

Responding to Community Needs

NO TRESPASSING
CHALLENGE COURSE AREA
USE ONLY WITH
AUTHORIZED SUPERVISOR

Défense de passer
Parcours à degré de
difficulté élevé
À l'usage de personnes
de compétence autorisée

annual report 2008-09

Vision

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

Mission

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

Values and Beliefs

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

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



Youth Action Centre



St Leonard's
COMMUNITY SERVICES

Challenge. Choices. Change.

- *Employment*
- *Education*
- *Justice*

519-756-7665

www.st-leonards.com

Achieving our Goals

2008/2009 represented a significant turning point in St. Leonard's Community Service's evolution into an Agency of change, with the achievement of the following goals established by the Board of Directors in April 2008.

1. The development of a consistent client centred service approach across all departments that assesses and links clients' strengths and needs to treatment/action plans. This was accomplished through the Agency wide adoption of a Client Service Model including the Child and Adolescent Needs and Strengths Assessment Tool (CANS) designed by Dr. John Lyons who also provided first hand training for our staff. Dr. Lyons has agreed to continue providing training in 2009/2010.
2. The adoption of this new Client Service Model also ensures that staff are following a continuous quality improvement approach to treatment planning based on research and best practices.
3. A new Client Service Manager Database was implemented Agency wide to improve the integrated collection and processing of client information.
4. In partnership with Immigrant Settlement Services and The Children's Aid Society of Brant, we received a grant from The Ontario Trillium Foundation to continue diversity training. This training will result in the creation of a cross functional team dedicated to ensuring that diversity is embraced in all aspects of Agency business.
5. Several initiatives were undertaken to address staff morale, including revaluing certain positions, improving dental, vision and fitness benefits, introducing study days for staff engaged in professional development, improving advancement, development and wellness opportunities for staff and improving the staff travel mileage rate.
6. We continued with our Staff Appreciation Luncheons. Our guest speaker at the February luncheon was Darda Sales, the 2008 Paralympian who delivered a spellbinding and motivational speech enjoyed by all.
7. Last but not least, the Agency was thrilled to be recommended for accreditation by Children's Mental Health Ontario with an overall standards compliance rating of 94%. This is the culmination of five years of hard work by our Board and staff redeveloping the

Agency's policies and procedures in order to realize our vision of becoming a centre of excellence serving children, youth, adults and families. As a special note, we would like to thank Elaine Smith whose tireless efforts made this accomplishment possible.

Working with our Partners, Responding to Emerging Community Needs

Our partnership with the Royal Bank of Canada flourished during the year with the creation of several volunteer initiatives including:

- help with our Children's Mental Health Week,
- a proposal writing team,
- onsite support for our clients,
- recognition of our Agency during RBC's community week and
- a donation to help create the Agency client database and complement CMHC's \$220,000 renovation grant of Roy Walsh Home for CAS children.

We recently received word from the RBC Foundation confirming another \$50,000 grant this year to train our staff in the use of Cognitive Behavioural Therapy. By enhancing staff knowledge and skills, this training will help improve the effectiveness of our work with clients.

Work continued with our addiction/mental health community partners to identify programming for seniors and case management/supportive housing services for individuals with problematic substance use.

By year end, in partnership with GREAT (Grand River Employment and Training) we received \$717,100 from the Ministry of Children and Youth Services' Anti Poverty Program to provide employment for 180 'at risk' youth in Brantford. This program will go a long way to address the growing youth unemployment problem in our community and it will help Brantford families negatively impacted by the economic downturn in Ontario.

In addition to significant financial support for our many capital needs, the Ministry of Children and Youth Services – Youth Justice Services provided a significant increase of \$617,410 in operating funds to support Peter

Willis Residence, including a new reintegration worker, mental health counselling/training and client transportation. This funding will enable the Agency to re-establish a fourth Director for Justice Services and enhance staffing including a cook and a lifeskills/wood working program.

Discussions continued throughout the year with the new Grand River Community Health Centre regarding co-location possibilities for our Addiction and Mental Health Services, which we hope to finalize early in 2009/2010.

We also received \$585,785 over three years from Health Canada's Anti Drug Strategy to establish three youth drop in centres for teens to attend after school and on weekends. A youth advisory committee is being created to develop programs with our three partners, New Covenant Church (north Brantford), Salvation Army, (south/west Brantford) and Why Not City Missions (central/east Brantford).

