



## Vision

St. Leonard's Community Services is an accredited centre of excellence providing services to children, youth, adults and families in collaboration with community partners.

## Mission

St. Leonard's Community Services proactively responds to evolving needs with programs and services that enable individuals 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, staff and community.
3. Support and recognition of our staff.
4. Collaboration and knowledge exchange.
5. Accountability to our funders, clients, partners and the community.



## President's Letter

On behalf of the Board of Directors, we would like to acknowledge and express our sincere appreciation to our community partners and funders that continue to collaborate with our organization on a day-to-day basis. Our community is the benefactor of the fantastic work that all local organizations deliver in partnership with each other in order to deliver high quality programming.

Also, we would like to thank the staff of the Agency who continues to demonstrate the absolute highest level of commitment to our clients. It is our staff that makes St. Leonard's reputation in the community what it is today.

As you will read in the Executive Directors' Message, this has been an exciting year for the Agency with the addition of new and much needed programming for the community as well as the enhancement of existing programming. 2017-18 will undoubtedly bring additional changes for the Agency and community that we are excited to get underway.

Finally, I would like to thank the clients of St. Leonard's Community Services for allowing us to provide them with services and continuing to place their trust in us as well as spreading the word about the excellent work that the Agency continues to provide.

Thank you all for your continued support,



**President, Board of Directors**



## Executive Directors' Message

It gives me great pleasure to deliver my first message to the community as the Executive Director of St. Leonard's Community Services. The past year has been full of challenges and successes as the Agency continues to strive to be a Centre of Excellence, providing programs that respond to the needs of the community we serve.

As such, a number of programs were developed or enhanced during the current year to address these needs. The following are examples of how, in partnership with our funders and community partners, St. Leonard's has responded to the needs of the community:

- Mirroring the success of the Mobile Crisis Rapid Response Team in the City of Brantford that partners St. Leonard's Mental Health Specialist with a uniformed Police Officer, St. Leonard's partnered with the Brant County OPP with support from the Ministry of Community Safety and Correctional Services to implement this program for the citizens in the County of Brant. This program is designed to assist people in the right place, at the right time and directly assist and support persons in crisis.
- Partnering with the Brantford Police Service, HealthIM and Nipissing University, St. Leonard's was a recipient of a grant from the Ministry of Health and Long-Term Care Health Technologies Fund to work with the existing Brantford Mental Health Crisis Support System and leverage new assessment, risk appraisal and case management technology to connect frontline officers, primary caregivers and community support workers in the Brantford community to increase the diversion rate from hospital to community based services, increase the appropriate hospital admission rate and reduce the number of repeated mental health related calls to 911.
- Enhancements to the Bail Verification and Supervision Program were funded by the Ministry of the Attorney General to provide mental health supports to the existing program in Brantford and expand the program to the Haldimand and Norfolk communities on a full-time basis.
- In collaboration with Woodview Mental Health and Autism Services and with the support of the Ministry of Children and Youth Services, St. Leonard's reassigned existing funding to start offering a supplement to our existing crisis services for youth. This service provides a longer-term counselling support to youth who are currently on a waiting list for more intensive services. The Agency is working to provide a similar option to our adult clients that have been referred to other services but remain on a waiting list.
- As a result of the work being done through SAFE Brantford, St. Leonard's has received funding from the Ontario Trillium Foundation to hire a Drug Strategy Co-ordinator who will work with SAFE Brantford and other community agencies to develop a comprehensive drug strategy for the City of Brantford.
- Our Youth Resource Centre continues to receive tremendous support from the Home Depot Canada Foundation through the Orange Door Project. This project is the Foundation's response to ending youth homelessness for which St. Leonard's was the beneficiary of both a grant from the Foundation for infrastructure upgrades to the Youth Resource Centre and received the proceeds of the in-store fundraising campaign in Brantford for the third consecutive year.
- Once again, Moore's Clothing for Men has partnered with Employment Services to organize the annual suit drive which provides clients with gently used professional attire to at-risk men who want to join the workforce.

