

2020

ANNUAL REPORT



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.	How we help	08
4.	Spotlight on 2020	10
4.1.	MyMind's response to the Covid-19 Pandemic	11
4.2.	Awards and Achievements	12
4.3.	MyMind in the Media	13
4.4.	Partnerships and collaborations	14
5.	Statistics	15
5.1.	Statistics Summary 2020	16
5.2.	Appointments Breakdown	17
5.3.	Clients Profile	18
5.4.	Presenting Issues	19
5.5.	Client Employment status.....	19
5.6.	Client Nationalities	20
5.7.	How did you discover MyMind?	20
6.	Client Testimonials	22
6.1.	Our Clients: Brenda	22
6.2.	Our Clients: Maura	22
6.3.	Our Clients: Limerick	22
6.4.	Our Clients: LGBT Ireland	23
7.	Clinical Management	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.	Letters from our team	29
9.3.	MyMind Members	30
9.4.	Operational Team	30
9.5.	Board of Directors	31



A message from MyMind Founder and CEO Krystian Fikert

2020 was a year like no other!

MyMind began the year with high hopes to continue the progress we had made in 2019 and to provide even more mental health counselling support throughout Ireland, both face-to-face and online, in an affordable and accessible way.

Then on February 29 Ireland had its first case of Covid-19 resulting in what we now know became a global pandemic. Following the March lockdown in response to the pandemic, MyMind moved swiftly to switch its services fully to our online platforms. This took a tremendous amount of effort and resilience on the part of the entire team and thanks is due to them all for the fantastic way in which they responded to this unforeseen set of circumstances.

As technology plays a vital role in MyMind's services which are built on a bespoke and secure technological platform, and as demand for online services had already grown substantially in 2019 — we were already delivering at least 10% of our appointments in the online environment — we were fortunate in being able to make the necessary adjustments relatively quickly and by May we were fully operational online.

We found that there was some slight resistance initially among some clients to engage with the online service. We believe that this was entirely natural for a couple of key reasons: the level of uncertainty about how long the pandemic would last meant that many thought it would be possible to have face-to-face appointments very quickly, so there was a kind of holding out for normal services to resume. Furthermore, there is a belief that face-to-face interactions in a therapeutic context are more effective than an online session, and clients were worried that they would miss out. Clearly, the Covid-19 pandemic has challenged a lot of these assumptions, and as the pandemic showed no signs of easing, more and more clients, and therapists, engaged with the online service.

Covid-19 has presented a range of problems in daily living which have led to increased challenges to people's mental health and 2020 went on to become our busiest year to date with the delivery of 35,451 appointments. In addition to our regular activity, we received funding from Sláintecare to provide free appointments to those directly affected by Covid-19 including those who had been bereaved, those who had lost their jobs, and frontline workers. Under this

programme, we delivered 9,285 appointments to the end of December 2020. In further support of those affected by the pandemic, we designed a series of four free webinars hosted by our therapists to offer help and support to people who are struggling on a daily basis with the realities of the Covid-19 pandemic. These webinars are all available on MyMind's YouTube channel.

Having launched our newly designed website in late 2019, 2020 presented many opportunities to improve navigation and in late 2020 we launched a user experience (UX) project to make further advances to the ways in which our clients and therapists can engage with the website. Our thanks to the HSE for providing funding towards this project.

In spite of the challenges presented by Covid-19, MyMind continued to provide our team of Mental Health Professionals with ongoing CPD and other training resources. As Covid-19 has driven the demand for online services we will continue to prioritise improvement of our technologies to make sure that all our stakeholders have a helpful and fulfilling experience.

As we look ahead to 2021, and the continued uncertainty presented by the Covid-19 pandemic, MyMind will continue to provide high quality services which are easy to access and at affordable rates. We will continue to provide discounted rates to those who are not in full employment but who are in need of mental health supports. MyMind believes that everyone who needs access to mental health supports, particularly in the context of early intervention, should have access to that support. Therefore, we will continue 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.

Finally, for now, I would especially like to thank all the Mental Health Professionals and all the staff for their sterling work during a very challenging and difficult year. Through the efforts of all the team, MyMind has been able to carry on its work in serving the needs of those in need of mental health counselling services, and we will continue to do so into 2021.

Krystian Fikert
Founder and CEO



Message from MyMind Chairperson

Brian Mulvihill

As we embarked on our work for 2020, we could not possibly have envisaged what was in store for us. As the year went on, we became only too familiar with the many difficulties that the Covid-19 pandemic presented for us all, and in particular the challenges for our mental health. Through careful planning and great dedication and effort on the part of the MyMind team, I'm pleased to say that MyMind rose quickly to these challenges and by May had pivoted all counselling services to our online platform in addition to a phone service being available to those who did not have access to, or did not wish to use, online technologies.

Like many other organisations, the pandemic had a negative impact on our service provision, though fortunately in MyMind's case only for a short time. While people waited to see what would happen, clients and therapists alike, we provided less appointments in March and April than we would during normal times. However, as the pandemic showed no signs of going away, and people's mental health became ever more challenged, the need and demand for our services grew and 2020 has been our busiest year to date with 35,451 appointments being provided to 5,025 clients. This represents growth of over 25% on the previous year. Over 9,000 of these appointments were provided through our Sláintecare-funded project which provided free counselling services to those most affected by Covid-19 including those on the frontline, those who had suffered bereavement or job loss, and those dealing with the increased burdens of stress and anxiety. All told, during 2020 MyMind's services have positively impacted on many lives, helped to lift many burdens, and allowed people a safe space — online and face-to-face — to promote mental wellbeing in a professional, insightful and compassionate environment.

In spite of the necessary move towards online therapy, MyMind continued to maintain the highest standards at its physical locations in Cork, Dublin and Limerick, particularly in relation to the public health measures which were required. During periods when the restrictions were lifted some clients and Mental Health Professionals returned to the face-to-face sessions, in keeping at all times with public health guidelines, and MyMind is pleased to have had that level of flexibility and safety for its clients and Mental Health Professionals during 2020.

The recent OECD/EU Commission bi-annual report Health at a Glance: Europe 2020 shows that the COVID 19 pandemic has increased the risk of development of various mental health conditions, particularly among young people and people in lower-income groups. This means that MyMind's work in providing affordable and accessible mental health counselling services has never been more important and will remain so for many years to come as the fallout from the pandemic continues to be felt.

During 2020, our esteemed colleague John Travers stepped down from his role as Chairperson of MyMind's Board. I would like to take this opportunity to thank John most sincerely on behalf of the Board and the Executive Team for his tireless work since 2015 in the cause of making mental health care accessible and affordable to all. During John's tenure MyMind saw tremendous growth both in the availability of physical locations and the number of additional appointments we were able to provide through our ongoing investment in technology.

