



St. Leonard's
community services
LONDON & REGION

Annual Report 2018-19

Celebrating
50
Years



Message from the Board Chair

The Annual General Meeting provides an opportunity for our organizational leaders and board members to reflect on the past year and consider how to prepare for the upcoming year to best serve our mission of promoting positive change and building safer, healthier communities.

St. Leonard's operates four community residential facilities, and offers a multitude of community services for our diverse clients including: School Based Services, Attendance Centre Program for Youth, Supervised Independent Living, Adult Diversion Programs, Homelessness Prevention and Reintegration Programs. The success of St. Leonard's Community Services (SLCS) and the programs they offer within the London and area community is testament to the leadership and dedication of its employees and volunteers.

Each month, a Program Manager representing the various SLCS programs, attended a Board meeting to give a short presentation. These included the Supervised Independent Living Program, Diversion Services and Youth Community Programs to name a few. These were very informative presentations providing some insight to the Board Members of the diversity of programs offered and showcasing the dedication of the organizations employees.

Two Board members will be leaving the Board at the end of June. Kevin Kusch has been a Board member for three years and John Forrester has been a member for 8 years. The SLCS Board thanks Kevin and John for volunteering as a Board members. Your insight, experience and knowledge will be missed. The Board welcomes a new member, George Qubty. George is the Director of Space Planning & Management at Western University and has a keen interest in getting more involved in his community and the SLCS vision.

On behalf of the Board of Directors, I would like to thank all of our employees and volunteers who work hard each year to promote and support the Vision and Mission of St. Leonard's Community Services.

Bill Hibbert, Board Chair

2018-19 Board of Directors

William Hibbert (Board Chair)

John Forrester (Vice-Chair)

Paul Waight (Vice-Chair)

Jody Graham (Secretary-Treasurer)

Sarah Ashkanase

Kevin Kusch

Alan O'Brien

David Rows

Erin Rows

Scott Switzer

Message from the Executive Director

As the Executive Director at St. Leonard's Community Services London & Region, I am very proud to be a part of such an amazing organization as we celebrate our 50th year. The very first directors of the organization, Hume Cronyn, Allen Henderson, and Jeffery Flinn, on January 16th, 1969, officially created what was then known as St. Leonard's House London. At that time, St. Leonard's purpose was

“to assist in the rehabilitation of persons formerly incarcerated in prisons or jails during the transition period from the time of the release of these persons to such time as they return to a normal livelihood in society and for this purpose to assist such persons in gaining employment and becoming self-supporting.”

We have grown so much since then, now offering services to individuals with developmental disabilities and special needs, those experiencing chronic or persistent homelessness, youth in schools and in community settings, adults struggling with substance use issues, and those coming out of forensic hospital settings. With over 120 staff, we continue to make an impact every day.

Over the past year, our work has been guided by our strategic plan. We have continued to focus on our communications, both within the organization and externally with our partners and community. A particularly exciting project has been the refresh of our corporate website: working with staff from different parts of the organization, as we decided on our messaging for the new website, was a great opportunity to really understand who we are and what we do. Employees across our different programs provided services to almost 7,000 individuals and we had over 20,000 client visits in our community-based programs; our residential centres had almost 17,000 resident days during the year!

As we prepare for the year to come, one of our biggest opportunities will be the ongoing planning for accreditation: with the landscape around us continually evolving as a result of provincial, federal, and municipal elections, demonstrating our accountability to that high standard of service delivery and promoting a culture of quality and innovation will help to ensure that St. Leonard's is able to continue to deliver on our vision of promotion of positive change and contributing to a safer and healthier community.

