



annual report 2009-10

## Vision

St. Leonard's Community Services will be a recognized centre of excellence in the community for the provision of services to children, youth, adults and families.

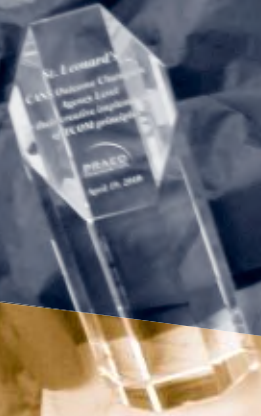
## Mission

St. Leonard's Community Services responds to community needs by providing quality addiction, mental health, employment, education, justice and residential programs. These programs enable children, youth, adults and families to overcome challenges through choices that result in positive change.

## Values and Beliefs

As we discharge our mission in pursuit of our vision, we adhere to the following values and beliefs.

1. A commitment to excellence in client service.
2. Respect for the dignity and diversity of our clients.
3. Support and recognition of our staff.
4. Collaboration and partnership.
5. Accountability to our funders, clients, partners and the community.



## Achieving our Goals

2009/10 will be a fiscal year long remembered for the impact of a world wide recession on our local economy. Financial strain on our community's families resulted in an increasing need to help our clients enroll in school, obtain employment, benefit from addiction or mental health support and to secure affordable housing. To this end, staff put in an extraordinary effort achieving many of the following annual goals established by the Board:

1. The Agency was recognized as an accredited Children's Mental Health Agency on September 21, 2009.
2. One hundred and sixty of our staff participated in the first module of TAPE's<sup>1</sup> Cognitive Behavioural Therapy (CBT) training curriculum. This ongoing annual training will help staff acquire knowledge and the necessary skills to enable clients to meet their challenges.

We were extremely honoured to learn that commencing October 2010, Dr. Jean Clinton, a renowned child psychiatrist from McMaster University will "kick off" each CBT training session with her presentation on the development of the teenage brain.

3. During the year, we were pleased to receive notice that the Local Health Integration Network (LHIN) Board recommended to the Ministry of Health and Long-Term Care that St. Leonard's be designated the recipient Agency to flow rent supplement funds for eight allocated units and be approved for one full time addiction case management position commencing in 2011/12. The funding will enable the Agency to help address our community's growing need for supportive housing through the provision of addiction and mental health outreach.
4. Near the end of the year, the Ministry of Training, Colleges and Universities, (MTCU) announced that St. Leonard's Community Services was chosen as a local service deliverer for Employment Ontario.

5. NPAAMB (Niagara Peninsula Aboriginal Area Management Board) awarded our employment sector funding to support urban aboriginal youth in Brantford.
6. As planned, the Board of Directors expanded its ranks and diversity of knowledge and skills, welcoming Dr. Romina Coppa-Hopman, Constable Charmaine Pelletier, Ms. Laurel Olson and Ms. Betty Anne Jackson.
7. Work continued on the integration of Child and Adolescent Needs and Strengths (CANS) and the Agency Planning and Evaluation Model within the Client Service Manager Database (CSM). In the coming year, client assessments and treatment/action plans will be completed within the database, enabling staff to quickly track information and evaluate progress. St. Leonard's Community Services was rewarded for its efforts at the annual CANS Conference in San Francisco where we received the Agency award for commitment to assessment and outcome measurement.

Dr. John Lyons continued to provide on site CANS training for all new employees.

8. The Agency's efforts to bring animal assisted therapy using dogs in Brantford were successful with support from the Ministry of Community Safety and Correctional Services in an effort to prevent crime and create a safer community. We will work in collaboration with Brant SPCA to have dogs trained by our justice clients in preparation for adoption by community members. In addition to a safer community, dogs will be saved from being euthanized and the program will teach empathy, responsibility and patience to young people who have been neglected, abused or abandoned. Our research and experience with this program at Varency Home in Jarvis, demonstrates that youth bond with the dogs and receive an intrinsic reward for saving the dogs and giving them a home.
9. Thanks to funding from the Ministry of Children and Youth Services (MCYS), Peter Willis Residence was

<sup>1</sup>TAPE Educational Services – is a training organization based in Toronto who specialize in training non-profit organizations. The CBT curriculum was developed in consultation with the University of Toronto.

able to expand the existing woodworking program which focuses on manufacturing outdoor furniture, to the creation of unique wooden pens that will be sold to support the program. This program teaches clients the fundamentals of workplace safety, as well as how to use a variety of woodworking tools such as lathes, planes and drills. The program is constantly full with a waiting list of youth wanting to participate. Anyone interested in owning one of these original masterpieces should contact Elaine Smith (519-759-8830) to place their order.

