



St. Leonard's
community services
LONDON & REGION

2022-2023 ANNUAL REPORT

A report to our community

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BOARD OF DIRECTORS

Chair
Sarah Ashkanase

Vice-Chair
Gordon Thane

Board Members
Beth Allison
Jody Graham
Alan O'Brien

Executive Director
Michael Oates

Secretary
Nicola Memo

Treasurer
Scott Switzer

Beverley Kobe

Joanna Moss

A MESSAGE FROM THE BOARD CHAIR & EXECUTIVE DIRECTOR



We are happy to bring this annual report, as we enter our 54th year of providing services to our community, by recognizing the passionate and committed volunteers that make up our Board: Sarah Ashkanase (Chair), Gordon Thane (Vice Chair), Scott Switzer (Treasurer), Nicola Memo (Secretary), Beth Allison, Jody Graham, Bev Kobe, Joanna Moss, and Alan O'Brien. Beth and Bev are our newest Board members, now completing their first year with us, while others are in various stages of their tenure on the Board, ranging from 2 years to 7 years. Sarah has finished her second term on the Board and will not be returning: as our Board Chair for the past two years, Sarah's leadership and commitment have been exemplary and her contributions to St. Leonard's have been appreciated by all.

While it would be a nice change to offer this report with no mention of pandemics or COVID19, given the impact that they have had on our community, and on society as a whole, it is worth taking a moment to reflect on what it means as we continue with recovery: being able to meet with others in- person, rather than seeing only the top third of them on a screen; a few less masks and a bit less hand sanitizer; being able to socialize and come together at things like the summer barbeque and holiday party;

and still being able to make use of technology like Zoom and Teams in ways that are a bit more accommodating and a bit less prescriptive.

One of the defining characteristics of the year that has passed, has been the ongoing challenges related to housing in our community. A number of St. Leonard's staff have been involved the City of London Health & Homelessness Summit, an initiative to engage multiple organizations across multiple sectors in finding better ways to address the homelessness crisis that is impacting our city. The Summit saw over two hundred Direct Service staff and leaders from 60+ organizations – social and community services, hospitals and healthcare, housing and land developers, business representatives, and representatives from different levels of government – come together to begin the work of redefining how we will provide healthcare, hope, and homes to all those in our community.

This work will be ongoing and will take a commitment to continually re-evaluate what we do and how we do it.

Providing opportunities for those we support, integrating our work with our collaborators, continuing to invest in our people, and strengthening our organizational effectiveness. Now our work will turn to building the plan that will detail the “how” of achieving all of these goals.

Our employees across the organization, never satisfied with the status quo, continue to show up and look for ways to broaden their impact. Our staff wellness committee remains committed to exploring new initiatives that can support all of us in our efforts to provide compassionate care and services. Our Justice Equity Diversity and Inclusion Council is dedicated to continually finding ways of improving the belonging and inclusiveness that our staff experience, and demonstrating to the community around us how we value a diverse range of perspectives and voices. We see our staff raising awareness of who we are and what we do at a variety of committee and network tables with other organizations and funders. Those efforts are being recognized, as more and more frequently we’re being contacted and asked to share our expertise or lend guidance to others’ initiatives.



This year we recognized and celebrated that, pandemic or not, we made excellent progress on the Strategic Plan that we put in place in March 2020. Three years later, we are seeing the results of our efforts and now turn our energy to the creation of our next plan. We saw staff and leaders from across the organization give their perspectives on where we need to concentrate, and ultimately join our Board of Directors for an evening of focused discussion that ultimately led to four priority areas: providing opportunities for those we support, integrating our work with our collaborators, continuing to invest in our people, and strengthening our organizational effectiveness. Now our work will turn to building the plan that will detail the “how” of achieving all of these goals.





In conclusion, this board report highlights the significant achievements, challenges, and future prospects of SLCS. Throughout the reporting period, we have demonstrated remarkable progress and resilience in the face of various obstacles. Our dedication, strategic planning, and collaborative efforts have paved the way for substantial growth and positive outcomes going forward.

We would like to express our immense gratitude to our dedicated employees, valued collaborators, and esteemed participants for their unwavering support and contributions. It is through our collective efforts that we have achieved these remarkable results and positioned ourselves for a promising future. Together, we will continue to pursue excellence, innovation, and sustainable growth in the years to come.

Sarah Ashkanase

Board Chair

Michael Oates

Executive Director

ST. LEONARD'S COMMITMENT TO D.E.I.