The Agency has always made efforts to enhance the skills of our Board of Directors as well. In the current year, we welcomed back to the Board Ron Hannon and welcomed a new member, Rob Milmine. Ron and Rob both bring a passion for the services provided by the Agency. Ron through his previous involvement with the Board over a period of 16 years and Rob through his work in the social services field. During the year, the Board engaged in Governance training sessions to increase their knowledge of Board operations and strengthen the Agency's governance policies and practices.

Unfortunately, we said goodbye to Karen Boughner, Susan Barberstock and Alisdair Miller during the year. The Agency would like to thank them for their contributions to the Board and wish them well in their future endeavours. The Agency also said goodbye to our Board President Birkin Culp. Birkin had served on the Board since 2004 and served on several committees and as the Agency's Vice-President and President. As a result, the Board of Directors appointed Larry Brock as President and Michael Sciberras as Vice-President. On behalf of the Agency, we are excited to work with Larry and Michael and look forward to their leadership.

In the upcoming year, the Agency looks forward to the challenge of preparing for accreditation through the Canadian Centre for Accreditation for the third time. This time around we will be looking to become accredited under three sets of standards: Child & Youth Mental Health Standards, Community Mental Health & Addictions Standards and Youth Justice Standards. This feat requires an immense amount of work by a lot of people, including our Directors, HR Manager and Manager of Administrative Services, Elaine Smith, who was recently appointed as a site reviewer for the Canadian Centre for Accreditation.

Also of focus for the Agency in the upcoming year is an employee wellness program. Building on the foundation established in the current year, the Agency will be looking to develop a program that supports workplace mental health and promote psychological wellness for our employees who are the Agency's greatest asset. Our hope is to create a comprehensive wellness program that can be delivered to other agencies in the community to improve the wellness of their staff.

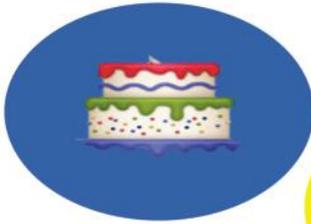
In closing, I would like to thank all our community partners for their continued efforts to work collaboratively and put the needs of the clients above all else. I would also like to sincerely thank the staff of St. Leonard's Community Services for their continued dedication to the Agency and their clients and their continued support.

Respectfully,



Brad Stark, CPA, CA, Executive Director





### Milestones

21 staff celebrated an anniversary with the Agency this year with milestones ranging between 5 & 25 years



### Our Amazing Team

181 Employees, 123 Full time and 58 Part Time



### Home for a Rest

13,386 beds days utilized for residential programs, \$68,700 in rent supplements and supports provided to clients transitioning to independent living



### Building Capacity

Over 24,000 individuals served

# Serving our Community



### Satisfaction Guarantee

100% Employer Satisfaction Rate, 98% Client Satisfaction Rate for Employment Services



### Restitution

Direct Accountability Program collected over \$12,000 in restitution payments for victims



### Client Service

Over 215,000 hours worked by employees with front line responsibilities



### Right Time/Right Place

Mobile Crisis diverted 74% of clients from Hospital, 66% of clients sent to Hospital were admitted



### Come right in!

Crisis Walk In clinic provided service to over 1,800 individuals



### Education = Growth

17,900 individuals visited resource centres and/or attended seminars



### Give us a call!

Over 25,000 calls to our 24/7 crisis line



### Onward and Upward

77% of clients exited employed or in training/ education

# ADDICTION AND MENTAL HEALTH SERVICES

## Substance Use/Addictions Services Team

The Substance Use/Addiction team is a dedicated and passionate group of St. Leonard's staff members providing services and supports to people experiencing challenges with alcohol and/or substances in a number of programs, including Addictions Counselling, Concurrent Disorders Counselling, Concurrent Disorders Outreach, and Addictions Day Treatment. Our Addictions and Mental Health team is very committed to ensuring that all citizens in our community, including the most vulnerable and at-risk populations of youth and adults, have timely and efficient access to our services, while providing supports to more than 1,800 people last year. We truly understand how important it is that when people are ready to make a change in their lives with regards to their substance and/or alcohol use, that we are ready and available to help; and we try very hard to have our clients connected with our services generally within one week of their contact with us.

