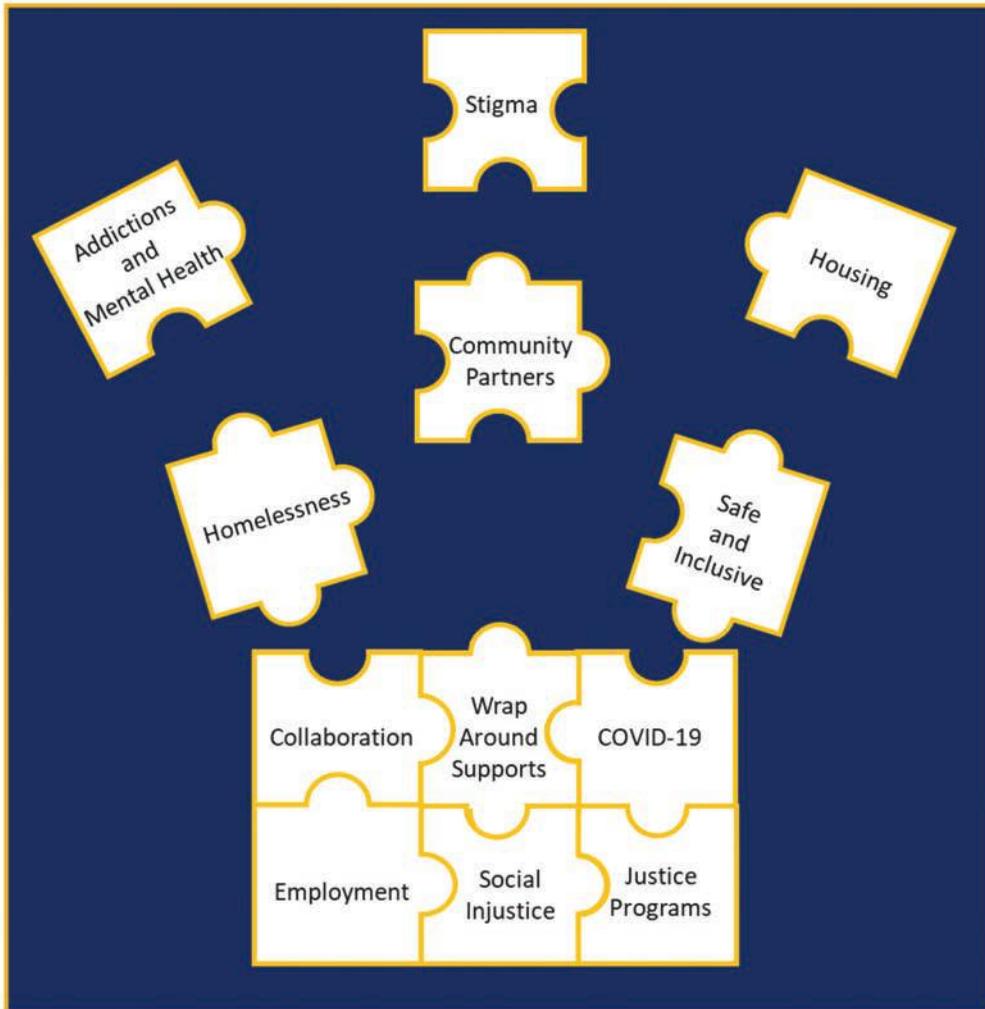


“Coming together in times of need”



Annual Report 2019-2020

St. Leonard's
COMMUNITY SERVICES

Challenge. Choices. Change.

Vision

Striving to meet our communities' needs

Mission

St. Leonard's Community Services provides programs and services in Addictions and Mental Health, Housing, Justice and Employment that enable community members 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, staff and community
3. Support and recognition of our staff
4. Collaboration and knowledge exchange
5. Accountability to our funders, clients, partners and the community



President's Letter

On behalf of the Board of Directors, we would like to acknowledge and express our sincere appreciation to our community partners and funders that continue to collaborate with our Agency on a day-to-day basis.

We would like to express our thanks to Brad Stark, Kim Baker and the Addictions and Mental Health leadership team as well as a number of other Agency staff for their unwavering determination and drive in the successful opening of the much needed Withdrawal Management and Treatment Services (WMTS). WMTS has been providing service for almost a year now and has already had a positive impact on the lives of many.

During the year, Geoff Edge left the Board of Directors after providing 17 years of service. Geoff provided support, collaboration and always had the Agency's staff interests at heart.

We would like to thank the staff for all their hard work and dedication to the Agency and clients during this difficult time with COVID-19. The staff continued to provide support virtually or face to face while maintaining a safe environment for the staff and themselves. A number of new initiatives were implemented in order to continue to provide excellent client service.

I would also like to thank my fellow Board members for their steadfast support to me as I took on the role of President of the Board of Directors. A special thanks to Larry Brock who served as President for three years, is currently our Vice-President and provides ongoing assistance to me and the Board.

