

Introduction

Q What Is CUMI?

A The **Committee for the Upliftment of the Mentally Ill (CUMI)** is a non-governmental organization (NGO) and non-profit charitable foundation. In 1991 CUMI evolved from a feeding programme into a Rehabilitation Day Centre in response to the need for a service that would provide assistance to the homeless mentally ill once they had been treated and stabilized in a hospital setting. Without this second stage of treatment, the benefits of the hospital's initial care would quickly be lost should the client relapse and revert to the habits of street life. Beginning as a pilot project (a one-staff, one-volunteer street-program in 1991); it developed into a Day Rehabilitation Center and Night Shelter. To date, CUMI has served over 5,000 persons (Calls & Advice and Daily Clients). Of these, two-thirds have completed the rehabilitation program and been placed back into the community—many holding full or part-time employment. The site for CUMI was chosen near the town center where most of the homeless population congregates. The project managers must have access to those who need services, and those in need must have access to centrally located agencies.

Q WHY IS CUMI IMPORTANT?

A CUMI is important because it provides a service and easy access for the homeless and the mentally ill to the basic social needs and the initial intervention to direct the person to treatment or social services.

For the mentally ill, treatment received from the hospital is the vital first stage in their recovery. Yet without the second stage of re-educating the person to become proficient with the activities of daily living, the benefits of hospitalization are lost. This is where CUMI comes in. By offering a rehabilitation program and counseling, clients and their families are helped to adjust back into community

living with knowledge and understanding of the illness and the treatment to maintain wellness.

CUMI provides a facility that offers a structured programme within a stable therapeutic environment Monday – Friday from 8AM – 4PM.

Food, clothing, bathing and laundry facilities, medication, support skills training and social opportunities are provided by CUMI. These are given with the goal of placement back into family or independent living. The nature of the individual challenges and/ or disorders and the availability of community resources determine the length of treatment.

CUMI'S Mission Statement
To reach out and Advocate for the homeless mentally ill of Montego Bay (St. James) and within the limits of resources available, attempt to improve their level of physical and mental health as well as their basic quality of life.

Goals and Objectives

The Committee For The Upliftment Of The Mentally Ill (CUMI) seeks to provide community based outreach and advocacy to the homeless mentally ill of Montego Bay and greater St. James. This is achieved by providing a facility that offers a structured programme to address the initial needs of the individual as it applies to his/her social or mental situation. This includes temporary shelter, food, clothing, community psychiatric care and rehabilitation by accessing the available primary health care and social services aimed at restoring individuals to their families or independent living.

Function of the Manual

This manual is designed to be a reference document to the board of directors, administration and staff of (CUMI), in order that the operational procedures which have been developed since 1991 will be recorded for purposes of duration adherence or revision in the coming years.

The documentation is meant to assure the sustainability of CUMI in the light of inevitable personnel changes and to assure the highest quality of care possible for the clients in CUMI's care.

This is not a policy and procedures manual. It is meant to provide functional information for the creative evolution of operations in the light of changing circumstances. It is designed, however, to document the resources available for the successful operation of this organization.

The Services We Provide

1. **Outreach/Referral:** Most requests come from the general public (families or concerned citizens). Persons that can be served directly from the CUMI Day Center complete an intake application. Others may be referred to PEMT (Psychiatric Emergency Maintenance Team c/o Psy. 876-684-4108 or the Cornwall Regional Psychiatric Department 876-952-5100-9) and/or Open Heart Charitable Mission Care Centre (876-971-9097), Refuge of Hope Night Shelter 876-971-5625, the St. James Poor Relief Department 876-952-2683 or 876-952-5500-2 or any other appropriate agencies that provide services within the linkages of social services in Montego Bay, St. James.
2. **The CUMI Rehabilitation Day Center:** located at Isaac Dylan Drive (formerly Rectory Drive), Brandon Hill, (less than one mile from the town center, up Union Street, Overton Plaza/Montego Bay High School onto Brandon Hill). It operates Monday- Friday 8:00am-4:00pm, Office: 876-952-8737, Fax only: 876-971-4943, Email: cumi@cwjamaica.com ; Website: www.cumimobay.org

The Rehabilitation Day Centre Clients are provided with two nutritious meals (breakfast and lunch), clothing and other essential provisions for personal care. The facility accommodates activities of daily living to enhance life coping skills and social and vocational rehabilitation programs

to maintain stability preparing clients and empowering them to return to the community and seek employment. The treatment programme's are supported with access to the St. James Psychiatric Department, the Mental Health Officers (MHO) response team, the Primary Health Care Service, Type V Health Centre and further support from volunteer psychologists to ensure the holistic approach in the treatment plan. Referrals are made to other services such as the Poor Relief Department to address social needs

2. **Night Shelter – Refuge of Hope (876-971-5625):** Located on Albion Road, Montego Bay, St. James. The shelter is operated by the Open Heart Charitable Mission and provides services on terms depending on individual's needs. Services are accessed by referrals.