Governance

As the year drew to a close, we bid farewell to Suzanne Moffatt, Suzanne Tsuchida, Bruce Smith and Derek McElveny all of whom made great and long lasting contributions to the Agency. We also welcomed Sean Clark as our new IT specialist on the Board. In the coming year, we would like to enhance the effectiveness and relevance of the Board of Directors by better reflecting the diversity of Brant and Haldimand counties in the Board's composition.

Goals for 2009/2010

1. To train approximately 70 of our staff in the application of the Cognitive Behavioural Approach, in addition to training staff in suicide intervention, staff recruitment, supervision and employment standards,
2. To create a section on the website for client information exchange, such as rights, responsibilities,

handbooks, articles, fact sheets, FAQ's etc. and information about new programs such as our Youth and Art, Youth Drop In and Summer Employment Programs for youth.

3. To provide addiction and mental health outreach support for seniors and two case management/supportive housing staff for individuals with problematic substance use.
4. To implement the Ministry of Training, Colleges and Universities' vision for Employment Ontario including the following five new components of the Employment Service:
 - Client Service Planning and Coordination
 - Resource Information
 - Job Search
 - Job Matching/Placement
 - Job Retention
5. To introduce a minimum of one RBC volunteer into each sector to assist with ongoing programming. Continue to utilize RBC volunteers to help plan events, such as Youth Homelessness Week and to write one foundation proposal each month.
6. To continue working on staff compensation, workload and wellness in an effort to maintain or improve morale.

In closing, we would like to extend our sincere thanks to the Board, Staff, Clients and Community Partners who all worked collaboratively to help the Agency achieve so much in the past 12 months; most notably the implementation of our new Client Service Model, our new client database and the recommendation for Accreditation of St. Leonard's Community Services by Children's Mental Health Ontario. These changes have set our Agency on an exciting new course to become recognized province wide as a centre of excellence for community services. In the coming year, we will continue our evolution as a learning organization with over 40 staff participating in ongoing professional development to improve their abilities to help our clients.

We look forward to another successful year in 2009/2010 working together to achieve the goals the Agency has established to help our clients and our community.



Bill Sanderson, Executive Director



Richard Cook, President

St. Leonard's Youth and Family Residential Services provide youth with holistic and safe residential care, counselling, education, support and independence skills. The goal is to empower youth to resolve problems and increase their overall sense of well being in order to avoid risky behaviour and achieve success in school, work and the community.

Roy Walsh and Varency Homes

Roy Walsh and Varency Homes provide a safe, caring and encouraging environment for youth aged 12-17 years preparing for a return to family or foster care or semi independent living. The goals of the programs are to help youth:

- Improve daily living skills,
- Increase social supports,
- Set goals for the future,
- Avoid risky behaviour,
- Problem solve,
- Succeed at school,
- Improve family connections,
- Become more independent.

During 2008/09, the homes were pleased to work closely with The Children's Aid Societies of Brant (including the Native Services Branch), Haldimand-Norfolk, Hamilton Wentworth, Hamilton Catholic, Niagara, Halton, Guelph, London and Middlesex, Oxford, St. Thomas, Peel, Dilico Anishinabeck and Chatham – Kent, developing plans to meet the individual needs of 43 youth.

Some highlights during the fiscal year included:

- Meeting the placement needs of the Children's Aid Society of Brant by reserving 6 beds for youth requiring residential care.
- Achieving an overall 97% occupancy level on 16 beds.
- Providing short and long term residential care with average length of stays ranging from 6 months to over two years.
- Implementation of the Client Services Manager (CSM) database and an evidenced based new Client Service Model (i.e. comprehensive assessment and treatment planning processes).
- Offering integrated treatment and educational classrooms for elementary and secondary students and ensuring a range of academic activities were provided appropriate to the learning style, needs and achievement level of the youth in the program.
- Celebrating client successes in achieving school and treatment goals.

