



2021

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
3.3.	Awards and Recognition	10
4.	FOCUS ON 2021	11
4.1.	Highlights and Achievements	12
4.2.	MyMind in the Media	13
4.3.	Collaborations and Partnerships	14
5.	STATISTICS	17
5.1.	Statistics Summary 2021	18
5.2.	Appointments Breakdown	19
5.3.	Client Profile	20
5.4.	Presenting Issues	21
5.5.	Eligibility Status	21
5.6.	Nationalities	22
5.7.	Discovery of MyMind	22
6.	TESTIMONIALS FROM CLIENTS	23
6.1.	Our Clients: Jack	24
6.2.	Our Clients: Carol	24
6.3.	Our Clients: Dearbhla	24
7.	Clinical Management	26
7.1.	Clinical Team	27
7.2.	CPD for Mental Health Professionals	27
7.3.	Peer Support	27
8.	MYMIND TEAM	28
8.1.	Mental Health Professionals	29
8.2.	Letters from our Team	29
8.3.	MyMind Members	31
8.4.	MyMind Staff	31
8.5.	Board of Directors	31

01

MESSAGE FROM OUR CEO

A message from MyMind Founder and CEO Krystian Fikert



After the world was turned upside down in 2020, the steady continuation of Covid-19 through 2021 brought some new and very different challenges. For us, there were the challenges of trying to retain the foundations we had built over previous years, while continuing to enhance the infrastructure and systems required to shift to online services. In the context of the challenges that have faced some members of our communities however, these pale in significance.

The response of our mental health professionals in facing up to these varied and various challenges, getting to grips with fundamental changes to their professions, and dealing with extensive impacts of the pandemic on their own personal lives at the same time, was nothing short of inspiring. We are extremely grateful to all these professionals, not only for their efforts in supporting so many people across Ireland, but even more so, for sharing and believing in our vision that everyone should have easy and timely access to affordable mental health services. It is important to remember that we cannot simply sit back and rely on these individuals, and that is why we continue to strive to expand and strengthen our team, while supporting professionals as much as we can.

In supporting our mental health professionals, we provided our team with ongoing Continuing Professional Development (CPD) and other training resources through 2021. In total, the clinical team organised 11 online training sessions exclusively for and free of charge to our network of mental health professionals, with a total of 260 individuals engaging with the sessions over the course of the year. Among the topics covered in our CPD programme for 2021 were Schema Therapy; LGBT+ awareness; mental health organisation; an introduction to Shine; suicide and self-harm intervention; and workshops on selfcare and mindfulness. In addition to the CPD sessions, 39 peer support group meetings provided professionals with opportunities to connect with colleagues and share guidance and support.

We are extremely grateful to the many partners and supporters around the country, not least to Sláintecare and the HSE for their funding of free therapy sessions to those impacted by Covid-19. Having kicked off in April 2020 and originally due to finish in June 2021, the initiative was extended until the end of calendar year and delivered 21,524 sessions in total. We extend our thanks also to the Department of Health for supporting the continuation of the project into 2022, which will allow us to provide help to

the many people suffering, either directly or indirectly, from long-term impacts of the pandemic.

After some initial resistance to engaging with online services, ongoing government restrictions meant people became more used to virtual meetings in 2021. One of the upshots of this was reflected in the fact that we managed to deliver therapy to clients in all 26 counties of the Republic of Ireland, over the course of the year. There remains a belief that face-to-face interactions in a therapeutic context are more effective than online sessions, and in some cases this may be true, but it can depend on the individual, the professional, the environment and the circumstances involved. Either way, it seems apparent that our blended model of online and face-to-face sessions will continue to be the most effective approach in meeting demands.

In 2022, we hope for a brighter year but challenges – however big or small – are inevitable, and that's exactly why we are here. At MyMind, we are committed to providing high quality services that are easy to access and come at affordable rates. We will continue to provide discounted rates to those who are not in full-time employment, as we believe everyone who needs mental health support, particularly in the context of early intervention, should be able to access to it. 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.

In conclusion, let me take the opportunity to reiterate my thanks to all our mental health professionals, as well as our dedicated team of staff working behind the scenes, without whom we would not be able to do what we do. A huge thanks also to all those who contributed towards, supported, or donated to MyMind's efforts over the course of 2021. It was certainly a challenging year but we look forward to continuing our mission to provide for those who need our help.

Krystian Fikert
Founder and CEO

02

MESSAGE FROM OUR CHAIRPERSON

Message from MyMind Chairperson Brian Mulvihill



As we reflect on the year that was 2021, we are delighted that it appears we have emerged from the very worst of the Covid-19 pandemic. However, we must acknowledge that the events of the last two years will have lasting effects on the world we live in, and particularly on our mental health.

This acknowledgement of the lasting effects is reflected in the granting of €1M in funding from the Department of Health in December, to support the provision of up to 16,500 free counselling sessions to those impacted by Covid-19, over the course of 2022. We thank the Department of Health for their continued support of and trust in MyMind to provide best in class mental health services to those who most require it throughout the country. This commitment to providing accessible mental health services follows on from the great work done in 2020 and 2021, which saw over 21,500 free sessions delivered in response to the pandemic, thanks to Sláintecare and the HSE. All this meant 2021 was another record-breaking year in terms of our total appointments, with the figure of 45,188 showing a 27 per cent growth on the previous year.

The long-standing impact of the pandemic and the significant changes it has brought about have prompted us to develop a new Strategic Plan for 2021-2023, in place of the previous plan, which had intended to cover the period of 2019-2022. The core pillars remain the same – making a positive impact on our clients; building the best team; having a strong organisation – but we also felt it appropriate to adapt the plan and map out more ambitious and targeted objectives, given the increased demand for mental health supports. Meeting the needs of 10,000 clients by delivering 70,000 counselling sessions per year will undoubtedly be a big challenge but one I believe the MyMind team can achieve through the expansion of our footprint across Ireland and the growth in awareness of our services. The new plan also outlines a strategy to harness the latest technologies to deliver services in a safe, secure, and cost-efficient way, through further investment in the MyMind online system, to ensure we deliver an excellent user experience to both clients and mental health professionals.

Underlining these objectives will be the continued drive to build a strong organisational culture on a foundation of excellent governance and financial stability, that can deliver services at significant scale. The Board of Directors has always strived to meet the highest standards of governance and the plan outlines the intention to expand and strengthen the depth and experience of the Board and its committees, while imbedding the principles of the governance code in everything that we do. Looking to the future, it is critical that time is invested into building a robust and financially sustainable model and reducing the reliance on grant aid.

At this juncture, I would like to take the opportunity to reflect on my own involvement with MyMind, as I step away after six years on the Board. I would like to thank all my fellow board members who have given so generously of their time over that period, and particularly previous chairs, John Travers and Ciara O'Toole, for their leadership and support. A special thanks too, to the many organisations that provide pro-bono support to MyMind, which helps us greatly in achieving our objectives. I would also like to thank CEO, Krystian Fikert, and the rest of the staff, who work tirelessly to help put MyMind at the forefront of accessible mental health in Ireland. The success of MyMind is reliant upon and driven by the commitment and dedication of our team of mental health professionals and to each and every one, I offer huge gratitude for the professionalism, dedication and aptitude that you show every day, and over the last two years in particular.

It has been an honour to watch the MyMind vision grow over the last number of years, and I look forward to seeing continued success in the future. To the incoming chairman, Brian Marrinan, and the rest of the board members, I wish all the very best for the future, as well as a bright and healthy future to our clients, therapists, staff and friends.

Brian Mulvihill
MyMind Chairperson

03

ABOUT US



3.1 WHO WE ARE

MyMind was established in 2006 as a not-for-profit social enterprise with charitable status, aiming 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, we believe our work fulfills a major social need, and provides positive outcomes for those impacted by mental health issues.

