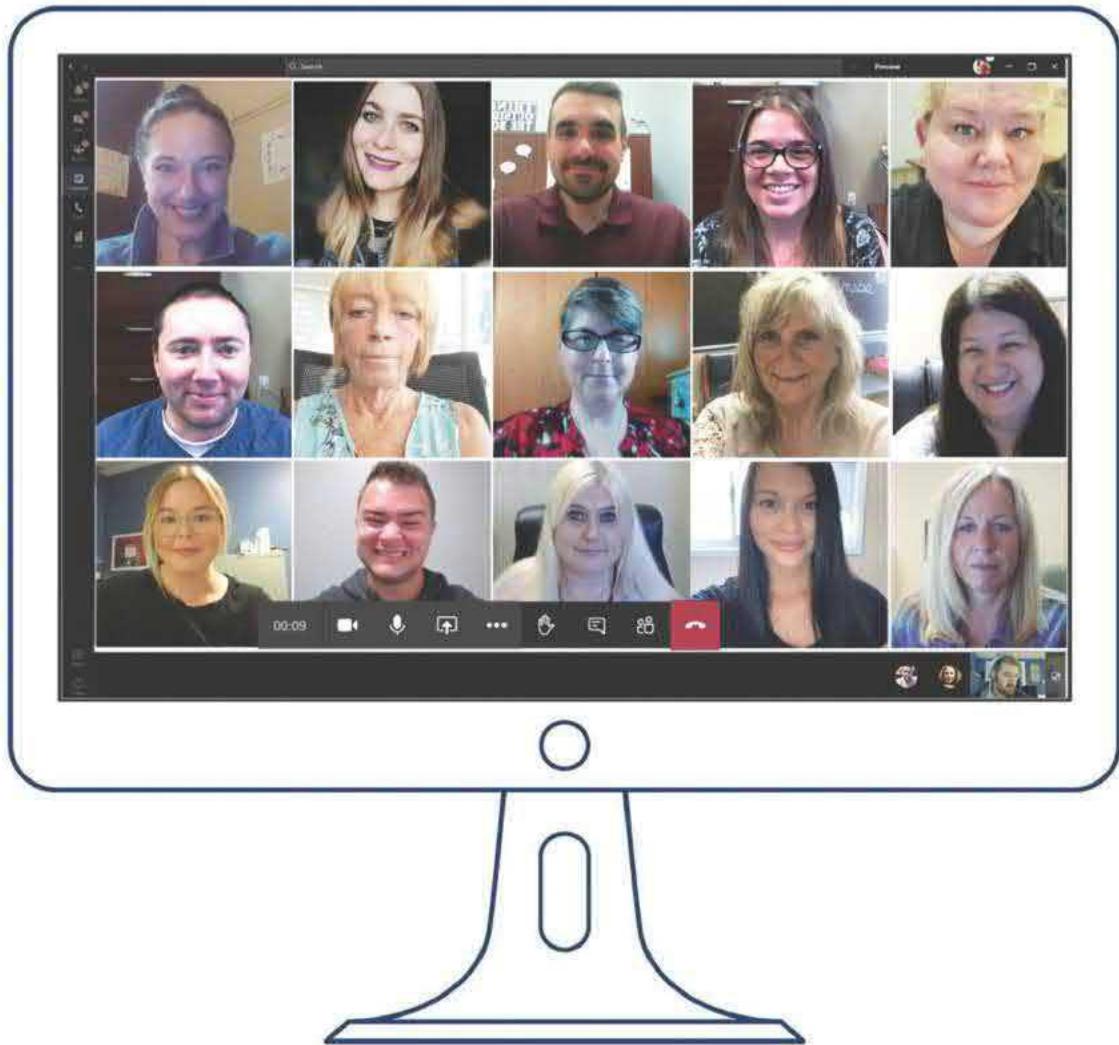


Resiliency in challenging times



Annual Report 2020-2021





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

President's Message

On behalf of the Board of Directors, we would like to acknowledge and express our 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 the Management Team of our Agency for their strong leadership during this difficult time. A sincere thank you to all the staff for continuing to keep the Agency's doors open and providing the excellent client service we are known for.