- Revising policies and practices to better meet the accreditation standards required of Children's Mental Health Ontario Agencies and new Ministry requirements concerning food, nutrition and diversity.
- In partnership with the Canadian Canine College and the Hamilton Burlington SPCA, provided animal assisted therapy (YALT - Youth and Animals Learning Together Program) at Varency Home. A number of youth participated in this experience and the dogs referred to the program were successfully adopted.
- Delivering a cognitive based life skills program featuring modules on daily living, social skills, anger management, problem solving, morals, values and beliefs, employment readiness and healthy relationships.
- Participating in daily structured recreation programming featuring sports teams, private lessons in music, karaoke nights, crafts, hiking, bike riding, camping and participation in the Agency's Youth and Arts program.
- A successful fun-filled wilderness camping trip to Algonquin Provincial Park.
- Dr. Dutrizac (Child Psychologist) was welcomed back from maternity leave and is working with the programs providing case management consultation and a variety of client assessments.
- The Roy Walsh Program moved into a newly renovated home at 75 Albion Street.

Testimonials

"I learned to cope with my anger and I learned how to deal with other people in a more appropriate manner. I feel that kids that come into this home will have a good experience because there are a lot of good programs and the staff are really good too!" Client, Age 14

"The other residential programs I've been in cannot compare with this group home. This is the best home I have lived in. I am achieving my goals." Client, Age 15

"I have found new ways to cope with stress, anger and depression. I am learning how to understand people better...both by actions and words." Client, Age 16

"I really liked how the staff and our Agency worked well together. The staff are really great to work with and they all deserve an award." Kim K., Brant CAS Worker

"The London CAS and St. Leonard's Community Service continue to have a positive partnership that is beneficial to the children placed both in the Varency and Roy Walsh Homes. Five youth have been residents of the St. Leonard's programs in the past year. All the children are challenging in their behavioural presentation with significant peer relationship and substance use issues. St. Leonard's staff have been patient, tolerant and innovative in their intervention with a focus to sustain youth in their placements. Strategic interventions have been employed such as effectively utilizing replacement between the homes for stabilization purposes." Dianna B., London and Middlesex CAS

Youth Resource Centre (YRC)

The YRC provides a safe, caring, client-focused environment for at risk youth between the ages of 15 and 19 who are impacted by homelessness, poor health, mental illness, crime, unemployment and addiction. In partnership with the community, the YRC provides emergency, short and long term housing connecting youth and their families to a variety of services.

Some highlights during the fiscal year included:

- Overall occupancy was 89.5%.
- There were 172 new admissions; providing service to a total of 127 distinct clients.
- 89% of youth admitted were aged 16-18 years (60% males, 40% female).
- On average, on any given night, 18 beds were filled at the YRC, providing emergency and short term housing to local youth, youth in the care of the Children's Aid Society, youth in mental health crisis requiring "safe bed" support and youth requiring longer term residential support.
- 31% of youth received residential care for 0-7 days.
- 17 % of youth received residential care between 8-30 days.
- 32% of youth received residential care between 31-90 days.
- 20% of youth admitted received residential care for greater than 90 days.
- The primary reasons for admission were parental conflict, family breakdown, release from custody and loss of housing.
- Youth residing at the YRC were referred to employment, education, health, legal, housing and addictions and mental health services.
- 39% of youth gained or maintained school while in the residence.
- 20% of youth secured and maintained employment while in the residence.
- 32% of youth were discharged back home or to extended family.
- 39% of youth were discharged into semi or independent living or shared accommodations.
- 19% of youth were discharged to other shelters.
- 4% were discharged and placed in custody.
- Provided education and awareness groups focusing on

improving youth's understanding of the risks associated with substance use. Pre- and post-testing confirmed that participating clients increased their awareness and understanding of potential risks.

- In partnership with the Youth Action Centre, YRC clients were able to participate in a comprehensive summer program that provided life skills and employment readiness training to unemployed students in the residence.



Chatham Street Residence

The Chatham Street Residence is a transitional housing program for female youth transitioning from the Youth Resource Centre. Support services are provided on site and through other Agency programs. The residence accommodates up to five female clients aged 16-19 who are preparing for semi or independent living.

Highlights over the last year included:

- The program welcomed five new residents over the year with an overall occupancy of 77%.
- The program was successful in establishing a safe, therapeutic environment where the young women had opportunities to celebrate their achievements in school, work and the community.
- Client satisfaction survey results were very positive. Clients reported feeling safe in the program and felt the staff helped them to identify and meet their needs. In addition, clients and parents were asked to comment on the services they received at the YRC and the Chatham Street Residence.