Kerri Cushing-Mitchener

At SLCS, we are committed to the health and well-being of our employees, service participants, and members of our community. We want to take this moment to reflect on the Diversity, Equity and Inclusion [DEI] initiatives we've been engaged in over the past year as we continue to invest in this commitment and promote a culture where everyone feels valued and included.

In April 2022, we engaged in a visioning session led by MESH/diversity, to set our desired future DEI state. The visioning session was an inspiring, creative process that helped us to leverage the inherent diversity of expertise, of experience, and of perspectives in order to get to our most innovative ideas about DEI development. Inspired through this visioning was the creation of our internal Justice, Equity, Diversity and Inclusion council.

The JEDI council is focusing on creating its own workplan to document its Vision and Strategy and design on-going efforts to embed DEI in SLCS' culture.

The work with MESH/diversity continues to include regular workplace culture benchmarking and measurement, online educational models for employees, live learning sessions with employees, leadership, and board members, the Inclusive Leadership Module that was extended beyond leadership to include Team Leads and JEDI members, and expansion on this training through the DEI Builder program, to further develop our commitment to organizational change, inclusion, and diversity management. With these activities under our belt and more on the horizon, this is an exciting time for SLCS, and we look forward to continuing on this DEI journey with you!





RESTORATIVE JUSTICE WEEK 2022

Laena Leandro Starr

SLCS had the amazing opportunity to host two incredible events during RJW 2022! These events were a testament to our agency's commitment to restorative justice principles and highlighted the significant role these values play in our mission and overall organizational framework.

One of the key events during Restorative Justice Week was the reflection day centered around the Kairos Blanket Exercise. This powerful exercise allowed members of our team to engage in a meaningful exploration of our shared history as Indigenous and non-Indigenous peoples in Canada. Led by Indigenous facilitators, the exercise incorporated Indigenous methodologies, guiding participants through pre-contact, treaty-making, colonization, and resistance. The exercise actively involved everyone as they stepped onto blankets representing the land and assumed the roles of First Nations, Inuit, and later Métis peoples.

By participating emotionally and intellectually, the Blanket Exercise effectively educated and increased empathy among our team members. The exercise lasted approximately an hour and was followed by a talking circle, fostering open dialogue and understanding.

Furthermore, our agency organized a dreamcatcher workshop as part of Restorative Justice Week. This workshop served as both a creative outlet and an opportunity to explore the profound impact of restorative practices in the lives of our team members and program participants. Led by one of our program participants, the workshop showcased their skills and personal experience with Restorative Justice, highlighting the positive effects it has had on their life. This collaborative and interactive workshop allowed participants to witness firsthand the transformative power of restorative practices and reinforced our agency's dedication to empowering individuals through these principles.

The events held during Restorative Justice Week 2022 perfectly exemplify how the values of restorative justice serve as the foundation of our mission and shape our organizational culture. In alignment with our mission statement, we are committed to supporting, advocating for, and empowering individuals who are or who are at risk of being justice-involved. Restorative justice, with its emphasis on inclusion, collaboration, compassion, and accountability, aligns seamlessly with our values.

Inclusion is at the core of our work, as we embrace non-judgment and openness, recognizing and honoring the uniqueness and dignity of each person and their experiences. Through collaboration, we forge purposeful connections with our clients, participants, co-workers, partners, allies, and community, ensuring that relationships remain central to our endeavors. We approach our role with compassion, accompanying others and each other with empathy, flexibility, commitment, and respect. Accountability is a fundamental aspect of our agency, as we strive to be reliable partners who provide compassionate supports. We steward the resources entrusted to us, working diligently for the benefit of our clients, participants, co-workers, volunteers, students, partners, allies, and the community at large. This commitment to accountability serves as an invitation for personal growth and continuous improvement as we learn and evolve together.

Restorative Justice Week 2022 was a resounding success, reinforcing the significance of restorative justice values in our organization and showcasing our dedication to creating a community where everyone feels safe, valued, and supported. We remain committed to integrating restorative practices into all aspects of our work, promoting healing, reconciliation, and a just society.

Together, we are making a difference and driving positive change in the lives of individuals we serve and the broader community we are privileged to be a part of.



COMMUNITY REINTEGRATION PLANNING TABLES

Yasmine Brahim



The Community Reintegration Planning Tables (CRPT) are an initiative started by the Ministry of Solicitor General (SOLGEN), and the Human Services & Justice Coordinating Committee (HSJCC), in response to the need for effective reintegration. It is part of the bigger provincial plan of the Community Reintegration Strategy.