Our Board has been kept well informed of the necessary changes the staff have had to make in order to keep everyone safe, such as the use of PPE, screening of staff and clients, creation of a number of new policies, providing virtual service as opposed to face to face while also dealing with their own challenges that COVID has created. We applaud the resilience of the staff of St. Leonard's Community Services and thank you for all you do for the community and clients.

During the year, the Board was pleased to welcome Nicole Tuczynski who brings previous Board and legal experience. Nicole states that she loves to learn and is currently attending Law School. Nicole has already proven to be a great asset to the Board.

I would also like to thank my fellow Board members for their steadfast support as we maneuvered this difficult year. The Board was very engaged and supportive of our Management Team to ensure continued excellent and safe service to our clients.

The Board looks forward to being able to meet face to face again with our staff, funders, community partners and supporters in the future.



A handwritten signature in black ink, appearing to read 'Merv Hughes'.

Merv Hughes
President, Board of Directors

Executive Directors' Message

For more than 50 years, St. Leonard's Community Services has provided services to the most vulnerable individuals in our community who have displayed amazing resilience in their journey to make positive changes in their life. Sometimes I think we have taken this resilience and strength for granted and that has never been more apparent than in a global pandemic. When the availability of many community supports was reduced during the past year, our clients turned to us for additional support, adapting to the many new protocols and safety practices that were necessary, and working with our staff to continue striving toward positive change. In March and April of 2020, at the onset of the pandemic in Ontario, the Agency understood that withdrawing our services from clients and community members was not an option. As a result, we quickly developed plans to continue serving clients virtually where available but also continuing to serve individuals face-to-face. As a result, the volume of individuals and families that the Agency served in 2020/21, highlighted on page 6 of this report, has continued to increase.

Sometimes forgotten is the impact that the pandemic can and has had on those that provide support to the community. As an Agency, we were able to see and understand the work-related changes that staff had to make, be that wearing PPE all day, extra cleaning requirements, social distancing, pivoting to virtual care in both the work and home environments, all the while trying to meet the increased demand for services. Not to mention that our staff were also impacted on a personal level like many others, trying to juggle work and childcare, social isolation that comes with losing connection to friends and family and the anxiety that comes with the unknown. Despite all that, we are amazed and proud of the resilience that our staff have displayed throughout this time.

Within the Annual Report you will be informed of the many ways that our programs and services adapted to changing regulations and realities to continue to serve the residents of our communities. Despite the pandemic, the Agency developed new programming to meet the needs of our clients. Such as:

- 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. This program is now entering its second year and has been approved to expand into Haldimand.
- Work Readiness and Advancement Program funded by the Government of Canada which focuses on youth who are experiencing homelessness, 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.
- Youth Supportive Housing funded by the City of Brantford provides case management and rent supplement opportunities for youth to live independently while being connected to Employment or Addictions and Mental Health Supports. Adoption of this program increased the number of supportive housing units managed by the Agency to 50.
- Brantford Downtown Outreach Team (BDOT) was relaunched initially through funding by the City of Brantford and now through a grant from Health Canada. BDOT is a multi-disciplinary team that provides outreach services to the communities' most vulnerable citizens and offers on-site resources as well as facilitates connections to a variety of services in the community such as housing, primary care, addictions and mental health, food supports and employment.

- The Agency provides on-site addictions support at the Brant Safe Beds program operated by CMHA Brant-Haldimand-Norfolk. This program provides short-term residential programming for individuals with current or recent involvement with the justice system who are experiencing a mental health crisis and require a supportive environment. Our role is to deliver assessment and treatment planning to individuals whose criminal justice system involvement relates to addictions.

The effects of the pandemic on marginalized and vulnerable populations are significant and still quite unknown. As we move forward to a new reality, we look to develop and adapt programming to both meet the increased demand for services that we see now but also anticipate what the impacts will be in the future.

I believe that our Agency is well positioned to make those changes and that starts with strong leadership both at the Board and Organizational level. In the current year, the Agency welcomed Nicole Tuczynski to the Board. Nicole brings a passion for the community and a legal background which provides a valuable skill set to Board discussions.