## **Working with our Partners, Responding to Emerging Community Needs**

Our partnership with the Royal Bank of Canada continued to flourish during the year, culminating in a \$60,000 grant to provide ongoing Cognitive Behavioural Therapy training for St. Leonard's Community Services, as well as Haldimand-Norfolk REACH, commencing the summer of 2010. The objective of the training is to enhance staff knowledge and skills, with a view to improving effectiveness meeting mental health needs in Brant, Haldimand and Norfolk.

The Ministry of Children and Youth Services renewed their financial commitment under the Anti Poverty Program to create employment opportunities for "at risk" youth in our community. This year's grant of \$750,000 will again be shared with GREAT (Grand River Employment and Training). The program is a very important component in the strategy to address youth unemployment in our community, as well as helping Brantford families negatively impacted by the economy.

## **Goals for 2010/11**

Some Agency goals for the upcoming year include the following:

In closing, we would like to extend our sincere thanks to our Clients, the Board, the Staff, our Community Partners and our Funders who all worked collaboratively, helping the Agency achieve its mission.



Bill Sanderson, Executive Director



Richard Cook, President

1. By March 2011 increase to 100% the number of staff who utilizes a cognitive behavioural practice for client service delivery.
2. By March 2011 demonstrate the effectiveness of four Agency programs. Heather Woltman, a Ph.D. Candidate in Clinical Psychology from the University of Ottawa to evaluate our various services, employing the CANS framework for her doctoral research project. Dr. John Lyons chose St. Leonard's Community Services for this important work.
3. By December 2010 update the long term planning of the Agency for the period 2011 to 2014 through the development of a new Strategic Plan.
4. By March 2011 implement 100% of Employment Ontario's guidelines. This will involve the establishment of a new north end location, a new site in Caledonia and the renovation of our Dunnville location by October 2010.
5. By March 2011 enhance staff understanding in all departments of how to utilize the Client Service Manager database (CSM). Training is scheduled to commence June 2010.
6. By March 2011 enhance Agency's Supervisors' knowledge and skills concerning supervision of staff. Plans are underway to provide training in the Agency Staff Supervision Model and in Clinical Supervision.
7. By September 2010 develop a Diversity Team who will evaluate our cultural competence and integrate diversity awareness strategies into our client service delivery. The team will make recommendations with respect to employment equity and other Agency human resources policies as well as coordinating external training opportunities with community partners.
8. By September 2010 implement Agency wide use of SharePoint software to store and share information.
9. By March 2011 despite the provincially regulated compensation freeze, we will continue to work on solutions that will resolve the very serious problems of inadequate staff compensation, excessive workloads, wellness and turnover.

St. Leonard's Youth and Family Residential Services provide a safe and encouraging environment, preparing youth for a return to family, foster care or semi-independence. In partnership with families, Children's Aid Societies and community agencies, the homes provide therapeutic residential services that build on client's strengths and address individual needs. The goals of the programs are to help clients improve daily living skills, increase social supports, set goals for the future, problem solve, succeed at school and/or work, improve family connections and break the cycle of homelessness.

## General Highlights 2009/10

- 200 children and youth, aged 12-19 years received residential treatment services.
- Maximized use of beds and achieved overall occupancy levels of 96.5% at Roy Walsh Home, Varency Home and the Youth Resource Centre.
- Provided transitional housing at the Chatham Street Residence for 12 young women graduating from the Youth Resource Centre.
- In addition to receiving accreditation from Children's Mental Health Ontario, the ministry (MCYS) conducted comprehensive annual licence reviews. The reviews verified full compliance resulting in the granting of annual residential licences at the Youth Resource Centre, Roy Walsh and Varency Homes.
- Serious Occurrences continue to decrease with a 45% reduction in occurrences over the past four years.
- Incorporated Social Skills Streaming Life Skills sessions as part of the regular classroom routine.
- A partnership with the Agency's Youth and Arts Program provided the youth at Roy Walsh Home with a hand drumming program in the residence. Involvement with the Youth and Arts Program will continue into the next year.
- Welcomed more volunteers in the residences to assist with programming, craft groups, life skills facilitation and one on one mentoring.
- Youth achieved credits in the Learning Centres. Several youth transitioned their school placement to community schools.
- All residences were able to provide a summer camping experience. Roy Walsh and Varency Homes are currently planning a wilderness experience to Algonquin Provincial Park in August. The Youth Resource Centre is planning some local trips.
- Throughout the year, the residences continued implementation of the Client Service Manager (CSM)

database. The database integrates the collection and management of client information across all Agency programs. The next phase of development involves full implementation of the Treatment/Action Plan using CSM.