Additionally, we work very closely with a number of community partners to ensure a smooth and seamless integration between services for people in need of substance use supports, including the Brant County Health Unit, Canadian Mental Health Association, City of Brantford, Brantford Police Service, Brant County OPP, Brant Community Healthcare System, Towards Recovery Clinic, Welcome In Resource Centre, Nova Vita Domestic Violence Prevention Services, Grand River Community Health Centre, Grand Erie District School Board, Brant Haldimand Norfolk Catholic District School Board, Brant Family and Children's Services, Woodview Mental Health and Autism Services, Alzheimer's Society, Probation and Parole Services, and many others.

This year we have focused our attention on training and building capacity within our team to appropriately engage and deliver quality supports to the Indigenous and LGBTQ+ members of our community, and we have immensely appreciated our partnerships and working with the Bridge Committee, New Directions, De dwa da dehs nye > s and many others.

Additionally, in an effort to improve the quality and consistency of Substance Use/Addiction services with the Haldimand Norfolk Hamilton Brant Local Health Integration Network (LHIN), two new standardized tools have been rolled out; the Global Appraisal of Individual Need (Gain Q3) and the Ontario Perception of Care (OPOC). We are excited about the results we are seeing so far.

## ADDICTION AND MENTAL HEALTH SERVICES

- Substance Use Services
- Concurrent Disorders Outreach Team
- Concurrent Disorders
- Addictions Day Treatment
- Gambling Responsibly
- Integrated Crisis Services for Youth and Adults
- MotherVoice
- Needle Exchange Program
- Ontario Works Addiction Services Initiative
- Triple P™ (Positive Parenting Program)
- Withdrawal Management and Treatment Services
- Youth Anger Management
- Youth Walk In

### Primary Locations

#### Addictions and Mental Health Centre

225 Fairview Drive, Unit 1,  
Brantford

#### Withdrawal Management and Treatment Services

135 Elgin Street,  
Brantford

## Substance Use/Addiction Programs

Statistics 2016/17

Substance Use programs provided support to more than 1,200 people, with more than 8,200 visits

Crisis programs provided support to almost 2,300 people, with more than 8,200 visits

97% of clients receiving SLCS Addictions supports indicated they were satisfied with the services that they received

60 clients and staff participated in Mindfulness Meditation sessions offered in conjunction with Moksha Yoga Brantford

96% of clients and staff who participated in Mindfulness Meditation sessions indicated that these sessions were very valuable in facilitating personal learning and growth

Finally, we have been working closely with our LHIN with the mapping of addiction/substance use services within our community, to ensure that all members of our community are aware of all services in this regard, including education, prevention, assessment and treatment. Awareness for all community members and service providers helps to ensure accessible, timely and efficient access to these services when they are needed most.



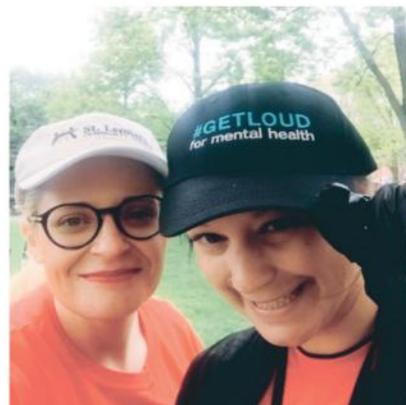
Brian Thompson/The Expositor St. Leonards Community Services workers Katie Schermerhorn, executive director Brad Stark, Lindsay Speirs and Trish Simpson barbecue hot dogs and hamburgers for people attending the windup to Mental Health Week event on Friday at Alexandra Park.