Looking forward to a successful and healthy 2021.



A handwritten signature in black ink that reads "Merv Hughes". The signature is written in a cursive, flowing style.

Merv Hughes
President, Board of Directors

Executive Director's Message

In order to complete a puzzle, you need to find all the pieces, lay them flat on a table, twist the pieces around and match up the jagged edges in order to see the final product. For the most vulnerable people in our community, our services provide individuals and families with guidance to line up those puzzle pieces to see the complete picture. St. Leonard's Community Services offers programming across the sectors of Employment, Justice, Housing, and Addictions and Mental Health that provide some of those pieces but also provide support and connection to other agencies so that we can assist a person in completing their life puzzle.

In the current year, there were numerous changes or enhancements to programming at St. Leonard's that provided additional pieces to clients in order to work toward the completion of that puzzle such as:

- In April 2019, the Community Outreach and Support Team (COAST) launched in Brantford and Brant County provides secondary crisis response to individuals and families in the environment of their choice within 48 hours as well as follow up support until the client's difficulties have been resolved or the client has been linked to appropriate community services.
- In September 2019, the Agency opened the community's first Residential Withdrawal Management and Treatment Service which filled a significant gap in the continuum of Addictions Services. In the first six months the withdrawal management program served 147 unique individuals and the residential treatment program served 200 individuals.
- In 2019/20, St. Leonard's played an important role in the Brantford Downtown Outreach Team (BDOT) whose main focus was to establish a trusting relationship with the community's most vulnerable individuals and connect them with mental health, housing, addictions and medical supports as well as providing basic needs items.
- Our Employment sector is participating in the redesign of Employment Services throughout the Province as Hamilton, Niagara, Haldimand-Norfolk and Brant have been selected as pilot areas for the implementation of a Service System Manager (SSM) delivery system. Working with our new SSM to provide data, pilot changes to programming and deliver an Employment service that better meets the needs of our community.
- We are an anchor member of the Ontario Health Team for Brantford-Brant that has been invited to submit a full application for approval. The Agency will play a key role in delivering results for the target populations selected in Year 1 of the Ontario Health Team which include those affected by Mental Health and Addictions, Homelessness and Dementia.

As an Agency, we will continue to evolve and work to create innovative programs and partnerships that best serve our clients. In 2020/21, we have launched two new employment programs:

- Skills Advance Ontario – Construct Your Career funded by Employment Ontario which gives participants pre-employment skills training in partnership with the Brant Skills Centre, hands on learning in the construction trades in partnership with Conestoga College and real world experience with local employers in the construction industry.
- Work Readiness and Advancement Program funded by the Government of Canada which focuses on youth who are experiencing homelessness or are precariously housed, and who may struggle with mental health and/or addictions, and provides them with 5 weeks of paid pre-employment training, a 12 week job placement with a local employer and wraparound supports in housing, mental health and addiction.

An important component to solving the puzzle is the Agency itself and this year we introduced some new puzzle pieces that have fit nicely. In March 2019, the Agency welcomed Malcolm Whyte as our Director of Employment Services after our previous Director Marilyn Kaus resigned after 22 years of service to the Agency. Malcolm has brought fresh ideas and energy to the Agency, has successfully developed new programming in the Employment Sector and has cultivated new and unique partnerships.

In October 2019, Merv Hughes accepted the appointment of Board President. Merv has been with the Board for 5 years and has built a high level of respect among Board Members and Agency staff. Merv's years of professional experience in social housing have been a huge benefit to the Agency and his calm, collected, inclusive leadership style will serve him well in his years as the Board President.

The most important piece of the puzzle internally is the staff of St. Leonard's Community Services. I cannot speak highly enough about the contributions that our staff have made over the past year especially since the start of the pandemic. The staff have shown tremendous creativity and dedication to continue to provide excellent client service for our clients.

Respectfully,



Brad Stark, CPA, CA
Executive Director

A handwritten signature in black ink that reads "Brad Stark". The signature is written in a cursive, slightly stylized font.

“There is a way out of every box, a solution to every puzzle; it’s just a matter of finding it.”

- Jean-Luc Picard



St. Leonard's
COMMUNITY SERVICES

Challenge. Choices. Change.

