

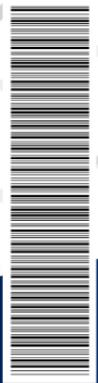
#54

EMPOWERING PEOPLE TO ACHIEVE THEIR VISION OF INDEPENDENCE, HEALTH, AND WELLBEING.

24 PAGES

ST. LEONARD'S COMMUNITY SERVICES

PEOPLE COMMITTED TO HELPING OUR COMMUNITY



THE VISION

EVERYONE LEADING MEANINGFUL AND HEALTHY LIVES.

**ANNUAL
REPORT**
21/22



St. Leonard's
COMMUNITY SERVICES

Challenge. Choices. Change.



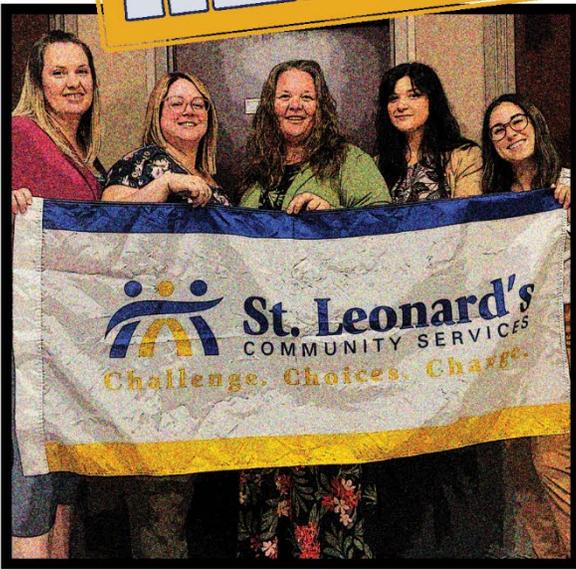
St. Leonard's
COMMUNITY SERVICES

Challenge. Choices. Change.

Annual Report 2021-2022



HEROES ASSEMBLE





Our Vision

Everyone leading meaningful and healthy lives.

Our Mission

Empowering people to achieve their vision of independence, health, and wellbeing.

Our Values

Inclusive – We value everyone and their unique perspectives and journeys.

Compassionate – We care about our clients, our staff, our partners and the communities we serve.

Collaborative – We work together to support our clients and community.

Integrity – We hold ourselves accountable and are fair, trustworthy, and dedicated to our mission.

Innovative – We are open to change and continuous improvement.

Genuine – We are honest, respectful, and authentic with our clients, each other, and our partners.

Optimistic – We believe that everyone can accomplish their goals.



President's Message

On behalf of the Board of Directors, we would like to thank all those who contribute to the success of our Agency, be that clients, staff, funders and community partners.

We would like to express our thanks to the Management Team of our Agency for their continued strong leadership and dedication to our Mission, Vision and Values during the pandemic and a sincere thank you to all the staff for continuing to provide the much-needed services that our Agency offers.

Despite the ongoing pandemic, the Agency was once again able to expand the services we provide across virtually all sectors of the organization this year. With key investments in Addictions & Mental Health, Employment and Housing, we have positioned ourselves well to continue to provide the services that our community needs and to work in partnership with other community organizations in an effort to better the lives of our citizens.

During the year, the Board was pleased to welcome Lynn Wardell and Jodie Konior to the Board who both come with experience and knowledge in Addictions and Mental Health. We look forward to their contributions for years to come. During the year, Mike Sciberras, who had been on the Board since 2012 resigned as did Peter Martyn, who had been on the Board for 3 years. We thank both of them for their many contributions over the years and wish them well with their professional careers and future volunteer endeavours.

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



Merv Hughes
President, Board of Directors

Executive Director's Message

Our organization started more than 50 years ago in 1968 with one residential program that provided service to male adult offenders released from federal custody. This program employed one staff member and a few volunteers. Today, the organization has grown to offer programs in Employment, Housing, Addictions and Mental Health and both community based and residential Justice programs. Today, we employ more than 200 staff from Brantford and surrounding communities with various backgrounds and disciplines. But to slightly alter a quote from Batman (arguably the greatest of all Superheroes) "It's not who we are underneath, but what we do that defines us."

Our Agency is built on the clients that we serve and the dedicated individuals who provide services to those clients, and if there is one thing we have learned over the past two plus years of operating throughout a pandemic, it's that our clients and our staff continue to define who they are based on how they have adapted, persevered, and continued their journey toward prosperity.