MyMind receives pro-bono support from a number of organisations. This support helps us greatly in achieving our objectives and I would like to record our gratitude to those organisations and individuals who assist in this way.

I would like to sincerely thank my fellow Board members who give so generously of their time and expertise in pursuit of MyMind's goals.

Above all, I would like to acknowledge and sincerely thank our hard-working team of Mental Health Professionals and our staff for their dedication and professionalism in what has been an extremely tough year

We wish you good health, mental and physical, in the year ahead. Stay safe.

Brian Mulvihill
MyMind Chairperson

03

ABOUT US



MyMind was set up as a not-for-profit social enterprise with charitable status in 2006 in order to address the gap between the public and private mental health 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. MyMind is a social enterprise and our social mission is at the heart of all that we do. MyMind believes that everyone who needs access to mental health supports, particularly in the context of early intervention, should have access to that support. Our high quality services are easy to access and at affordable rates.

MyMind's Vision is that everyone has quick and easy access to affordable mental health services. At MyMind, we believe our work addresses a major social need, and provides positive outcomes for those impacted by mental health issues. Our emphasis on early intervention means that people have the best chance of getting back to a positive frame of mind sooner and with lasting results.

MyMind fees are charged on the basis of employment status, allowing for example the unemployed, full time students or seniors and retired people to access our services at reduced rates. Revenue generated from our full fee clients, in addition to grant funding, allows us to offer discounted fees to those most in need. In addition to affordability, we believe that timely access to services is essential. Therefore, it is easy for a client to self-refer to MyMind, meaning that there is no need to seek a GP or other referral pathway. MyMind has a nationwide presence with centres in Cork, Dublin and Limerick, and online services form a substantial part of our activity, particularly since the Covid-19 pandemic has resulted in so many restrictions on the movement of people. Furthermore, MyMind has a multidisciplinary, multicultural team of over 120 therapists which provides services in more than 15 languages, enabling us to serve the migrant population in a meaningful way.

At MyMind, we are proud to know that our services and the work we do has a positive impact on the lives of individuals and their families, communities, and Irish society as a whole.

From the outset, MyMind was clear that the process of accessing affordable and timely mental health services needed to be as easy and seamless as possible for our clients and therapists to use.

Therefore, we have tailored our services according to the needs of our clients, and we consistently work to make sure that our clients and therapists alike are able to focus on what's really important — the recovery journey. Undertaking therapy can be a big step for many people and so we needed to make sure that our clients feel that their wellbeing and security is paramount. MyMind's specially designed system allows the client to take control of their own journey secure in the knowledge that their sessions and any personal information is held safely and securely. Each client has a unique account through which, after the initial set-up, they can book their own appointments and manage their own therapeutic journey in partnership with their therapist.



ONLINE

MyMind has been offering ONLINE therapy sessions since the organisation was set up in 2006. These sessions are delivered via our bespoke video conferencing platform which integrates seamlessly 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, and is able to reduce the stress that can often be caused by having to travel to and from appointments. During the Covid-19 pandemic, our online service has proved to be invaluable to so many clients and therapists and has meant that the necessary public health restrictions have not impacted negatively on our clients' access to the service.

For someone who is new to MyMind or indeed to therapy itself, MyMind also offers live chat support as part of its service, 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 2020, the Office Team responded to 2,058 live chat queries, an increase of 10% on the previous year.

If a client is not comfortable using this kind of 'live chat' technology, then our Office Team is available to take a phone call or respond to an email. Our customer service ethos is very simple, to make the process of finding out about and engaging with our services as easy and stress-free as possible. In 2020, MyMind dealt with 17,383 email queries and 8,599 calls.



FACE TO FACE

FACE TO FACE therapy is where many people, both clients and therapists, are most comfortable. Outside of public health emergencies such as Covid-19, MyMind provides face to face services through its five centres in Cork, Dublin and Limerick. 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 by the client themselves via our appointment system or over the phone with our office team. Client support is always available for anyone who is struggling.

MyMind provides services for a wide range of people who are seeking professional help and wish to speak to a mental health professional: our clients include individuals, couples, children and adolescents. Our multi-cultural and multi-lingual team means that we are able to help many people who might otherwise find it difficult to access mental health services in Ireland.

Due to the Covid-19 pandemic in 2020, face-to-face appointments had to be reduced and in March and April, we were able to turn our services quickly to the online environment. During the last three quarters of 2020, the majority of our appointments were conducted online although some clients availed of access to our physicals centres during periods of relaxed restrictions and according to all public health guidelines in force at the time. 5,025 clients (including couples and families) had an average of 7 sessions during 2020, and MyMind provided a total of 35,451 appointments during the year.

WORKPLACE

MyMind offers an Employee Assistance Programme (EAP), MyMind at Work, which provides counselling and psychotherapy support to staff in the workplace. At MyMind, we recognise the importance of feeling well at work and that if your mental health is in good shape, you are more likely to have greater job satisfaction and to be more productive. Our EAP 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 staff needs with zero wastage

or costly contracts, and gives employees the opportunity to drive their own mental health journey by being able 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.



04

SPOTLIGHT ON 2020



Prior to the arrival of Covid-19 in Ireland, the majority of MyMind's appointments were carried out in one of our five physical centres around the country, face-to-face between client and therapist. Approximately 10% of our appointments were delivered online, mainly we believe because there has been a perception that somehow an online session is less effective than one which takes place face-to-face. While there is evidence to show that a face-to-face session is likely to be more efficacious than an online one, given the personal and intimate nature of the relationship between client and therapist, Covid-19 has brought about significant changes in this regard and both clients and therapists are now more comfortable in the online environment, probably than either would have thought possible.

Public health restrictions in place due to the Covid-19 pandemic in 2020 meant that an alternative to face-to-face appointments had to be found. We found that as Covid-related restrictions came into force in March and April, the normal volume of face-to-face appointments reduced significantly but there was not an accompanying increase in the number of requests for online appointments. Nevertheless, we moved quickly in March to move all our services onto our online platform which involved some technological changes but also training for our therapists, particularly those who had not worked previously in the online environment. In addition, there were process changes which needed to be made from an administration point of view to ensure that those clients wishing to avail of online appointments could do so with relative ease. After all, this was new territory for most of us! Fortunately for MyMind, as we had already had online capability before the Covid-19 pandemic emerged, we were able to make these transitions quite quickly and by May 2020 we were fully operational in the online environment and in a position to provide all our appointments in a virtual setting.