SERVING OUR
COMMUNITY IN
19/20

ADDICTIONS AND MENTAL HEALTH

OUR TEAM
RESPONDED TO
MORE THAN **10,000**
CALLS ON OUR 24/7
CRISIS PHONE LINE

HOUSING SERVICES

1,383 VISITS WERE
COMPLETED WITH
INDIVIDUALS IN OUR
SUPPORTIVE
HOUSING PROGRAM

JUSTICE SERVICES

WE HELPED **819**
PEOPLE IN OUR
ADULT AND YOUTH
COMMUNITY
JUSTICE PROGRAMS

EMPLOYMENT SERVICES

\$501,125
IN FINANCIAL
SUPPORTS GIVEN
TO LOCAL
EMPLOYERS

WE HELPED
1,582 PEOPLE IN
THE COMMUNITY
WITH ADDICTION
OR GAMBLING
CONCERNS

OVER **600** PEOPLE
ATTENDED OUR SOUP
CHALLENGE
FUNDRAISER
SUPPORTING YOUTH
HOMELESSNESS

2,350 HOURS OF
COMMUNITY
SERVICE WERE
COMPLETED

16,638
CLIENTS
REACHED

368 PEOPLE
RECEIVED SUPPORT
IN WITHDRAWAL
MANAGEMENT
TREATMENT
SERVICES

862 CHECK-INS
WERE COMPLETED
WITH YOUTH TO
PROVIDE GUIDANCE
AND STRUCTURE TO
THEIR DAILY
ROUTINES

MORE THAN **\$12,000**
IN RESTITUTION WAS
PAID THROUGH OUR
JUSTICE PROGRAMS

1,094 JOB
MATCHES WITH
JOB SEEKERS
AND EMPLOYERS

www.st-leonards.com

ADDICTION AND MENTAL HEALTH SERVICES

Transforming Care

Reported by Kim Baker

The past year has been one of significant transformation in the world around us. Research on the impacts of COVID-19 suggest that this unprecedented pandemic has been the catalyst to increased depression, anxiety, loneliness and substance use. Everyone has been affected in some way, but already vulnerable individuals have been impacted even more.

The St. Leonard's Community Services Addiction and Mental Health team worked diligently to provide service to those who needed it, both before and during the pandemic. In 2019/20 we supported over **4,800** people struggling with substance use and/or mental health issues.

Last fiscal year saw the launch of our new Community Outreach and Support Team (COAST). Our Crisis Services team, informed by standards from across the region and guided by key partners through an advisory structure, began connecting with clients through this outreach response. With a targeted response time of 48 hours or less, this team has transformed how those in crisis access support, meeting individuals in a setting of their choice to provide assessment, support, brief interventions to mitigate crisis, and connection to ongoing supports. In the first full year of operation, COAST received **902** referrals from individuals and agencies. Referrals for this new service increased steadily as awareness grew. Early data from fiscal year 20/21 demonstrates a **60%** increase in referrals compared to last year.

2019/20 also marked the first full year of operation for the Rapid Access Addiction Medicine (RAAM) Clinic. Our Agency, along with other valued community partners, are transforming care for those challenged by addictions through provision of comprehensive support including addictions medicine, counselling, case management, and connection to ongoing services. During this past year, the RAAM Clinic expanded services, offering care five days a week in three locations across Brantford/Brant, Haldimand and Norfolk. Our Agency served more than **190** people across these locations.

With funding from the City of Brantford and in collaboration with partners from Grand River Community Health Centre, Brantford Police Service and Wilfrid Laurier University we spent much of the last year providing a transformative proactive outreach service to our community's most vulnerable individuals. The Brantford Downtown Outreach Team (BDOT), connected with approximately **600** individuals in over **1,884** interactions. They focused on building trusting relationships to support marginalized individuals to access supports. They facilitated over **2,087** referrals to supports like mental health, housing and addictions, and provided basic need items for many.

SERVICES

- 24/7 Crisis Phone Line
- Addiction and Concurrent Disorders Services
- Addictions Day Treatment
- Addictions Residential Treatment
- Crisis Outreach and Support Team (COAST)
- Family Support
- Harm Reduction Supply Program
- Integrated Crisis Services for Youth and Adults
- Mental Health Walk-In
- Mobile Crisis Rapid Response
- Rapid Access Addiction Medicine Clinic
- Residential Withdrawal Management
- Responsible Gambling

Locations

Addictions and Mental Health Centre

225 Fairview Drive, Unit 1,
Brantford

Withdrawal Management and Treatment Services

135 Elgin Street,
Brantford

Statistical Highlights 2019/20

- 10,845 client visits within addictions and concurrent disorder programs
- 707 calls for service with BPS and OPP in the MCRRT Program
- 2,437 individuals served in the Crisis Program (Youth and Adult)
- Client feedback gathered through the Ontario Perception of Care tool for Mental Health and Addictions shows:
 - 95% of clients indicated that the wait time for our services was reasonable
 - 95% of clients found staff knowledgeable and competent
 - 95% said they were involved as much as they wanted to be in decisions about their care
 - 94% of respondents felt the services here are of high quality



Last fiscal year was also transformative for our community's addiction services continuum of care. Withdrawal Management and Treatment Services opened the doors on September 23, 2019 and has since provided care for **368** individuals across withdrawal management, day treatment and residential treatment service. This service, although still in its infancy, has already had a positive impact on many lives. While last year saw us focused on getting up and running, our sophomore year will be focused on refining policies and processes and engaging in quality improvement activities to ensure we optimize the impact of these important programs.