3. **Clinical Services:** All clinical services are provided by the Cornwall Regional Psychiatric Department, the Primary Health Care Service – Type V Health Centre and Pharmacists. CUMI follows-up with the treatment plan provided, the management and administration and mental health care are delivered at the Rehabilitation Day Centre as part of the daily activities. **Case Management** services are provided within the programme, as well as consultation with psychologist and counsellors for rehabilitated clients. In addition CUMI acts as an advocate in dealing with social issues. (Confidentiality is maintained within policy rules).

4. **Intermediate Care:** Because of a lack of long-term facilities in Western Jamaica, fully-rehabilitated ex-street persons who have no home are given the option of the Day Center and Night Shelter services while attending work, and seeking independent housing solutions. However, at a cost private facilities and services are available i.e. Chance Mentally Challenge & Geriatric Home: 876-369-7079/876-878-0505/ email: crcfirst@gmail.com.

5. **Children's Program:** The Children's Programme was discontinued in 2006 after 10 years in operation. Referrals are still made to access services relating to counselling and psychological assessment.

Funding

The Committee for the Upliftment of the Mentally Ill (CUMI) is a registered, non-profit charitable organization and operates within the rules of Department of Cooperatives and Friendly Society (DCFS).

The CUMI Board of Directors management includes a fundraising committee which presently stages the Annual CUMI Come Run event as the main source of fundraising.

Individuals and Corporate contributions/donations support the source of income in Cash and Gift-in-Kind.

In 1993, the *Paul Eldemire CUMI JMMB Trust Fund* was established with a target of \$15 million Jamaican Dollars (\$15,000,000). The investment has been growing depending on the interest market rate and the interest from the trust fund supports part of CUMI's basic expenditures. (It is necessary to sustain a method of building the principle so as to effectively benefit the interest building for future withdrawals).

CUMI has a sustainability plan with the support from donors, corporate entities, hotels, churches, and businesses etc, a lease from the St. James Municipal Corporation, further support from governmental and non-governmental agencies.

CUMI has been in operation for 28 years, since August 1991 – 2019.



Agency Relations

- 1.0 **Cornwall Regional Hospital (CRH):** The Psychiatric Department and Pharmacy, the Primary Health Care Health Centre's and the National Health Fund support the services of CUMI in forming a relationship in service delivery to the homeless and mentally ill.
- 2.0 Other NGO's: Open Heart Charitable Mission Care Centre and Refuge of Hope Night Shelter.
 - 1.1 ***In-patient Department:*** Provides admission for acutely psychotic individuals on recommendation of the staff physician/psychiatrist.
 - 1.2 ***Community Psychiatry:*** The Mental Health Officer (MHO) and the Psychiatric Emergency Maintenance Team (PEMT) provides the community psychiatric support/care delivery services with the Primary Health Care Clinics.
 - 1.3 ***Pharmacy:*** Provides oral prescribed medications, (as available). Those who are eligible are exempt from payment with the National Health Fund card.
- 2.0 **Poor Relief:** Provides assistance to the economically poor by way of Poor Relief benefits and or PATH. The National Insurance Service (NIS) provides benefits for persons who have had a record of employment and have

contributed to the scheme. Under the auspices of the Poor Relief and the St. James Municipal Corporation, the St. James Infirmary provides housing and care for elderly displaced persons.

- 3.0 **Police:** The *Mental Health Act* provides directives for the police to protect persons of unsound mind. The police are to be accompanied by health professionals when escorting individuals to the hospital, or make arrangements for a Mental Health Officer to assess the behavior and condition of such persons if in custody. The Act also allows for persons who may be of danger to themselves or society to be apprehended by police and taken to the appropriate place of safety. Citizen complaints should be referred to the police in conjunction with the Hospital Casualty Department and PEMT (Psychiatric Emergency Maintenance Team- 876-684-4108).
- 4.0 **Health Department:** The Health Department's *Type 5 Clinic* (Creek Street, Montego Bay) provides medical treatment and referrals to the hospital upon receipt of a referral note from CUMI identifying them as a client. The *Sexually Transmitted Disease (STD) Clinic* (CRH & Type 5 Clinic) provides services for assessment and treatment of diseases such as HIV as well as providing health education and counselling services.
- 5.0 **Related Non-Governmental Organizations (NGOs):** Several NGOs and service clubs collaborate with CUMI in providing community health care. They are listed as follows:
 - 5.1 ***Good Shepherd Medical Complex/ Hope Medical Clinic:*** Provides medical and dental services at a cost for eligible clients.
 - 5.2 ***Savannah La Mar Hospital and MHO program:*** Provide clinics and outreach to the homeless mentally ill (WASP--Westmoreland Association for Street People).
 - 5.3 ***Clarendon Association for Street Persons*** (CLASP): Provides services from a shelter for the homeless under the auspices of the Clarendon Infirmary.
 - 5.4 ***Portland Rehabilitation Management Shelter*** – Provides rehabilitation