### Program Client Testimonial:

*"St. Leonard's helped me big time - staff is super"*

*"These classes [client Mindfulness Meditation workshop] have been very beneficial in dealing with triggers and anger management thank you!"*

*"Thanks for having me in your group - was very helpful with my understanding of substance abuse and ways to cope with it"*



## JUSTICE SERVICES

### JUSTICE 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

12 Market 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

The Agency continues to provide community-based and residential environments to youth and adults involved in the justice system. Our Concurrent Disorders/Mental Health Release from Custody Case Management Program is a short term (up to four months) intensive case management program for individuals with mental health and substance use issues and who are involved in the justice system.

Many of the clients referred to the program experience significant barriers and as a result, they are often overwhelmed and feel a great deal of stress and helplessness. Our role is to work collaboratively with them to reduce barriers by sharing information about community resources, navigating systems (i.e. healthcare, social assistance, etc.), and supporting and encouraging clients to set goals.

*"The Counsellor helped more than anyone in my life. Without the CD Program I would be in jail for sure."*

Our goal is to help stabilize, reduce stress and increase adaptive coping strategies in order to prevent further involvement with the justice system by connecting clients with services and supports to meet their needs, such as housing, psychiatric services, primary care, financial, and other long term supports. The program also provides support to clients while they are in custody to identify immediate needs upon release and assist with discharge planning to ensure a safe transition into the community.

*"You have done a lot for me. I wish I could stay on in the program but someone else needs you like I did. I would not have stopped doing drugs if you didn't take the time to know and understand me."*

After addressing basic needs, the Counsellor works with the client to identify strengths and needs in order to develop a collaborative service plan that will allow the client to achieve their goals.

*"This is my sixth try at the program, I completed the program successfully because of the staff."*

*"Thanks for being there for people that need help. I always tell people about you and tell them that you help more than anybody and will fight for us and always take it beyond your pay. I am going to miss our talks. Thanks for being you. You're the one person that has made a difference in my life."*

### Testimonials from other Justice clients

*"Although I never wanted to be in this situation and be required to perform community services to repay society, I now have a greater appreciation of what it takes to make the community a better place".*

*"PWR's attention to detail on each case demonstrated sincerity and the true desire to make sure that we succeed in all areas of our lives."*

*"Staff have treated me with utmost respect and have always been very approaching and able to talk and discuss and give advice and help with any issues or problems I have."*

*"Staff have connected me with resources within the community that are available such as job searches, job resume writing, as well as housing and addictions counselling."*



## JUSTICE SERVICES STATS 2016/2017

Bail supervised 142 releases and completed 281 verifications to the courts

276 referrals to the Direct Accountability Program, \$2,800 in charitable donations and \$12,772 in restitution to victims

149 referrals to Pre-Charge Diversion and 131 successfully completed their sanctions

Federal Diversion served 50 youth and adults with 46 successfully completing

Case management served 79 individuals and completed 563 face to face and non-face to face visits

71 referrals to the Adult Community Service Order Program and 2,301 hours completed

116 youth referred to Extrajudicial Measures and 57 youth referrals to the Extrajudicial Sanctions Program

50 EJS and 103 EJM participants successfully completed

33 referrals to the Youth Support Program

The Youth Mental Health Court Worker received 23 referrals (diversion and resource). 16 successfully completed their diversion plan

Youth Justice Family Worker received 13 referrals

The Brantford Community Assessment Team reviewed 121 applications for residency and 58 applicants offered residency support

## HOUSING SERVICES

### Transitional Housing

### HOUSING SERVICES AND LOCATIONS

- (John) Renwick House  
144 Chatham Street  
Brantford
- Sally Laidlaw House  
75 Albion Street  
Brantford
- Learning Centres  
133 Elgin Street  
Brantford
- Supportive Housing  
Units located throughout  
Brantford
- Youth Resource Centre  
331 Dalhousie Street  
Brantford

The Transitional Housing team is a caring and compassionate team of women and men supporting young people between the ages of 18 and 24 in a safe and supportive environment; providing therapeutic residential services that build on the person's strengths while addressing individual needs, as they look to build and enhance their skill sets to be able to live independently and attain their educational and/or employment goals. Sally Laidlaw House provides a home for up to eight females, while John Renwick House can support up to five young men at one time.