- 90% of YRC clients returned home or to a safe living situation.
- Partnered with Nova Vita Domestic Violence Services to provide Healthy Relationship Sessions to the youth at Roy Walsh and Varency Homes.
- Thanks to the generosity of staff, local businesses, parents, community members, Calbeck Crafters, RBC staff, Burford Lioness's and Rotary Club of Brantford, youth in the residences had a terrific Christmas. Each residence enjoyed a "sit down" meal and a visit from Santa.
- Roy Walsh and Varency Homes formally adopted our canine graduates of the Youth and Animals Learning Together (YALT) Program. "Hazel" moved to Roy Walsh Home and "Hasselhoff" remained at Varency Home after graduation.

## Corporate Social Responsibility in Action

The staff of Environmental Safety Products demonstrated what it means to support community youth through action. Quietly, but with significant impact, they acknowledged youth at the YRC and Chatham Street Residence. Throughout the year, at each recognized holiday, Environmental Safety Products shared gifts, meals and their time at special occasions including Christmas, Valentines Day and Easter. On each occasion, they took time to share special presents and acknowledge youth for their accomplishments. Environmental Safety Products' commitment had an inspiring effect on both youth and staff. Simply put, "ESP" sees their role as advocates of "paying forward". The beneficiaries of this generous philosophy are the marginalized youth of our community.

## Youth and Animals Learning Together (YALT)

Four years ago, through a National Crime Prevention grant, Varency Home began offering an animal assisted therapy (AAT) program called YALT (Youth and Animals

Learning Together). Animal assisted therapy is a goal directed intervention in which an animal is an integral part of the treatment process. A Counsellor, who uses AAT, facilitates change in a client through the client's interaction with an animal. This grant enabled Varence Home to explore the following research question: **In what ways would participation in an Animal Assisted Therapy Program contribute to positive individual change and an overall sense of well being for youth in the care of CAS, living in a group home environment?** Overall, there were some very positive outcomes:

- 27 youth increased their knowledge about animal care,
- 18 youth became dog trainers,
- All dogs were successfully adopted upon their return to the SPCA,
- 80% of the youth who participated showed improvement in their capacity to be patient,
- 78% of youth showed improvements in their capacity to develop respectful relationships and show empathy and compassion for other people and animals,
- 83% reduction in property damage in the group home,
- 100% reduction in physical aggression towards staff and 65% reduction in peer to peer aggression,
- 68% reduction in Serious Occurrence Reports,
- 50% reduction in youth who are involved with the Criminal Justice System.



Most importantly, the youth had the opportunity to develop a relationship with their dog and they learned how it felt to be needed and how it felt to make a difference. Finding permanent homes for the dogs was also a great experience, as the "big goofy" dogs turned into loving, loveable, smart and sociable animals.

## Testimonials

Youth said . . .

*"I lived at Roy Walsh Home a long time. They helped me with a lot of things and listened to me when I needed someone to talk to."*

*"My experience with Varence Home has been very good. I have made changes to my life since I moved here. I have improved how I get along with my family and friends. I have also reconnected with them. The staff here really care."*

*"I've learned that I can succeed."*

Parents said . . .

*"Very impressed with the services provided."*

*"Interaction with staff was insightful and helpful."*

CAS Staff said . . .

*"Varence Home staff are very flexible and are able to respond to the youth's changing family circumstances."*

*"The program is able to accommodate individual needs and plans in accordance with the child's needs and choices."*

School Officials said . . .

*"I really appreciate the effort the YRC makes to address the needs of disengaged youth in our community and the support that is offered to keep them safe."*

*"The YRC is a safe place where you will be supported not only with housing and food but also the chance to be accepted without being judged."*

Mental Health Professionals said . . .

*"Staff are very professional. They know their clients well and are able to advocate effectively."*

*"The YRC is the best program. They've helped me in so many ways. I have set life goals and am working towards living independent." – Client*

*"The YRC worked with my son for many years. I have always felt respected, heard and stronger because of their support." – Parent*

*"It is obvious that the Roy Walsh Home staff work hard to meet the needs of the kids and try and make the child's stay very successful." – CAS Staff*

*"I love working with the YRC! The staff at the YRC inspire me to do better work myself." – Mental Health Professional*

# Addictions and Mental Health

The 2009/10 year was marked by energy, collaboration and celebration. The department actively participated in new initiatives, program development and activities to strengthen community partnerships as we strive to provide accessible, responsive and timely addictions and mental health services to our community. Some highlights include:

The Addictions and Mental Health team engaged in annual planning in February to identify the key priorities and actions for the upcoming fiscal year. Collectively, the team developed a Team Vision Statement, building upon our existing strengths. It serves as a visual testament of our commitment to live our core organizational values through our daily interactions with our clients, colleagues and community partners and is proudly displayed at our Elgin Street location.