With the vision that everyone should have access to mental health supports being at the heart of all that we do, our model provides high-quality services that are easy to access and at affordable rates, bypassing the need for clinical referral, long waiting lists and high costs. Working on the basis that early intervention offers the best chance of getting back to a positive frame of mind sooner and with lasting results, 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.

MyMind operates a sliding pay scale based on clients' employment status and other contributing factors. At the top end of the scale, our highest rates are applicable only to those in full-time employment, or for specialist appointments for children and adolescents. Revenue generated from these full-fee rates, along with grant funding, is then used to subsidise low-rate fees for those in unemployment, full-time education or retirement.

3.2 HOW WE HELP

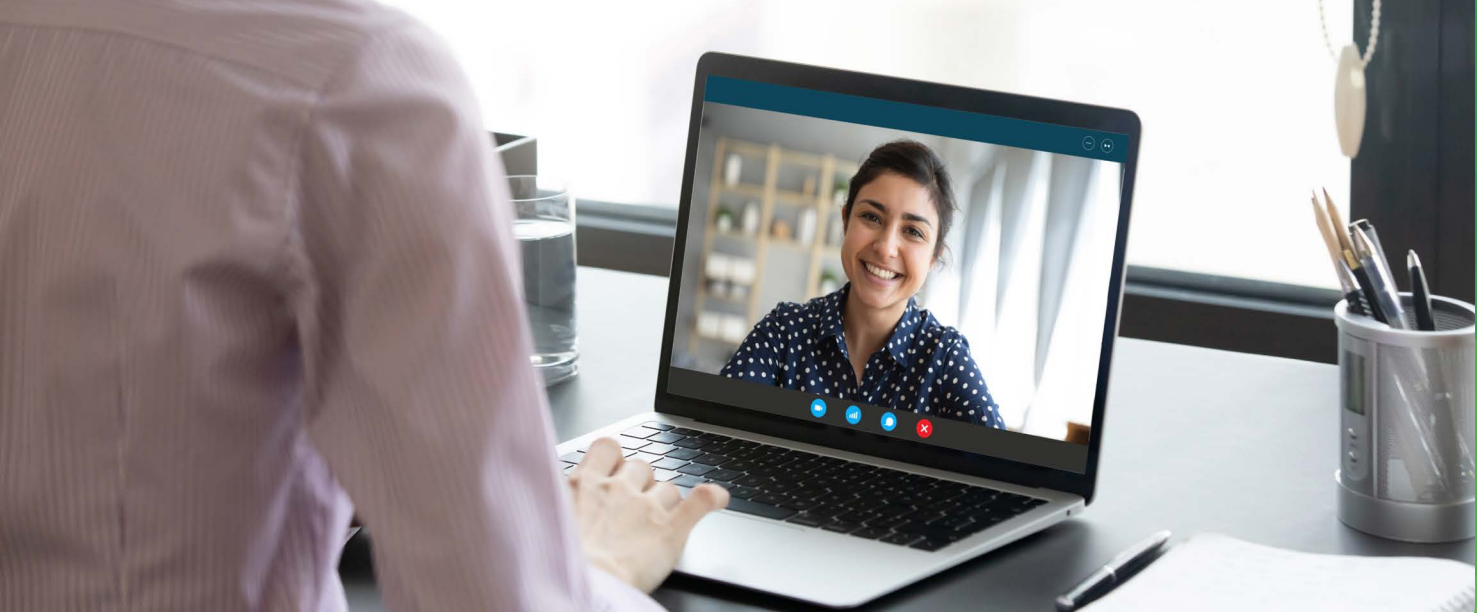
From the outset, MyMind was clear that the processes around accessing and providing mental health services should be as easy and seamless as possible for both clients and therapists to use. We have tailored our services according to the specific needs of our clients, and we consistently work to make sure that clients and therapists are able to focus on the recovery journey.

Undertaking therapy can be a big step for many people and so we try to make sure that our clients feel their wellbeing and security are paramount. MyMind’s specially-designed online platform is accessible to anybody and allows clients to register and book an appointment and select a mental health professional without any need to seek a GP or other referral pathway. The system provides each client with a unique account, through which they can manage appointments, and their own therapeutic journey, in conjunction with their therapist.

FACE-TO-FACE

In-person interactions have traditionally been the most common format of counselling and psychotherapy, and where many clients and therapists feel most comfortable. Although the advent of new technologies and the Covid-19 pandemic have prompted a significant increase in the use of online therapy, at MyMind, the blended model of remote and face-to-face appointments is a critical element of our aim for accessible supports.

MyMind provides face-to-face services through its five centres in Cork, Dublin and Limerick. Clients can schedule appointments with our team of counsellors, psychotherapists and psychologists through the online booking system, or over the phone through one of our dedicated operations team, who are always available to support. Alongside individual sessions for adults, some of our multidisciplinary and multilingual network of mental health professionals are specially trained to provide support sessions to couples, or children and adolescents.



ONLINE

The blended model of face-to-face and online therapy has been a point of difference for MyMind since it was established back in 2006 and thankfully put us in a strong position when the Covid-19 pandemic caused a shift to exclusively online delivery. Online sessions are delivered via our bespoke video conferencing platform, which integrates seamlessly with each client’s unique account. Through online sessions, the client can access regular therapy sessions from the privacy and convenience of their own home, reducing the stress that can often be caused by having to travel to and from appointments. Significantly, the provision of online sessions allows us to reach individuals and communities around the country, who may not be in a position to access face-to-face supports at any of our centres.

In addition to online therapy, MyMind also offers live chat support via our website, which can play an important role in helping 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.

MYMIND AT WORK

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. MyMind at Work is an Employee Assistance Programme (EAP) specifically designed to provide counselling and psychotherapy support to staff in the workplace. The programme offers employers the flexibility to respond to staff needs with zero wastage or costly contracts, while giving employees the opportunity to drive their own mental health journey by selecting specific mental health professionals and schedules to suit them. Delivered 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 and bereavement, EAP appointments are available in our five centres across Ireland and online through our video conferencing platform. In addition to the EAP, 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 AWARDS AND RECOGNITION

2021	The Wheel's Social Enterprise of the Year	 Stronger Charities. Stronger Communities.
2020	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	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

04
FOCUS ON 2021



4.1 HIGHLIGHTS AND ACHIEVEMENTS

RECORD NUMBERS

Thanks to the professionalism and commitment of our mental health professionals, MyMind delivered a record number of 45,188 appointments to more than 5,700 clients over the course of 2021, showing a growth of 27 per cent on the previous year. As a knock-on effect of the Covid-19 restrictions, we saw increased demand for online supports and this led to 2021 being the first year in which we recorded appointments delivered to every county in Ireland.

FREE COUNSELLING

We are extremely grateful to Sláintecare and the HSE for extending their funding of free therapy sessions to those impacted by Covid-19 through the whole of 2021. Having first kicked off in June 2020, the initiative was due to finish in April 2021, but such was the demand for this service that it ultimately delivered 21,524 sessions in total. We extend our thanks also to the Department of Health for supporting the continuation of the project into 2022, which will allow us to facilitate support for those suffering from long-term effects of the pandemic.

STRATEGIC PLAN

The long-standing impact of the pandemic and the significant changes it has brought about prompted the publication of a new Strategic Plan in 2021, in place of the previous plan, which had intended to cover the period 2019-2022. The core focus areas remain relevant, but we felt it appropriate to adapt the plan and map out more ambitious and targeted objectives, given the increased demand for mental health supports. As part of the plan, we have set out a target of reaching 10,000 clients and delivering 70,000 counselling sessions per year. The new plan also outlines a strategy to harness the latest technologies to deliver services in a safe, secure and cost-efficient way. This will help us maintain a robust and secure infrastructure and provide an excellent user experience to both clients and mental health professionals. Underlining these objectives will be the continued drive to build a strong organisational culture on a foundation of excellent governance, and financial stability that can deliver services at significant scale. Looking to the future, it is critical that time is invested in building a robust and financially sustainable model and reducing the reliance on grant aid.