By May too, many people had realised that the pandemic was here for the foreseeable future and were able to make the mental adjustments required to move from face-to-face to the virtual appointment setting. Obviously, MyMind sees this reluctance to make the transition as being entirely understandable for a couple of key reasons: the level of uncertainty about how long the pandemic would last meant that many thought it would be possible to have face-to-face appointments very quickly, so there was a kind of holding out for normal services to resume. In addition, and as mentioned above, there was a question about the effectiveness of an online therapy session versus a face-to-face one.

During the last three quarters of 2020, the majority of our appointments were conducted online although some clients availed of access to our physicals centres during periods of relaxed restrictions as our centres re-opened with reduced capacity in order to adhere to all the public health guidelines.

As the pressures which came with the Covid-19 pandemic increased and people continued to deal with the challenges of job losses, bereavement, and the isolation and loneliness resulting from prolonged periods of lockdown, MyMind saw an increase in the numbers of people seeking help, primarily for stress, anxiety and depression. As we were delivering largely online, we were able to meet this demand, with the ongoing and unflinching support of our team of therapists, many of whom gave additional hours to the service during this period. The Covid-19 pandemic has meant that 2020 has been our busiest year since the service was first established in 2006.

In addition, through funding from the Sláintecare Integration Fund, we were able to deliver a specific project of free appointments for those directly affected by Covid-19 through job loss, bereavement, being a frontline worker, etc. At the end of 2020, 1,185 clients had availed of 9,285 appointments through this project.

MyMind is very conscious of its role in the promotion of good health and wellbeing, and continues to incorporate the Sustainable Development Goals of the United Nations Development Programme under its 2030 agenda into its work (<https://www.undp.org/content/undp/en/home/sustainable-development-goals/goal-3-good-health-andwell-being.html>) 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.

The recent OECD/EU Commission bi-annual report Health at a Glance: Europe 2020 shows that the Covid-19 pandemic has increased the risk of development of various mental health conditions, particularly among young people and people in lower-income groups. This means that MyMind's work in providing affordable and accessible mental health counselling services has never been more important and will remain so for many years to come as the fallout from the pandemic continues to be felt.

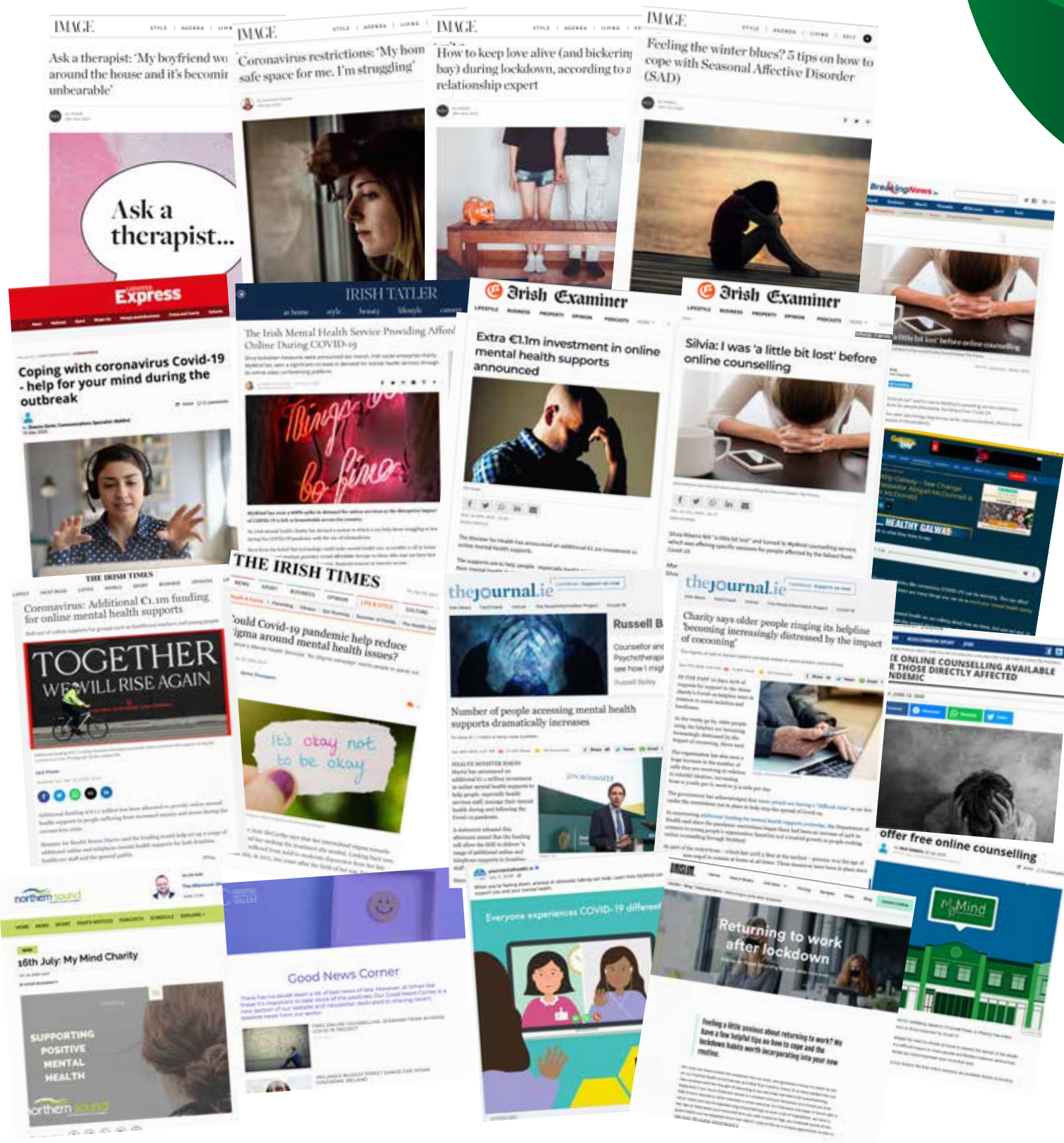
We will apply the lessons that we have learned from the challenges posed by the Covid-19 pandemic as we continue to work to ensure that our clients can continue to function more productively overall and build their capacity to live positively day-to-day. We will also continue to work with our team of therapists and with the wider mental health community in Ireland to promote good mental health practices.

4.2

AWARDS AND ACHIEVEMENTS

2020	<ol style="list-style-type: none"> 1) Social Entrepreneurs Ireland Scale Partner 2) Dublin City Social Enterprise Awards Recipient 	 
2019	All Ireland Community & Council Awards - Best Social Enterprise of the Year	
2018	Social Innovation Fund Social Enterprise Development Fund	
2017	<ol style="list-style-type: none"> 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	<ol style="list-style-type: none"> 1) Ashoka Fellow 2) Social Entrepreneurs Ireland - Elevator Programme Award 	 
2010	Captain Cathal Ryan Scholarship	

4.3 MYMIND IN THE MEDIA



IMAGE

Limerick Express

TATLER

yourmentalhealth

IT

THE IRISH TIMES

LIMERICK LEADER

Galway Bay

thejournal.ie

northern sound

Irish Examiner

CHARITIES INSTITUTE IRELAND

UNISLIM

Breaking News

ROSCOMMON HERALD

HSE Mental Health Services

The HSE Mental Health Services welcome the 2020 Annual Report from MyMind which showcases their very important work over the past very challenging pandemic year.

