



St. Leonard's
community services
LONDON & REGION

Annual Report 2019-20



2019-20 Board of Directors

Paul Waight (Board Chair)

Sarah Ashkanase (Vice-Chair)

Alan O'Brien (Vice-Chair)

Jody Graham (Treasurer)

Scott Switzer (Secretary)

Bill Hibbert

George Qubty

David Rows

Erin Rows

Message from the Board Chair

There is much to be proud of at St Leonard's Community Services! The 2019/2020 year has been challenging: ever-increasing demand for assistance for the most vulnerable in our community, the organization's accreditation process and throw in a global pandemic. St Leonard's has risen to these challenges, which speaks to the quality of people in this organization, from management to the front line.

The London community has been challenged with providing services to help those struggling with mental health issues, medical issues such as opiate addiction and homelessness. All of these issues are intertwined. The staff at St Leonard's consistently do the work with energy and compassion for the vulnerable populations that these issues affect.

The accreditation process was initiated within the last year and is on-going. There is a significant amount of work that is required, at a time when demand for resources in the community is consistently high. The staff at St Leonard's have embraced the process, recognized the benefits and have taken on the challenge.

The coronavirus pandemic has affected every organization in London, forcing them to adopt different ways of working, and interacting with fellow employees, clients and members of the public. St Leonard's staff have adapted well to the different processes, which speaks to the resilience of staff and the positive attitude that exists.

Every employee and volunteer at St Leonard's Community Services can look back on the 2019/2020 year and be proud of how the organization has risen to these challenges. On behalf of the Board of Directors, I thank you for your professionalism, resilience and dedication to the London community.

Paul Waight, Board Chair

OUR VOLUNTEERS!

We recognize and thank all of our volunteers for their contributions to St. Leonard's! Our Youth Justice Committee volunteers are a dedicated group – many of whom have been volunteering with us for more than 5, 10 or 15 years – and contribute so much and who enrich the experience for all those involved!

Message from the Executive Director

"May you live in interesting times."

While the origins of this quote are not clear, Wikipedia describes the quote thus: “while seemingly a blessing, the expression is normally used ironically; life is better in ‘uninteresting times’ of peace and tranquility than in ‘interesting’ ones, which are usually times of trouble.” The 2019-20 year for us certainly was a year of interesting times.

Change, however, is not always troublesome, and can often be a good thing: it leads us in new directions. St. Leonard’s saw many changes over the last year, and in a number of different areas.

- Early in the summer of 2019, we implemented a Transitional Case Worker role to assist those individuals in mental health crisis or who are involved in the probation system to make the shift from our residential centres back to community and community supports.
- Also in the summer, we were invited to join a working group of several other agencies and some of our Ministry partners in building the foundation for a London Justice Centre pilot
- A Urinalysis Collector position was added to the services we provide to our clients on behalf of our Correctional Services Canada partners
- A small but mighty group from across programs worked together to redesign and launch our new website which officially went live in September
- In October, a number of staff, volunteers, board members, and community partners came together to celebrate our 50th anniversary
- In the latter part of 2019, Project Home saw some growth, adding several members to the team, including the addition of a Registered Practical Nurse
- From November to March, we developed our new Strategic Plan: led by the Strategic Planning Committee and with input from employees, volunteers, clients and participants, board members, funders, and community partners, we refreshed and reaffirmed our Vision, Mission and Values and set our priorities for the next three years.
- Throughout all of this, we also maintained our focus on continued work toward accreditation, aligning our policies and procedures with best practice standards
- And, of course, in March we, like others around the world, became participants in the global pandemic of COVID-19.