## Addiction Services

A new centralized addictions intake process was developed, following research on best practices, and comparator program benchmarking. The process was implemented in an effort to improve efficiencies, mitigate client risk and provide a timely and appropriate response to client requests/referrals for addictions counselling. A new part-time Addictions Counsellor position dedicated to fulfilling the intake responsibilities for this service was created in March.

## Mental Health Services

The Walk-in Clinic dedicated to children and youth who are 15 years of age and younger changed the hours of operation in an effort to better meet the urgent mental health needs of the clients accessing this service. A Child and Youth Mental Health professional is available Monday to Thursday from 11:00 a.m. to 6:00 p.m. daily at our 133 Elgin Street location, ensuring that specialized services are accessible to provide immediate crisis intervention and facilitate the appropriate navigation of services depending upon acuity and risk level of the client's presenting problems.

In an effort to increase efficiency with coordination and scheduling of groups, maximize group capacity for attendance, meet MCYS requirements for the implementation of designated standardized instruments (BCFPI) and its certified interpretation, promote programs and facilitate increased accessibility/responsiveness to client need through single point of access through Contact Brant, the community centralized intake of all Ministry of Children and Youth Services funded groups was implemented in March. These children's mental health group offerings include Stop Now and Plan (SNAP™), Youth Anger Control, Triple P™ (Positive Parenting Program) beginning in May and Structured Children and Youth Garden. This new process was developed based on the success of the existing system of intake for the Respite Experience program held at Tim Horton Onondaga Farms.

Clinical psychiatric consultation services continue to be available through Dr. David Templeman and Dr. S. Sharma. The team has actively engaged these specialists with case consultation and training opportunities to continue to develop the competencies required to manage the complex client situations in both the Adult and Children and Youth Mental Health Crisis Walk-in Services.

## Youth Drop-In Centres

Through Health Canada's Drug Strategy Community Initiatives Funds, we established four Youth Drop-in Centres four evenings weekly. The goals of the program include the reduction of illicit drug use among youth aged 13 to 18 by offering a safe, positive and non-threatening gathering place after school. Youth participating in this program have the opportunity to engage in a variety of recreational activities. Successful partnerships have been established to deliver this program with the following community organizations, Why Not City Missions, Salvation Army Wyndfield Community Church, Central Baptist Church and Doug Snooks Community Centre. The Youth Drop-in Advisory Committee planned and implemented two drug awareness campaigns, incorporating active participation of ideas and talents by youth. Three posters with messages about the detrimental effects of substance use were distributed during Drug Awareness Week throughout the community.

## Youth and Art

The Youth and Art program funded by The National Crime Prevention Strategy, has been active in expanding opportunities for youth to experience and develop their talents in sketching, pottery, photography, interviewing, drumming, guitar, fine arts, video and theatre. Efforts to develop youth presentation skills and showcase their talents occurred during the weeks that profile Youth Homelessness and Mental Health in the community.

Departmental staff are working in collaboration with advisory committee members to establish a sustainability plan for our Youth and Art Program given the end of project funding August 30, 2010. The vision includes the long-term amalgamation of this program with the existing Youth Drop-in Program. Creative ideas have been generated including the establishment of a volunteer pool of artists willing to share their skills and time with youth on a rotational basis. We are planning ways to raise funds through corporate sponsors, fundraising activities and events, leveraging the opportunity to sell artwork.

## Testimonials

Parents described the lessons learned and impact of the youth and art program:

- *"Taught him to not give up"*
- *"The program encouraged her to explore her interests in a positive activity"*
- *"She has learned communication skills"*
- *"His attendance at school has improved"*
- *"She is more careful about harmful peers"*

Men who participated in the Circle of Change addictions group described their key learnings:

- *"I learned about myself"*
- *"I learned about changing my behaviours and attitudes"*

Women who participated in the Reflections addictions group shared their reflections on what they learned:

- *"I learned how emotions and feelings are involved with your decisions"*
- *"I learned about setting and maintaining boundaries"*

Men and Women participating in the co-ed Steps to Change group shared their key takeaways:

- *"I learned about tools for coping"*
- *"I learned how to deal with stress"*





- 2,073 individuals participated in 6,378 sessions for addiction assessment and treatment. Youth (0-24 years of age) represented 469 of the clients served.
- 113 individuals experiencing a mental health crisis participated in 137 sessions through our Children and Youth Mental Health Walk-in Clinic.
- 459 individuals participated in 1,591 sessions for assessment and treatment in our Adult Mental Health Crisis Walk-in Clinic.
- 118 individuals having Concurrent Addictions and Mental Health Disorders participated in 663 counselling sessions.
- 193 individuals having Concurrent Disorders participated in 812 Case Management sessions.
- 24 individuals participated in 115 assessment and treatment sessions in the Gambling Responsibly program.
- 177 individuals participated in Back on Track assessments, with 172 individuals participating in psycho-educational and treatment groups.
- 107 individuals (mothers of children 0-6 years of age) participated in 422 addictions assessment and treatment sessions in the MotherVoice Program.
- 227 children/youth participated in the Respite Experience held over a total of 26 full days at Tim Horton Onondaga Farms.
- 92 individual children, youth and parents participated in 668 direct service hours in the following Mental Health psycho-educational and support groups, Stop Now and Plan™, Parent Adolescent Support Program and Youth Anger Control.
- The youth drop in program had 962 visits by youth (13-18 years of age) across sites.
- 137 individual youth (13-17 years of age) participated in the Youth and Arts program.
- 146 children and youth received assessment services from our consulting child psychiatrist, Dr. David Templeman over 38 clinic days.
- Dr. S. Sharma, our consulting adult psychiatrist, provided 197 sessions over 243 hours.

2009/10 produced some challenges and new opportunities. Highlights include:

## Peter Willis Residence

- In November 2009, the residence began providing open detention services to youth from Oxford and Elgin Counties.
- We received additional funding from the Ministry of Children and Youth Services' Youth Justice Services. This provided for the following enhancements:
  - Increased reintegration supports to open detention clients upon discharge.
  - Increased access to mental health services via a weekly consultation with the Agency's child psychiatrist Dr. Templeman.

## Buffalo Street Residence

- We would like to extend our thanks to the Brantford Community Assessment Team for their support and commitment to the program.
- Substance abuse programming expanded to include the National Substance Abuse Program – Moderate and increased referrals to the Agency's Addiction and Mental Health Programs.
- Occupancy decreased during the winter months and as a result, we will be focusing on new and innovative marketing strategies during 2010/11.

## Testimonials

- *"We just wanted to let you (Primary Worker A) know how much we appreciate everything you are doing for our son. We really didn't know which way to turn or what to do for him and it's such a relief to know that he's getting the help he so needed. It's really hard for us with him being gone, but knowing he's in good hands makes us feel so much better! We are grateful that you are his primary worker and that you really do care about what happens to him! Thanks so much for everything" – Parent*
- *"I learned a lot about nutrition and how to cook some things better."*
- *"I'm not as angry, don't want to do drugs anymore and do not want to smoke anymore."*
- *"My attitude is not as bad. Yes, it is directly related to the program. It's almost like being home."*

## Youth and Animals Learning Together

- We received grant funding from the Ministry of Community Safety and Correctional Services under the Safer and Vital Communities Grant to offer an animal assisted therapy program to youth involved in the justice system.
- The program will assist at-risk youth from Peter Willis Residence and Youth Community Justice Programs in recognizing and dealing with anger issues through participation in an informal Youth Anger Control program as well as an opportunity to learn about humane education, grooming and basic obedience training. Participating youth will have an opportunity to develop a relationship with their dog, practice

patience and learn how it feels to be needed and how it feels to make a difference.

- Working in partnership with the Canadian Canine College and the Brant SPCA, we will be able to offer three, six week cycles of Youth and Animals Learning Together beginning in June 2010.

## Community Justice Programs

Special thanks to the Rotary Club of Brantford, Brantford Food Bank, Chamber of Commerce, Soup for the Soul, United Way Warehouse Sale event and all of our very special community service order (CSO) placements. We have been able to secure several new CSO placements for both our adult and youth clients including involvement in the Community Garden Project and the Walter Gretzky Street Hockey Tournament and Hockeyfest.

Also, a special thanks to the Youth Justice Committee volunteers and the Steering Committee for your dedication and support.

## Adult Services

- We are also exploring opportunities for new referral options to the Adult CSO program.
- Adult Diversion was extremely busy this year – service was provided to 104 adults compared to 71 adults the previous year.