Mental Health services are pleased to work in partnership and support the work of MyMind, particularly their provision of online counselling services for those affected by Covid-19.

MyMind's model of affordable counselling and their online offering increases accessibility and provides early, affordable, direct services to citizens across the country. Much has been written about the mental health challenges that are and will continue to be created by the pandemic and its aftermath and we are confident that the MyMind service will play an ongoing and important role in addressing those challenges.

Maurice Farnan, Assistant National Director HSE

Social Entrepreneurs Ireland

MyMind's approach to mental health, centring accessibility and fairness has the potential to transform Ireland for the better. Particularly in the context of the global pandemic, there are too many people in Ireland not receiving the mental health supports they need. MyMind's track record of thoughtful innovation means it was no surprise that when the pandemic struck, they had a solution already built to meet the country's needs.

SEI are proud to have partnered with MyMind for many years. We are delighted to be supporting MyMind in greater depth from 2020-2022 through our Scale Partnership Programme. MyMind have demonstrated the power of effective psychotherapy intervention, and the potential of technology and innovative funding models to reach many more people. We are excited to support MyMind scaling their impact over the coming years.

Robbie Semple, SCALE Manager, Social Entrepreneurs Ireland



5.1 STATISTICS FOR 2020





Youngest client: **7**

Average client age: **34**

Oldest client: **71**

Number of active Mental Health Professionals in 2020: **128**

 The number of calls answered: **8,599**

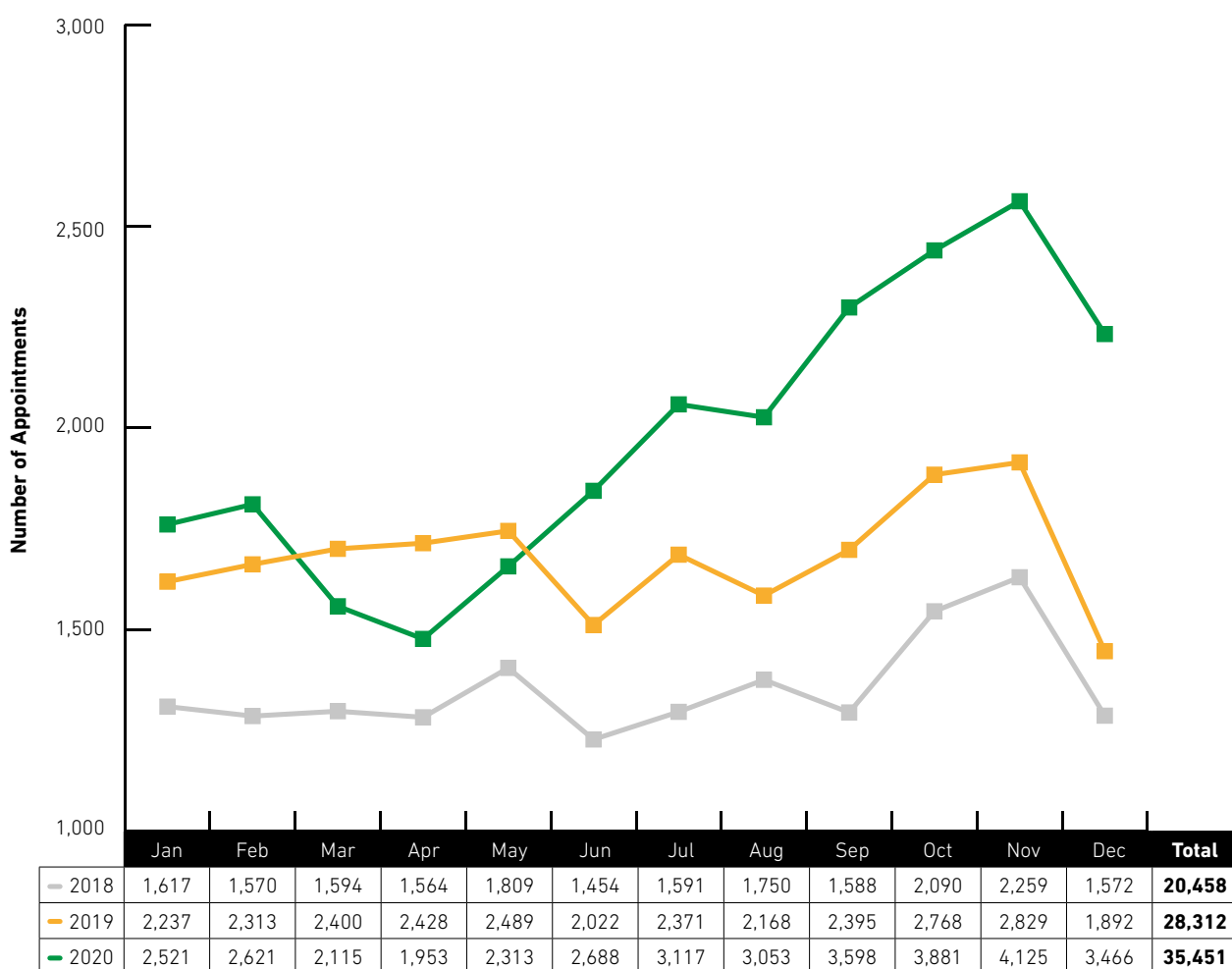
 The number of emails answered: **17,383**

 The number of live chats answered: **2,058**

5.2 APPOINTMENTS BREAKDOWN

2020	Face to face	Online	Total
Dublin 6	2,335	882	3,217
Dublin 1	1,597	468	2,065
Dublin 8	1,350	528	1,878
Cork	2,523	807	3,330
Limerick	831	198	1,029
Members / Remote sessions	0	23,932	23,932
Grand total	8,636	26,815	35,451