At the leadership level, the Agency hired Katie Curtis as the Director of Housing and Justice Services in March 2021. Katie has been with the organization for over 10 years, starting as a student and working her way up through the ranks across multiple sectors in the organization. She brings a passion for client service and extensive knowledge of Agency and community partner programs.

The past year and a half have been challenging, there is no doubt, and there is nothing that can be said or done to compensate for the family members we have lost during this time. But as the saying goes, it's not how many times you get knocked down in life, it is how many times you get up that counts and St. Leonard's Community Services is here to support any person that has struggles with Employment, Housing, Addictions & Mental Health or the Justice System back to their feet again.

Respectfully,



A handwritten signature in black ink that reads "Brad Stark".

Brad Stark, CPA, CA
Executive Director

"I can be changed by what happens to me. But I refuse to be reduced by it."

- Maya Angelou

Showing resiliency in 2020-2021



Despite the pandemic and lockdowns, St. Leonard's Community Services always made people the priority. We continued to serve our clients in creative ways throughout the global health crisis. **This resulted in:**



Addictions and Mental Health Services helped **4,961 people** in over **27,000 contacts**.

Our Crisis Team supported **2,689 people**.

Withdrawal Management and Treatment Services helped **607 people** seeking support for their substance use

Our Concurrent Disorders team helped **1,252 people** with outpatient concurrent disorders, gambling and RAAM programs.

AMH outpatient teams (CD and Crisis) had **2,719 in-person contacts** over the year, despite the pandemic.



Over **\$13,000** in restitution was paid through our **Justice Services** programs.

We helped more than **700 people** in our Adult and Youth Community Justice Programs.

More than **2,600 hours** of Community Services hours were completed.

The *Back on Track* program held **12 virtual workshops** in 2021, serving **95 participants** along with conducting hundreds of client assessments and follow-up meetings.



Our **Housing Services** team completed **1913 visits** with people in our Supportive Housing program.

Our team performed **992 check-ins** with youth to provide guidance and structure to their daily activities (YRC).

Transitional Housing served **47 unique individuals** - 11 more than our goal for the year.

The YRC was the **2020 recipient** of the Home Depot Foundation of Canada grant, supporting facility improvements.



The **Employment Services** team delivered **1170 hours** of training in our Construct Your Career and WRAP programs.

We registered **1158 new clients** into our employment programs.

We also provided **\$371,495.78** in supports to local employers.

The team also helped more than **2000 people** with career advice and coaching over the year and secured employment for over **600 job seekers** with local businesses.

ADDICTION AND MENTAL HEALTH SERVICES

Supporting through Adversity

Reported by Kim Baker

This year our community (and indeed the world) find ourselves in the unenviable circumstance of having endured the impacts of both the pandemic and the necessary, but challenging, public health precautions intended to curb pandemic related illness and death. Both staff and individuals we serve have shown tremendous resilience during this time.

Despite the challenges presented by the COVID-19 pandemic, our Agency's addiction and mental health programs served 4,961 people last year, exceeding 27,000 contacts/resident days. This included continuing to provide in person services despite pandemic challenges. We supported 607 people in our residential Withdrawal Management and Treatment Services programs and provided 2,719 face to face contacts in our outpatient Concurrent Disorders and Crisis teams.

Congregate care environments were particularly challenged to continue providing service over this past year. They had to balance the significant needs of those who use substances, the safety of staff, and the implementation of best practices identified by public health. Our withdrawal management and residential treatment programs are co-located in the same facility, which added an additional layer of complication. In spite of that, withdrawal management continued to provide uninterrupted service throughout the pandemic. The residential treatment program experienced only a brief interruption in service while we awaited public health guidance on how to safely offer the program. During the disruption of traditional residential programming, we repurposed a portion of the treatment beds to provide a two-week residential supportive stay for individuals who had completed withdrawal management. This post withdrawal management program was offered to more complex and vulnerable clients, often homeless and with limited social supports. This provided more opportunity for stabilization and connection to ongoing services, to mitigate use of resources such as the emergency department. Residential treatment resumed and has been operating continuously since July 2020, with appropriate precautions in place.