The CRPT represents an inclusive and person-centred approach to community reintegration that is standardized and consistent across the province. It capitalizes on multiple intervention points in the individual's journey and leverages the skills and expertise of SOLGEN staff and community partners. The Planning Tables provide a venue for staff from correctional institutions (including Community Reintegration Officers and other institutional staff), service providers from various sectors (e.g., housing, social work, health, mental health and addictions, etc.), municipalities and Indigenous community representatives to meet regularly and discuss community reintegration for high need individuals in custody.

This enables proactive support and structured release planning to help mitigate potential individual risk by ensuring they have access to appropriate types of interventions in the community. The term 'Table' highlights that the group is not an agency, department, or program but rather a forum for planning.

The London Middlesex CRPT is being led in collaboration by Community Co-chairs from St. Leonard's and CMHA, as well as three Community Reintegration Officers from Elgin-Middlesex Detention Centre.

HOUSING IDENTIFICATION PROGRAM (HIP)

Sonja Sonnenberg



Project Home is an active community partner with the City of London Homeless Prevention and Housing System. The program has expanded over the years, with the most notable expansion of the Housing Identification Program (HIP), which was approved by City Council in July 2022. The HIP program provides Housing Stability Programs within the community with additional supports in finding, securing and maintaining housing resources through the Housing Finder and Landlord Liaison roles. A part time maintenance position was also approved to assist the HIP program with assisting in providing quotes for damages and providing timely repairs to units. The expansion will add an additional 7.5 positions to the current HIP program. This exciting expansion will create further opportunities for St. Leonard's to expand our partnerships with Housing Stability Programs with a focus on building stronger relationships as we collectively work together to reduce homelessness in the City of London.

With the expansion, Project Home has outgrown our current space in which we moved in just over 2 years ago. The team will grow to 37 employees by March 2024. We are excited for our move to 340 Saskatoon St. where we will transform the space into our new home. Moving date is June 21st.

Project Home is looking forward to a year of growth within the HIP and involvement within Homeless Prevention initiatives, such as the whole of community response. We are dedicated to assisting people in finding and creating a place they can call home because we believe Housing is a Human Right.

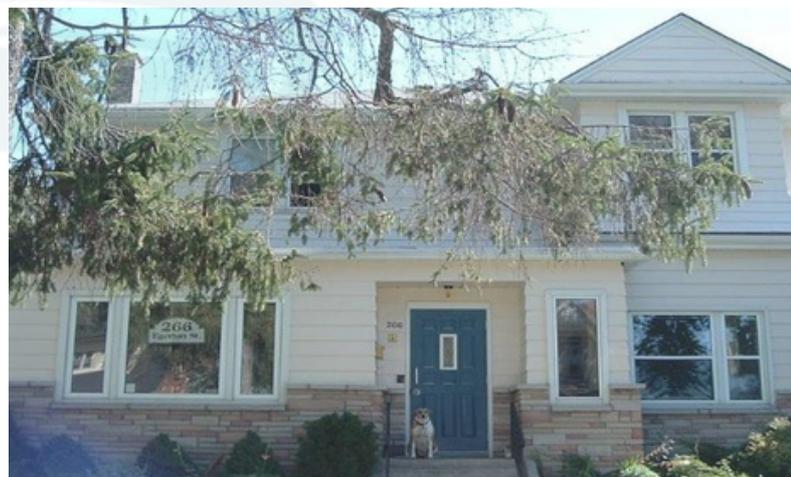
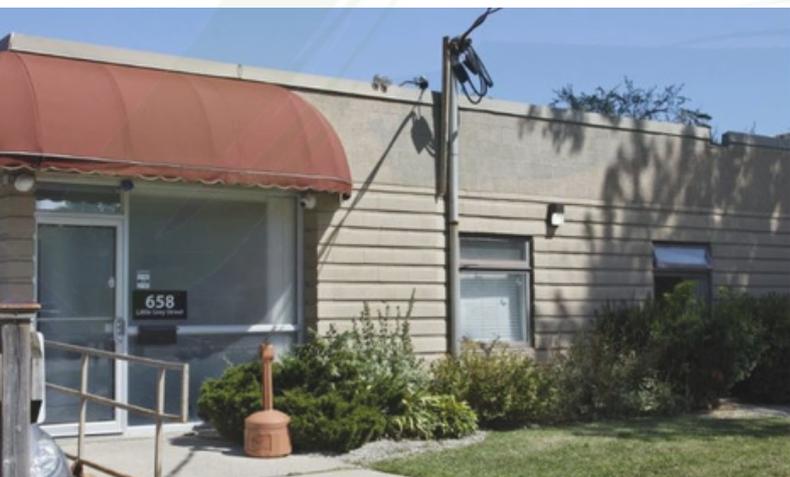
ACCREDITATION

Kerri Cushing-Mitchener



In November of 2020, SLCS was successful in achieving its first full 4-year accreditation with the Canadian Centre for Accreditation! This was essentially a seal of approval: accreditation provides an assurance from a respected third-party that SLCS meets standards for good governance, management and excellence in service provision.