The theme of this year's annual report is Superheroes and throughout this report you will see how our programs and services identify with this theme by acknowledging the staff and clients that we work with on a daily basis. This is made possible through the programs and services that we offer as an organization and in partnership with organizations in our community who also employ a team of superheroes (Marvel and DC if you will). During the year, a number of programming changes were made by the Agency that serve as tools for our superhero staff to utilize, like Iron Man's suit. In the current year we:

- Developed the Foundations for Trades program that mirrored our highly successful Construct Your Career program from the previous year. This program has been in high demand from individuals and employers who are both seeking employment/employees in the booming construction industry. Individuals receive pre-employment trainings, hands on skills training from Conestoga College in the trades and placement with a construction company. Employers receive direct connection to individuals who have demonstrated an interest in the industry, who have received certified training and also receive some financial support.
- Revamped our housing programs in partnership with the City of Brantford and the Ministry of Children, Community and Social Services. This resulted in maximizing the usage of beds available to us, providing more opportunity to temporarily house individuals who are struggling with homelessness. By aligning the programs based on population, we have been able to provide more onsite supports within our housing programs to not only provide individuals with temporary shelter, but with support finding sustainable housing, employment supports and connecting them with a skilled Clinician who can work with them to address any addictions or mental health concerns.
- Opened a women's specific addictions treatment program funded by Ontario Health. In September 2019, the Agency opened 7 co-ed Residential Withdrawal Management beds and 10 co-ed Residential Addictions Treatment beds located on Elgin Street, which were both the first residential programs providing this service in Brantford. The current year opening of beds on Albion Street for females allowed Elgin's Addictions Treatment beds to be converted to all male and provide gender specific programming for both populations. Prior to September 2019, there were 0 residential beds for those struggling with addiction in Brantford. Now in 2022, there are 28.
- Finalized, in late March 2022, the purchase of a 15-unit residential, 2-unit commercial facility in Brantford. This facility was already utilized by some of our supportive housing clients and our hopes would be that as units become available we can convert them to supportive housing units as well. There are a number of benefits for both our Agency and clients related to this purchase. Our Supportive Housing staff will occupy one of the vacant commercial units which will serve as

the headquarters for our Supportive Housing program and provide a space for group programming, one-on-one case management and another touch point for other services the Agency offers in the community. It allows our staff to reduce their travel burden by seeing multiple clients in one building instead of having to travel individually to the 50+ clients we support in this program across the City. It gives the Agency the ability to stretch our supportive housing dollars further by ensuring that rents remain manageable, which is important in today's housing market and it provides the Agency with an asset that in future can be utilized to support additional programming.

These are just some of the examples of the tools we have provided staff and clients this year to aid them in their journey. Iron Man would be jealous.

As an organization, we continue to partner with numerous other organizations across all of the sectors in which we provide service. We are an active member of the Ontario Health Team and have representation on the Executive Leadership Group, Finance, Digital Health, Homelessness and Mental Health & Addictions committees. We are working closely with Conestoga College, FEDCAP and the City of Brantford to ensure employment supports are available to those in need. Our housing programs continue to work with other housing providers and the City of Brantford on innovative solutions to providing quality, sustainable housing services, as well as trying to increase the quantity of housing options available in our community. Our Justice programs continue to work with local law enforcement and the court system in an effort to increase access for Brantford as well as Haldimand Norfolk residents.

Internally, we look to focus on upping our game from a quality perspective, investing resources to ensure we can measure the impact of our programs and ensuring that all programs are operating as effectively and efficiently as possible.

I would like to thank all our staff for their continued dedication and putting on their superhero costume every single day. I would also like to thank our clients for entrusting us with their care and showing us their true superpowers.

“So many of our dreams seem impossible, they seem improbable, and then, when we summon the will, they soon become inevitable”, Superman

Respectfully,



Brad Stark, CPA, CA
Executive Director

Our impact in 2021-2022



2,691
people experiencing
crisis supported



15,000
calls on our 24/7
crisis phone line

Together with our police partners, we achieved an

81%
diversion from hospital rate for the
563

people supported by our Mobile Crisis Rapid Response Team (MCRRT)

1,076
people supported in our Withdrawal
Management and Residential Treatment
programs



Rent Smart certificate program saw **15** clients successfully
completed the program and **9** successfully housed

Supportive Housing
151 individuals served
3,477 visits completed
325 life skills contacts