The Rapid Access Addiction Medicine (RAAM) Clinic continued to operate and provide in person service throughout the past year. Our Concurrent Disorders clinicians provided supports both on site and

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
- 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

virtually, serving 219 individuals through 1,230 individual counselling contacts.

Our Crisis Services teams have been very active in providing support to those experiencing mental distress and/or situational crisis. The team provided service to 2,689 individuals through outreach, walk-in, and crisis phone line programs. Our Mobile Crisis and COAST teams continued to provide in person outreach services over the past year.

We have been fortunate enough to receive additional resources over the past year to reinforce the supports we have provided in the pandemic. Short-term pandemic relief funding included contributions from the City of Brantford, Ministry of Health and Long-term Care and Public Health Agency of Canada. The resources were applied to a temporary homelessness relief initiative through the winter months, additional clinical support for children and youth mental health crisis counselling, an adult mental health counselling pilot, and additional staffing to respond to crisis phone line calls of increasing volume and complexity. We also received sustainable resources for two additional Mental Health Specialists on the Mobile Crisis team and a Nurse Practitioner to support withdrawal management.

As the predominant community provider of services to those who use substances, we would be remiss if we failed to acknowledge the devastating toll of the pandemic on overdose deaths. Provincial public health officials and the chief coroner's office reported a 75% increase in opioid overdoses from March to December 2020 in Ontario compared to the same period the year prior. Local data also demonstrates this alarming trend. For example, May 2021 saw a 100% increase in opioid related incidents responded to by EMS, compared to May 2020. EMS and police report responding to 252 opioid related incidents in this community in the first five months of 2021. We are saddened by the losses due to overdose that we have experienced and continue to experience. These are not just statistics; they represent the names and faces of people we knew and supported. We will continue to advocate for more treatment and harm reduction supports to curb these losses and call upon our partners and community members to do the same,



The Addiction and Mental Health team has continued to provide much needed support over the past year. They have persisted in putting client care first while coping with the pandemic as individuals and carrying the weight of the struggle of others. They have been resilient and resourceful in their work, while supporting countless others to shore up their resilience in the face of adversity.

Statistical Highlights 2020/21

- Addiction and Mental Health programs served 4,961 people last year, exceeding 27,000 contacts/resident days
- We helped 1,252 people with our outpatient concurrent disorders and gambling services
- The Concurrent Disorders team offered 275 group sessions
- Withdrawal Management and Treatment Services supported 607 people last year (292 in withdrawal management and 315 in day/residential treatment and related programs)
- 2,689 individuals were supported by our Crisis teams
- Our Mobile Crisis Rapid Response Team program had a hospital diversion rate of 79%
- Our Concurrent Disorders team served 219 individuals at RAAM, providing 1,230 individual counselling contacts
- Our AMH outpatient teams (CD and Crisis) had 2,719 in person contacts over the year despite the pandemic restrictions

“

Ontario Perception of Care Tool for Mental Health and Addictions – Client Feedback

Concurrent Disorders

“I am so happy to have this support and program. It’s made me a better person and I continue to grow in a positive addiction free way.”

“Services are high quality.”

Withdrawal Management and Treatment Services

“This has been the best thing for my life to help cope and deal with traumas in my life. I love all the staff that helped me through this program. Thanks.”

“Staff are the friendliest, they are always there to listen and help you always.”

Crisis Services

“Very easy and nice to talk to very helpful service.”

“It was nice to feel comfortable and have a good listener.”



JUSTICE SERVICES

Community Based and Residential

Reported by Katie Curtis

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
- 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

St. Leonard's Community Services provides client centered, community based and residential Justice Services that deliver strength based, individual and group focused education, assessment and counselling to youth and adults involved in the legal system.