Amazingly, we are just over a year away from our next accreditation review, which is set to occur in September of 2024! We are looking forward to the collaborative and energizing work that goes into our agency preparations. It is always a good reminder that our pursuit of continuous quality improvement keeps us on the path to service excellence!



SLCS BY THE NUMBERS



15,812

Bed days in our residential programs



15,748

Adult participant visits in our community programs



8,767

Support days in the Supported Independent Living Program



457

Visits by the Transitional Case Worker



3,862

Hours of service to youth in our youth community programs



3,784

Hours of community service completed by participants



124

Individuals successfully completing the London Justice Centre program



2,063

Individuals involved in diversion programs



1,268

Hours of service to youth in our school programs



83

Average number of visits per month by the Housing First Registered Practical Nurse



27

Participants obtaining housing as part of the Mental Health Justice Supportive Housing Program



82

Participants obtaining housing as part of Project Home



164

Individuals supported in maintaining their housing in 2022 as part of Project Home

OUR IMPACT

6,517 Individuals Served



2,173
Adults

214

In Residential Programs

1,959

In Community Programs



4,344
Youth

481

In Community Programs

3,863

In School-based Programs

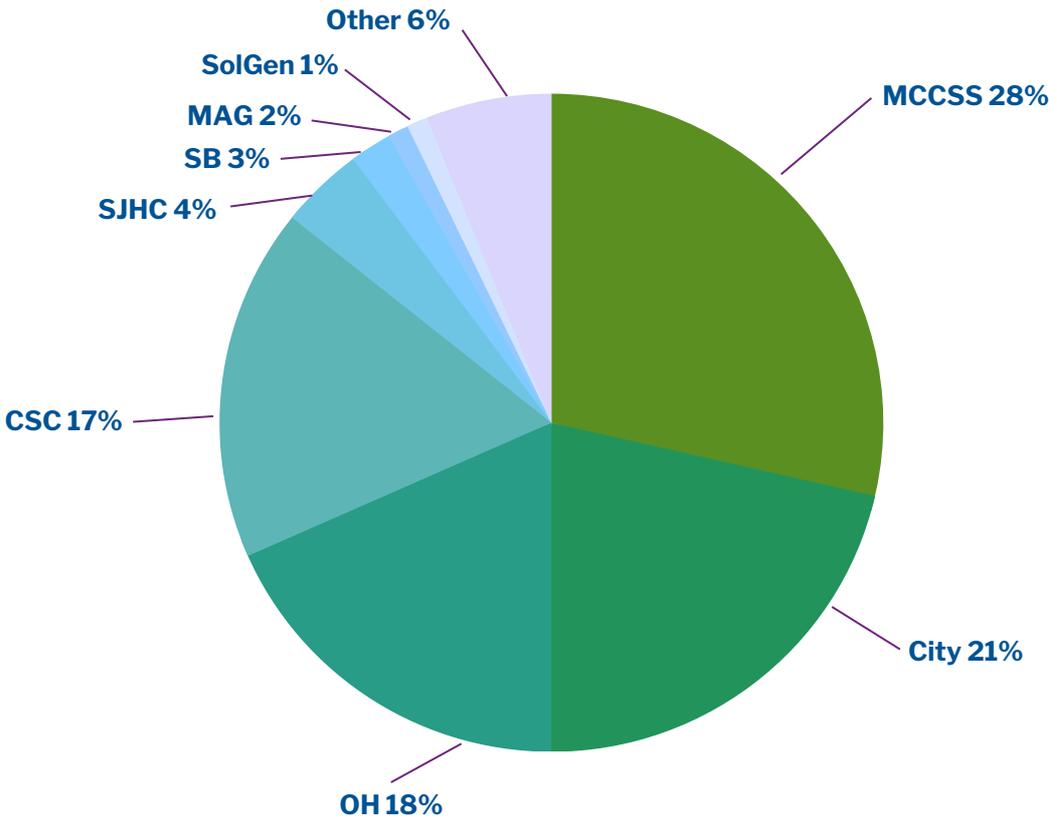
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My name is Joseph and I was a forensic client from 2016-2018. I just imagined that you don't get many follow-ups, so I would like to let you know that since I have moved to a new city I have done well. I have worked and volunteered at the mental health network, met a wonderful woman with a great son and we are now discussing future plans together, thanks to the wonderful staff at Clark Centre and St. Leonard's. I would like to thank you for all you have done, and know you have my appreciation.*