2,639
BDOT Interactions



14,579
Harm Reduction Items Provided

Back on Track program held
29 workshops serving over
270 participants



1,275
Community Service Hours

698

Adults & Youth helped in Community Justice Program



New program WRAP 2.0
started with 29 clients
intaked and 24 went on
to placements



1,478
Employment Services Clients

Construct Your Career intaked **84** clients and
75 of them graduated from the program



\$219,267.28

in training supports to local employers



ADDICTIONS AND MENTAL HEALTH SERVICES

A League of Extraordinary People

Reported by Kim Baker

The not-so-secret mission of the Addictions and Mental Health department over this past year has been to continue to support individuals in our community struggling with substance use, mental health, or concurrent disorders. As with all quintessential superhero story lines, our team of extraordinary staff faced and overcame many barriers as they brought the Agency's mission of 'everyone leading meaningful and healthy lives' to life in their daily work. They have been successful in their mission, serving 5,573 people across our programs, through nearly 30,000 client interactions.

Our organizational values include being innovative and optimistic. The team has had to call upon these superpowers over the past year to navigate the ebbs and flows of COVID-19 lockdowns and precautions to keep providing care to our clients. They have compassionately (another Agency value) responded to the increased need for support. For example, the superheroes working our telephone crisis line, a group shrouded by a cloak of invisibility, handled a 47% increase in call volume last fiscal year compared to pre-pandemic call volume. They are also responding to lengthier and more complex calls (33% longer, and 30% more calls that trigger an Incident Report, such as Wellness Checks), than prior to the pandemic. This super team is rarely seen, but has been unwaveringly present throughout the pandemic, responding 24/7, 365 days a year. They have supported those whose issues have been exacerbated by pandemic-related stressors, but also those who are newly struggling.

The remainder of the crisis team has also been working diligently to defend against system access issues. Our mobile crisis response programs (MCRRT and COAST) provided accessible crisis stabilization supports to 1,370 people in a manner that met the person's needs. They completed over 6,000 client interactions in a combination of office-based, virtual, and outreach modalities. The MCRRT team was successful in attaining an 81% diversion from hospital rate for people they supported last fiscal year.

The outpatient Concurrent Disorders program, which includes our team who provide onsite support at the Rapid Access Addictions Medicine Clinic, supported approximately 1,400 people in over 10,000 client interactions. These agents of change also facilitated 371 group sessions last fiscal year, despite the issues presented by the pandemic. The Concurrent Disorders portfolio expanded this past year; the Rapid Addiction Support Team (RAST) Brant program is a small but mighty new super-program that sees a Nurse Practitioner

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 Teams (MCRRT)
- Rapid Access Addiction Medicine Clinic (RAAM)
- Rapid Addictions Support Team Brant (RAST)
- 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

Women's Residential Treatment

75 Albion Street, Brantford

Statistical Highlights 2021/22

- We distributed 684 naloxone kits to the community to help save lives
- We supported 1,076 people in our Withdrawal Management and Residential Treatment programs
- We provided counselling to 1,493 people through our outpatient Concurrent Disorders programs (including Problem Gambling, Rapid Access Addictions Medicine Clinic, and Rapid Addictions Support Team Brant)
- We supported 2,691 people experiencing crisis, including responding to over 15,000 calls on our 24/7 crisis phone line
- Together with our police partners, we achieved an 81% diversion from hospital rate for the 563 people supported by our Mobile Crisis Rapid Response Team (MCRRT)



from the Brant Community Healthcare System teaming up with a St. Leonard's Addictions Case Manager to support people who present at the hospital with concerns related to opiate use. This dynamic duo has been making an impact on care access and coordination since the program launched in October 2021. By the end of last fiscal year, the SLCS Addictions Case Manager helped 75 people through 236 interactions and has had a profound impact on helping people navigate ongoing supports such as withdrawal management, housing, income supports, and addiction treatment.

The team at Withdrawal Management and Treatment Services (WMTS) has also had a very busy year. Our bed-based addictions services supported 1,076 people. There was significant demand for services given access limitations across the province, due to pandemic related closures or diminished bed capacity. The super-staff at WMTS worked throughout the pandemic; beds have remained open continuously because of our team's dedication and diligence. In addition to remaining a steadfast community resource, the WMTS universe welcomed a new program at the end of last fiscal year. The Agency was successful in obtaining resources from Ontario Health West to open a gender-specific addiction treatment program dedicated to those who identify as female. This 10-bed facility is staffed by a new group of superheroes, whose dedication and compassion have been the foundation for this new program.