In the midst of a global pandemic, our office-based programs were tasked with adapting our services to include the learning of new virtual platforms to meet the requirements of our ever-evolving court

systems, revealing an unprecedented effect on the functioning of justice systems globally. Our team focused on supporting marginalized clients, forced to adapt to a new way of service while navigating limited resources for accessing virtual supports. Client service and access to timely, fair, and effective support remained our top priority. Community Justice staff modified and revamped our Needle Exchange program to a 'walk up' window in order to continue to serve clients safely during the pandemic and provided not only exchange supplies but also snacks and hygiene products as well as undertaking a new incentive initiative

hosted by our Brant County Health Unit partners. In addition, our adult team transitioned to a new physical location, working around renovations all while being tasked with the challenges related to modifying schedules, creating home offices, and adjusting to several staffing vacancies.

Our residential program, Peter Willis Residence (PWR), focused on continuing to provide quality client service in the midst of navigating challenges related to COVID-19 safety protocols. Our teams faced unprecedented, ongoing challenges to manage the spread of COVID-19 while remaining focused on supporting safe client transition in a time of fear and uncertainty. Staff remained flexible and supportive in order to ensure the program could continue to run without interruption, often adjusting interventions to engage clients in safety protocols. Our hard work and focus on wellness allowed Peter Willis Residence to remain the only male Correctional Residential Facility in the region to not have had a positive COVID-19 case within our program.

Additionally, our team ensured staff wellness remained a priority, focusing on innovative ways to engage in self-care strategies and modelling opportunities for clients. Despite the challenges faced this year, leadership continued to support information exchange with



individuals in federal penitentiaries and met regularly via virtual platforms with partners to review cases for potential admission to the program.

Despite the challenges brought forth by the pandemic, Justice Services remains dedicated to enhancing our services in new and innovated ways, ensuring equitable supports and services for our clientele.



Client Testimonials

"Working with you (CJP Staff) from when I started to where I am now has helped me a lot. The work that I do with staff is good for me because it helped me to become a better person and make better choices in my life. I feel supported in this program and know that it will help me grow as a person." Community Justice Program Client

"Since arriving, I have been afforded every opportunity imaginable to make the transition from prison to the street easier. Staff are always eager to help with whatever issues come up. The residence is great, and my accommodations are more than I could ask for." Peter Willis Resident

"With the help of the staff here at PWR, I have been able to achieve in a few short months finding a great job, the purchase of a motorcycle, the opening of bank accounts, getting my driver's licence, re-establishing my credit, purchasing a computer, and some furniture for my room. Always encouraging and supportive, I could not have possibly been able to do this alone." Peter Willis Resident

JUSTICE SERVICES STATS 2020/2021

- 726 Community Justice Program clients were served in both our Youth and Adult programs throughout Brant, Haldimand and Norfolk Counties
- \$13,345 in restitution and donations were received through our diversion programs
- Over 2,600 hours of Community Service were provided in the Brant, Haldimand and Norfolk Counties
- Back on Track facilitated 12 virtual workshops, serving 95 participants. Clients were supported in over 225 Assessments and over 100 follow up meetings through the year
- 25 residents resided at Peter Willis Residence this year
- Over 200 individuals in Federal Penitentiaries expressed interest in Peter Willis Residence. Additionally, the Brantford Community Assessment Team reviewed 144 cases for potential admission to Peter Willis Residence



HOUSING SERVICES

Housing Continuum

Reported by Katie Curtis

LOCATIONS

(John) Renwick House
144 Chatham Street, Brantford

Sally Laidlaw House
75 Albion Street, Brantford

Supportive Housing
Units located throughout
Brantford

Youth Resource Centre (YRC)
331 Dalhousie Street, Brantford

Brantford Downtown Outreach
Team (BDOT)
12 Market Street, Brantford

HOUSING

Statistics 2020/2021

- Served 71 unique individuals throughout our Supportive Housing Programs. Staff provided 1,913 visits
- Transitional Housing Programs served 47 unique individuals, surpassing our targets by 11 unique clients. Clients accessing these programs completed 2,239 total attendance days
- The Youth Resource Centre lead 32 community circles, engaging residents in an environment of equity and equality
- The YRC supported client pathways, hosting community partners within the residence including the Housing Resource Centre, Boys and Girls Club, The Aids Network, The Sexual Assault Centre, Grand River Community Health Centre and the Rapid Access Addiction Medicine Clinic