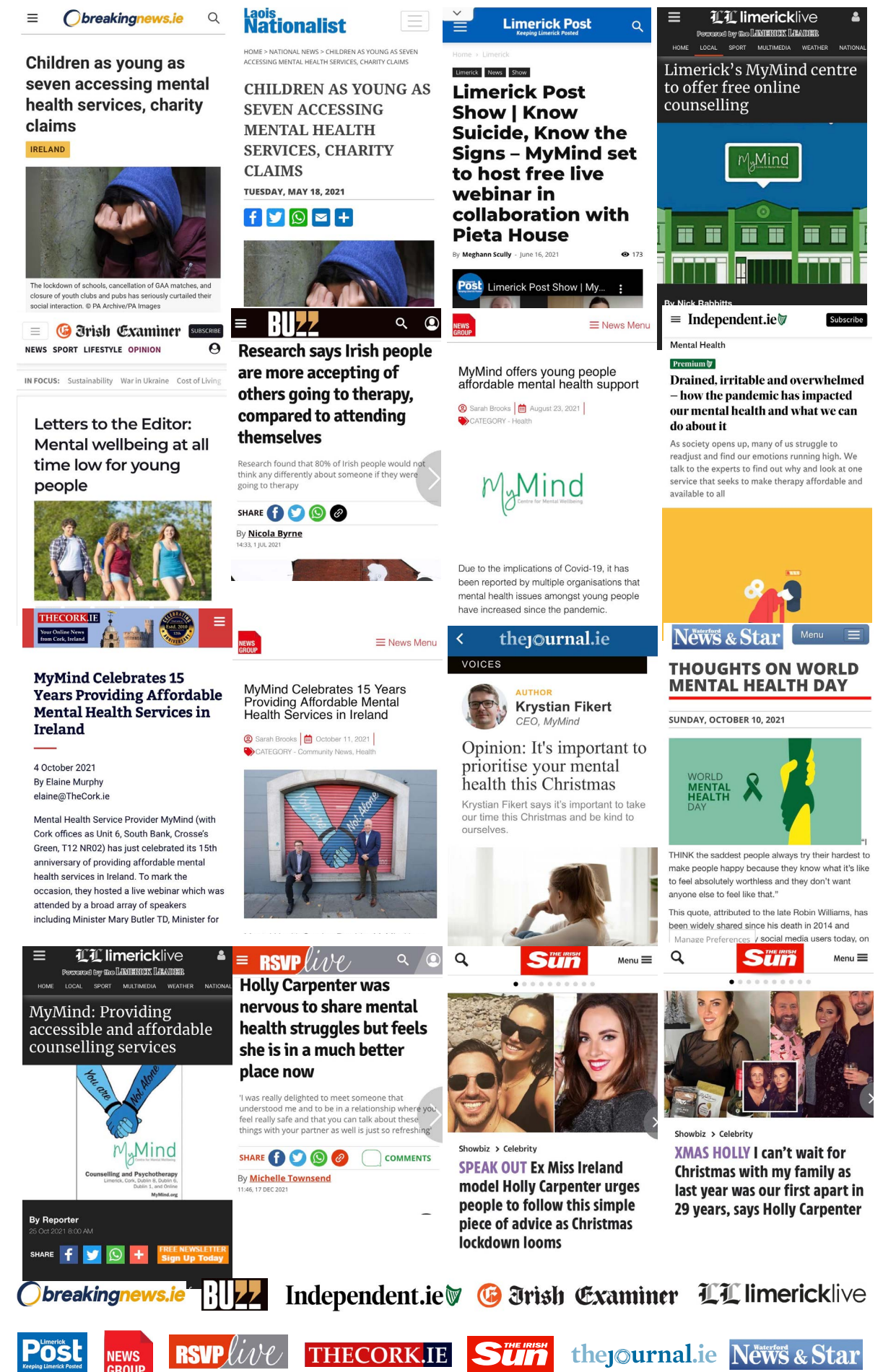
15TH ANNIVERSARY

In September, MyMind celebrated its 15th anniversary by hosting a live webinar to mark the occasion, share insights and acknowledge achievements. Open to the public but taking place online due to Covid-19 restrictions at the time, the event featured addresses by Minister of State for Mental Health & Older People, Mary Butler TD; CEO of Social Entrepreneurs Ireland, Tim Griffiths; and Clinical Advisor to the HSE's National Office for Suicide Prevention (NOSP), Dr Philip Dodd, looking at the mental health landscape in Ireland and how social enterprises have developed to deal with social challenges posed by mental health. Attendees were also treated to accounts from some of our own mental health professionals, as well as a former client who had benefited from the service.

USER EXPERIENCE AND THE BIRTH OF RICK

As technology continues to play a vital role in MyMind's service provision, we were delighted to see further developments in our online platform, during 2021. After an initial launch in late 2020, our User Experience (UX) project made significant steps in the rollout of extensive user research, which aims to better understand our clients' needs. This research has been used to assist with further developments of the platform, as well as informing some of our operations, marketing, clinical and financial activities. Based on client feedback, a host of upgrades were made to elements of the platform, including the registration, login and account verification processes, as well as the overall desktop and mobile experiences. In a further addition, our chatbot, named 'Rick', was born in September 2021, with the objective of providing automated answers to some of the more common customer queries, and thus saving time for our Operations team. Among the key features of the bot is the ability to cancel appointments without logging into the system. Since implementation, we have been closely monitoring the use of Rick, with a view to adding missing content and training the bot to recognise key words and topics and better help MyMind clients. 2021 also saw us launch the planning phase for a separate chatbot, to be known as 'Alex', which is designed specifically to support our mental health professionals.

4.2 MYMIND IN THE MEDIA



4.3 COLLABORATIONS AND PARTNERSHIPS

WORKING TOGETHER FOR MENTAL HEALTH



HSE NATIONAL MENTAL HEALTH OPERATIONS

We are very pleased to see this latest Annual Report from MyMind, which highlights some of the key activities and achievements over what was another challenging year. MyMind has been an exemplary partner to the HSE, always bringing clarity of purpose to service delivery plans, and a grounded, accessible approach to supporting people across Ireland. The ability to adapt to circumstances in our wider collective environment, reflected in the modes of delivery and the range of languages, has been of significant national value in addressing the mental health challenges faced in recent times. We look forward to continuing our work with MyMind in the shared goal of improving mental health supports for people and communities.

DEREK CHAMBERS

General Manager (Policy Implementation) – National Mental Health Operations

SOCIAL ENTREPRENEURS IRELAND

MyMind, the first and largest blended model of mental health care in Ireland, is putting Ireland at the forefront of mental health innovation. Its vision is to give every person in Ireland equal access to mental health support early, affordably, directly, without stigma or delay and with 1 in 10 people currently seeking access to mental health support, this service has never been so necessary. Since 2007, MyMind has featured regularly on SEI programmes, accessing early stage supports in 2009, progressing to the elevator programme in 2011, being an impact awardee in 2013, and finally to being a current scale partner from 2020-2022, with access to funding and bespoke supports over the 2-year period. SEI is proud to support the work of MyMind and looks forward to seeing their impact grow in the years to come.