Our clients come to us by initiation of their own self-referral or by way of our many community partners including Brant Family and Children's Services, City of Brantford, Family Counselling Centre, Sexual Assault Centre, Brant Community Living, Welcome In Resource Centre, Woodview Mental Health and Autism Services, Why Not Youth Centre, Salvation Army, Canadian Mental Health Association, Ontario Disability Support Program, Nova Vita Domestic Violence Prevention Services, Grand Erie Learning Alternatives, Brant Community Healthcare System, and Brantford Probation and Parole.

Support Counsellors at both Transitional Homes deliver life skills to the clients that can include budgeting, banking, resume writing, interview techniques, interpersonal skills, cooking, financial literacy, the Landlord Tenant Act, nutrition/healthy eating, access to mental health and addiction services, healthy relationships and substance use and abuse. Support Counsellors also deliver life skills that the individual client has identified as needing further support in order to be successful in independent living. The programs work with the clients as well as their families and other community supports to develop a comprehensive service plan in preparation for transition to either a supportive housing environment or independent living.

### Testimonials from Housing clients

*"I never got to thank you for everything you've done for me. I didn't even get to say a proper goodbye... I just wanted to let you know how much I appreciate the effort and care you put into your work. Out of anyone in the world, nobody would have done as well as you. People like you and the rest of St. Leonard's staff really make the difference and better peoples' lives..." Renwick Client*

*"I have been in partnership with the St. Leonard's Supportive Housing Program for over three years now. My experience is amazing, the Counsellor is a strong advocate for the program, clients, other tenants that are in the units. The Counsellor is very effective at counselling through authentic emotional support and assisting tenants in achieving their personal goals and life successes."* Supportive Housing Landlord

*"They don't just help you find a place to live, they help you find the place you want to be in life."* Supportive Housing Client

*"Would like to thank all staff for helping me and supporting me while I've been here. I really made big changes. I never had goals before and this time I achieved them."* YRC Client

*"I'm excited about leaving (transferring to Sally Laidlaw) but I'm sad. I am going to cry when I leave but I know I can come back to visit or call whenever I need something."* YRC Client

*"I want you to know your system works (YRC and then transitioning to Renwick House). I started with you (YRC) and got the help I needed. I'm glad you guys were there. Moving to Renwick was great. I have my own place now and doing really good. Thanks!"* Former YRC Client

*"It is a great opportunity to stay at the St. Leonard's Sally Laidlaw house. The house itself is beautiful and clean. The staff are friendly and understanding. Other clients are respectful and kind to one another. This house is a home which has been a comfortable stay. The environment has encouraged structure in my schedule while the staff have encouraged productivity. I am optimistic about the future I can build for myself with the help of the St. Leonard's community staff and programs."* Sally Laidlaw Client



## HOUSING Statistics 2016/2017

- Transitional Housing provided support to 35 clients
- Transitional Housing total attendance days were 4,563
- Clients are referred to Transitional Housing through other St. Leonard's programs as well as through many other external partners
- 113 youth accessed a safe bed
- 38 youth were in care of a Children's Aid Society or stayed longer than 3 months
- 114 youth experiencing homelessness used the Youth Resource Centre residential services
- Parental conflict continues to be the primary reason for admission
- 27 youth returned home to live with family
- 15 individuals served by Addictions Supportive Housing and 10 by Supportive Housing OW
- 16 students were enrolled in the Learning Centres
- Funding from Brant Food Centre
- Brant Food for Thought provided healthy eating and food choices for our students

### Resources and Information

- Computer and Internet access, faxing, copying, email, phones, voicemail
- Print and electronic resources
- Information seminars
- Online assessments and training (i.e. WHMIS, Health and Safety)

### Assisted Services

- Assisted job search
- Career decision-making
- Job developing
- Second Career Applications

### Youth Employment Programs

- Youth Job Connection
- Youth Job Connection: Summer
- Youth Job Link

### Employer Services

- Job postings, resume collection
- Candidate screening
- Employer resources
- Canada-Ontario Job Grant



- Training placements
- Youth training placements
- Confidential interview space
- Job fairs and recruiting assistance

## EMPLOYMENT SERVICES

### Information Seminars

Offered through the Resource and Information component of Employment Ontario Employment Services, information seminars are delivered at all three Employment Centres focusing on the needs of our clients to clearly understand market perceptions and community opportunities.