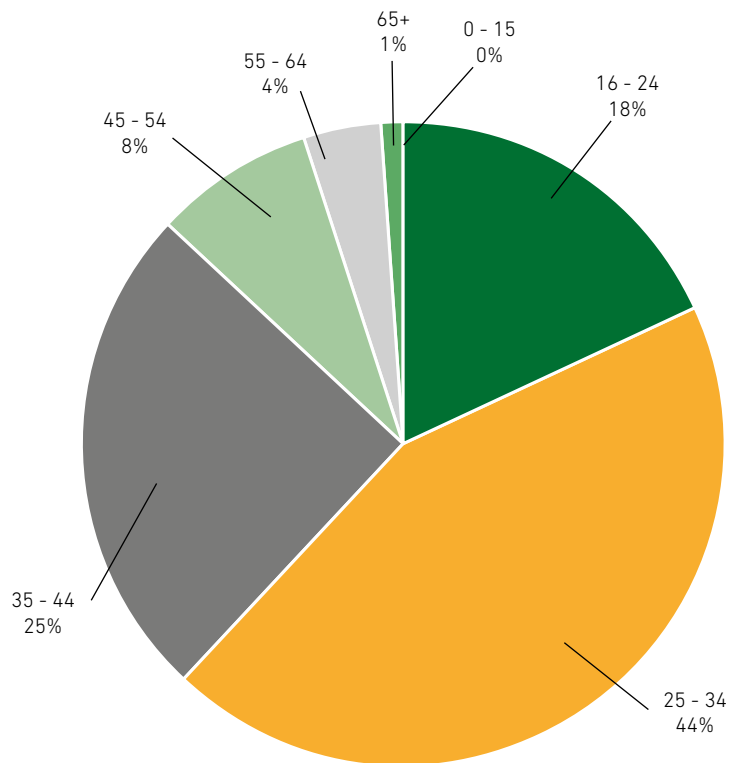
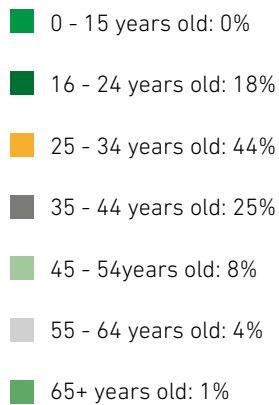
NATIONAL APPOINTMENT CHART (2018, 2019 AND 2020)



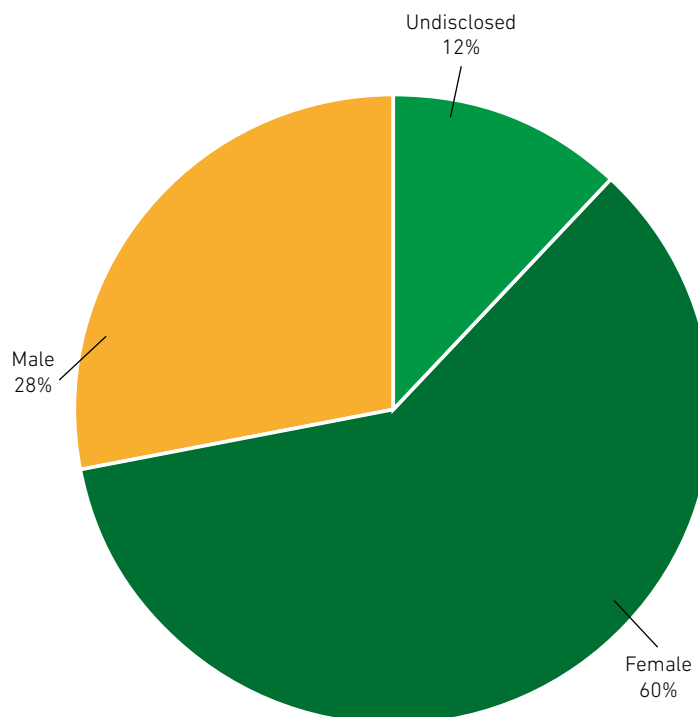
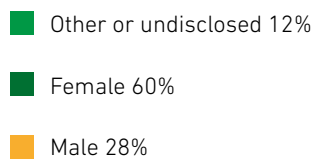
5.3