The Concurrent Disorders outpatient program launched a process intended to transform access to our services. Same day intake and assessment was implemented in January 2020. This means that clients can contact us, attend for an intake, engage in supported self-administration of the standardized provincial addiction assessment, and get an appointment to begin treatment all in the course of a day! This initiative supports timely access to service and ensures that clients have a support plan developed more rapidly, that allows them to start focusing on their goals. Though the pandemic disrupted the early phase of our evaluation of this approach, more than **100** clients accessed care in this way. Early feedback from clients indicates that this was having the impact we intended, with **100%** of those surveyed agreeing that this process helped them get the treatment they needed sooner.

The Concurrent Disorders team also worked to ensure that our support plans were effective in meeting the needs of clients. The team redesigned, piloted and sought feedback from clients on a new 'My Support Plan' process designed to be more client friendly, engaging individuals more actively in defining their treatment goals and actions that will support them. Clients agreed that the new format is easy to follow, helped identify their goals and made them feel like an equal partner with their clinician in creating the support plan. To date, over **680** 'My Support Plans' have been collaboratively developed with our clients and counting!

Our department is not just focused on transforming care for our clients, we have also tried to transform the work experience for staff. Our Crisis Services team, often at the forefront of traumatic events and the first contact for distressed clients, focused on developing and implementing a consistent approach to debrief after impactful incidents, developed a mechanism for staff to self-evaluate their well-being and resiliency, revamped how the team regularly engages in team meetings, revised the orientation process, and increased the ability of leadership to address trauma and vicarious trauma within the team.

Our department has also been actively engaged in supporting health system transformation in our community. Our active participation in the development of a Brantford/Brant Ontario Health Team is

contributing to the reimagining of what more coordinated, collaborative and accessible health services, including addiction and mental health care, will look like in this community. Together with our partners, we are shaping the future of health service provision. Always at the centre of our contribution, are the needs of community members and clients who struggle with addiction and/or mental health and deserve access to the best care possible to support their recovery.

These initiatives highlight the way that our addiction and mental health teams are transforming care. In the tenuous times ahead, one thing is certain – that mental health and addiction support will be needed more than ever - and we will continue to serve our clients and community to the best of our ability.



Staff are extremely competent, encouraging and knowledgeable

I have had nothing but positive experiences and results since I have started with St. Leonard's

I participated in Day Treatment as well as outpatient service, the staff has always been welcoming and supportive and understanding

I have the confidence in myself to continue to improve each day and to take one day at a time

I found my experience very helpful and was given support tools for my everyday life

JUSTICE SERVICES

Peter Willis Residence

Reported by Lorna Sowa

SERVICES

- Anti-Shoplifting
- Adult Pre-Charge/Federal Diversion Programs
- Attendance Centre
- Back on Track
- Bail Verification and Supervision Program – Brantford, Simcoe and Cayuga
- Bail Verification and Supervision Mental Health Program - Brantford
- Case Management
- Community Service Orders
- Cross-over Youth Project
- Direct Accountability Program
- Peter Willis Residence
- SNAP (Stop Now and Plan) Youth Justice
- Stop Shop Theft
- Youth Extrajudicial Measures/Sanctions
- Youth Justice Family Counsellor Program
- Youth Mental Health Court Worker Program
- Youth Support Program

Locations

Adult Justice Services

133 Elgin Street, Brantford

1-11 Argyle Street North,
Caledonia

50 Frederick Hobson VC Drive,
Unit 301, Simcoe

Peter Willis Residence
19 Buffalo Street, Brantford

Youth Justice Programs
133 Elgin Street, Brantford

Needle Exchange Program
133 Elgin Street, Brantford

Peter Willis Residence is a residential program focused on addressing substance use that provides male federal offenders with the skills and supports they need to lead a productive, pro-social lifestyle. The house can accommodate up to 11 clients on Full Parole with Residency, Day Parole, Statutory Release with Residency and Unescorted Temporary Absences.

During the 2019-2020 fiscal year, **26** residents resided at Peter Willis Residence. There were **3,457** bed days occupied throughout the fiscal year with an average of 9.5 clients in the facility each day. A resident can stay at the program from a few months up to several years. Residents are offered the following services: assessment, service planning and case management; individual and group recreation; day treatment program referrals; employment services referrals and support; mental health and substance use services; help securing independent housing; and life skills training (cooking, budgeting).

The Intake Co-Ordinator and/or Manager visit the 9 federal institutions in the province several times a year to meet with an applicant to gather background information, learn about the program, rules and expectations and how we can meet their needs upon release. We also attend the 2 yearly release fairs held by the federal institutions and have met with over **400** individuals at these events to promote and inform them about Peter Willis Residence.