"The services are phenomenal...the YRC has done more for my son than any of the other service providers we have tried to access. They have been a true support to my son and our family." Theresa, Parent

"They helped me when I had no where else to turn. They made me feel safe and gave me hope that stuff could change." Cody, Client

"The staff helped me succeed in meeting my goals and getting me back on track. Even after I left the program, the staff were there for me when I needed them." Alexandra, Client

"At first when I found out my son had gone to the YRC for housing, I was ashamed. Then I worked with the staff to bring him home and I was astonished at the intense level of family support and collaboration the YRC provided my family." Wendy, Parent

Addictions and Mental Health

2008/2009 produced a number of challenges, losses and new opportunities, some of the highlights include:

Youth Crisis

- The Agency was asked to scale back our 24/7 telephone and mobile response due to reduced funding. The Board of Directors would not support offering a reduced service since this would put children and youth at risk. While the Agency remained hopeful that the issue would be resolved, effective January 16, 2009, St. Leonard's Community Services stopped providing telephone and mobile crisis response to children/youth under the age of 16.
- The Youth Walk-in Clinic continues to be available 32 hours per week to children/youth under the age of 16.
- We would like to extend our sincere thanks to our MPP Dave Levac, Children's Mental Health Ontario and our Executive Director who tirelessly lobbied on our behalf to try to secure the necessary funding. And a special thanks to the agencies who wrote letters of support on our behalf.

Youth Drop-In Centres

- We received funding for 32 months from Health Canada's Drug Strategy Community Initiatives Funds to establish three Youth Drop-in Centres in order to reduce illicit drug use among youth aged 13 to 18.
- Working in partnership with Why Not City Missions, New Covenant Church and the Salvation Army Wynfield Community Church, the Drop-in Centres will offer a safe, positive and non-threatening gathering place after school, in the evenings and on Saturdays.
- An Advisory Committee will be established comprised of youth and adults who will engage in decision-making, problem solving, have equal control over the direction of the project and share accountability for both successes and failures.
- The Advisory Committee, in collaboration with youth accessing the Drop-in Centres will also be responsible for developing resource materials or awareness campaigns to educate youth about the adverse affects of illicit drug use, while promoting alternative healthy activities.

Addiction Services

- In an effort to reduce wait times, we introduced group information sessions to orient clients to Addiction and

Mental Health programs and Agency services. As a result, wait times were reduced from five to three weeks.

- Several groups were introduced including Wholistic Healing and a continuous intake education/relapse prevention group (Steps to Change).
- Plans are underway to begin a male specific group called Circle of Change.

Youth and Art

- We announced last year that we received funding from the National Crime Prevention Strategy – Crime Prevention Action Fund and the program continues to gain in popularity.
- As a result, program activities were expanded to include pottery, media arts, drumming, fine arts, video and theatre.
- We were able to offer daily programs during the Christmas and March breaks.
- Exhibitions were held during Youth Homelessness Week and Children's Mental Health Week in order to provide the participants an opportunity to showcase their talents and sell some of their art.
- The program was also featured in the Expositor's Showcase.

Testimonials

Some comments about what the Youth and Art participants would tell their friends about participating in the program:

- *"You should join, it's amazing, gets you away from bad things, keeps you occupied."*
- *"You got to come next year to one, it's a great group, its an awesome group."*

And what they said has changed since participating in Youth and Art:

- *"Drug habits, creativity boost, shyness is better."*
- *"Give up control to gain control, more open-minded, know what talents are, more friendship, know how to make stuff."*

Some comments from the children who participated in the Respite Experience:

- *"I liked meeting friends and doing art, it was so much fun."*
- *"The hike because it was adventurous and we played games along the way and the awesome new snowboards."*
- *"Going tobogganing because I fell off it and that was wicked."*

And the parents:

- *"Helped my child build self-esteem and learned to work as a team."*
- *"It was a nice relaxing weekend with my husband, stress went down completely and able to focus on our relationship."*



- 1,394 individuals participated in addiction assessment and treatment.
- 1,531 addiction assessment appointments were scheduled and 1,357 group and treatment appointments.
- Mental Health Crisis Support received 1,976 telephone requests for service and 609 mobile response and walk-in requests for service.
- 209 children and youth received consultation/assessment services from Dr. Templeman.
- 213 children/youth participated in the Respite Experience.
- 132 admissions to Concurrent Disorders Counselling.
- 74 admissions to Mental Health and Concurrent Disorders Case Management.
- 26 clients admitted to Buffalo Street Residence and 25 clients were discharged.
- Occupancy at Buffalo Street Residence was 106%.