CLIENTS' PROFILE

AVERAGE AGE 34 YEARS OLD

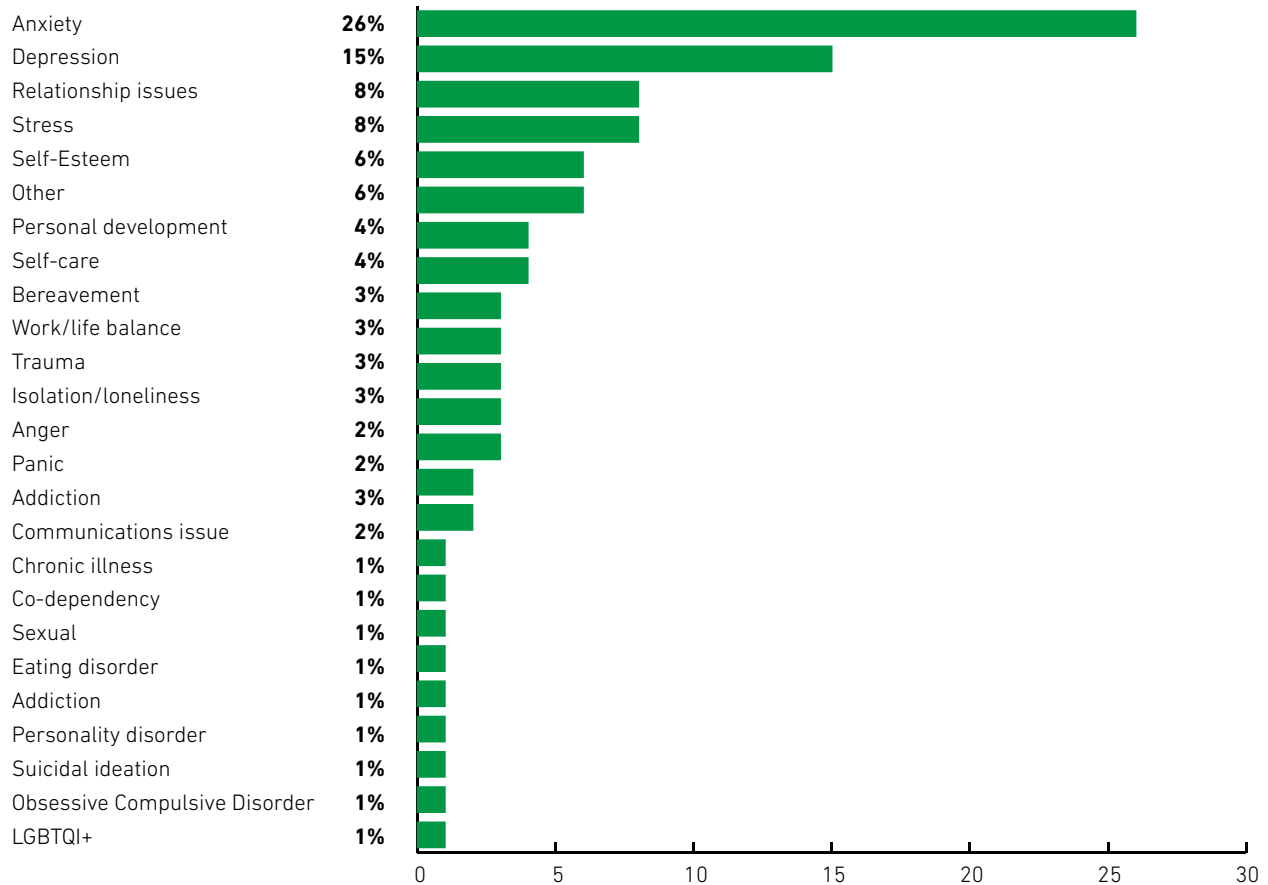


GENDER PROFILE



5.4

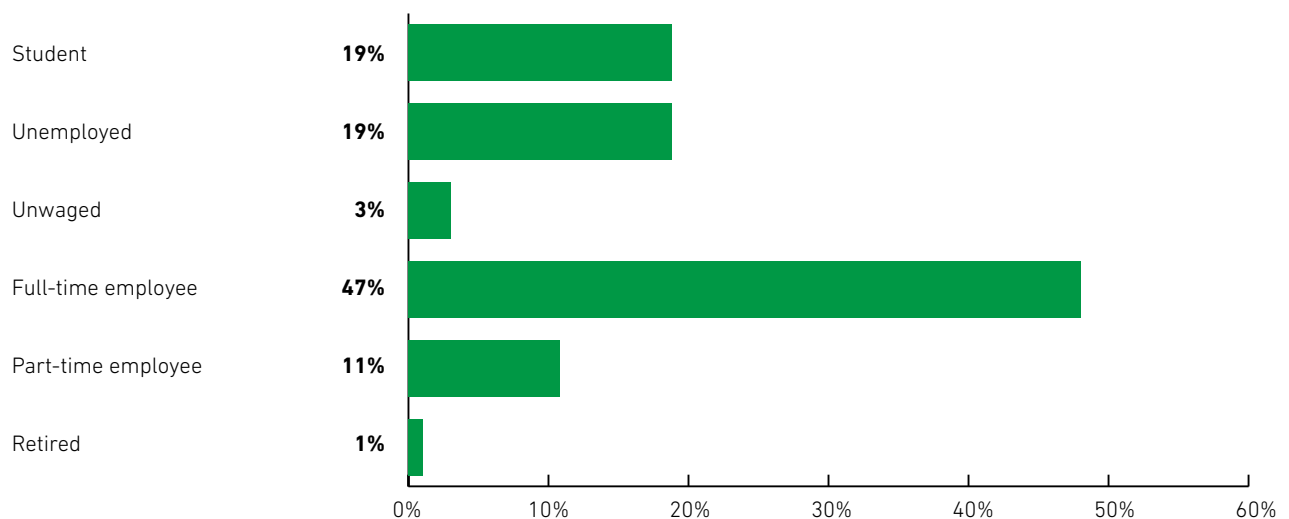
CLIENTS' PRESENTING ISSUES



Note: Some clients present with more than one issue.

5.5

CLIENTS' EMPLOYMENT STATUS



5.6

BREAKDOWN OF NATIONALITIES



72.8% Irish



4.6% Polish



3.1% British



2.9% Brazilian



2.0% American



2.0% Italian



1.0% French



1.0% Spanish



0.8% German



0.8% Indian



0.7% Romanian



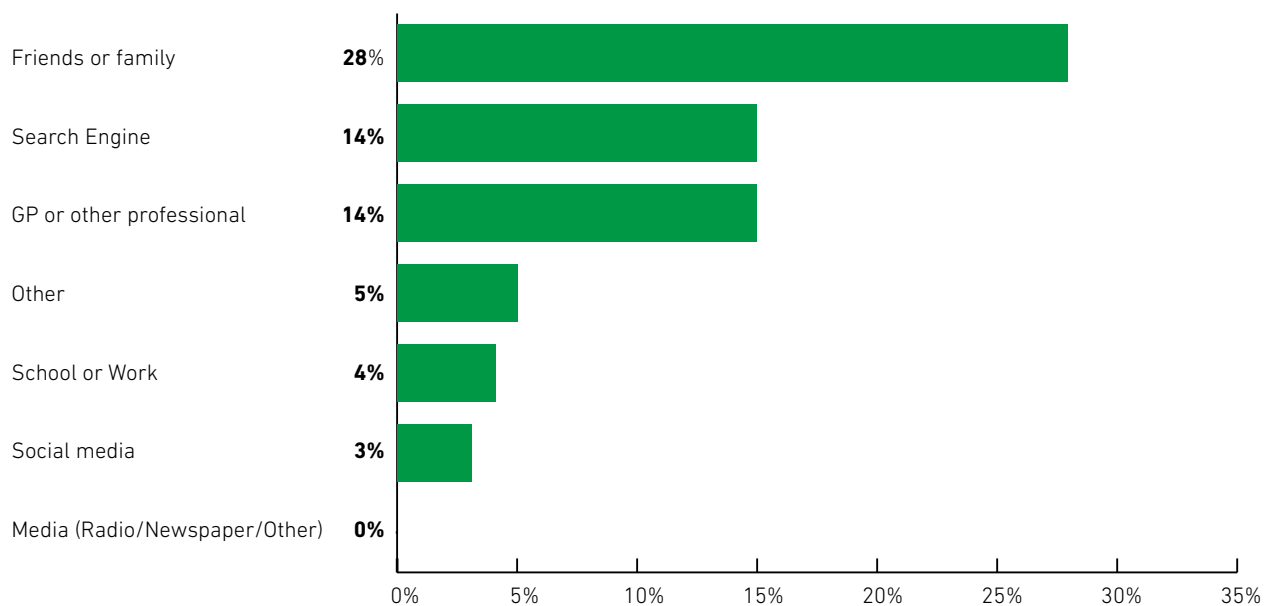
0.5% Hungarian



7.8% Others

5.7

HOW DID YOU DISCOVER MYMIND?



06

TESTIMONIALS FROM CLIENTS



6.1 OUR CLIENTS: BRENDA

Last year, my husband and I realised that we had come to a crisis point in our marriage. For the wellbeing of our marriage we knew we needed professional help. I remembered that a friend had spoken highly of MyMind and what a help they had been to her. I was impressed with their website. It stated clearly what kinds of counselling MyMind offered, and that there is a basic charge, with students, unemployed and pensioners having a reduced rate.