St. Leonard's Community Services provides a continuum of social housing services to mitigate homelessness and support individuals in attaining successful, independent living. Within each of our programs, clients are provided with direct links to both internal and external services that meet their individualized needs, including internal collaboration and referrals to employment supports, crisis intervention and addictions and mental health services as well as connection to primary care and psychiatry needs. Our Housing portfolio includes the Youth Resource Centre, providing housing for youth who are homeless or at risk of homelessness, supporting youth in creating individualized support plans to meet their unique goals to support long term housing. The Agency's Transitional Housing Program provides services to both men's and women's transitional aged youth, supporting young people in acquiring desired life skills in order to live independently.

Additionally, the Agency also provides a Supportive Housing and rent supplement program in partnership with the City of Brantford and Ontario Health. This program assists clients in securing safe, affordable housing, while supporting clients in meeting their individualized goals to sustain successful independent living.

In a time of global change and uncertainty, Housing staff faced unprecedented pressures to continue to offer quality services while maintaining safety for clients and staff. The pandemic changed how we traditionally support clients within our Housing continuum, but with perseverance and a positive attitude we were able to navigate through this difficult time and have continued to ensure that client service remains our number one priority. Residential programs

effectively managed challenges and responded to adversity without program delivery disruption by collaborating and communicating to avoid further obstacles faced by our clients due to the pandemic. Staff frequently adjusted protocols, supporting clients in COVID-19 testing and vaccination and adjusting programming to meet client needs. Housing Services did not just focus on transforming care for clients but has also focused on transforming the work experience for staff. The Housing team pulled together this year providing flexibility, commitment, and dedication to the program while also dedicating time for self-care, team connectiveness and overall wellness despite pressures of the pandemic.

Throughout this time of change, we expanded our Supportive Housing programs to include the operation of the Live Well Youth Supportive Housing Program. We successfully decreased roadblocks to accessing affordable housing and increased individuals' opportunities for success by developing and expanding relationships with Brantford landlords throughout the community. Housing staff delivered programing addressed to meet the needs of our clients, while focusing on connecting clients to internal and external resources to support their overall success. Homelessness is a complex social issue that has become more challenging this last year. The COVID-19 pandemic has impacted everyone, but this pandemic has placed a particularly heavy burden on people who are marginalized, including those experiencing homelessness, poverty, incarceration and addiction. As we move into a new year, the Housing team is focused on expanding programming to meet the needs of our community. In a year that has been full of uncertainty, one thing remains clear, our dedication to our clients and community remains at the forefront of the work that we do, and we look forward to the further expansion of our Housing portfolio.



Client Testimonials

"They saved my life and went out of their way to accommodate me; they did not give up."

"Being here will help me get my life together. I can get help getting a job and then my own place."

"Never been judged, always encouraged to be myself."

"I genuinely enjoy the personalities of the housing support staff and have connected with all of them. Staff genuinely cares about the clients."

"Staff help as much as possible, referrals are made to benefit my wellbeing."

"Having staff here all day and night to speak with, even if it was just to have a light conversation or speak about something upsetting, knowing that support was just steps away was very helpful. This place felt like a very safe space to live in."

EMPLOYMENT SERVICES

Employment 2020/2021

Reported by Malcolm Whyte

Employment Services

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

Employer Services

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

Skills Advance Ontario

- Construct Your Career

Youth Employment

Skills Strategy

- Work Readiness & Advancement Program (WRAP)

Youth Employment

Programs

- Youth Job Connection
- Youth Job Connection: Summer

Job seekers seek out our services for many reasons, they can be unemployed, looking for a new career or a first career and in some cases just looking for change. Throughout their job search process, we are often



encouraging resilient behaviour. To keep applying, to keep putting themselves out there and to have a strong resilient attitude towards looking for work.

It seems fitting that this year we are focusing on our resiliency both as a provider of services and in reflecting on our clients' experiences. The past year has brought new challenges, but in the face of that we have created new

processes and ensured that our programs continue to support those who need them.

One of our biggest changes was moving to virtual services, we registered **1,158** new clients in 2020/2021. Those unique **1,158** job seekers were able to access our programs mostly through virtual services. This allowed them to look for work and start training programs that were essential to supporting their individual needs.