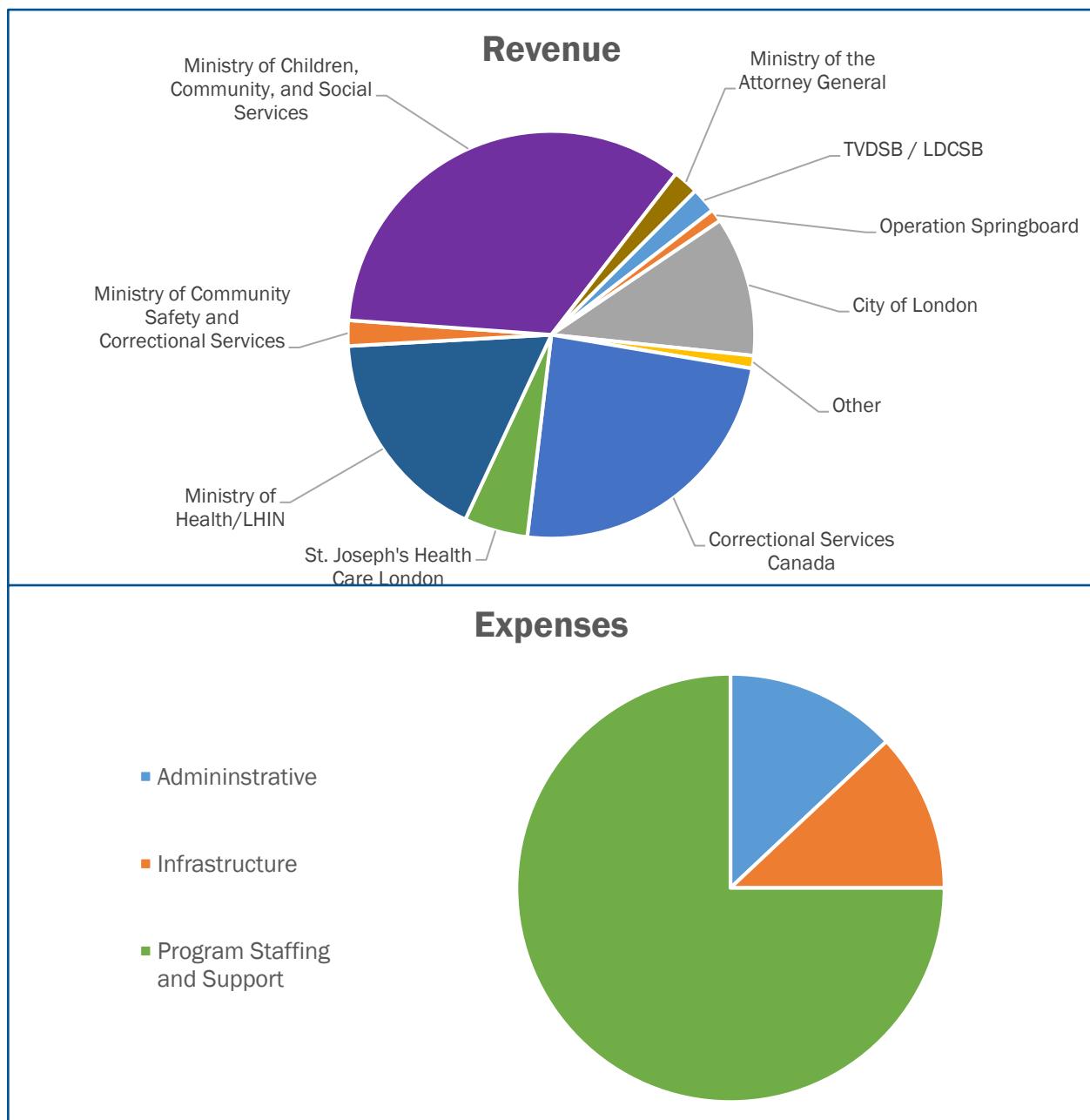
It is a testament to our employees that, throughout all of this change, we have remained steadfast in our commitment to the individuals we serve. The year ahead of us will, without doubt, be one of ongoing “interesting times,” but one that I am confident that we will continue to excel in.