The Addictions and Mental Health department is staffed by a league of extraordinary people. They have embodied the Agency's values in their day-to-day work, banding together to continue providing the best possible care even in challenging circumstances. They are a team that knows that *"No matter*

how small an act of kindness or generosity or simple positivity you put out into the world, it will make a difference” (Wonder Woman).

Client Testimonials

What those we serve are saying about our super-team:

“I don't know what I would have done without the kind, helpful, and understanding services I received from the wonderful people who have helped me.”

“The person I spoke with was very polite and understanding. The options that were offered to me based on the problems that I expressed seemed very helpful and beneficial to my situation.”

“Showing up when I didn't know I needed them.”

“Incredible staff-knowledgeable and compassionate.”

“The staff are competent and exceptionally compassionate and supportive.”

“The staff went above and beyond to provide service and care and I honestly felt like I was home away from home.”

“The staff are caring and make you want to grow in your recovery.”



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 Mental Health Program - Brantford
- Bail Verification and Supervision Program - Brantford, Simcoe and Cayuga
- 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

As the community continued to navigate the impacts of the COVID-19 pandemic, the criminal justice system has been forced to adapt and respond to significant changes in policy and practice at an unprecedented pace, with the long-term impact of COVID-19 on the justice system still unknown. The Justice portfolio has utilized the pandemic as a catalyst for system transformation, focusing on identifying opportunities in areas the pandemic has exposed as a need and gathering the right evidence to ensure best practices throughout this time of ongoing service transformation.

Our office-based Community Justice Programs spent this year focusing on identifying data efficiencies and quality improvement opportunities to streamline the way in which we offer services. This year, as a result of staff turnover, leadership identified opportunities to revamp programming and staff assignments in order to increase our ability to offer quality client service in a timely manner. As we continued to navigate a transitional COVID-19 world, our team expanded the Extra Judicial Sanctions and Extra Judicial Measures programs to Haldimand Norfolk, solidified partnerships with Haldimand Norfolk REACH, excelled in our program audits and re-engaged clients with in-person services at our offices throughout Brantford and Haldimand Norfolk. This year, Community Justice Programs leadership also led a steering committee, focusing on exploring opportunities and program development for a local Drug Treatment Court. The committee, who spent countless hours engaging partners and developing a program proposal, consisted of internal and external partners including Addictions and Mental Health, Canadian Mental Health Association, Brant County Health Unit, Brantford Probation, Six Nations of the Grand River, both the Provincial and Federal Crown Attorneys, and the Brantford Mayors office. In the words of Batman, *"Everything is impossible until somebody does it,"* the team hopes to apply for funding opportunities within the 2022/2023 fiscal year.

Our residential program, Peter Willis Residence, continued to face unprecedented challenges related to staffing shortages and COVID-19 this year. Our team focused on building a strong and collaborative working environment, ensuring we continued to offer uninterrupted, quality services to our clientele. Superman states *"I think a hero is an ordinary individual who finds the strength to persevere and endure in spite of overwhelming obstacles."* The small but mighty PWR team rallied around each other, welcoming new team members, engaging in staff wellness and enhancing client engagement, all during a time where the COVID-19 pandemic continues to exhaust frontline workers across all sectors.

This year, our Justice Teams committed to quality improvement as we continue to navigate system transformation at an exceptional pace, ensuring next steps focus on continued enhancements to service for clients accessing our programs.

Client Testimonials

“The staff are the best. The staff are professional and diverse. The level of patience these people bring to the facility supports a positive healthy living environment for those who need it. “

“Well maintained and beautiful home”

“I found it really helpful and now they’re helping me deal with the mental part of my addiction”



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

Statistical Highlights 2021/22

- 698 Community Justice Program clients were served in both our Youth and Adult programs throughout Brant, Haldimand and Norfolk Counties.
- Over 1,275 hours of Community Service were provided in the Brant, Haldimand and Norfolk Counties.
- Back on Track facilitated 29 workshops, serving 270 participants.

HOUSING SERVICES

Housing Continuum

Reported by Katie Curtis

Locations

Station House

144 Chatham Street, Brantford

Supportive Housing

Units located throughout
Brantford

Cornerstone House

331 Dalhousie Street, Brantford

Brantford Downtown Outreach Team (BDOT)

12 Market Street, Brantford

The 2021/2022 fiscal year brought radical transformation to St. Leonard's Housing Department; programs were expanded and revolutionized while we focused on community engagement, increased partnership and client centered programming.