## Youth Services

- The Attendance Centre and Peter Willis Residence introduced the Instrumental Peer Aggression program. The program covers such topics as types of bullying, understanding the use of aggression, impacts, roles and choices (gains and losses).
- There was an increase in referrals to the Youth Extrajudicial Measures program. 184 youth were served in 2009/10 compared to 160 youth in 2008/09.

## Testimonials

- *"The Youth CSO program helped me to realize I have a responsibility in my community and now I'm better able to cooperate with others."*
- *"The CSO program helped me work with other people and it showed me that there are consequences for my actions."*
- *"I have changed as a person, I am kinder. I know it's good to have rules cause it helps keep you out of trouble. Me and my dad are spending more time together. My mom says my attitude has changed too. I guess there was some positives that came out of this terrible incident."*
- *"I've changed the way I look at things, I have more respect for others belongings and my behaviour has changed."*
- *"Follow what you know is right and not what others think or do."*
- *"My son shows more respect to my feelings and others. We are able to talk about things." – Parent*
- *"My son is more aware of how his actions affect other people." – Parent*
- *"Staff was amazing; really helpful info; to talk and explain my problems without being judged; that I learned a lot about healthy relationships and how to overcome my anger."*
- *"St. Leonard's as a whole is awesome, the stepping stone for change; they've helped me build family relationships, go back to school, get a job."*



- 175 youth were served by Peter Willis Residence.
- Buffalo Street Residence maintained 100% occupancy.
- 203 verifications completed by the Bail Program.
- 8,007 community service hours (youth and adult) were completed.
- Brantford Community Assessment Team reviewed 59 applications for residency at Buffalo Street.
- The Youth Support Program provided service to 25 youth.
- \$15,177 in participation fees were collected by Adult Diversion.
- \$20,973 in restitution and donations were collected and distributed back to the community.

# Employment and Education

Employment Services have been designed and situated to best serve the community throughout Brant and Haldimand Counties. Essential community information and a vast array of resources are readily available to meet the needs of individuals. Job seekers and employers alike can access individualized services to meet their specific needs.

Education Services in the form of two Learning Centres at the Youth Action Centre continued to be in demand throughout the year.

The economic downturn continued through much of this past fiscal year with minor promise of recovery being evidenced in early 2010. Client activity at all employment centres increased exponentially – an already busy centre, the Dunnville Employment Centre, recorded a 51% increase in resource visits as compared to the last fiscal year.

We were privileged to deliver Summer Jobs for Youth for the first time this year. Funded by the Ministry of Children and Youth Services, this program assists 15-18 year olds access the workforce for the first time. This eight-week program contains both pre and post employment training and a fully subsidized six-week placement with local employers. A resounding success, over 80 youth received employment placements.

The Ministry of Training, Colleges and Universities continued progress in the transformation of provincial employment services under the auspices of the Employment Ontario banner. In January of 2010, decisions were made by the Ministry regarding who would continue under that new banner. St. Leonard's is honoured to have been invited to continue delivering much needed employment services and supports to the residents of Brant and Haldimand Counties.

As we move forward, Employment Services will be delivered in an expanded north end facility in Brantford, at the current location in Dunnville and at a new site to be developed in Caledonia. Itinerant employment services will be delivered to the neighbouring communities of Paris, Burford, Hagersville and Cayuga. Many of our Career Resource Centres will be consolidated into the new model.

Whether it is information regarding career decision making or community services, job search assistance, placement opportunities, education and training options or referral to other supportive programs, individuals of all ages will have access to all services at all sites. This will be an exciting journey!

## Career Resource Centres

- Walk in traffic increased by 30% during the past fiscal year
- Successful School to Work Transition Plans delivered to graduating students at the end of first and second semesters
- Increased referrals to Job Connect programs in both Brant and Haldimand

Regarding the North Park CRC – *"The Resource centre is a highly valued and much needed job search connection and more a cheerful energetic team spirit in the north end of Brantford."* – CRC client

## Dunnville Employment Centre

- Increased partnerships with community agencies including Literacy, Ontario Works

- Involvement with many community events including the Haldimand Norfolk Youth Career and Volunteer Fair and Skilled Trades Awareness Week
- Resource centre activity increased to over 7,500 visits this fiscal year (over 600 per month)
- Summer Jobs Service placed more than 140 local students into summer employment

*"My questions were answered above and beyond my expectations. I am extremely satisfied with the help, advice and direction I was provided."* – Dunnville client

*"This is a very helpful, engaging experience. The concepts demonstrated are transferrable, and understandable, personal and professional."* – Dunnville client