Additionally, we launched two new programs in 2020/2021, Construct Your Career and Work Readiness &

Advancement Program (WRAP). The Construct Your Career Program registered **59** job seekers, providing them each with **8** weeks of skills training. Of the **59** who started that program **38** have received employment in the construction field. The program also received additional funding in 2021/2022 to expand the program to Haldimand. The WRAP program provided job search support to **31** individuals. Supporting over **7** of them with finding housing and **17** in finding work placements.



In 2020/2021 our main funding in Employment Services underwent a transition. With new ministry mandates and a changing system, we also saw the end of Youth Job Connection/Summer. Despite the changes our teams have all hit the ground running, ensuring that client service never suffered. As we continue to move through the transformation all three of our locations are stepping up to the challenge and embracing the new programs.



Our staff team has adapted and ensured that throughout the past year the above clients were able to access our services, find work and complete training programs.

Feedback from Employment Services clients:

"Thank you for everything you have done to help me with this chapter in my life. I am so excited to start school."

"During my training with Kim I have experienced an individual who is polite, respectable and knowledgeable, in addition Kim was great at making us students feel comfortable and she was always positive. I feel I came away from the class armed with the tools I needed to get a job and keep it. I am now employed and I enjoy my job very much, Thank you Kim for all your help."

"Thank you so much for all your support and guidance when faced with such a sudden change in my life. I truly appreciate all you did for me."

"I have started with Canada post and am loving it!! Looking to train in various departments for on call availability. I can't thank you enough for your support through all this, it has been a rough road but I feel I am on the way to bigger and better things in my life now! I truly appreciate Lisa and your service. I recommend it to many as you know. I am happy to have found at a time I was in need and a time of uncertainty. I am so very happy with my new career and life changes all of it propelled me to a better happier fulfilling life. Thank you again, I cannot express the gratitude I have for you."



Services available at:

Brant Employment Centre
225 Fairview Drive
Brantford

Caledonia Employment Centre
1-11 Argyle Street N.
Caledonia

Dunnville Employment Centre
208 Broad Street E.
Dunnville

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

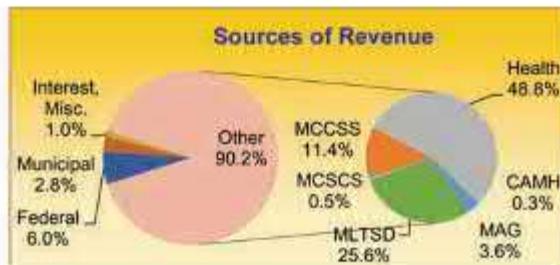


FINANCE REPORT

The ongoing pandemic has brought challenges to our organization from a financial perspective in the current year. However, with support programs in place from various Provincial Ministries and cost savings in other organizational areas, the Agency was still able to show strong financial results. A number of one-time funding opportunities were provided by Ontario Health, Ministry of Children, Community and Social Services as well as the City of Brantford to offset the costs of additional staffing, PPE, and enhanced safety measures to ensure the safety and well-being of our clients and staff. The Agency is also thankful to the funders for recognizing the valuable work that our staff perform and providing Temporary Pandemic Pay early in the fiscal year to compensate staff when so much was still unknown about COVID-19.

In the current year, Agency revenues grew due to the introduction of two new Employment programs. The Skills Advance Ontario Construct Your Career funded by the Ministry of Labour, Training and Skills Development and the Work Readiness and Advancement Program funded by the Minister of Employment, Workforce Development and Labour. This funding, along with a full year of Ontario Health West funding for the Withdrawal Management and Residential Treatment program are the largest contributors to the increase in revenue compared with the previous year.

As we move toward a hopeful end to the pandemic, the Agency is well positioned to fund enhanced measures and are thankful to Ministry funders for timely and cost-efficient access to PPE.



The pie chart to the left graphically depicts the Sources of Revenue for the Agency in the 2020/21 fiscal year. The provincial government ministries continue to be the largest funder at 90.2% vs. 90.5% in the previous year.