The Youth Resource Centre and Transitional Housing programs were overhauled, creating both Cornerstone House and Station House programs. Supportive Housing introduced new programming, exceeded targets, and expanded affordable housing opportunities. Meanwhile, the Brantford Downtown Outreach Team (BDOT) kicked off a new pilot project, saw program expansion during the initial year of the pilot and engaged with new community partners. This team of superheroes has continued to navigate the COVID-19 pandemic, province wide staffing shortages, new leadership, program renovations and a complete overhaul of programming, all while embracing change, adapting to new clientele, new team members and initiating a completely new way of offering our Continuum of Housing Programs. In the words of Superman, *"There is a hero in all of us, we just need the courage to put on the cape."* Our Housing Teams indeed had their capes on this year.



The St. Leonard's Community Services, Housing Advisory Committee was created in July 2021. This vital committee championed the Housing leadership team, obtaining critical community and client feedback, supporting program planning and implementation, while focusing on improved client service and pathway planning. The committee is represented by

community partners from the Housing Resource Centre, Contact Brant, Woodview, Niagara Peninsula Aboriginal Area Management Board (NPAAMB), Grand River Community Health Centre, Child and Family Services of Grand Erie, Grand Erie District School Board, Brant Haldimand Norfolk Catholic District School Board, Youth in Transitions and the City of Brantford. The committee met monthly during the planning stages and continues to meet quarterly as we navigate through initial implementation and program evaluation, ensuring our partners are at the forefront of change.

This year, providing a voice for our clients became the heart of our work across the Housing Continuum. Past and current clients provided crucial feedback that was incorporated into program planning and continues to support quality improvement projects as we navigate our first year of program implementation. As clients identified barriers to accessing much needed community supports, our Advisory Team and internal agency programs rallied around clients, providing regular onsite supports to both Station House and Cornerstone House. Onsite partners include the Housing Resource Centre, Brantford Downtown Outreach team (BDOT), Brant Employment Centre, Addictions and Mental Health and NPAAMB.

Our Supportive Housing Programs focused on supporting readiness and improving success rates for clients accessing our programs. This year, the team focused on piloting the Rent Smart program for waitlisted clients; the program provided participants with the knowledge needed to be a successful tenant. Since implementing this program, the team has seen 80% of waitlisted clients, who successfully completed the program, housed this year, and positively engaged within the Supportive Housing Program. Additionally, utilizing Agency reserves, the Agency recently purchased a 15-unit residential building located at 73 Murray Street. This building will allow the Agency to house more clients while maintaining affordable rental rates, and therefore minimizing the fluctuating rates of rent subsidies we provide. Within this facility, we also have access to a commercial space that the Agency is currently renovating. This space will house our Supportive Housing staff team as well as offer a group room to run the Rent Smart program; it will also include a resource area for all Supportive Housing clients to access as needed. This year, Supportive Housing continued to build positive relationships with local landlords to assist in securing additional units, as well as expanding connections to further support clients accessing the program. Staff have created pathways with the Niagara Furniture Bank and the Rogers Connected for Success program, to aid clients in obtaining affordable furniture and necessities and internet for their units. Furthermore, Supportive Housing staff continue to work closely with St. Vincent De Paul, Brantford Food Bank, Brant Housing, Canadian Mental Health Association, The Salvation Army Housing Resource Centre, Sexual Assault Centre of Brant, St. Joseph's Healthcare Hamilton, Brant Employment Centre and Addictions and Mental Health.

The Brantford Downtown Outreach Team (BDOT) launched a two-year pilot, funded via Health Canada and in partnership with Wilfrid Laurier University, Grand River Community Health Care Centre, and the City of Brantford. This year, BDOT has been able to establish several partnerships for outreach, including those with Brantford Regional Indigenous Support Centre, Brant Native Housing, Community Paramedics, Brantford Public Library, and Community Living Brant. Partnerships focus on warm transfer relationships with clients to service connections in the community. In reach partnerships included working with clients at Station House, Cornerstone House, Rosewood House, and Salvation Army Booth Shelter, as well as Withdrawal Management and Treatment Services, Blessings Friendship House and Grace Anglican meal programs. This year the BDOT team has also focused on life-saving harm reduction strategies and trainings regarding safer use for our clientele and community partners, as well as advocacy with local leadership regarding the role of harm reduction. Going into the second year of the project, the team continues to advocate in the community for a reduction of systemic barriers, bringing a voice from the communities' most vulnerable and marginalized individuals.