The Justice sector worked closely together this year in preparation for CMHO Accreditation. Supervisors from both the community and residential programs joined together to prepare for the audit assisting each other through the process.

There was significant training offered by the Ministry of Children and Youth Services – Justice Services to all staff which included, Fetal Alcohol Spectrum Disorder, Youth Drugs and Concurrent Disorders, Working With GLBTQ Youth, Anti Oppression, Instrumental Peer Aggression Train the Trainer and Mental Health Training for Custody Staff.

Community Justice Programs

A Community Sentencing Options resource binder was distributed to the judiciary as a reference in determining community sentencing options for youth and adults. Resource binders were distributed to all Crown Attorneys, Judges, Justices of the Peace and Duty Counsel. Reports by staff present in court have confirmed that the resource binder is beneficial to the screening of cases.

Special thanks to the Rotary Club of Brantford - Classic Run and Lobsterfest events, Brantford Food Bank, Chamber of Commerce, Soup for the Soul, United Way Warehouse Sale event and all our very special placements that contribute to the well being of our community members.

Adult Services

Justice Services at 12 Market Street continued to provide a diverse selection of services for adults involved in the criminal justice system. Such programs included Community Service Orders, Bail Verification and Supervision, and Diversion.

Both the Adult CSO program and the Bail Verification and Supervision Program successfully underwent program audits.

Youth Services

The Youth Action Centre continues to provide multiple services for youth involved in the criminal justice system. Such programs include Community Service Orders, Youth Support Program, Diversion, Youth Justice Committee and the Attendance Centre.

The Attendance Centre provided 82 clients with 447 individual or group sessions. The busiest programs included the Homework Club, Youth Anger Control and Anti Criminal Thinking Groups. There is an increase in individual programs versus group programs in order to meet the needs of all clients.

The Youth Support Program continues to provide intensive support to clients in the areas of advocacy,

education, employment, emergency and long-term housing, family mediation, physical and mental health, pre/post natal needs, to name a few. Many clients have received long term support.

Testimonials

- "I would like to thank staff M. for giving me many opportunities to complete my hours."*
- "I really liked staff because I need someone to help me and they did."*
- "It has taught me that there are consequences to criminal activity. A criminal record is not worth it."*
- "I don't act the same as I did when I committed my offence."*
- "This program is a great alternative to court."*
- "It has helped me because I felt good helping others and for the most part it has kept me out of trouble."*
- "They teach us the right way to succeed in life."*
- "They (staff) are flexible and understanding."*
- "Groups were well run."*
- "I feel older and wiser after participating in the program."*
- "I was able to look at my attitude towards doing crime and drugs differently."*
- "I liked that I received help in looking for a job."*

Peter Willis Residence

There were 135 admissions into the program with 97 clients being placed in detention and 38 clients being placed in custody. There were 130 clients discharged from the program. The staff team continued to revise and develop specific program areas in order to address the continued challenges associated with low occupancy. Clients have increased their involvement in many areas of the program and this has resulted in many positive changes.

The program successfully underwent its yearly Ministry of Children and Youth Services Youth Justice Services program audit.

The Ministry of Children and Youth Services allocated \$11,000 for improvements in the areas of linens, bedroom needs, furniture and recreation. A ping pong table, paddles, speed bag, treadmill, bedding, linen and smaller dining room tables have been purchased.