These seminars are open to the public with no need to register for any other services. From resume writing to electronic job searching to conflict resolution, our information seminars address the many needs of the job seeker.

This year, we are particularly proud of our new series of seminars addressing the topic of Soft Skills. Local employers have been telling us that these skills are necessary to be successful on the job.

Each seminar is a standalone offering, but completion of all 5 can only help individuals in both their personal life and employment. The modules of Soft Skills are:

- Workplace Communications
- Teamwork
- Personal Management
- Problem Solving and Critical Thinking
- Professional and Skills Development

Response from the community has been gratifying with many participants registering for 1, 2 or more sessions to rave reviews.

In addition to our menu of over 20 seminar titles, we also invite organizations to share their information with the public. Colleges and training providers are often in attendance to educate individuals on their course offerings and answer questions.

Businesses benefit from our information seminars - this year we had several opportunities for training from the Ministry of Labour in both Safety and Employment Standards. As well, in collaboration with a local partner, we were able to offer Working at Heights training to over 140 individuals before new legislation was introduced.

Stay tuned as we evolve our services! Coming soon will be our new e-learning platform.

## Feedback from Employment Services clients:

*"...Everyone should take this course at least once in their lives for every field of work because it teaches you how to be/remain professional in the workforce."*

Soft Skills Seminar Attendee

*"Everything that we learned we use in our everyday lives setting new goals, solutions & challenges, to better my future. I'm glad I took Soft Skills."*

Soft Skills Seminar Attendee

*"Very pleased. Beneficial. Interested in other MOL opportunities if provided."*

Employer Information Seminar Attendee

*"I am so inspired by the support and assistance I have received from St. Leonard's Employment Group. They work together as a team, the staff are compassionate, friendly and determined to assist in finding employment for the clients. My experience with them has truly changed my life and my outlook on employment prospecting. If you're out of work and hope is thin this is the organization to help you thrive in today's competitive job market."*

Employment Counselling Client

*"I would recommend your services to anyone (and everyone). You made a stressful transition easy to manage and helped me keep positive and forward focused when it could have been easy to see no opportunities."*

Employment Counselling Client

*"Brant Employment is an awesome tool to utilise when it comes to hiring new staff members."*

Placement Employer

*"It was an excellent experience for me. I had some tough days but I ended up learning things out of it. Overall, it was an amazing experience."*

Placement Participant

*"The program really helped me and made me understand that it's okay not to know everything and that it's okay to ask for help and to ask questions. I hope other people get the great experience as I did in the program :) "*

Youth Job Connection Participant

## Services available at:

Brant Employment Centre  
225 Fairview Drive  
Brantford

Caledonia Employment Centre  
1-11 Argyle Street North  
Caledonia

Dunnville Employment Centre  
208 Broad Street East  
Dunnville

## Statistics 2016/17 (averaged)

- 98% client satisfaction rate
- 100% employer satisfaction rate
- Combined activity (3 sites):
  - 17,900 individuals visited resource centres and/or attended seminars
  - 1,606 individuals received personalized employment counselling
  - 284 individuals received placements into employment
  - 77% exited service employed or in training/education
  - 83 Second Career applications submitted
  - 48 Canada-Ontario Job Grant applications approved providing 193 individuals with specialized workplace training