5.5 **St. Mary Rehabilitation Street People Programme:** Provides rehabilitation services.

6.0 **Churches & Hotel:** Half-Moon Resort/Foundation and Burchell Baptist Church support the CUMI feeding program by providing donated lunches once a month. The St. John's Methodist Men's Fellowship provides sporadic support.

7.0 **Local businesses:** Saffack – HART Group of companies, Jamaica Money Market Broker's (JMMB), Smart Designs (website), Hall's Investment (cooking gas), Regal and Jimmy's Bakery (bread), periodically other outlets and local doctors.

Administrative Structure

The Organization is managed by 7 members of the Board of Directors – (Chairperson, Secretary, Treasurer & Directors). The Manager/Administrator is in charge of the staff/team and the daily operations of the CUMI Rehabilitation Day Centre. She also represents CUMI at the various venues and occasions that CUMI is called upon to make representation/presentations.

The CUMI Board of Directors meeting is held bi-monthly. The Manager/Administrator is expected to prepare the reports covering the two months period - (Administrator's Report, Agenda, Minutes of the last meeting and any other letters as and if required).

The Manager/Administrator will be in constant liaison with the Treasurer who will prepare the financial reports. The Manager/Administrator is responsible to ensure that all the annual or bi-annual registrations are up-to date and current - (Accounting/Auditing - liaison with Treasurer, Department of Cooperatives and Friendly Society (DCFS) - Annual Return/Filing Under the Charities Act 2013– Form 8, Companies Office of Jamaica – Annual Filing of Board Members, liaison c/o Lezley, KPMG, & bi-annual Charities Authority Registration Certificate Number CA100-182C

Manager/Administrator coordinating with Board:

1) Fundraising

- a) The Fundraising Committee Annual CUMI Come Run (dealing with Promotional Agencies to set events etc.) (CUMI Board Chairperson representative)
 - b) Setting up displays and speaking at Promotional Events
 - c) Public Exhibitions etc.
- 2) Public Relations
 - 1) Media Interaction
 - 2) Radio and Television Interviews
 - 3) Public Presentations (Churches, Schools, Civic Organizations, etc.)
 3. Grant and Proposal writing for funds and special projects. (To be shared between Board Member and Manager/ Administrator)
 4. Special Projects (if any)
 5. Support - Board Manager/Administrator - Annual General Meeting Planning and Reporting/Presentation
 6. Meetings - Attend regular board meeting, sending out prior notices of dates and venue etc. (The Manager/Administrator is responsible for keeping everyone updated with all current information).

Conclusion

Operational Manual – (2002) - 2018 Edition

Sustainability – original hard copy (see (1997) (2002) Sustainability Report: “The next 5 Years: Is CUMI Sustainable). – present 2018/2019

Sustainability Update – * (History)

1997 – 1998 annual Report has demonstrated the impressive level of activity that is possible from a small NGO with a very small budget. Further, CUMI has been able to demonstrate clinical efficacy along with financial accountability. The only statistics available to CUMI (and with review by Ministry of Health clinician, CUMI Board members, interested officials and members of the public) provide a conservative estimate suggesting that CUMI provides JA \$15,000,000.00 worth of service to the Ministry of Health.

The main thrust of financial sustainability must relate to bringing the Paul Eldemire's (CUMI) Trust Fund to JA \$15Million level, so that the interest on the Trust Fund can provide basic operational expenses and allow for an annual budget. Major Fund raising efforts in the last years have significantly increased the Trust Fund to JA \$4.5 Million. Revenue generating enterprises are possible but only with specifically "dedicated" managerial resources to develop 'clean rag', recycling and field-crop business and other income earning projects.

The Cornwall Regional Hospital (Departments of Psychiatry and Pharmacy) provides CUMI with a significant proportion of medication, the services of the Mental Health Officers and clinical visits provides maintenance & Psychiatric Emergency Maintenance Team for crisis response access to hospital for any of CUMI relapsing clients.