JOAN CONNOLLY

Soar Programme Manager, Social Entrepreneurs Ireland

SHINE

Shine's mission is to support individual and family recovery. Family members who support a loved one with a mental health condition can often feel isolated and their own mental health can be challenged. We noticed that there was a gap for family members in being aware and able to access therapeutic supports for themselves. Through a HSE NOSP forum, we reached out to MyMind and they enthusiastically spoke with us about what they could provide. In a very short space of time, we had agreed a supportive and accessible referral pathway to counselling for family members. As part of the process, Shine Team Leader, Derek Pepper, met with MyMind's clinical team and gave a presentation on Shine services and the needs of family members. During our pilot phase in 2021, we referred 33 family members to MyMind. Being able to support family members to easily access their own independent counselling has been invaluable to the continued resilience and mental health of that family member and we are delighted to be able to continue this partnership into 2022.

PATRICIA MCKEEVER

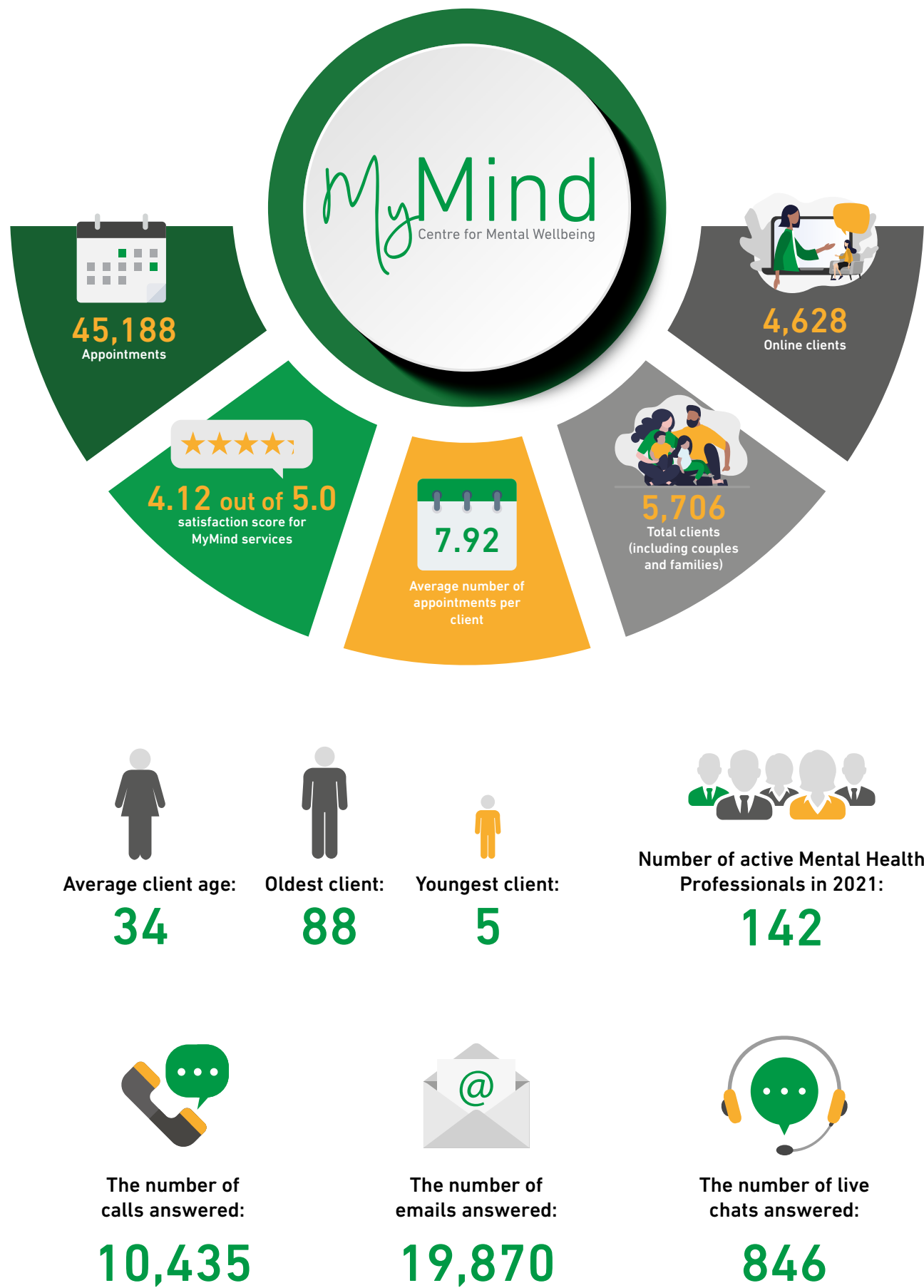
Shine Team Leader

05

STATISTICS



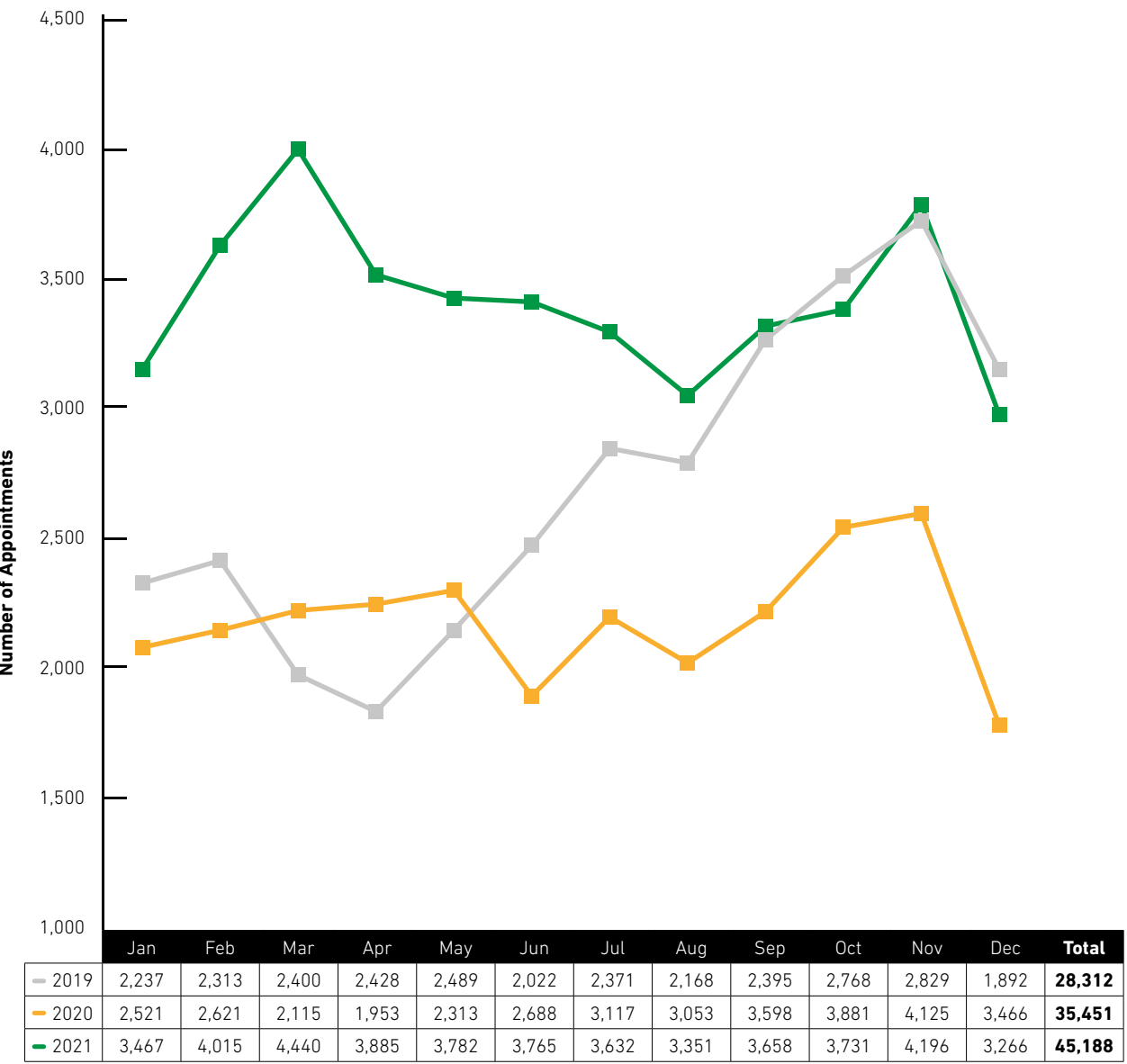
5.1 STATISTICS FOR 2021



5.2 APPOINTMENTS BREAKDOWN

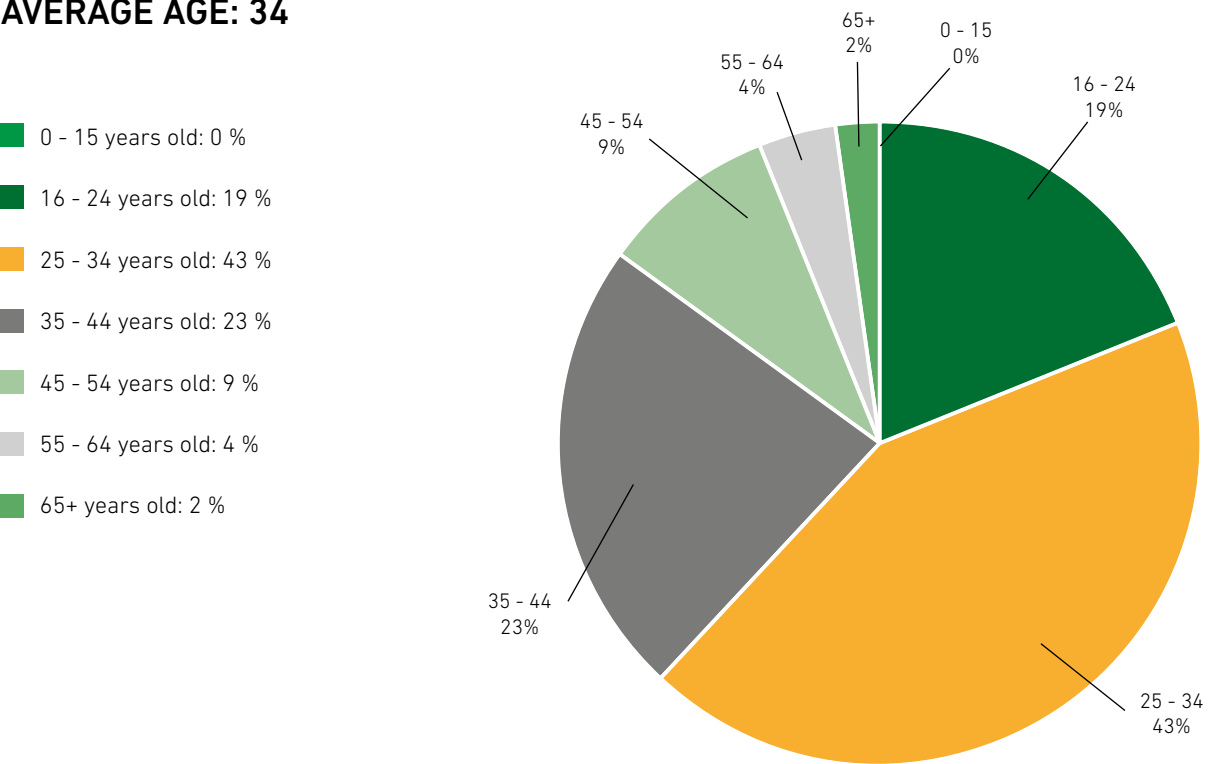
2021	Face to face	Online	Total
Cork	2,203	1,084	3,287
Dublin 1	1,123	758	1,881
Dublin 6	1,743	986	2,729
Dublin 8	957	776	1,733
Limerick	663	494	1,157
Online / remote	0	34,401	34,401
Total	6,689	38,499	45,188

NATIONAL APPOINTMENT CHART (2019, 2020 AND 2021)