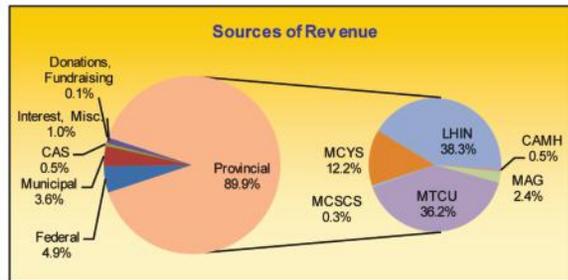


# FINANCE REPORT

The 2016/2017 fiscal year continued a trend of healthy financial results for the Agency and a modest surplus at year end. Although revenues were slightly lower than 2015/2016, expenses were also down by a consistent amount. 2015/2016 saw a change in Youth Employment programming funded by the Ministry of Advanced Education and Skills Development and the Ministry of Children and Youth Services that resulted in the end of three popular programs (Summer Jobs for Youth, Summer Jobs Service and Youth Employment Fund). These programs were replaced in 2015/2016 and 2016/2017 by the Youth Job Connection, Youth Job Connection: Summer and Youth Job Link. Both operational funding and employer/client supports were reduced with the introduction of these new programs in comparison to the previously funded programs. A continued goal of the Agency is to improve the overall cash position in an effort to provide the Agency with the ability to handle emergency situations or invest in the Agency without utilizing operational funding. In the past three years, due to a continued focus on cost savings and efficiencies, the cash position of the Agency has increased by 139% from \$573,106 to \$1,370,844 at the end of March 2017. Some of this cash remains in restricted funds, both internally restricted or externally restricted by funders, however; the restricted balances have been fairly consistent over the past three years.

The focus of the Finance Department continues to be on efficiency and the enhancement of internal controls. During 2016/2017, a number of financial policies and procedures have been revamped to ensure compliance with government prescribed practices such as the Broader Public Sector Procurement Directive & Perquisites Directive. Despite these changes to policy, our Finance and Administration departments continue to perform our main duties of serving our employee base and responding to the needs of funders with ever improving efficiency.

For 2017/2018, the Agency will look to finalize implementation of our Human Resources Information System that will again improve the efficiency of payroll and human resources. Additionally, the Agency will be utilizing existing resources to implement a Data Quality position to improve the collection of data by all programs and utilize the data to provide information to our funders, staff and clients that reflects the needs of the community and the effectiveness of the Agency in meeting those needs.



The pie chart to the left graphically depicts the breakdown of Sources of Revenue for the Agency in the 2016/2017 fiscal year. The provincial government ministries continue to be the largest funder at 89.9% vs. 90.4% in the previous year.

The summarized financial statements to the right show the revenue for the Agency has decreased slightly from \$11.4 million in 2015/2016. Salaries and wages overall account for 64% of the expenses which is consistent with 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, 2017	
<b>Balance Sheet</b>	<b>2017</b>
Assets	\$ 3,328,365
Liabilities	1,889,753
Net assets	1,438,612
Liabilities and Net Assets	\$ 3,328,365
<b>Statement of Operations</b>	<b>2017</b>
Revenues	
Government funding	\$ 10,965,422
Other community agencies	114,206
Donations/fundraising	-
Interest/sundry	118,436
	\$ 11,198,064
Expenses	
Salaries and benefits	\$ 7,161,915
Operating expenses	3,850,671
	\$ 11,012,586
Surplus (Deficit)	\$ 185,478



# AGM

2015/2016



# Board, Management, Funders, Partners

## 2016/17 – BOARD OF DIRECTORS

Lawrence Brock – President  
Michael Sciberras – Vice President  
Robert Parker – Secretary/Treasurer  
Geoff Edge  
Ron Hannon  
Merv Hughes  
Bill Keighley  
Eileen MacKenzie  
Sarah McClelland  
Rob Milmine  
David Tsuchida

William Harrow (Legal Counsel)

## MANAGEMENT TEAM

Brad Stark, Executive Director  
Anne Coombe, Director of Clinical Services  
Marilyn Kaus, Director of Employment Services  
Sue Lefler, Director of Justice, Youth Resource Centre and Supportive Housing  
Becky Norman, Manager of Human Resources  
Elaine Smith, Manager of Administrative Services