The Brantford Community Assessment Team (BCAT) is made up of volunteers from the community and local police. The institutional parole officer will make a request for a community strategy so BCAT will review a potential referral's criminal history, participation in institutional programs, performance in the facility(ies), supports in the community, discharge plans and goals and with this information decide to support or not support the referral to this community. The Team meets bi-weekly and reviewed **126** cases this fiscal year.

Client Testimonials

"Friendly and helpful staff, excellent location. I would rate this a 9+..."
Peter Willis Resident (PWR) client

"Staff will do their best to help anyway they can..." PWR client

A PWR client shared, *"I feel very fortunate to be here, it's the best halfway house by far"*.

A client shared *"they make you feel better here. I wake up every morning in a good mood"*.

A client shared "A very good start to reintegrating back into the community."

"He (Youth Mental Health Court Worker Staff) came into our lives at a time that was very stressful, distressful, and chaotic and it was with his understanding, empathy, dedication and realism that we were able to grow as a family to make it through that time as a stronger and healthier unit. St. Leonard's has proven to be a vital community support partner and I have recommended it to others who are struggling." Mother of Youth Mental Health Court Worker client

"Helped me turn my life around, supported and encouraged me and I am truly a better person for having known him and having him there when I needed him..." Youth Mental Health Court Worker client

"Supported me through tough times...helped me remember appointments... you've gone the extra mile for me, and I appreciate everything that you did for me." Youth Support Program client

"The support of St. Leonard's is truly priceless. I'm quite sure the community as a whole would also agree that without it, a little piece of fabric that holds communities together would be sorely missed." Community Service Orders client



JUSTICE SERVICES STATS 2019/2020

- 819 clients of the Adult and Youth Community Justice Programs and Concurrent Disorders Release from Custody Case Manager were provided with supports and services
- \$12,494 was collected and returned to the person(s) harmed through restitution
- 2349.5 hours of community service were provided in the Brantford, Brant County, Simcoe, Cayuga, Caledonia, Dunnville and area communities
- Back on Track program completed 233 assessments, 224 follow up appointments. Facilitated 13 education workshops with 192 participants and 4 treatment workshops with 55 participants
- Enhanced Bail and Bail Verification and Supervision Programs in Brantford, Simcoe and Cayuga completed 355 verifications and provided 167 clients with services and supports



HOUSING SERVICES

Transitional Housing

Reported by Isabel Caamano

LOCATIONS

(John) Renwick House
144 Chatham Street
Brantford

Sally Laidlaw House
75 Albion Street
Brantford

Supportive Housing
Units located throughout
Brantford

Youth Resource Centre
331 Dalhousie Street
Brantford

HOUSING Statistics 2019/2020

- 6 Transitional Housing clients transitioned to Supportive Housing
- Transitional Housing provided support to 38 unique individuals
- Transitional Housing total attendance days were 3,523
- Supportive Housing served 41 individuals
- 1,383 face to face and non-face to face visits completed with Supportive Housing clients
- 58 youth who used the YRC discharged to long term housing (family, friends, apartment, etc.)
- 168 medical, mental health, counselling, housing, employment and educational referrals were made for youth who used the YRC

St. Leonard's Community Services offers a continuum of social housing services to meet client needs ranging from homelessness to independent living. Our housing services provide those who have experienced homelessness with a safe, caring and supportive environment where they can prepare for the next stage of their life. As part of the housing continuum, Transitional Housing offers housing to both males and females aged 18 – 24. Transitional Housing has two locations, Sally Laidlaw House for females provides a home for up to eight females and Renwick House for males can support up to five young men. Both are residential semi – independent housing programs.

Transitional Housing builds on the client's strengths, while addressing individual needs as they look to build and enhance their skill sets to be able to live independently and attain their educational, employment or their identified goals. Clients are supported by a Counsellor who works with them to secure and maintain long-term independent housing, and to learn the acquired skills to be able to maintain housing. These can include assisting clients with developing life skills, i.e., financial literacy, anger management, employment readiness, healthy relationships, assertiveness, problem solving, conflict management, effective communication, decision making, social skills, coping techniques, menu planning, healthy eating, cooking, opportunities to engage in meaningful activities, and referrals to counselling. The Counsellors utilize harm reduction strategies to support the decrease of activities and behaviour that may impact the clients' housing and overall wellbeing, as well as make referrals on their behalf to ensure the clients have access to supports and services. The program works with the clients' families and community supports to develop a comprehensive support plan in preparation for transition to independent living. The goal of the program is to ensure that clients have access to the supports they need to live independently and to promote social inclusion through helping them build strengths, skills and relationships that will enable them to fully integrate into and participate in their community.