Testimonials

- "It's a lot better than some of the other open custody places that I've been to."*
- "Exceeds many other programs that I've been in."*
- "Learned to control anger and communicate effectively."*
- "Good people."*
- "My conscience is stronger and right from wrong is more obvious."*
- "Good program."*
- "Respect the staff and they will help you get where you need to get."*
- "The program here is great, I would explain all the fun stuff we do here and some rules."*
- "The staff are great."*



- 1,060 clients received service.
- 769 clients were new referrals.
- 6,891 community service hours were completed.
- Over \$17,310 in restitution and donations were collected and distributed back to the community.
- Over \$11,650 in participation fees were collected via the Adult Diversion programs.
- Occupancy at Peter Willis for the year was 37%.
- 60% of all detention clients were from Brantford.

Employment and Education

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

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

The massive downturn in the national and local economies impacted greatly on all employment programs, particularly in the last quarter of this fiscal year. Business closures and downsizing raised unemployment rates throughout our two Counties, increasing traffic levels at all programs.

Introduced in June 2008, the Second Career Strategy has met with overwhelming response from individuals looking to retrain for demand occupations. Numerous referrals to this program have assisted Employment Services clients prepare for their future.

Continued progress in the Employment Ontario transformation occurred during 2008/09. The Ministry of Training, Colleges and Universities continue to keep stakeholders informed of this evolution through regional and local meetings. All employment program contracts have been extended to 2010 as part of this process planning.

Community partnerships flourished in this past year including participation in the organization and delivery of such events as the Skilled Trades Conference, Celebrating our Partnerships, Yes You Can (Women in Trades and Technology), Think Trades and the Brantford Brant Youth Career and Volunteer Fair.

With specific funding from the Province, two Employer Apprenticeship Information Dinners were organized – one in each County. Very successful Summer Jobs Service Employer Interview Days were held in Brantford and Dunnville attracting many local employers and an impressive number of prospective student applicants.

Career Resource Centres

A co-operative effort with the Grand Erie District School Board and the Brant Haldimand Norfolk Catholic District School Board, thirteen centres can be found throughout Brant and Haldimand Counties. Seven Community Career Resource Centres are open to the public offering employment counselling (in rural sites). All sites boast fully equipped resource centres including computer/internet access, faxing, photocopying, telephones, job boards and labour market information.

Dunnville Employment Centre

Through Job Connect and Employment Assistance Service funding, this Centre provides much needed employment services to community members of any age. Services are mobile to our Career Resource Centres in the neighbouring Haldimand communities of Cayuga,

Caledonia and Hagersville. Service co-ordination is paramount with excellent relationships continuing with many community partners.

Including walk-ins to check newspapers and job boards, more than 9,000 visits were recorded to this Centre.

"This is a very helpful, engaging experience. The concepts demonstrated are transferable, and understandable. Personable and professional."

"This is a great asset to re-enter the work world. Very helpful and patient."

"...extremely helpful and informative. I found the direction I was looking for."

Employment Resources

Focusing on youth between the ages of 15-30, Employment Resources can offer intensive individual and group interventions to help overcome barriers to employment. Needs assessments, employment counselling and casual work experience enhance job readiness. Integration with other Agency services and community partners plays a large part in the success of this program.

Youth Action Centre

We welcomed a new community partner into our midst in June of 2008. Niagara Peninsula Aboriginal Area Management Board co-located a Youth Services Officer at the Youth Action Centre offering a wide range of programs and services to our urban aboriginal youth.

With a combination of Employment, Youth Justice and Education services in one building, traffic to the Centre rose this past year to over 8,600 visits.

Youth Employment Centre

Offering the full suite of Job Connect services (including Summer Jobs Service), the Youth Employment Centre focuses on assisting youth under 25. From a self-directed resource centre open to all ages to employment counselling and job developing, participants will receive the level of service required to meet their needs.

Over 4,400 visits were made to the Centre and 640 youth participated in employment related workshops including training in Smart Serve, WHMIS and Safe Food Handling.

"Thank you so much for all your help and encouragement during this job hunt...I am so grateful for all that you have done for me."

"Though my research was itself pretty good, St. Leonard's helped me to phrase answers for better impact, practice my interviewing ability and demonstrate my talents with great effectiveness."

"I would just like to say that every employee that we have hired from Job Connect has turned out to be excellent workers."

Learning Centres

Two Learning Centres are located in the Youth Action Centre and are a partnership with the Grand Erie District School Board. This is a supportive, hands-on environment for students requiring assistance to earn credits while planning a transition back to the school system. Both classrooms were operating at capacity throughout the year, at times with a waiting list.