## DONORS

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

## FUNDERS

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

## PARTNERS

Alzheimer's Society of Brant, Dementia Alliance  
Best Western Brantford Hotel and Conference Centre  
Brant Community Healthcare System  
Brant County Health Unit  
Brant County Ontario Provincial Police  
Brant/Haldimand/Norfolk Crown Attorneys  
Brant Mutual Insurance Company  
Brant Skills Centre  
Brantford Medical Centre  
Brantford Police Service  
Brantford YM-YWCA  
Brantwood Community Services  
Canadian Mental Health Association  
Charity of Hope  
Children's Aid Societies  
City of Brantford  
Community Addiction and Mental Health Services of Haldimand and Norfolk  
Conestoga College  
Contact Brant for Children's & Developmental Services  
De dwa da dehs nye>s Aboriginal Health Centre  
Family Counselling Centre of Brant  
Fanshawe College  
Grand Erie District School Board  
Grand River Community Health Centre  
Grand River Council for the Aged  
Grand Valley Educational Society  
Haldimand County  
Haldimand Norfolk Literacy Council  
Haldimand-Norfolk REACH  
Haldimand-Norfolk Social Services  
John Howard Society of Hamilton, Burlington & Area  
Lansdowne Children's Centre  
Literacy Link South Central  
Mohawk College  
Moore's Clothing for Men  
Norfolk General Hospital  
New Directions  
Nova Vita Domestic Violence Prevention Services  
Office of Dave Levac, MPP - Brant  
Office of Phil McColeman, MP - Brant  
Ontario Early Years Centre  
Ontario Lottery and Gaming  
SAFE Brantford  
Salvation Army – Booth Centre  
Skilled Trades Alliance  
Towards Recovery  
Victim Services of Brant  
Welcome In and Resource Centre  
Why Not Youth Centre  
Wilfrid Laurier University  
Woodview Mental Health and Autism Services  
Workforce Planning Board of Grand Erie  
YMCA Immigrant Settlement Services

## STAFF YEARS OF SERVICE AWARD WINNERS

### 5 Years

Erika Davies  
Katelyn Paghal  
Andrea Smith  
Jennifer Attwell  
Bernie Fox  
Andrea Doroszkiewicz  
Christa Burke  
Mary Zylstra  
Tammy Burrows  
Trish Simpson  
Grant Emsley

### 10 Years

Amanda Lishman  
Emilia Cabral

### 20 Years

Julie Smith  
Deb Steckley

### 15 Years

Katy Grummett  
Andrew Bak  
Bobbi Barlow  
Linda Gard  
John Reynolds

### 25 Years

Barb Lane

## SERVICES

### Addictions and Mental Health

Addiction Services  
Addictions Day Treatment  
Concurrent Disorders  
Concurrent Disorders Outreach Team  
Early Intervention in Psychosis Brant Haldimand Norfolk  
Gambling Responsibly  
Integrated Mental Health Crisis Services  
Mobile Crisis Rapid Response Team  
MotherVoice  
Needle Exchange Program  
Ontario Works Addiction Services Initiative  
Triple P™ (Positive Parenting Program)  
Youth Anger Management  
Youth Walk In

### Housing

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

### Justice

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

Bail Verification and Supervision Mental Health Program  
- Brantford  
Case Management  
Community Service Orders  
Direct Accountability Program  
Peter Willis Residence  
SNAP® YJ (Stop Now and Plan, Youth Justice)  
Stop Shop Theft  
Youth Extrajudicial Measures/Sanctions/Federal  
Youth Justice Family Counsellor Program  
Youth Mental Health Court Worker Program  
Youth Support Program

### Employment

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

- Resources and Information
- Information Seminars
- Assisted Job Search
- Employer Services
- Job Matching and Placement Incentive
- Second Career
- Itinerant Services
- Canada-Ontario Job Grant
- Youth Job Connection
- Youth Job Connection: Summer
- Youth Job Link



**Challenge. Choices. Change.**

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

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

Email: [info@st-leonards.com](mailto:info@st-leonards.com)

Website: [www.st-leonards.com](http://www.st-leonards.com)