I made our initial booking by phone as I wanted to ask questions. The booking was handled with courtesy and efficiency. At the scheduled time of our appointment, the counsellor came to a waiting area and escorted us to the room where we could discuss what we wished to achieve

with MyMind. Both of us were very impressed with the counsellor. She asked us what aspects of our marriage we wished to discuss, listened to our separate versions of what we felt needed help with and then asked us pertinent questions. To have an impartial opinion on our problems was of great benefit to us. We made the next appointment at the end of the session though we could have made it online or by phone.

I highly recommend MyMind to deal with all aspects of our mental health.

— Brenda, former client



6.2 OUR CLIENTS: MAURA

I found it very helpful and beneficial to me. I enjoyed talking about my feelings, what I would like for my mental wellbeing. I'm dealing with the isolation and that's the main thing I'm interested in. I'd love a support group

too for people going through the same thing such as bereavement, isolation, loneliness, living on your own.

— Maura, former client



6.3 OUR CLIENTS: LIMERICK

I still remember the first day I arrived in Ireland clearly, not because it was my first time here but because of the influx of feelings that surrounded me at that very moment. The sense of relief for having escaped the injustices, persecution and trauma from my country of origin was short lived because another reality dawned on me, I was in a foreign country with no family, friends or culture, NOTHING! LGBT Ireland- Rainbow Muid became a home for me with their monthly peer support meetings I attended. The support I received from the group was marvellous but it was still not sufficient to cater for the mental and emotional state I was in. My Rainbow Muid group co-ordinator on behalf of LGBT Ireland suggested and offered the sessions with MyMind, this was my first step to overcoming and victory.

I attended the face to face sessions at MyMind in Limerick, I didn't know what to expect as I had never talked to someone that way before, in my culture 'talking to someone' is deemed as a weakness and 'un-African'. I was nervous and uncertain if I was making a right decision. My doubts were quickly cast aside as the very first face I saw was so welcoming and friendly, I felt no judgement, I did not get any funny stares, I was not treated as if I was crazy, I was just normal and treated as such. This was just the experience with the receptionist. I was at ease with all that followed after because of the warm reception.

My psychotherapist has been very professional, kind and understanding of the cultural differences and been very assuring of the steps forward. I have found myself being

able to open up about things that I never would have dreamt I would find myself being comfortable with, let alone speaking of or about. I slowly started to value myself. I was encouraged on my strong traits and gently cautioned against negative thoughts. I have now found ways to deal with anxiety and panic without using medication.

The Covid-19 Lockdown period has been a very mentally and emotionally difficult for everyone collectively but even worse for an individual staying in direct provision. It has been an emotionally draining period that I don't think I would have survived if I didn't look forward to the sessions I have with MyMind which were now moved to online because of the restrictions. There were a few times that the internet connectivity was not so good and could not maintain an online connection, I always received a phone call from my psychotherapist to alternatively speak over the phone if I felt comfortable doing so. The level of

professionalism has always been outstanding.

I know how it feels to be in a very dark hole, I know how it feels to be broken mentally, physically and emotionally, I know how it feels to be suicidal because it looked as the only favourable option at the time. These are the feelings I knew only too well and had come to accept. The sessions with MyMind were pivotal in giving me a different view of myself, life, the world and my past experiences. I am now more positive about what tomorrow may bring, I feel worthy and I'm well on my way to victory. I have started painting and writing again, the future is bright! Thank you MyMind and all those involved, I truly would not have made it this far without you.

— **MyMind client, Limerick**



6.4

OUR CLIENTS: LGBT IRELAND

LGBT Ireland is a national charitable organisation to enhance visibility, rights and inclusion for LGBTI+ people and their families. Our core components are frontline support, training and advocacy. Our frontline services include the National LGBT Helpline, the Gender Identity Family Support Line and a number of monthly Peer Support Groups.

In 2018, working with Irish Refugee Council, LGBT Ireland began a monthly peer support group for LGBT+ asylum seekers living in Direct Provision, a very invisible and marginalised cohort within our rainbow community. The peer support group, called "Is Rainbow Muid, We Are Rainbow", aims to positively impact on the isolation and stress many LGBT+ asylum seekers experience living in direct provision in Ireland. The centres with their multi-ethnic residents constitute a homophobic, transphobic and harmful, often dangerous, environment for people who are gender non-conforming. The layers of mental and emotional stresses, fears and challenges of coping with life as an asylum seeker AND as a closeted, or 'out', LGBT+ person takes a huge psycho-social toll.

Peer support is a facilitated process which offers emotional support and encouragement through mutual sharing of common experience among participants. It is neither counselling nor therapy. Most members of Is Rainbow Muid have suffered immense trauma and

suffering as a result of experiences back home, en route or since entering the international protection system in Ireland. Some members are in urgent need of mental health interventions which are beyond what LGBT Ireland can offer. Long public waiting lists and a lack of finance to seek private sector solutions combine to push counselling and therapy out of reach of Is Rainbow Muid members.

In late 2018 LGBT Ireland strategically sought to forge partnerships with counselling and psychotherapy services which would be in a position to offer free or low-cost urgent interventions to Is Rainbow Muid members in need of same. MyMind was open and willing to help from the first meeting. They recognised the unique intersectional challenges facing Is Rainbow Muid members and immediately sought to provide support as needed. LGBTI+ Awareness Training was organised and delivered by LGBT Ireland as a reciprocal gesture of partnership and solidarity, training which benefits many clients of MyMind professionals.

LGBT Ireland is able to provide more holistic and timely support to Is Rainbow Muid members as a result of our partnership with MyMind. This partnership has saved lives. We look forward to it continuing long into the future.

— **LGBT Ireland- MyMind partnership to support "Is Rainbow Muid"**



07

CLINICAL MANAGEMENT



7.1

CLINICAL TEAM

The Clinical Team develops, monitors and maintains policies, procedures and processes which allow for the continuous growth and development of the organisation. The Clinical Team also organises CPD events including bespoke training and peer support meetings for MyMind's Mental Health Professionals.

Key activities include:

- Continuously supporting mental health professionals in their clinical queries including clinical support video call for new therapists, and assistance with emergency/ crisis reporting
- Closely monitoring Quarterly Reviews in order to involve and include the voice of team members in the process of organisational development
- Active co-operation with HR specialist in hiring process of new Mental Health Professionals including conducting clinical interviews with applicants
- Involvement in HSE project - Best Practice Guidance for Suicide Prevention
- Review and update Child Protection Policies, and Clinical Governance within the organisation
- Taking part in Trauma Oriented Services & Recovery Working Group
- Developed Covid-19 Policy and Procedures

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 2020, the Clinical Team organised eight training sessions — all of which took place online due to Covid-19. 200 professionals from all of our centres availed of the training opportunities including: Client crisis survival

strategies; LGBT+ Awareness Training x2; Complex PTSD Clinical Workshop; Gottman Method Couples Therapy – Levels 1 & 2; and Borderline Personality Disorder: Understanding and Treatment.