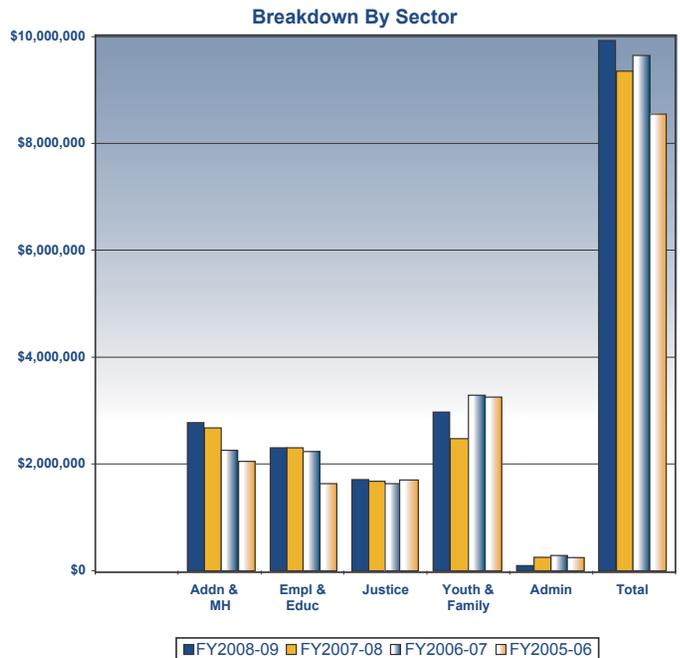
- 84% of Youth Employment Centre Job Connect participants receiving Job Developing placements exited the program as employed and 67% were still gainfully employed at 90-day follow up.
- On average, 98% of Employment Services clients expressed satisfaction with the services they received and would recommend us to others.
- In the first semester ending January 2009, our Learning Centre students collectively earned a whopping 35 credits.
- 12,490 times secondary school students attended 930 workshops offered throughout Brant and Haldimand Counties.

Treasurer/Director of Finance's Report

The Agency continued to grow in the 2008-09 fiscal year with the addition and expansion of programs.

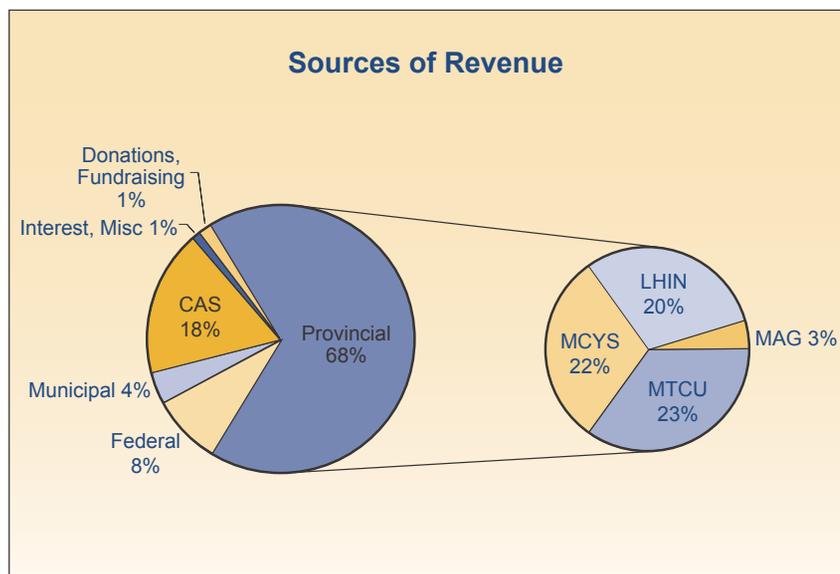
The adjacent chart illustrates the overall increase in revenue by service sector over the past four years. Despite the loss of the Youth Crisis Service in January 2009, the Addictions and Mental Health sector increased in the past year with additional funding from the LHIN for the Concurrent Disorders Program and Youth and Art Program funded by National Crime Prevention. Youth and Family revenue increased as a result of higher occupancy at Roy Walsh and Varency Homes partially due to a six-bed guarantee from the Children's Aid Society of Brant. CMHC and MCYS provided funding for renovations to Roy Walsh Home. Administration funding continues to decline due to the reduction in fundraising primarily related to lower nevada sales and decreased donations.