Housing Statistics 2021/2022

- Served 151 unique individuals throughout our Supportive Housing Programs. Staff provided 3,477 visits.
- Transitional Housing Programs served 49 unique individuals, surpassing our targets by 17 unique clients.
- The Youth Supportive Housing has seen 15 clients successfully housed for a year or more.
- Supportive Housing ran a Pilot Program - Rent Smart certificate program, this year. 15 clients successfully completed the program, and 9 have already been successfully housed with the help of this certificate
- Brantford Downtown Outreach Team (BDOT) saw 669 clients, 2,639 interactions, provided 14,578 harm reduction items and 204 naloxone kits.



Finally, during this year of change, the Housing Team focused on engaging community members and new partners to expand opportunities for clients within our portfolio. Our 17th Annual Soup Challenge was overhauled, making our youth the focus of this year's event. Three youth from our program faced off in a cooking competition to make the best soup, aided by mentors from local restaurants, and judged by some of Brantford's top chefs. The main event kick-off was coupled with Cornerstone's grand opening and laid the groundwork for additional partnerships throughout the community.

In a year full of constant change and new opportunities, our Housing Team has remained steadfast in focusing on quality client care and planning for future expansion.

Client Testimonials

"I am extremely grateful for the services I received. I don't know what I would have done without the kind, helpful, and understanding services I received from the wonderful people who have helped me."

"This place felt like a very safe space to be and live in."

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

"This place opened my eyes to the many responsibilities adults have and what I need to do to solve these problems and build a better life for myself."

"As the name states, the support here was wonderful. I got all my housing needs fulfilled to my satisfaction and got the expertise needed to be fully independent."

"Staff have been helpful with connecting me to counselling services, I like that staff listen to what I say and connect me to what I need."

"Whenever I have questions or concerns the staff here are always welcoming and non-judgmental when answering my questions."

"I think about the John Renwick House all the time. When I left, I missed it. The staff were so supportive and understanding. I felt staff were on my side and helped me with my goals. Most days I would just spend my day in the office talking to staff. They really listened and cared. In a way this place felt like family. I felt this program was a good example of 'you give what you get'."

"Having a home without worry has helped me to focus on myself and make better choices, I don't have the worry of where I am going to rest my head at night."

"I didn't have money, I didn't have anything, Supportive Housing provided me with grocery gift cards and helped me get furniture. I don't know where I would be without them."

"I was helped in so many ways. They helped me from being homeless to getting my first apartment. They helped me turn my life around."

EMPLOYMENT SERVICES

Employment 2021/2022

Reported by Malcolm Whyte

Services

Job Seekers

- Computer and internet access, faxing, copying, email, phones
- Job search assistance
- Job developing
- Retention support
- Better Jobs Ontario (Second Career) applications

Employers

- 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

Skills Development Fund

- Foundations for Trades

Youth Employment Skills Strategy

- Work Readiness & Advancement Program (WRAP)

Our Employment team has played an important role in the lives of many residents over the past year. To quote Batman “Why do we fall? So, we can learn to pick ourselves back up.” We see clients who have fallen and are at their lowest point reach out to us for support. We coach them, provide



them with skills and prepare them to be able to pick themselves back up. Our team believes a job seeker’s journey requires them gaining these skills to be able to pick themselves up on their own repeatedly.

Over the past year we have adopted many changes among our programming. Embracing a new employment model that allows us to focus on retention of employment and not just the initial job entry. This has allowed us to continue supporting clients throughout the entire process of finding a job and keeping a job. It has also been very rewarding as we get to see clients thriving in their new places of work.



As we continue to navigate change, our team has stayed true to our Agency values, ensuring that we are compassionate and providing genuine support to all clients. This has allowed us to be very successful in the past year, having helped **1,560** clients in our Employment Service programs across Brantford, Caledonia and Dunnville. We continue to lead in Brantford, Haldimand and the wider catchment area as one of the top performing providers.

Within our other programs we have also had a very successful year. Our Construct Your Career program came to an end, but we were able to secure

funding to keep it running, now known as Foundations for Trades. This program continues to be in high demand with wait lists for entry and employers lined up to hire the graduates. Last year we supported **87** clients and placed **54** of them in the construction field.



For our WRAP program we were able to expand and include a condensed version of the program that ran two additional cohorts in the Fall and Winter. While expanding this program, we witnessed a high demand for youth specific training and are encouraged to renew and expand this project in 2022/2023.