Clients self-refer to the program or are referred through community partners including Brant Family and Children Services, City of Brantford, Family Counselling Centre, Sexual Assault Centre, Brant Community Living, The Resource Centre, Woodview Mental Health and Autism Services, Why Not Youth Centre, Salvation Army, Nova Vita, Canadian Mental Health Association (CMHA), Ontario Disability Support Program, Grand Erie Learning Alternatives, Brant Community Healthcare System, Brantford Police Service, Youth in Transition Program, and Brantford Probation and Parole. Clients are also referred through other St. Leonard's programs.

Transitional Housing has utilized the Ontario Perception of Care (OPOC) tool to gather client feedback on the quality of services they received.

Feedback has been utilized to make program improvements that will enhance client service delivery and client experience. Feedback was received from clients, reviewed with the staff and changes to the program have been made. Some of the changes include program curfews, life skills programming ideas and implementing weekly group activities. Some areas of excellence noted in the OPOC report indicated that clients found the homes welcoming, non-discriminating and comfortable. Clients indicated that responses to their crisis or urgent needs were provided when needed. Clients of both Sally Laidlaw House and Renwick House reported that the program ensured they had access to other services when needed.

Client Testimonials

Second Chance – *“There’s nothing worse than wanting to get better but not having resources to do it. I had attempted to go to rehab for the second time when an alarming medical concern deterred my path. I was unable to live at home and seek the medical treatment I needed both for my physical and mental well being. I was unable to work due to my medical condition. Sally Laidlaw accepted my application for residency and within a few days I had a home. A safe haven from the environment I had put myself in. With the support of staff, I was able to get on OW, apply for EI sickness benefits, connect with an addictions counsellor for St. Leonard’s Community Services, and apply for supportive housing through St. Leonard’s. During my time at Sally’s I had managed to stay sober thanks to the accountability of on-site staff. As well as apply for school! The support I received mentally and financially while living at Sally’s*

helped me to create a better life for myself. I am now over 9 months sober. I am now physically healthy. I have my own one- bedroom apartment through supportive housing and a full time job. I have accepted my offer to the social service worker program at Six Nations Polytechnic in the fall. I hope to give back to at least one person in my lifetime what was given to me. Which was an opportunity to break from the conditions I was predisposed to. I am beyond grateful for St. Leonard’s services and the better quality of life I have now! “



“I need to live somewhere where I can be independent but have support to fall back on, which is why I returned to the YRC. I need help with anger, grief and trauma, and to learn more about (his) culture. It’s a 'journey' and the YRC is where I need to be right now.” YRC Client

“Thanks for going over and beyond for our client” - Hamilton CAS

EMPLOYMENT SERVICES

Supporting Employment

Reported by Malcolm Whyte

Services for Job Seekers

- Computer and Internet access, faxing, copying, email, phones
- Information seminars
- Job search assistance
- Job developing
- Second Career Applications

Services for Employers

- Job postings, resume collection
- Candidate screening
- Canada-Ontario Job Grant
- Training placements
- Job fairs and recruiting assistance
- Apprenticeship Employer Signing Bonus

Youth Employment Programs

- Youth Job Connection
- Youth Job Connection: Summer

2020 New Programming

- Skills Advance Ontario – Construct Your Career
- Youth Employment and Skills Strategy - Work Readiness & Advancement Program



**CONSTRUCT
Your Career**



We provide assisted job search support at three locations in Brantford, Caledonia and Dunnville. These sites offer supports to job seekers of all ages and work with clients from varying backgrounds to help them find employment and training/education opportunities.

The goal of our assisted services is to provide job search assistance to those who are out of work. As such, we generally work with individuals who are struggling to find that next job or start a new career. We see firsthand the impact employment can have on an individual's self-worth. It is that motivation that drives our staff teams to help our clients reach their goals.



In the last fiscal year, we supported **1,495** clients through the above program. Out of those clients, **1,040** exited our services with a new job and an additional **199** exited with a training/education goal. That is a combined **83%** of clients who accessed our programs

that exited our services with a new promising job or training/education dream.



Another tool our staff use to support career decision-making is our Virtual Reality system. This has provided clients with the opportunity to try out a new career in the comfort of our classroom. Giving them the chance to see whether it is something they would like to pursue further.

Within our Employment programs we are constantly looking for new and creative ways for our staff to engage clients when it comes to career decision-making.

COVID-19 has had a big impact on the way we deliver our programs. However, throughout that we have remained innovative and motivated towards serving our clients. Our Employment programs are excited to support in the rebuild of our local economies.



Client Testimonials

"I just wanted to take this opportunity to thank you for doing such a great job on my resume. I am happy to say that I am now employed. Thank you."



"Thank you for all your support and guidance when faced with a sudden change in my life."

"Thank you so much for your help and guidance, taking that leap from healthcare to a factory was extremely scary and overwhelming. It was the best decision I ever made and without your help and talks I would not be actually enjoying going to work every day."