The Agency continued the partnership established in 2007-08 with the Royal Bank of Canada. We moved forward with joint marketing initiatives, promoting the volunteer efforts of Royal Bank staff and establishing a committee to write proposals for additional funding from corporations and foundations.



The pie chart below graphically depicts the breakdown of Sources of Revenue for the Agency in the 2008-09 fiscal year. The Agency is primarily funded by the government. The largest component of funding (68%) is from the provincial government. The smaller pie chart breaks down the provincial funding by specific ministry.

The Agency's Financial Policies and Procedures were updated and formalized, approved and implemented during the year as part of the preparation for accreditation.



With the support of the Ministry of Health and Long Term Care, the Agency is planning to convert to a new HRIS system in the upcoming year to streamline the payroll processing and provide enhanced HR information and reporting capabilities.

The 2009-10 year promises to continue on the path of growth and increased services to the community.

Audited financial statements are available upon request.

Board, Management, Funders, Partners

2008/2009 Board of Directors

Sean Clark
Richard Cook – President
Birkin Culp – Vice President
Dr. Lamine Diallo
Geoff Edge
Glenn Forrest
Ron Hannon
Dianne Kinson
Chief Derek McElveny *
Suzanne Moffatt *
John Regan
John Renwick
Pat Sheridan
Bruce Smith *
James Stewart – Secretary/Treasurer
Suzanne Tsuchida *

William Harrow (Legal Counsel)

* Resigned from the Board of Directors during 2008/09

Management Team

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

Donors

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

Funders

Canada Mortgage and Housing Corporation
Centre for Addiction and Mental Health
Children's Aid Societies
City of Brantford
Correctional Service Canada
Dilico Anishinabek Family Care
Family Service Kent – KIDS Team
Health Canada – Drug Strategy Community Initiative Fund
Grand Erie District School Board
Human Resources and Social Development Canada
Indian Native Affairs
Local Health Integration Network
Ministry of Children and Youth Services
Ministry of Community and Social Services – Dedicated Supportive Housing

Funders cont'd

Ministry of Community, Safety and Correctional Services
Ministry of Health and Long-Term Care (LHIN)
Ministry of the Attorney General
Ministry of Training, Colleges and Universities
National Crime Prevention Strategy
Ontario Trillium Foundation
Ontario Works
Royal Bank of Canada

Partners

Brant Community Healthcare System
Brant County Health Unit
Brant County Ontario Provincial Police
Brant Haldimand Norfolk Catholic District School Board
Brantford Police Service
Brantford YM-YWCA
Canadian Mental Health Association
Centennial College
Children's Aid Societies
Children's Hospital of Eastern Ontario (CHEO)
Community Resource Employment Services
Contact Brant
Council for Children, Youth and Developmental Services
De dwa da dehe nye > – Aboriginal Health Centre
Dr. John Lyons
Dr. Shreekant Sharma
Dr. David Templeman
Fanshawe College
Grand Erie District School Board
Grand Erie Training and Adjustment Board
Grand River Community Health Centre
Grand River Employment and Training (G.R.E.A.T.)
Haldimand Norfolk REACH
Immigrant Settlement Services
Local Crown Attorneys
Mohawk College
New Covenant Church
Niagara Peninsula Aboriginal Area Management Board
Nova Vita Women's Services
Royal Bank of Canada
Salvation Army – Wynfield Community Church
St. Joseph's Centre for Mountain Health Services
School College Work Initiative
Six Nations Child & Family Services
Six Nations Mental Health Services
Tim Horton Onondaga Farms
Why Not City Missions
Wilfrid Laurier University
Woodview Children's Centre

Services

Youth & Family

Chatham Street Residence
Roy Walsh Home
Varency Home
Youth Resource Centre

Addictions & Mental Health

Addiction and Mental Health Programs
Back on Track
Buffalo Street Residence
Case Management
Concurrent Disorders
Mental Health Crisis Support and Walk-in Clinic
Parent Adolescent Support Program
Respite Experience
Stop Now and Plan (SNAP™)
Youth and Art
Youth Anger Control Program
Youth Drop-in Centres

Justice

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

Employment & Education

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



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