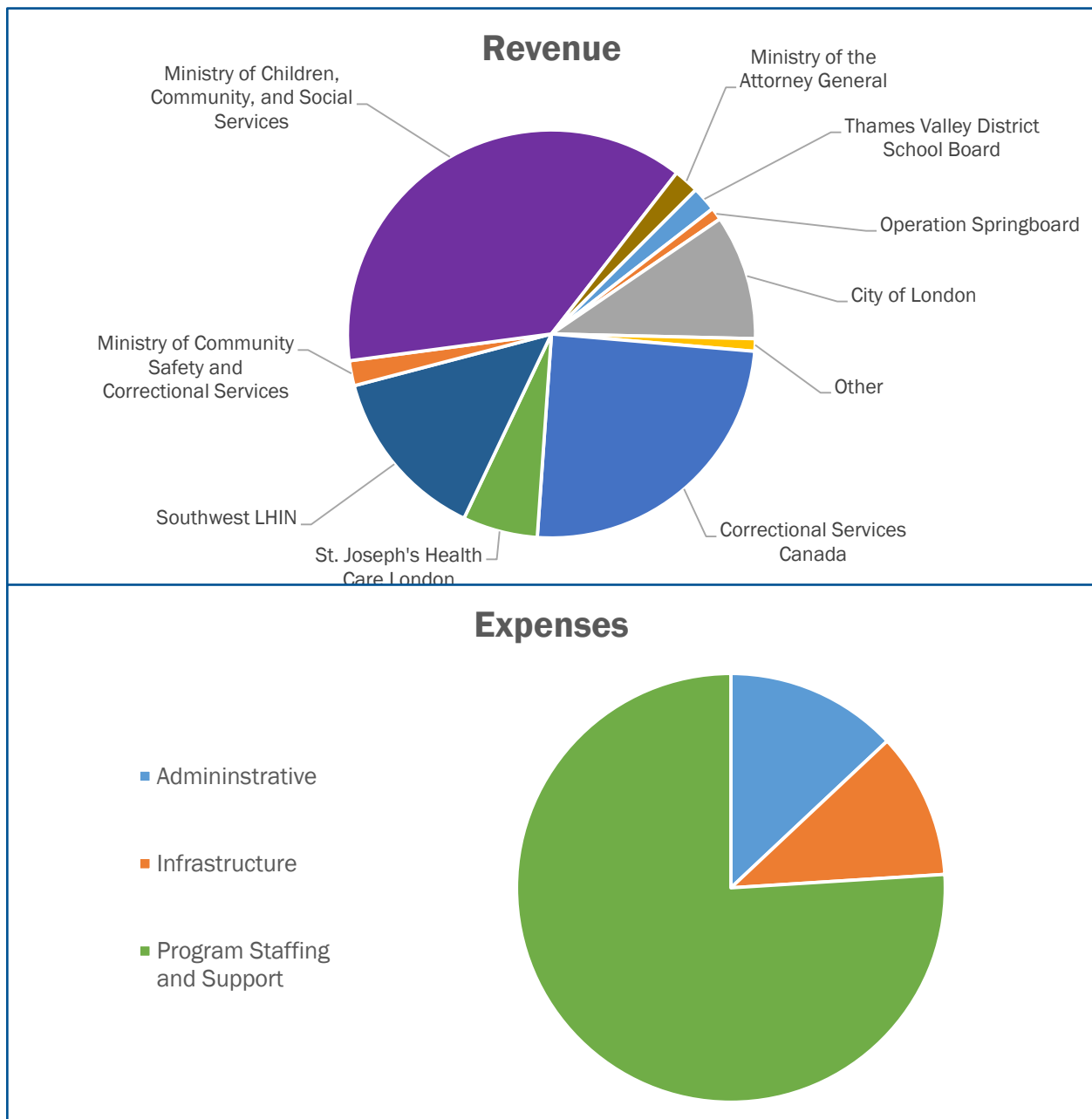
And, of course, we could not accomplish all this without the efforts of the dedicated staff, consultants, volunteers and students who are so committed to the work we do. Every day I am inspired by being able to work alongside such an exceptional group of people!

Michael Oates, Executive Director

Our Partners and Funders

St. Leonard's continues to be grateful for the partnerships we have with our funders and for the shared commitment to promoting positive change. We are proud to collaborate with:

- City of London
- Correctional Services Canada
- Ministry of the Attorney General
- Ministry of Children, Community and Social Services
- Ministry of Community Safety and Correctional Services
- Operation Springboard
- St. Joseph's Health Care London
- Southwest Local Health Integration Network
- Thames Valley District Schoolboard



St. Leonard's En Français

St. Leonard's se consacre à la promotion de changements positifs chez toutes les personnes qui sont ou pourraient être en conflit avec la loi afin de réaliser leur potentiel et de contribuer à une communauté plus sûre et plus saine.