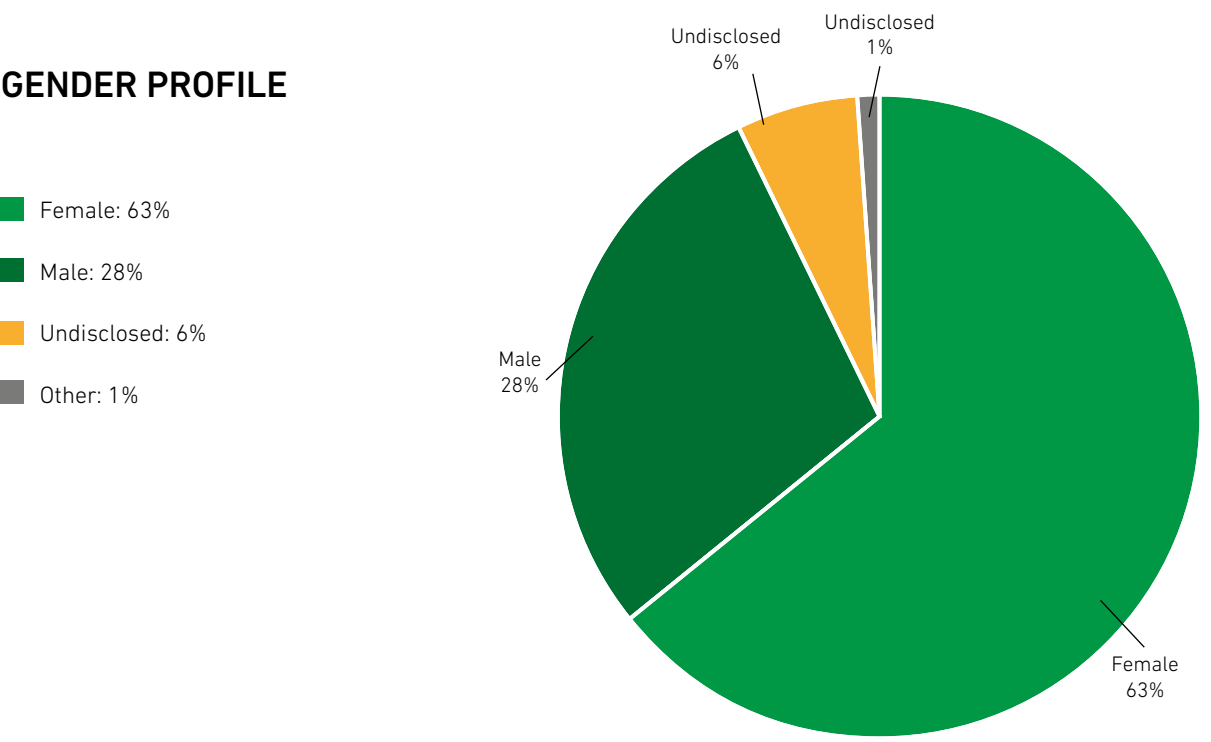


5.3 CLIENT PROFILE

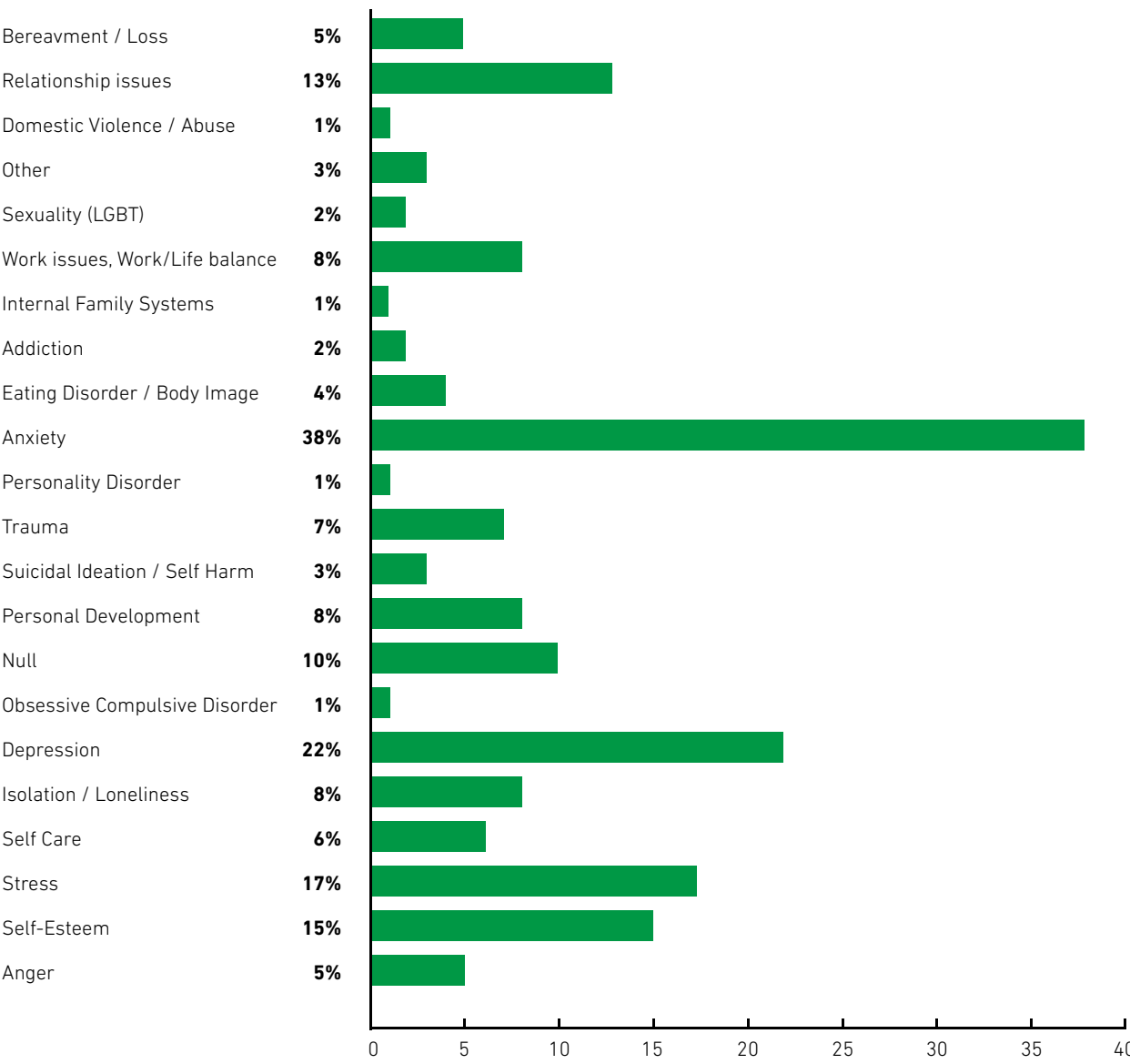
AVERAGE AGE: 34



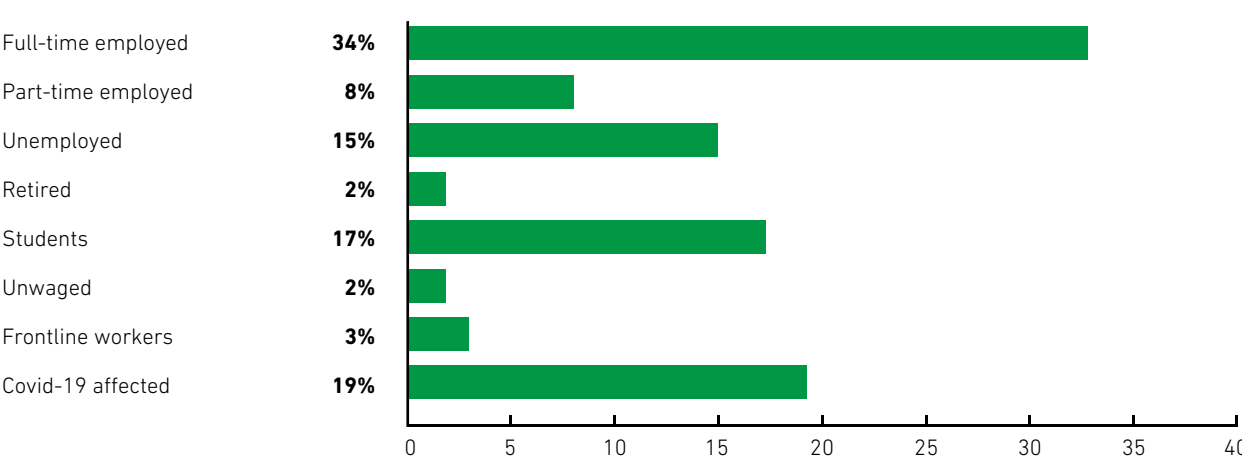
GENDER PROFILE



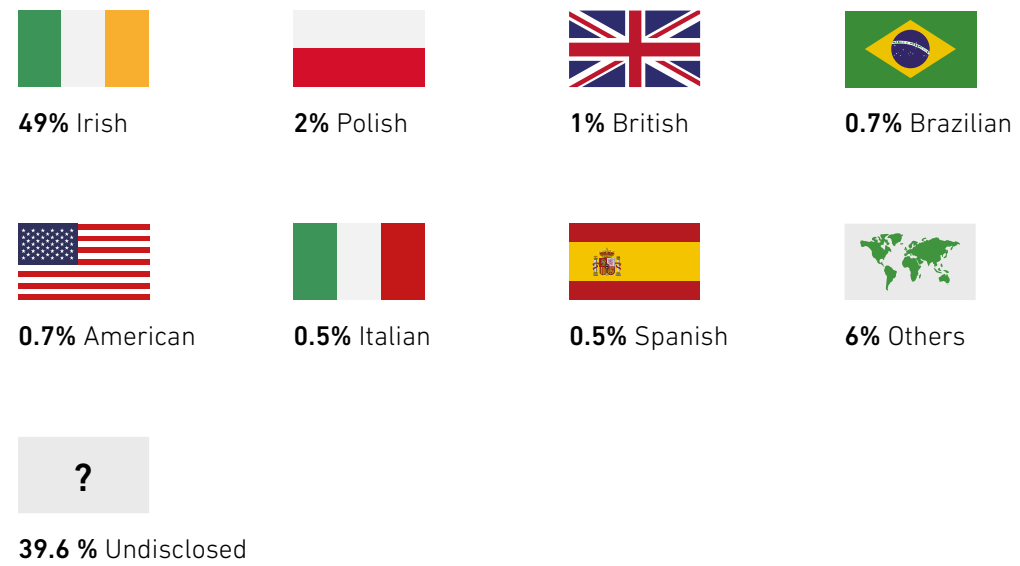
5.4 PRESENTING ISSUES



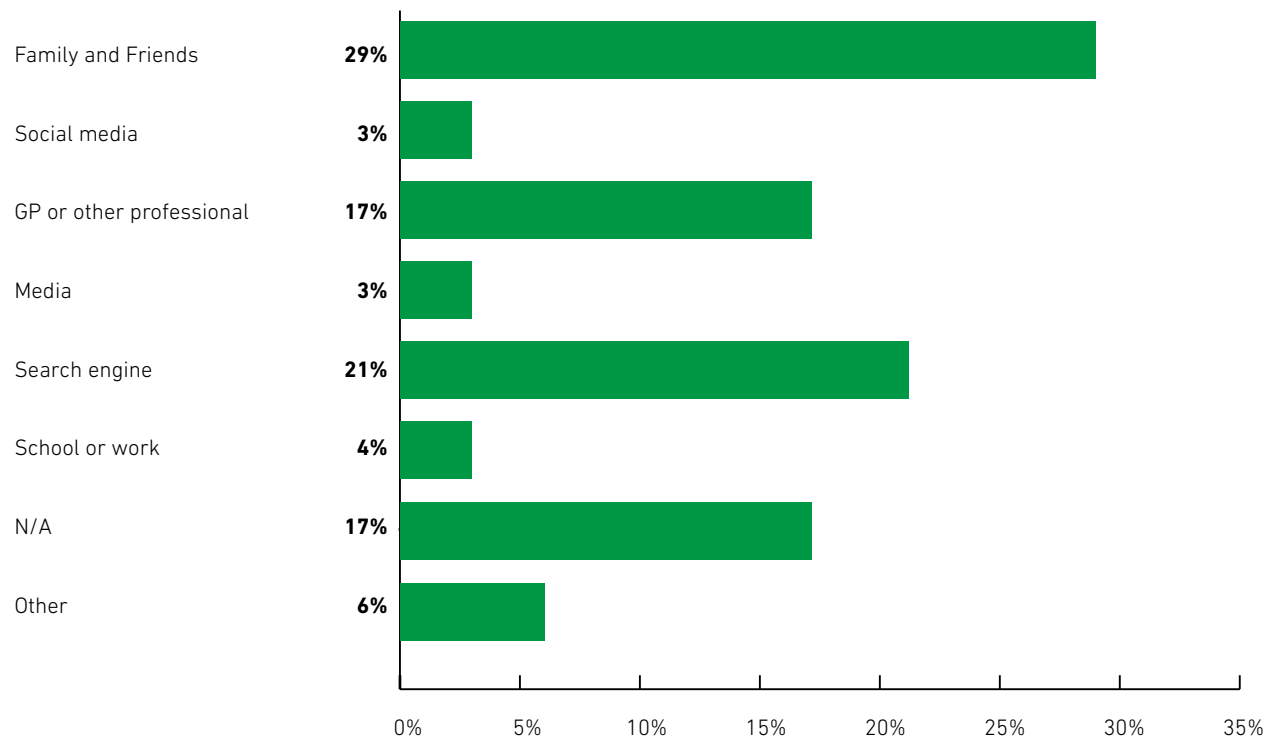
5.5 ELIGIBILITY STATUS



5.6 BREAKDOWN OF NATIONALITIES



5.7 DISCOVERY OF MYMIND



06

CLIENT
TESTIMONIALS



6.1 OUR CLIENTS: JACK

Realising I could take advantage of free counselling services with MyMind was a major turning point in my struggles with my mental health. I felt like a weight had been lifted off my chest, as I could finally share what was going on in my life with an impartial professional. I have regained so much control in my life since starting counselling with MyMind and my struggles feel much more manageable. I always recommend MyMind to any friends who are struggling, and I truly admire the work they are doing.

JACK
Former client

”

6.2 OUR CLIENTS: CAROL