The Clinical Team organises monthly peer support meetings where attendees are provided with a space for guidance, support and an opportunity for connecting with other team members. There were 42 meetings in 2020, at which an average of four-five cases were discussed.

7.3

PEER SUPPORT

A word from our peer support co-ordinators:

"It was a great experience to be a part of Peer Support meetings in 2020. Especially throughout the difficult and uncertain time of pandemic I feel it provided us with space, where we could stay connected, share our struggles, worries and exchange experiences." — **Karolina Jurasik.**

Peer support this year, as always, was a space of great support, sharing of our experience and non-judgmental environment to talk about our work. But this year, more than ever, it was so necessary to go together through this challenging time and be able to discuss with our colleagues the change that Covid has brought to our lives and work. We all needed social interactions and it was great to have a monthly meeting to check in with the team. — **Anna Nauka**

08

SUPPORTERS AND FRIENDS



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive



Sláintecare.



ARTHUR COX

A&L Goodbody



WORKING TOGETHER FOR MENTAL HEALTH



09

MYMIND TEAM



9.1

MENTAL HEALTH PROFESSIONALS

In 2020, MyMind had a team of 128 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.

MyMind has a strict code of practice in place to ensure that our Mental Health Professionals are able to consistently deliver a high quality of service while at the same time ensuring that they maintain their own high standards of professionalism and personal wellbeing.

All our Mental Health Professionals avail of the following:

- A strict professional Governance Code
- Quarterly team meetings
- Engagement with quarterly Clinical Reviews
- Have the opportunity to share feedback with MyMind
- Continuous Professional Development (CPD) opportunities provided by MyMind

9.2

LETTERS FROM OUR TEAM

VINCENT RYAN**MyMind Psychotherapist**

I joined MyMind in the summer of 2020 in the midst of the Coronavirus pandemic. I had just graduated from my core training as a psychotherapist the previous autumn and I was getting started in private practice. When I saw MyMind was recruiting I jumped at the chance to apply. I had known about MyMind for some time and I felt like this would be a great opportunity to join a well-established mental health organisation at an important moment in my career.

Once I was accepted for the panel there was lots to learn. I found the induction training really helpful. I began slowly, seeing a couple of clients online in order to get the hang of the booking system and all the associated features on the website. I found the office staff really warm and supportive and I had regular calls and emails with them to check things out. Having friendly colleagues to connect to while I was working from home was great, I have to say.

I find working online with MyMind very natural for me. I can also see the benefits for my clients. The fact that MyMind is so organised is a great benefit for me, allowing me to focus on what I love to do and not have to be overly preoccupied with sourcing clients. I became fully accredited with the IACP during my time with MyMind and that has been a big milestone for me.

A big bonus of working with MyMind for me has been how it has given me opportunities to write articles on mental health topics. In addition, I was able to give two online webinars over the winter and spring. This was brilliant experience for me. I found the friendly encouragement and mentoring provided by Gráinne as Head of Communications to be invaluable. Her help has supported me to stretch myself into these new areas.

SZILVIA LOVAS**MyMind Psychotherapist**

Being part of MyMind as a pre-accredited psychotherapist has provided me with the opportunity to learn and grow in my journey of psychotherapy.

I joined the organisation during my training in psychotherapy. From the very beginning of my clinical practice in MyMind, I have felt supported by the team whenever I needed some guidance and help. Just before I graduated, the whole world suddenly changed due to the Covid-19 pandemic. I was amazed to see the transition of the sessions from face to face to online literally overnight and thus allowing us, the therapists, to continue providing support to our clients in those tremendously difficult times.

Throughout the process of adjusting to the new ways of working, MyMind offered us continuous training on guidelines in relation to the online sessions and also on how to navigate them in the system. I believe that moving online has made the service more accessible to people who live in different parts of the country where counselling would be hardly available. Moreover, MyMind has offered a great number of free sessions through diverse projects for those who have been affected by Covid-19 and who could not have been able to access mental health support otherwise. In addition, free webinars have been designed and presented in order to help people to cope with the various challenges of the Covid-19 pandemic. I felt privileged to take part in this project and to share some tips and practical suggestions on how we could manage our stresses and anxieties during the challenging times of the pandemic.

I am grateful to be part of the MyMind team and to witness the organisation grow in its mission of providing accessible and affordable mental health support in the wider community for everyone who needs it.

9.3

MYMIND MEMBERS

In 2020, the MyMind Members programme had seven members allowing for MyMind to have a physical presence across the country, expanding our reach to those living in areas which have inadequate mental health services. In 2020 MyMind Members provided services in counties Roscommon, Sligo, Louth, Donegal, Carlow, Kilkenny, Meath, and Tipperary.

9.4

MYMIND OPERATIONAL TEAM

In 2020, the Operational Team comprised:

- **SUE CARROLL**, HR Generalist
- **MICHAELA CROSS**, Operations Specialist
- **KEVIN O'CONNOR**, Senior Operations Specialist
- **GRÁINNE O'ROURKE**, Head of Communications
- **CESAR SUGITA**, Senior Operations Manager
- **PAULINE WILLIAMSON**, Head of Finance & Strategy

BRIAN MULVIHILL**(joined in July 2015, elected Chairperson in September 2020)**

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 a Bachelor of Commerce (Hons) degree from University College Cork.

JOHN TRAVERS**(joined in July 2015, elected Chairperson November 2016, retired in September 2020)**

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 July 2012)**

Consultant Psychiatrist at St. James's Hospital. Paul is also Vice Dean of the College of Psychiatrists of Ireland, is a Director of the Dublin University Psychiatric Rotational Training Programme and is a Senior Lecturer (Part-time) at Trinity College Dublin.

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 a Bachelor of Commerce (Hons) degree from University College Dublin, and was also a Fellow of the Chartered Institute of Personnel & Development (CIPD).

David Allen**(joined in January 2020)**

David is a practising barrister based in Dublin.

Lorna Jennings**(joined in June 2020)**

Lorna is Managing Director of Hanover's Dublin office, and provides strategic communications and political advocacy for domestic and international clients in health, technology, financial services, transport and other sectors.

Lorna is also a member of the Board of Directors of the Public Relations Consultants Association (Ireland), the representative body of the top PR consultancies in Ireland.

JUDE FARRELL**(joined in July 2015, retired in April 2020)**

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. Jude stepped down from the Board on April 6 2020.

Get in touch

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Or visit: **mymind.org**

To book an appointment: **<https://mymind.org/register>**



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