Michael Oates, Executive Director

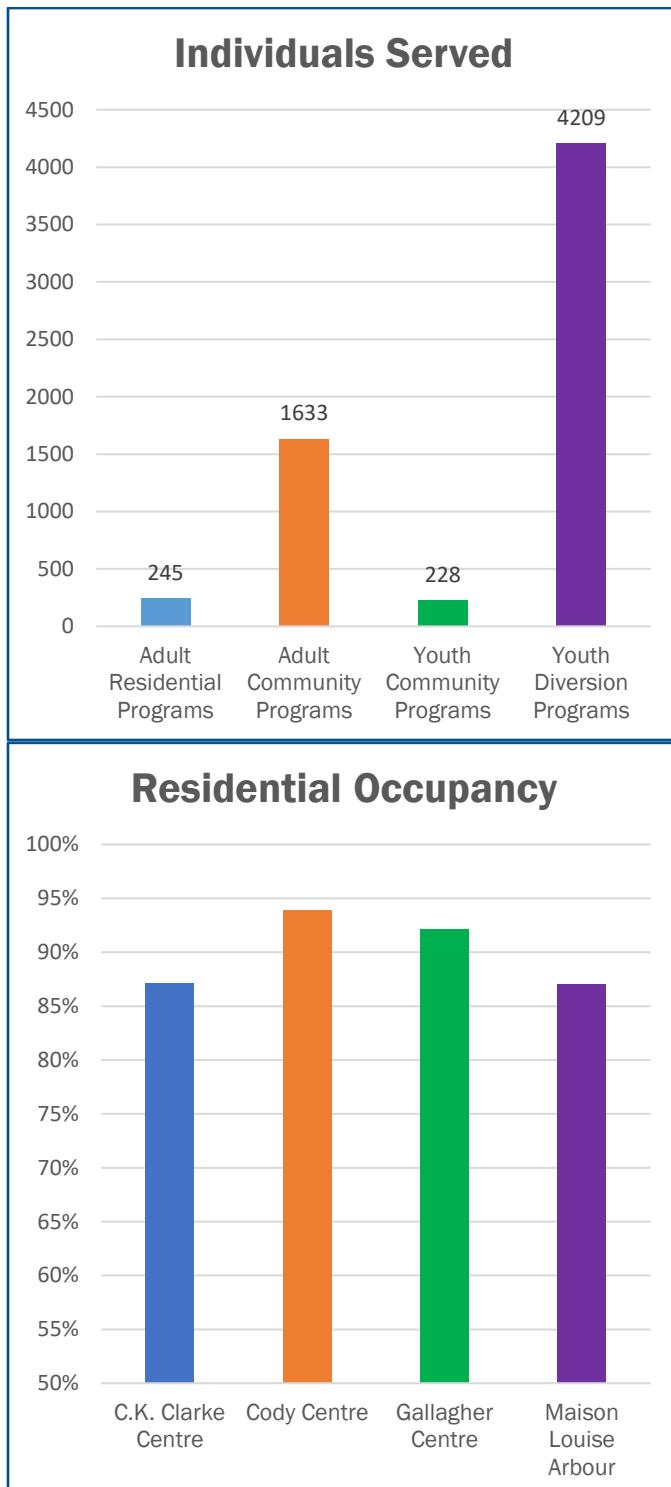
Our Partners and Funders

St. Leonard's continues to be grateful for the partnerships we have with our funders and for their shared commitment to a community where everyone feels safe, valued, and supported. 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 (*now known as Ministry of the Solicitor General*)
- Operation Springboard
- St. Joseph's Health Care London
- Ministry of Health (including the previous Southwest Local Health Integration Network)
- Thames Valley District Schoolboard and London District Catholic Schoolboard



Our Impact – 6,315 Individuals Served



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.

"No one wanted to help until I was referred to St. Leonard's."

SLCS By The Numbers

- 7,698 Support days provided to clients in SIL
- 6,357 Adult community service hours completed
- 5,604 Client visits in the Reintegration Program
- 3,480 Participants in Peer Power workshops and training
- 2,093 Hours provided to youth in the Intensive Reintegration programs
- 344 Youth participating in the Restorative Approaches program
- 277 Service hours in the Aftercare program
- 111 Visits to the London Reporting Centre
- 98 Percentage of participants maintaining stable housing at 6-month milestone
- 88 Percentage of youth in the Attendance Centre with educational supports
- 56 Individuals utilizing mental health crisis beds
- 44 Participants in Project Home newly housed
- 26 Individuals served by the Transitional Case Manager
- 8 Individuals successfully housed in Forensic Supportive Housing program

"I am in the ICWP driving and substance abuse program. I just want to say that it is a very good thing for me and for others who need help. I just was very ill feeling this day and I am glad that I stayed there for the session because I have ADD and LD, and focusing on many things daily in my life is always difficult but I was interested and felt like I want to get all I can out of this program now. Thank you to the facilitators. You're doing a good thing for me and many others. I am so happy that you are teaching this program. Thank you and great work, it does make a difference for many people in the world. Thanks to St. Leonard's for the help."

Accreditation

St. Leonard's accreditation review with the Canadian Centre for Accreditation (CCA) is coming soon! Over the past year, our Policy and Procedure manual has been updated and revised to align with industry standards for best practice. Our employees have been engaged in a feedback survey as the first part of our assessment demonstrating organizational excellence. CCA reviewers will be on-site in September following a meticulous review of the pre-site evidence submitted by SLCS. This will provide us with the opportunity to truly show the heart and soul of St. Leonard's through our welcoming sites, dedicated and caring staff and our evidence and trauma-informed, restorative approaches with the individuals we support. Before the end of this calendar year, St. Leonard's is confident that we will be announcing our success as a fully Accredited agency!

Kerri Cushing-Mitchener, Senior Director of Client Services



ST. LEONARD'S
COMMUNITY SERVICES

OUR STRATEGIC PLAN 2020-2023

During the last half of 2019-20, St. Leonard's underwent the journey of creating a strategic plan to guide the agency for the next three years. Over 100 people participated in a consultation process, providing their input through surveys, focus groups and interviews. Through staff and Board retreat days, we developed 3 strategic directions:

Our People

Support, empower, attract, and retain engaged employees, volunteers, and students.

Our Services

Improve the lives of individuals in support of community wellness.

Our Voices

Increase understanding of St. Leonard's programs, services, and opportunities.

You can view Our Strategic Plan on our website at www.slcs.ca.





Vision

A community where everyone feels safe, valued, and supported.

Mission

To support, advocate with, and empower individuals who are, or who are at risk of being, justice-involved.

Values

Inclusion • Collaboration • Compassion • Accountability