- A message from a Former program participant

SOURCES OF FUNDING

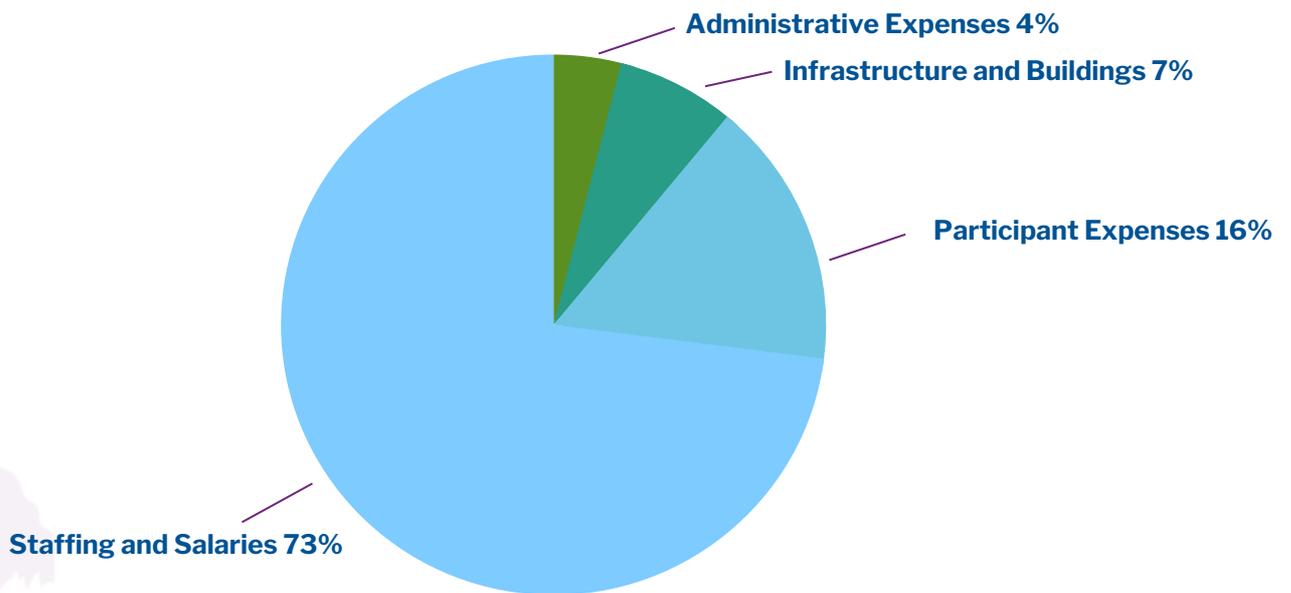
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- MCCSS - Ministry of Children, Community, and Social Services
- City - City of London
- OH - Ontario Health
- CSC - Correctional Services of Canada
- SJHC - St. Joseph's Health Care London
- MAG - Ministry of the Attorney General
- SB- School Board
Thames Valley District School Board /
London District Catholic School Board
- SolGen - Ministry of Solicitor General
- Other- Other Sources of Funding

SLCS EXPENSES BY CATEGORY

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About Us

St. Leonard's Community Services London & Region

While St. Leonard's Society of London is our legal name, today, St. Leonard's is known as St. Leonard's Community Services, London & Region (SLCS). SLCS offers community-based support programs and residential centres that:

- Assist persons in conflict, or at risk of conflict, with the justice system, all within a restorative practices framework
- Develop, implement and advocate for improved policies, procedures and service delivery within the justice system to assist in the prevention of crime
- Promote acceptance of responsibility and accountability by persons in conflict with the law to assist with changing behaviour that contributes to crime
- Promote understanding and education to our communities about their responsibility in both the incidence of crime and in the manner in which society responds to it

While SLCS continues to evaluate and respond to the needs of the communities it serves, the spirit of SLCS remains consistent with the original core values its founding members shared.

www.slcs.ca



Mission

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

Vision

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

Values

- Inclusion
- Collaboration
- Compassion
- Accountability





St. Leonard's
community services
LONDON & REGION

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

Our administrative offices and many of our community-based programs are located at:

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London, ON

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Telephone: 519-850-3777

Fax: 519-850-1396

Website: www.slcs.ca