## Employment Resources

- Focused on assisting at-risk youth, 15-30 years old, facing multiple barriers to employment
- 155 needs assessments performed throughout the year
- Continued workshop delivery to the Brantford Jail

## Youth Action Centre

- "Solid Foundations" delivered in partnership with Niagara Peninsula Aboriginal Area Management Board. 16 urban aboriginal youth attended one of two four-week intensive employment preparation sessions
- Visits and calls to the Centre broke the 10,000 mark this year – a 16% increase

## Youth Employment Centre

- Extensive involvement with community events including Brantford-Brant Youth Career and Volunteer Fair, Guitar Hero in the Square, Men @ Work, Males in Human Services as well as hosting quarterly Apprenticeship Information Sessions
- Took a lead role in organizing the very successful Youth Homelessness Week Soup Challenge
- Our first Summer Jobs Service Job Fair was held in February 2010 attracting more than 300 student job seekers

*"You have great commitment to excellence in client service and you respect the dignity and diversity of your clients. So I would just like to end as I began by thanking you for helping me find employment because I would not have been able to do it without your dedicated drive to help me succeed!!"* – YEC client

*"All contact with JC has been very professional, very timely and very helpful. There has always been a quick response and turn around when we needed employees. The staff at JC also provided assistance during and after the placement. Overall it is a great system to teach and train young workers in an office environment."* – YEC Employer

## Learning Centres

- The classrooms continued to be in demand through this year
- In this fiscal year, 64 secondary school credits have been earned

*"... has altered my view on school. I used to hate going to school. I would try to avoid it at all costs but now I can't wait to get there everyday."* – Learning Centre student

*"This program is great for people who want to change their ways ... This is the BEST school I've been to!"* – Learning Centre student

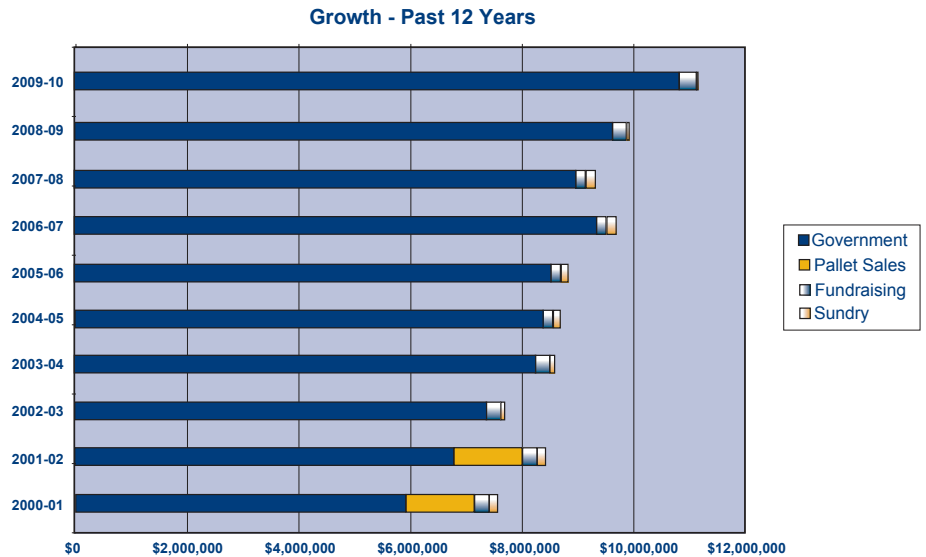


- 869 workshops delivered to 13,492 students by Career Resource Centre staff
- 684 student placements in Brant and Haldimand Counties through Summer Jobs Service
- 99.5% of clients accessing Job Connect services expressed satisfaction with our service and would recommend us to others
- Community employers benefited from over \$580,000 through subsidized placements for Job Connect and Summer Jobs Service in Brant and Haldimand Counties