Our team also experienced many staffing changes over the

past year; like many employers we were not immune to the labour market impacts. While many staff moved on to different roles, we were also able to onboard new staff that have brought new energy and passion that will allow us to continue to provide exceptional service.

Overall, our Employment department had a very successful year navigating change and excelling at providing employment and training supports to our communities. We are excited for the next year and to renew and expand programs while continuing to excel and remain the service provider of choice when it comes to finding employment.



Client Testimonials

"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 you and your service and cannot express the gratitude I have for you."

"This is a well thought out and well-run program that will inspire and build that confidence that will enable you to go out and find a fulfilling career."

"I had a challenge; I made a choice, and with love and support I am living the change."

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

Burford, Paris, Hagersville and Cayuga

Employment Statistics 2021/2022

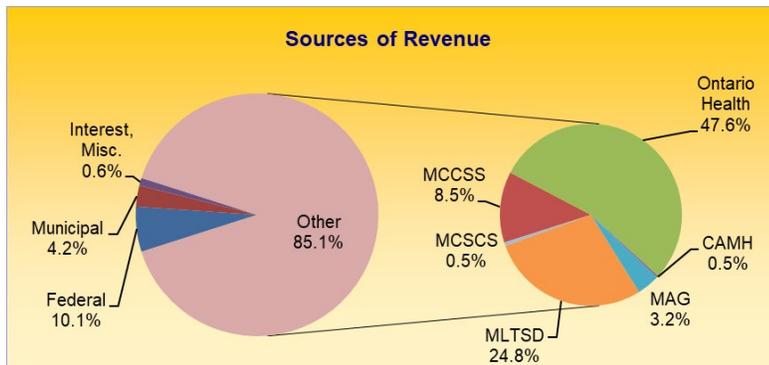
- Employment Services registered 1478 clients in 21/22
- Construct Your Career intaked 84 clients, 75 of them graduated from the program
- Canada Ontario Job Grant provided \$219,267.28 in training supports to local employers
- New program WRAP 2.0 started, 29 clients intaked and 24 went on to placements

FINANCE REPORT

The Agency saw relatively good growth in the current year from a financial perspective. Revenues have increased due to new programs that were launched this year or expanded including the Work Readiness and Advancement Program funded by the Minister of Employment, Workforce Development and Labour and the launch of the Women’s Residential Treatment program funded by Ontario Health. Also, full years of operation for the Youth Supportive Housing program funded by the City of Brantford and the Brantford Downtown Outreach Team funded by Health Canada.

Expenses also increased substantially due the wage costs associated with the new programs and investments that were made in our office-based locations to increase meeting spaces and renovations within our residential programs to accommodate significant changes to our housing continuum and residential addictions programming.

COVID continues to present financial pressures for the Agency, and unlike Tony Stark, we don’t have an endless supply of funds, so absorbing additional tangible costs for enhanced cleaning, supplies and PPE but also Human Resources related costs due to turnover and absences continues to be a challenge for all programs. 2022/23 should provide some stability in these areas as the Agency looks to emerge from the pandemic and shift toward relatively normal operations.



The pie chart to the left graphically depicts the breakdown of Sources of Revenue for the Agency in the 2021/22 fiscal year. The provincial government ministries continue to be the largest funder at 85.1% vs. 90.2% in the previous year.

The summarized financial statements to the right show the revenue for the Agency has increased slightly from \$12.9 million in 2020/2021 to \$14.5 million in 2021/22. Salaries and wages overall account for 69.1% of the expenses which is down from 72.6% 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, 2022		
	2022	2021
Balance Sheet		
Assets	\$ 4,756,724	\$ 4,902,410
Liabilities	2,467,216	2,654,069
Net assets	2,289,508	2,248,341
Liabilities and Net Assets	\$ 4,756,724	\$ 4,902,410
Statement of Operations	2022	2021
Revenues		
Government funding	\$ 14,398,255	\$ 12,781,326
Other community agencies	75,437	37,962
Interest/sundry	78,956	131,627
	\$ 14,550,648	\$ 12,950,915
Expenses		
Salaries and benefits	\$ 10,044,483	\$ 9,365,155
Operating expenses	4,502,198	3,528,004
	\$ 14,546,681	\$ 12,893,159
Surplus (Deficit)	\$ 3,967	\$ 57,756