The summarized financial statements to the right show the revenue for the Agency has increased slightly from \$11.5 million in 2019/2020 to \$12.9 million in 2020/21. Salaries and wages overall account for 72% of the expenses which is the same as 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, 2021		
Balance Sheet	2021	2020
Assets	\$ 4,842,992	\$ 4,821,383
Liabilities	2,594,651	2,638,914
Net assets	2,248,341	2,182,469
Liabilities and Net Assets	\$ 4,842,992	\$ 4,821,383
Statement of Operations	2021	2020
Revenues		
Government funding	\$ 12,781,326	\$ 11,274,329
Other community agencies	37,962	106,006
Interest/sundry	131,627	198,994
	\$ 12,950,915	\$ 11,579,329
Expenses		
Salaries and benefits	\$ 9,365,155	\$ 8,349,600
Operating expenses	3,528,004	3,170,281
	\$ 12,893,159	\$ 11,519,881
Surplus (Deficit)	\$ 57,756	\$ 59,448

Board, Management, Funders, Partners

2020/21 – BOARD OF DIRECTORS

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

2020/21 - MANAGEMENT TEAM

Brad Stark, Executive Director
Kim Baker, Director of Clinical Services
Katie Curtis, Director of Housing and Justice 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*
Marg Richardson, Manager of Youth Resource Centre*
Lorna Sowa, Manager of Justice Services*

*Interim

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

Centre for Addiction and Mental Health
City of Brantford
Correctional Service of Canada
Employment and Social Development Canada
Health Canada
Local Health Integration Network (Ontario Health West)
Minister of Employment, Workforce Development and Labour
Ministry of Children, Community and Social Services
Ministry of Health
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
Grand Erie District School Board
Grand River Community Health Centre
Haldimand County
Haldimand Norfolk Literacy Council
Haldimand Norfolk Social Services
Indigenous Victim Services
Lansdowne Children's Centre
Literacy Link South Central
Nova Vita Domestic Violence Prevention Services
NPAAMB Indigenous Youth Employment & Training
Office of Phil McColeman, MP – Brant
Office of Will Bouma, MPP – Brant
Salvation Army - Booth Centre
Six Nations Social Services
Skilled Trades Alliance
Victim Services of Brant
Wayside House of Hamilton
Why Not Youth Centre
Wilfrid Laurier University
Willowbridge Community Services
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

Allison Adrian
Alana Bray
Kristen Bridges
Christina Cunningham
Chantal Dungey
Steve Karalis
Rebecca Ripco
Nicole Van Engen
Sarah Vervaecke

10 Years

Erika Davies
Melinda MacDonald
Karen Marion
Alan McSpadden
Katelyn Paghal

15 Years

Kim Woodward

20 Years

Andrew Bak
Katy Grummett

25 Years

Bruce Barrett
Marion Bristo
Julie Smith

30 Years

Elaine Smith

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
Mental Health Walk-In
Mobile Crisis Rapid Response (MCRRT)
Rapid Access Addiction Medicine Clinic (RAAM)
Residential Withdrawal Management
Responsible Gambling

Case Management
Community Service Order
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

Housing

Brantford Downtown Outreach Team (BDOT)
(John) Renwick House
Sally Laidlaw House
Supportive Housing
Youth Resource Centre

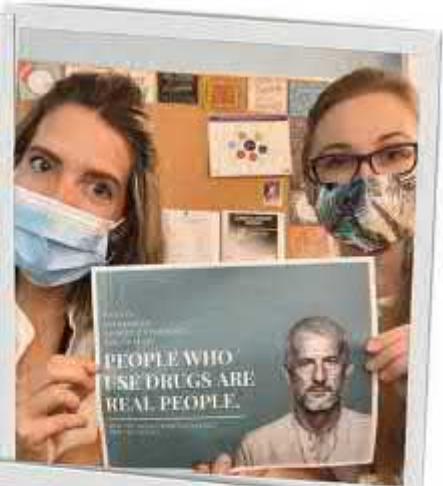
Employment

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 Employment and Skills Strategy
– Work Readiness & Awareness Program (WRAP)

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



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



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