"Even in a pandemic you guys kept in touch and followed up regularly in a quick, easy and convenient manner. Thank you for your services!"



"Thank you for the kind words, had a little bit of a rough childhood and it took



me off the good path, so this is kind of a restart on life for me so I want to use this experience to continue to improve. It's already helped me get out of my comfort zone which I appreciate a ton. Thank you for all the help you've been providing me!"

"I am thoroughly enjoying the WRAP program so far. I am excited to complete the 5-week training workshops and start a 12-week placement at the end."

Staff Highlight

This year we celebrated an amazing milestone with our Brantford Manager **Sue Hardy**, 36 years working for St. Leonard's Community Services!

THANK YOU, Sue!

Locations

Brant Employment Centre
225 Fairview Drive,
Brantford

Caledonia Employment Centre
1-11 Argyle Street North,
Caledonia

Dunnville Employment Centre
208 Broad Street East
Dunnville

Itinerant Services Available in:
Burford, Paris, Hagersville and
Cayuga

Statistics 2019/2020

Combined activity:

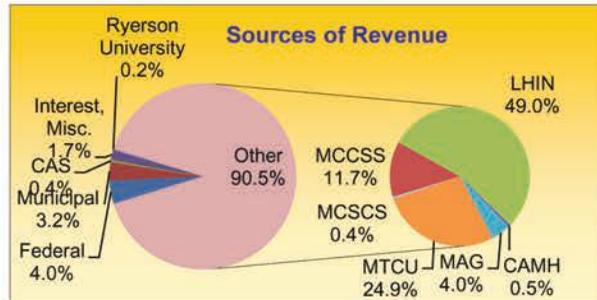
- **16,638** individuals visited resource centres and/or attended seminars
- **83%** exited service employed or in training/education
- **\$501,125.00** provided to local employers to support hiring and training needs
- **4898** workshop participants



FINANCE REPORT

The 2019/20 fiscal year started on a sour note from a financial perspective as the Agency learned of a 22.9% funding cut in our Employment Sector operating funding. However, the structure of the Agency from an operating and financial perspective has been built to withstand fluctuations in funding. This allowed the Agency to minimize the impact on staffing and overall operations and push forward with a strong plan to continue to provide a high volume of services to our Employment clients. Overall, the Agency still had a positive year financially and from a cash flow perspective that allowed us to continue reducing overall debt, investing in our physical locations and IT infrastructure, the development of our staff and capacity of our Agency. The current ratio of the Agency improved from 1.66 to 1.71 in 2020 which demonstrates that the Agency has improved its ability to react to unexpected changes in funding or unexpected expenses such as the burden that COVID-19 has put on the Agency in the current year.

With the addition of new programs for the 2020/21 fiscal year, the Agency has been able to introduce a dedicated Marketing position, which started in August 2020. Also, the Agency is continuing to implement some new administrative tools (Human Resources Information System and new Accounting Software) in an effort to build substantial efficiencies that will allow resources to be directed to client service or projects for the betterment of the Agency.



The pie chart to the left graphically depicts the breakdown of Sources of Revenue for the Agency in the 2019/20 fiscal year. The provincial government ministries continue to be the largest funder at 90.5% vs. 89.6% in the previous year.

The summarized financial statements to the right show the revenue for the Agency has increased slightly from \$11.2 million in 2018/2019 to \$11.5 million in 2019/20. Salaries and wages overall account for 72% of the expenses which is up slightly from 70% in the previous year.

Audited financial statements are completed and available upon request.

Thank you to our donors and funders for their continued support that allows the Agency to provide the much-needed services that St. Leonard's delivers for our community.

St. Leonard's Community Services Unaudited Summary Financial Statements For the year ended March 31, 2020		
	2020	2019
Balance Sheet		
Assets	\$ 4,821,383	\$ 4,637,609
Liabilities	2,638,914	2,520,701
Net assets	2,182,469	2,116,908
Liabilities and Net Assets	\$ 4,821,383	\$ 4,637,609
Statement of Operations		
Revenues	2020	2019
Government funding	\$ 11,274,329	\$ 10,908,820
Other community agencies	106,006	67,911
Interest/sundry	198,994	144,348
	\$ 11,579,329	\$ 11,166,489
Expenses		
Salaries and benefits	\$ 8,349,600	\$ 7,513,148
Operating expenses	3,170,281	3,240,324
	\$ 11,519,881	\$ 10,753,472
Surplus (Deficit)	\$ 59,448	\$ 413,017

Board, Management, Funders, Partners

2019/20 – BOARD OF DIRECTORS

Merv Hughes – President
Lawrence Brock – Vice President
Eileen MacKenzie – Secretary/Treasurer
Bill Keighley
Kirk MacKenzie
Rita Mallais
Peter Martyn
Claire Morris
Michael Sciberras
David Tsuchida