Mennonite Central Committee has been providing CUMI with volunteers over the years. Jamaica Money Market Broker supported our Children's program in the past as well as monthly contribution to CUMI. The balance of revenue comes from concerned individuals, small business organizations, fundraisers through service clubs, schools, churches and others Gift In Kind (which is valued).

However the fact remains that CUMI struggles along from month to month without the ability to identify resources for its annual budget. CUMI is still able to function without owing money to anyone, **never missing a payroll**, while providing clinically and cost-effective service to the mentally ill homeless. The price of this accomplishment has been the heroic effort and commitment of the Nurse-Administrator, the Treasurer, the Chairperson and various Board members who have worked tirelessly to provide CUMI with what it needs. Nevertheless, it is unreasonable to think that these conditions can continue indefinitely.

From the Administrator's Reports and Annual Report 2000/2001, significant efforts have been made to implement the recommendations of the June 10th, 1997 Sustainability Report. However, the efforts to date still require significant input for greater success and the key concerns around sustainability, remain. The production of Program Statistics, Operations Manual, Archives and related legislation have assisted in organizing all available materials for potential donors.

2008 – 2018

The CUMI Come Run Fundraising Committee - form and function with Chairman and Board Members separate from the general CUMI Board of Directors – (The majority of Board Members are volunteers). The CUMI Chairperson represents CUMI interest on this board

The CUMI Come Run Board liaison/report with the general CUMI board of Directors through the CUMI representative to the board and with the Treasurer (the CUMI Board Members are volunteers).

The CUMI Come Run Fundraising Committee organizes the Annual ‘Come Run’ event which is now the main source of annual income for the general operations of the CUMI Rehabilitation Day Centre Programme.

***History** - The Mennonite Central Committee no longer provides support to the CUMI Programme.

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(2019)

CUMI Rehabilitation Day Centre Celebrates 28 years of community service.....August 5th, 2019.....

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CUMI - TRN: 001-530-585
Approved Charity Registration #CA100-182C
<https://www.youtube.com/channel/UCLRKK00KltRjY9U25cgzNtg>
<https://goo.gl/photos/FESvjURexwQuaBzi8>
<https://goo.gl/photos/TWWeMcpoptSksRrX9>
Email: info@epocc.org.uk | Website: www.epocc.org | Facebook: EPOCC

***Computer Technical Support
Resources***

- ◆ Heather Smit – Webmaster..... heather@smart-websolutions.com
Smart Designs support@smart-websolutions.com
- ◆ GAPS Computer & Supplies Ltd – Vincent Rose876-979-7737
- ◆ gaps@cwjamaica.com

COMPUTER DATA ENTRY

2002

- ◆ ***Combine all total caseload - discharge and intake in order to have a total full client registry in Excel/ Microsoft (records)***

- ◆ *Load all intakes up-to- date*
- ◆ *Organize the back-up disks(external drive) for access*
- ◆ *Ensure that call and advise are entered into writing folder*
- ◆ *Telephone Directory (electronic and hard copy)*
- ◆ *Addresses &Contacts (electronic)*

2002

**CUMI: PROSECTIVE
REVENUE – GENERATING
REHABILITATION PROJECTS**

1. ***“Clean rags” business as a market for our over-supply of clothing. This is such a lucrative business in the USA, that it supports large church social programs.(Discontinued)***
2. ***Re-cycling soda plastic bottles (Discontinued)***
3. ***Vegetable gardening(Discontinued)***
4. ***Nursery (plants & flowers)- pending***
5. ***Clients Work Project (Western Parks & Market (WPM & St. James Parish Council))***

CUMI open to any income generating projects and recycling for sustainability and environmentally friendly

CUMI THURSDAY MEETING

AGENDA

Revised 2002, 2018

- ◆ *Stretching or relaxation exercise*
- ◆ *Serenity Prayer*

Week in Review

- *CUMI News*
- *Positive reinforcement*
- *Critical Review*
- ◆ *Staff Comments*
- ◆ *Clients Comments – Problem Solving & Conflict Resolution*
- ◆ *Night Shelter – Report from Staff*
- ◆ *Client Report*
- ◆ *Closing Prayer – 12 step poem*
- ◆ *Lord’s Prayer*

Psychologists/counselling sessions

Revised 2018

Group meetings- sessions and presentations part of practicum for orientation of students:

UWI School of Nursing, Utech School of Nursing, Faith Allied Institute-Practical Nurses, Association of Future Psychologists (UWI), UWI Social Work Students, NCU Social Work Students & Psychology Students, Montego Bay Community College (MBCC) Social Work Student, James Madison Alternatives Spring Break Programme, Georgia Southern Alternative Spring Break Programme, Rutgers School of Nursing(USA).

Support services – psychologist/volunteers