MyMind is a wonderful service that has really helped me deal with the stresses of the pandemic, particularly when I couldn't avail of face-to-face counselling services. It is such a user-friendly and stress-free service. I simply registered and answered a short questionnaire to decide what was the best option for me. I selected a therapist that best suited my needs. Michael, my therapist, is just brilliant and has helped me enormously. Our sessions were online and I found them so beneficial. I would really recommend MyMind to anyone who is thinking of looking for counselling.

CAROL
Former client

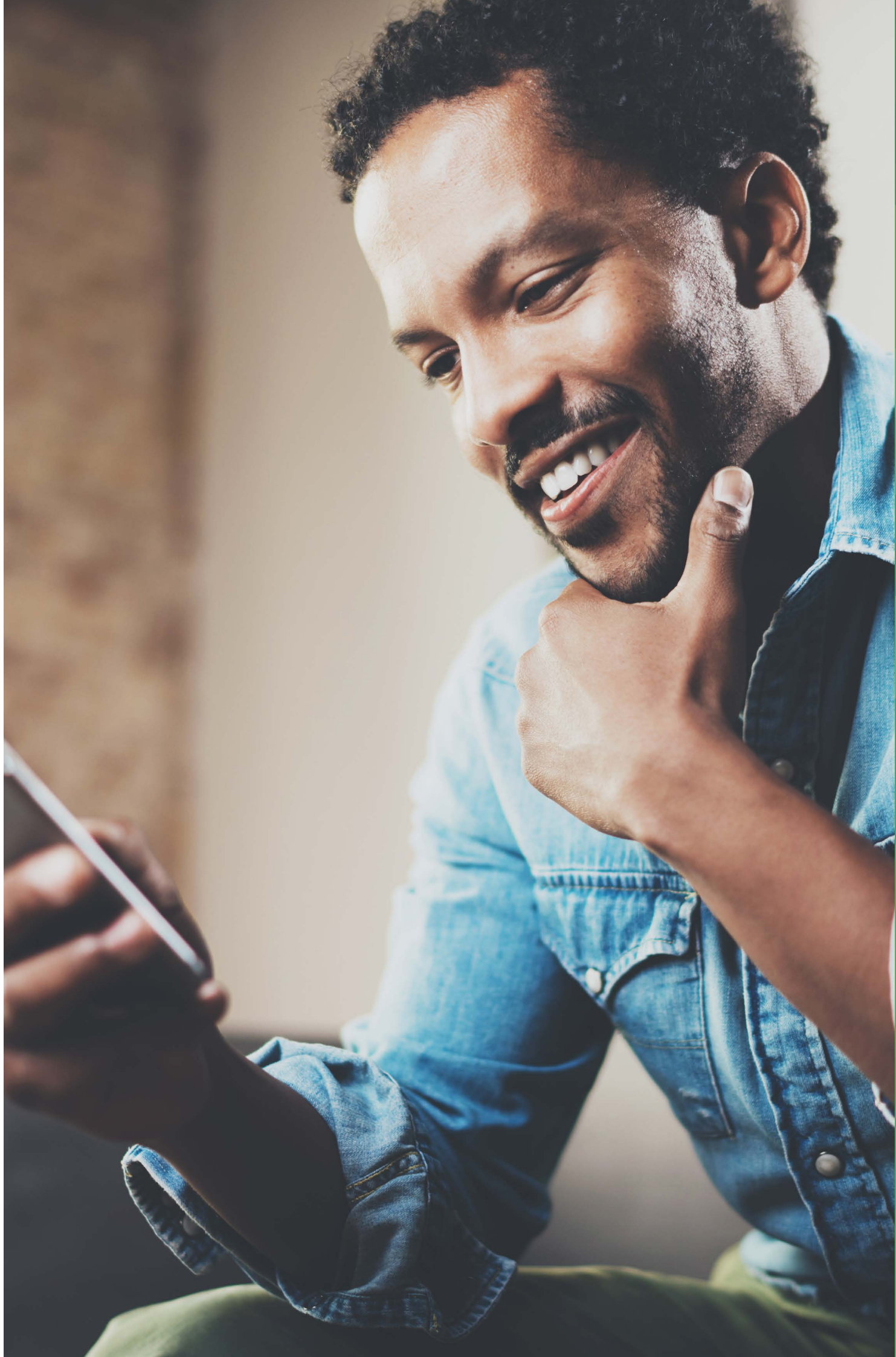
”

6.3 OUR CLIENTS: DEARBHLA

MyMind were a great help at the start of the pandemic. I had been diagnosed with an illness just before Covid hit so my anxiety levels were very high. My GP recommended the free MyMind services that were being offered during the height of the pandemic. I did therapy over Zoom for six months and it was extremely helpful. I liked the fact that you had a large choice of therapists with different credentials and interests. Video calls also meant that location was never an issue.