William Harrow

2019/20 - MANAGEMENT TEAM

Brad Stark, Executive Director
Kim Baker, Director of Clinical Services
Malcolm Whyte, Director of Employment Services
Becky Norman, Manager of Human Resources
Elaine Smith, Manager of Administrative Services
Isabel Caamano, Manager of Transitional and Supportive Housing
Kim McWebb, Manager of Transitional and Supportive Housing
Marg Richardson, Manager, Youth Resource Centre
Lorna Sowa, Manager, Justice Services

DONORS

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

FUNDERS

Brant Community Foundation
Brant Family and Children's Services
Canada Mortgage and Housing Corporation
Centre for Addiction and Mental Health
City of Brantford
Correctional Service of Canada
Employment and Social Development Canada
Local Health Integration Network
Ministry of Children, Community and Social Services
Ministry of Health and Long-Term Care
Ministry of Labour, Training and Skills Development
Ministry of Solicitor General
Ministry of the Attorney General
Service Canada
The Home Depot Canada Foundation

PARTNERS

Alzheimer's Society of Brant, Haldimand Norfolk,
Hamilton Halton, Dementia Alliance
Brant/Brantford Paramedic Services
Brant Community Healthcare System
Brant County Health Unit
Brant County Ontario Provincial Police
Brant Family and Children's Services
Brant Haldimand Norfolk Catholic District School Board
Brant/Haldimand/Norfolk Crown Attorneys
Brant Skills Centre
Brantford Brant Ontario Health Team
Brantford Police Service
Brantwood Community Services
Canadian Mental Health Association Brant Haldimand Norfolk
Centre for Addiction and Mental Health
City of Brantford
Conestoga College
Contact Brant for Children's & Developmental Services
De dwa da dehs nye >s Aboriginal Health Centre
Environmental Safety Products
Family Counselling Centre of Brant
Grand Erie District School Board
Grand River Community Health Centre
Haldimand County
Haldimand Norfolk Literacy Council
Haldimand Norfolk Social Services
Halton ADAPT
Indigenous Victim Services
Lansdowne Children's Centre
Literacy Link South Central
Moore's Clothing for Men
New Directions
Nova Vita Domestic Violence Prevention Services
NPAAMB Indigenous Youth Employment & Training
Office of Phil McColeman, MP – Brant
Office of Will Bouma, MPP – Brant
Safe Brantford
Salvation Army - Booth Centre
Six Nations Social Services
Skilled Trades Alliance
Towards Recovery
Victim Services of Brant
Wayside House of Hamilton
Why Not Youth Centre
Wilfrid Laurier University
Woodview Children's Mental Health and Autism Services
Workforce Planning Board of Grand Erie
YMCA Immigrant Settlement Services

STAFF YEARS OF SERVICE AWARD WINNERS

5 Years

Justine Perry
Tamika Wisdom
Isabel Caamano
Cecile Santos

10 Years

Breanne DeLeye
Barb Draper
Mark Andersen
Samantha Bryson
Katie Curtis
Gary St. Julien

15 Years

Jane Dawdy
Lisa Essery
Heather Gregorio

20 Years

Anslim Rodney

35 Years

Sue Hardy

SERVICES

Addictions and Mental Health

24/7 Crisis Phone Line
Addiction and Concurrent Disorders Services
Addictions Day Treatment
Addictions Residential Treatment
Crisis Outreach and Support Team (COAST)
Family Support
Harm Reduction Supply Program
Integrated Crisis Services for Youth and Adults
Mental Health Walk-In
Mobile Crisis Rapid Response
Rapid Access Addiction Medicine Clinic
Residential Withdrawal Management
Responsible Gambling

Housing

(John) Renwick House
Sally Laidlaw House
Supportive Housing
Youth Resource Centre

Justice

Anti-Shoplifting
Adult Pre-Charge/Federal Diversion Programs
Attendance Centre
Back on Track
Bail Verification and Supervision Mental Health Program
- Brantford
Bail Verification and Supervision Program
- Brantford, Simcoe and Cayuga

Case Management
Community Service Orders
Direct Accountability Program
Peter Willis Residence
SNAP (Stop Now and Plan) Youth Justice
Stop Shop Theft
Youth Extrajudicial Measures/Sanctions
Youth Justice Family Counsellor Program
Youth Mental Health Court Worker Program
Youth Support Program

Employment

Brant Employment Centre
Caledonia Employment Centre
Dunnville Employment Centre
Providing following services:

- Resources and Information
- Assisted Job Search
- Job Matching and Placement Incentive
- Second Career
- Skills Advance Ontario – Construct Your Career
- Itinerant Services
- Canada-Ontario Job Grant
- Youth Job Connection
- Youth Job Connection: Summer
- Youth Employment and Skills Strategy
– Work Readiness & Awareness Program (WRAP)

 **St. Leonard's**
COMMUNITY SERVICES
Challenge. Choices. Change.





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