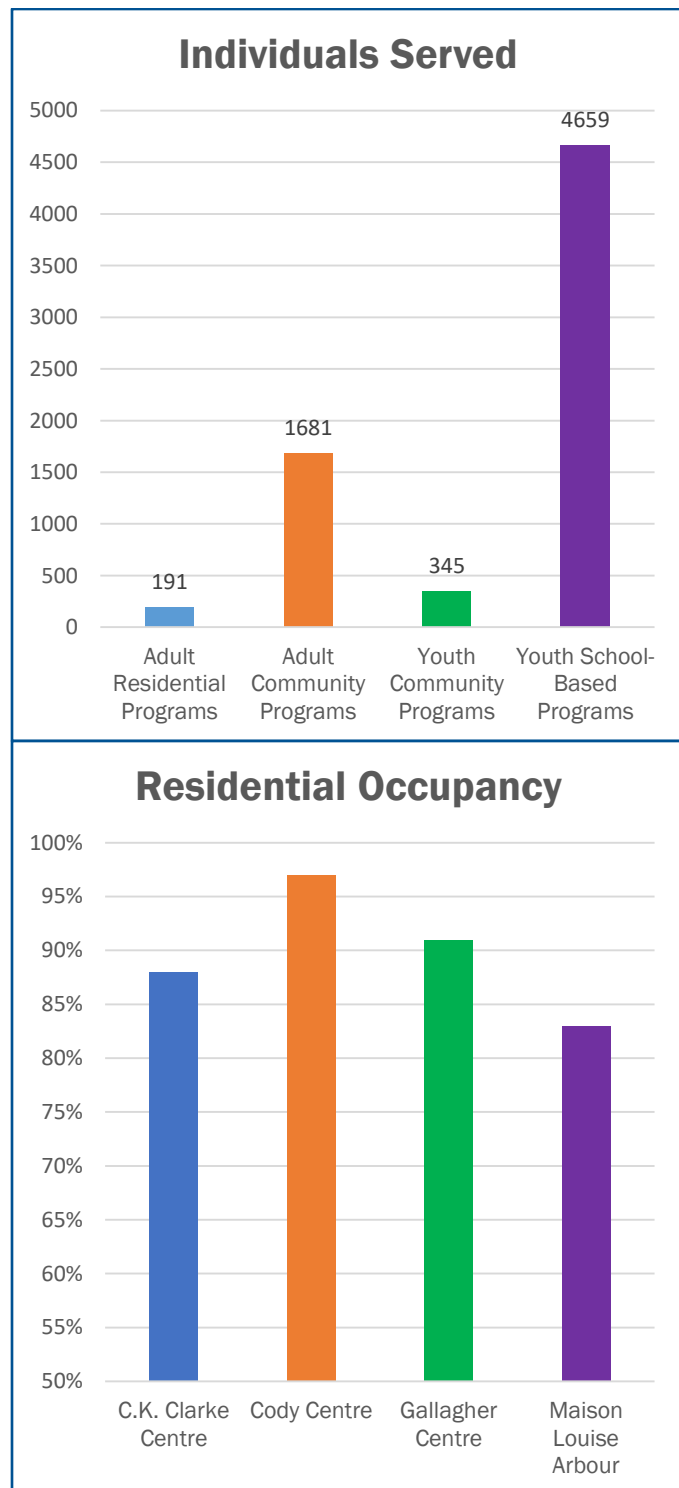
SLCS is committed to continuously improving its capacity related to French Language Services.

We focus on active offer by ensuring our services are available in French, offered proactively, and are accessible to members of our community.

We've prioritized several practices which support FLS, including mandatory yearly training for all employees, volunteers and students.

We actively promote, support, and collaborate with partner agencies to reinforce the provision of FLS in the community through strategic planning.

Our Impact



"I feel I owe a big thank you to MLA staff for believing in me and supporting me through all of my changes! I couldn't have done this if I didn't ask for help and put my trust into the staff."

-Client from Maison Louise Arbour

SLCS By The Numbers

- 9,470 Client visits in the Reintegration Program
- 7,209 Support days provided to clients in SIL
- 4,474 Participants in Peer Power workshops and training
- 2,209 Hours provided to youth in the Intensive Reintegration programs
- 188 Visits to the London Reporting Centre
- 92 Percentage of youth successfully completing the Extrajudicial Sanctions program
- 90 Percentage of youth in the Attendance Centre with educational supports
- 76 Individuals utilizing mental health crisis beds
- 71 Percentage of participants maintaining stable housing at 6-month milestone
- 3 Individuals successfully housed in Forensic Supportive Housing program

“Our son has a developmental disability and had been supported by another agency that was really not the right fit. We are very thankful that St. Leonard’s put forth a plan to support him. He now lives in his own apartment with their support...he is so happy which makes us happy. We have been given the opportunity of having a wonderful positive relationship with him.”

-Parent of a client in the Supervised Independent Living Program



Volunteer Appreciation – Many of the volunteers in our Youth Justice Committees were recognized for their contributions. Some have been with us for over 15 years!

Accreditation

To demonstrate and reinforce St. Leonard's Community Services' commitment to ongoing learning and quality improvement, the organization has decided to pursue accreditation with the Canadian Centre for Accreditation (CCA). Accreditation is a seal of approval: it provides an assurance from a respected third-party that SLCS meets standards for good governance, management and excellence in service provision. It is one way that we can demonstrate to our service participants and our funders that we are operating responsibly and providing quality services. As we prepare for our accreditation review in the fall of 2020, there will be opportunities for employees, leadership and our Board of Directors to grow and innovate in the interest of providing the best service we can for our clients and our community. By choosing to go through the CCA accreditation process, we are demonstrating our accountability to the community and our commitment to providing the highest quality programs and services. We look forward to being one of over 200 like-agencies who demonstrate service excellence through achievement in becoming an accredited organization.

Kerri Cushing-Mitchener, Senior Director of Client Services



Clean & Green!

St. Leonard's staff participated in the London Clean & Green 20-Minute Makeover, cleaning up in our community!



Vision

St. Leonard's Community Services will be a recognized leader in effective positive change at the intersections of the criminal justice system and the community

Mission

St. Leonard's Community Services is dedicated to promoting positive change in all persons who are or could be in conflict with the law to realize their potential leading to a safer and healthier community.

Values

Dignity • Accountability • Commitment • Collaboration



Ela joined the SLCS team in 2018, providing unconditional love and support to both clients and staff!