DEARBHLA
Former client

”



07

CLINICAL MANAGEMENT

7.1 CLINICAL TEAM

MyMind's Clinical Team is responsible for managing all clinical aspects of the organisation, including the necessary policies, procedures and processes that allow for continuous growth and development. We put significant focus on enhancing the experience of our network of mental health professionals, specifically through an extensive programme of Continuing Professional Development (CPD) and peer support.

Activities and achievements in 2021:

- Delivery of 232 individual meetings with mental health professionals to support clinical queries and issues
- Management of four Quarterly Clinical Reviews to generate feedback from mental health professionals, with 90+% response rate across the year
- Development of MyMind at Work programme to help promote MyMind's mission and vision

- Conduction of more than 150 clinical interviews with incoming professionals
- Review and update of Child Protection Policies and Clinical Governance
- Development of four clinical policies and procedures, including Suicide and Self-harm Intervention and Covid-19 documents
- Participation in Trauma Oriented Services & Recovery and Mental Health Reform Policy & Advocacy working groups
- Development of clinical communications content for MyMind website, digital platforms etc
- Review of MyMind registration and client screening processes

7.2 CPD FOR MENTAL HEALTH PROFESSIONALS

At MyMind, it is important to ensure that our team members are supported in their professional development and, as such, we run monthly CPD events focusing on a range of topics, in collaboration with external providers. Free-of-charge and exclusive to MyMind-contracted mental health professionals, the online sessions over the course of 2021 welcomed an aggregate total of 260 attendees from across the country.

Among the topics covered were:

- Schema Therapy for Borderline Personality Disorder (BPD)
- LGBT+ Awareness Training
- An Introduction to Shine
- Selfcare & Mindfulness Workshop
- Working Therapeutically with people with Eating Disorders
- Suicide & Self-Harm Intervention Workshop
- Understanding and Working Therapeutically with Trauma
- Cognitive Behaviour Therapy by Christine Padesky, PhD

7.3 PEER SUPPORT

Since 2019, the clinical team has been running monthly peer support groups for mental health professionals around the country. In 2021, there were a total of 39 peer support group sessions, offering professionals the opportunity to interact and connect, share experiences, and seek out guidance and support, with an average of four to five specific cases being discussed in each meeting.

A word from our peer support coordinators:

"Facilitating and being part of the peer-to-peer support groups during 2021 was enriching and empowering. Connecting with other professionals, sharing strategies, advice and information developed has reinforced and

supported my work as a therapist. I am grateful to those professionals who attended and participated, giving of themselves and their professional experience."

Jackie Graham

"I really enjoyed being a facilitator of the Peer Support Groups in the last year. It helps me to feel that I am a part of the team and gives me belief that I can support other specialists, even in very difficult times. It's good to know that we can still be connected, especially in challenging circumstances, and that my experience is useful for other people working in the mental health field."

Martyna Majewska



8.1 MENTAL HEALTH PROFESSIONALS

In 2021, MyMind had a team of 142 contracted mental health professionals providing access to affordable mental health services 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 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 mental health professionals avail of the following:

- A strict professional governance code
- Quarterly team meetings
- Regular clinical reviews
- Continuous Professional Development (CPD) opportunities
- Peer support

8.2 LETTERS FROM OUR TEAM

SARA LAVECCHIA

Psychologist

I have been working for MyMind long enough to have seen the service growing and changing, always for the better. I have seen the network of therapists growing in number, and the service improving for both clients and therapists. Since I started working with MyMind, I have provided individual sessions, group support and workshops, through MyMind at Work, which are all invaluable experiences for my career and I am grateful that MyMind has provided the platform for these opportunities.

From a professional and a personal level, I really appreciate the high level of support delivered through one-to-one and peer support sessions, as well as the emphasis on professional development that is tailored to our needs. It also helps to have such a kind, caring and supportive attitude from all staff. In my time here, I have developed a bond to this community-based mental health service, through which we come in contact with such a wide variety of cultures, lives and experiences.

RONAN O'CONNOR

Psychotherapist

I first contacted MyMind on the recommendation of a peer, as they facilitated the completion of placement hours required for full accreditation. I found the access to regular clients and a fully equipped therapy room created an ease for me to adapt to a new experience and the accessibility of the support staff was invaluable in the first few months. I have now successfully completed my full accreditation and the access to support remains as efficient as ever.

The pandemic challenged my previously rigid view of face-to-face vs online counselling, but the support offered through working with MyMind during this period allowed me to successfully adapt my own approach to the point where I now have full confidence in delivering my services in either format.

The consistency of the client referral system and the flexibility of working hours offered by MyMind has allowed me to build my working schedule to support a healthy work/life balance, while also facilitating me in starting my own private practice. I have been encouraged to continue my education, training and CPD, in areas such as addiction and trauma, particularly through opportunities provided in-house. I have enjoyed my time with MyMind and the opportunity to be part of a collective, rather than being isolated. I am grateful for the base the Dublin 8 space gives me and the ease at which the established system creates security in my work.



8.3 MYMIND MEMBERS

The MyMind Members programme was initially established to facilitate the provision of services outside of our three city centre locations, by creating a wider network of mental health professionals working out of private practices. With the shift to online therapy brought about by the pandemic and the subsequent reach of our services to all 26 counties, the programme became less prominent in 2021 and the number of MyMind Members has reduced. We remain committed to making services accessible to people across the country who need them most, and we will continue to explore any reasonable opportunities to expand our reach.

8.4 MYMIND STAFF

In 2021, the senior management and operational teams comprised:

- **KRYSTIAN FIKERT**, CEO
- **CESAR SUGITA**, Senior Operations Manager
- **PAULINE WILLIAMSON**, Head of Finance & Strategy
- **GRÁINNE O'ROURKE**, Head of Communications
- **MARTA JAWORSKA**, Clinical Manager
- **ALINE RESENDE**, UX/UI Designer
- **KEVIN O'CONNOR**, Senior Operations Specialist
- **AISLING GRIFFIN**, Operations Specialist
- **AMBER O'DOHERTY**, Operations Specialist
- **EMMETT MCNAMARA**, Operations Specialist
- **MICHAELA CROSS**, Operations Specialist

8.5 BOARD OF DIRECTORS

BRIAN MULVIHILL

(joined in July 2015, elected Chairperson, September 2020)

Brian is the Finance and Investment Manager at Irelandia Investments. Holding a Bachelor of Commerce (Hons) degree from University College Cork, Brian trained as a Chartered Accountant (ACA) and worked for KPMG and GE Capital, prior to joining Irelandia. He is a former member of the Board of Directors of the Gaelic Players Association (GPA), where he also acted as Company Secretary and sat on the Finance Committee.

DR PAUL SCULLY

(joined in July 2012)

A Consultant Psychiatrist at St. James's Hospital, Paul is also Vice Dean of the College of Psychiatrists of Ireland, a Director of the Dublin University Psychiatric Rotational Training Programme and a part-time senior lecturer 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 EMEA Large Customer Sales in Dublin. Prior to joining Google, Anne worked in a variety of HR and consultancy roles in some of the country's best known organisations, 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.

RICHARD MCNIFF

(joined in February 2021)

Richard is a director at Accenture's Global Centre of Innovation, the Dock. He works with large corporate clients to create or build new products or businesses that drive future growth. Richard brings his skills in building and scaling organisation to the MyMind board with a specific focus on the financial and technical side of the business. Richard previously worked for Zurich Insurance and Kainos.

GET IN TOUCH

Call: **0818 500 800 (from Ireland)**
(+44) 20 33 22 44 99 (from Northern Ireland)

Email: **hq@mymind.org**

Or visit: **mymind.org**

To book an appointment, visit our website
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Charitable status CHY 17600.
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