mymind.org



MyMind
Registered Company in Ireland 434008.
CRA number 20065812
Charitable status CHY 17600.
© Copyright, all rights reserved