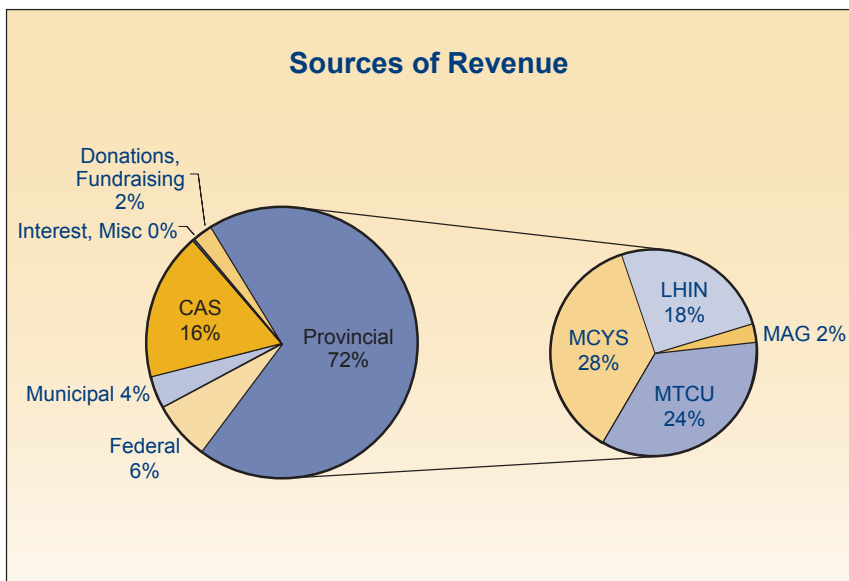
# Treasurer/Director of Finance's Report

The Agency's funding increased 12 percent in 2009-2010, through federal grants and provincial funding, providing additional programs and services to the community.

The adjacent chart illustrates the growth of the Agency over the past ten years. Government funding, from all three levels, remains the major source of revenue. In the past year, the fundraising and donations has increased 90% over the prior year. The sponsorship of the Royal Bank and the exposure of the Agency through our branding initiatives and the website resulted in increased donations. Moving the lottery kiosk to Lynden Park Mall has increased exposure and revenue.



The pie chart below graphically depicts the breakdown of Sources of Revenue for the Agency in the 2009-2010 fiscal year. The largest component of funding (72%) is from the provincial government. The smaller pie breaks down the provincial funding by specific ministry. MCYS funding increased 36% with the addition of the Summer Jobs for Youth to assist at risk youth obtain summer employment. MTCU added additional funding for Summer Jobs Services.



We look forward with anticipation to the transition to Employment Ontario in 2010-2011, which will further expand the employment sector.

With the addition of a new Finance Manager, the Administration department moves forward into the new year to meet the challenges and opportunities as a result of the continued growth.

Audited financial statements are available upon request.

# Board, Management, Funders, Partners

## 2009/2010 Board of Directors

Sean Clark  
Richard Cook – President  
Romina Coppa-Hopman  
Birkin Culp – Vice President  
Dr. Lamine Diallo  
Geoff Edge  
Glenn Forrest  
Ron Hannon  
Betty Anne Jackson  
Dianne Kindon  
Laurel Olson  
Charmaine Pelletier  
John Regan  
John Renwick  
Pat Sheridan  
James Stewart – Secretary/Treasurer

William Harrow (Legal Counsel)

## Management Team

Bill Sanderson, Executive Director  
Jyoti Kapur, Director of Addiction and Mental Health Services  
Marilyn Kaus, Director of Employment Services  
Sue Lefler, Director of Justice Services  
Mary Louise Leitch, Director of Finance  
Jo-Anne Link, Director of Residential Services

## Donors

We thank all donors, but with the new privacy legislation in effect as of January 1, 2004, we are unable to publish the names of donors without written consent.

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Ontario Works  
Royal Bank of Canada

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Brant Community Healthcare System  
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Brant County Ontario Provincial Police  
Brant County SPCA  
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Canadian Mental Health Association  
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City of Brantford  
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De dwa da dehe nye > – Aboriginal Health Centre  
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School College Work Initiative  
Six Nations Child & Family Services  
Six Nations Mental Health Services  
Tim Horton Onondaga Farms  
Why Not City Missions  
Wilfrid Laurier University  
Woodview Children's Mental Health and Autism Services  
YMCA Immigrant Settlement Services

# Services

## Youth and Family

Chatham Street Residence  
Roy Walsh Home  
Varency Home  
Youth Resource Centre

## Addictions and Mental Health

Addiction Services  
Back on Track  
Buffalo Street Residence  
Case Management  
Children/Youth Mental Health Crisis Walk-in Clinic  
Concurrent Disorders  
Gambling Responsibly  
Mental Health Crisis Support Services  
MotherVoice  
Triple P™ (Positive Parenting Program)  
Respite Experience  
Stop Now and Plan (SNAP™)  
Structured Children and Youth Garden  
Youth and Art  
Youth Anger Control  
Youth Drop-in Centres

## Justice

Attendance Centre  
Bail Verification and Supervision Program  
Buffalo Street Residence  
Community Service Orders  
Diversion Programs  
Peter Willis Residence  
Youth Justice Committee  
Youth Support Program

## Employment and Education

Career Resource Centres  
Dunnville Employment Centre  
Employment Resources  
Learning Centres  
Youth Employment Centre



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