Board, Management, Funders, Partners

2021/22 – BOARD OF DIRECTORS

Merv Hughes, President
Kirk MacKenzie, Vice President
Claire Morris, Secretary/Treasurer
Bill Keighley
Jodie Konior
Eileen MacKenzie
Rita Mallais
Michael Sciberras
David Tsuchida
Nicole Tuczynski
Lynn Wardell

2021/22 – 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, Director of Human Resources

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
Ministry of Employment, Workforce Development and Labour
Ministry of Children, Community and Social Services
Ministry of Health
Ministry of Labour, Immigration, Training and Skills Development
Ministry of Solicitor General
Ministry of the Attorney General
Ontario Health West
Service Canada

PARTNERS

Brant/Brantford Paramedic Services
Brant Community Healthcare System
Brant County
Brant County Health Unit
Brant County Ontario Provincial Police
Brant Haldimand Norfolk Catholic District School Board
Brant Skills Centre
Brantford Police Service
Brantwood Community Services
Canadian Mental Health Association Brant Haldimand Norfolk
Child and Family Services of Grand Erie
City of Brantford
Conestoga College
Contact Brant for Children's & Developmental Services
De dwa da dehs nye >s Aboriginal Health Centre
Grand Erie District School Board
Grand River Community Health Centre
Haldimand County
Haldimand Norfolk Literacy Council
Haldimand Norfolk Social Services
Homewood Research Institute
Indigenous Victim Services
Nova Vita Domestic Violence Prevention Services
NPAAMB Indigenous Youth Employment & Training
Office of Larry Brock, MP – Brant
Office of Will Bouma, MPP – Brant
Ontario Tourism Education Corporation
Salvation Army
Six Nations of the Grand River
Skilled Trades Alliance
Victim Services of Brant
Wayside House of Hamilton
Why Not City Missions
Wilfrid Laurier University
Woodview Children's Mental Health and Autism Services
Workforce Planning Board of Grand Erie
YMCA Hamilton/Burlington/Brantford

STAFF YEARS OF SERVICE AWARDS – JANUARY-MAY 2022

5 Years

Andrew Gordon
Dana Suckel

STAFF YEARS OF SERVICE AWARDS – JUNE-DECEMBER 2022

5 Years

Raven Wilkins
Allison Gibson
Erica Levert
Lana Heath
Kirsten Young
John Bosnell
Lindsay Bright

10 Years

Becky Norman

15 Years

Whitney Easton
Erin Jones
Sarah Fleming
Jenna Bahr

25 Years

Tracey Moore-Zepezauer

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 Team (MCRRT)
Rapid Access Addiction Medicine Clinic (RAAM)
Rapid Addictions Support Team Brant (RAST)
Residential Withdrawal Management
Responsible Gambling

Housing

Brantford Downtown Outreach Team (BDOT)
Supportive Housing
Cornerstone House, Shelter and Transitional Housing
Programs
Station House

Justice

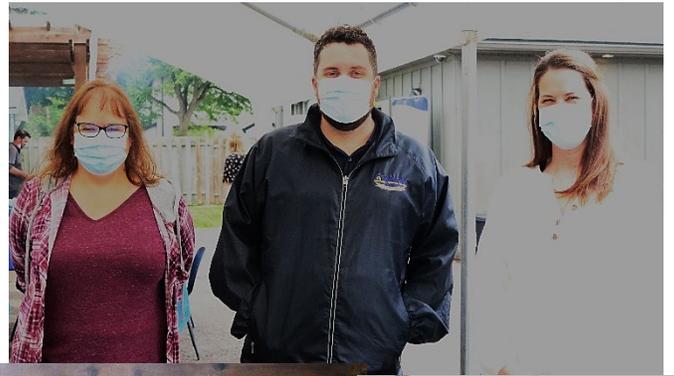
Anti-Shoplifting
Adult Pre-Charge/Federal Diversion Programs
Attendance Centre
Back on Track

Bail Verification and Supervision Mental Health
Program - Brantford
Bail Verification and Supervision Program - Brantford,
Simcoe and Cayuga
Case Management
Community Service 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

Employment

Brant Employment Centre
Caledonia Employment Centre
Dunnville Employment Centre
Providing the 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)





P.O. Box 638, 133 Elgin Street, Brantford, ON N3T 5P9

Phone: 519-759-8830 Fax: 519-759-8156

Email: info@st-leonards.com

Website: www.st-leonards.com

Social: [@StLeonardsCS](https://www.instagram.com/StLeonardsCS)

