



ST. LEONARD'S
PLACE PEEL

it's how we care



2018-2019

Annual Report

Breaking New Ground

Table of Contents

President's Report

Page 3

Capacity Building Program Highlights

Page 4

Residential Program Highlights

Page 5

Strategic Plan: Process & Outcome

Page 6

Strategic Plan: SWOT Analysis

Page 7

Strategic Plan: New Directions

Page 8

New SLPP Vision, Mission, Values

Page 9

Financial Report, Funders, Partners

Page 10

SLPP Board & Staff

Page 11

President's Report

It is my honour to report that 2019 brought some major changes in program delivery to SLPP. We now offer a Nurse Practitioner medical care model and are proud to say SLPP is the only transitional housing provider in Ontario which offers a full time nurse practitioner offering medical diagnosing, treatment and medication prescribing on site. This new service has helped to fulfill our goal of responding to the medical needs of our clients to the highest possible standard. SLPP's commitment to reaching our client population in new, impactful ways was a definite theme throughout the year.

Our housing and community outreach initiative assisted clients in record numbers, as did our job development and recreation therapy programs. Our partnerships in the community also thrived, which resulted in many more of our residents transitioning to successful lives. In 2019 we were also successful with two major grant applications:

The first was funding from TD Bank's Give to Grow project, which helped us develop a three year fundraising plan for a sustainable future. The second funding opportunity was provided by Peel Leadership Center which provided funding for a consultant who worked with us to develop our three year Strategic Plan (2019-2022). We have a clear pathway now before us.

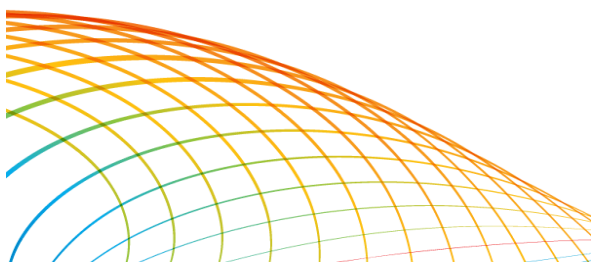
More detailed highlights of SLPP's achievements in 2019 are provided in this report.

SLPP continues to strive to help those in need by being a pivotal member of our community, providing high quality of care and needed services, housing and after care to our clients/residents who have mental illness, are homeless or have been in conflict with the law.

Our success is only possible through the generous support and guidance of our Board of Directors, the efforts of our CEO and staff, our community partners and our funders. A sincere thanks to all who have contributed

Diane Doherty

SLPP Board President



SLPP Capacity Building Programs

"Thanks to the medical team I am no longer in and out of hospital and stable enough to attend school full time."



MEDICAL MODEL OF CARE

In 2018 SLPP made efforts to strengthen and expand its practice of care with the implementation of its Nurse practitioner led model of care. Since its implementation there has been a reported increase in self-care and wellness among SLPP's medically complex population; an increase in staff responsiveness to healthcare intervention; and a reported decrease in emergency hospital visits.

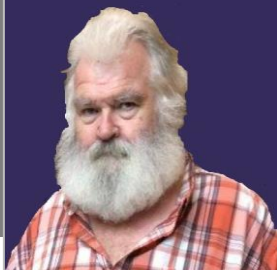
"SLPP staff have helped me build a routine that is preparing me for next stage of living."



FAME – CREATING FINANCIAL SECURITY

FAME aims to optimize the prospect of sustainable independent living through literacy. FAME provided job development and financial literacy support to 72 clients during the program year and led a total of 7 client engagement events. FAME was successful in securing employment for clients who have out of work for years on account of their mental illness and/or large gaps in their history of employment.

"I have been making my health more of a priority thanks to support from SLPP's Recreation Team."



RECREATION THERAPY BUILDING RESILIENCE

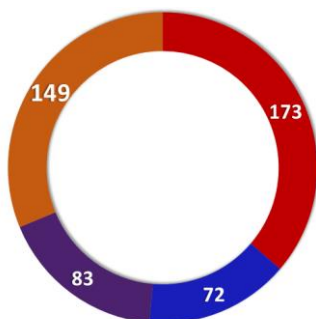
For more than five years SLPP has utilized the functional interventions of recreational therapy to build health, independence and prosocial behaviors among its clients. The program has been successful in meeting its health targets with SLPP's medically complex clients – who comprise approximately 43% of our client population

"Home sweet home! SLPP made me a better man."



HOUSING OUTREACH PROGRAM PAVING PATHWAYS TO HOMES

This program provided housing system navigation to 149 homelessness men across the regions of Brampton and Mississauga. Approximately 41 were supported in transitioning from street or shelter living into sustainable housing.



CLIENTS SERVED

- Medical Program 173
- Housing Program 149
- FAME Program 72
- Rec Therapy 82

SLPP Residential Programs

Residential Program	# of Clients Served 2018 - 2019	% of Clients to Successfully Graduate
Federal Residential Program Provides supportive housing for men who have transitioned out of federal prison into the community on day parole.	173	64%
New Leaf Residential Program Provides supportive housing for men at risk of homelessness as a result of mental health and/or addiction	33	74%
Rotary Resolve House Residential Program Provides supportive housing to prominently senior men at risk of homelessness as a result of mental health, addiction and/or complex medical needs.	27	94%

Our Residential Support Workers Facilitated

- 158 Arrivals
- 171 departures

Our Care Coordinators (Social Workers) Developed

- 233 plans of care
- 72 Community Safety Plans

Our Intake Worker

- Reviewed 143 residency applications
- Coordinated 33 intake assessments
- Coordinated the arrivals and departures of 329 clients

Kitchen Staff

- 3 nutritious meals served every day to 117 residents
- Catered 24 in-house and community events

Tariq's Story

I came to St. Leonard's Place Peel about 20 years ago. I was on the streets and at a shelter. I got myself kicked out of my father's place when I was 15 years old. I was staying with friends and family. I moved around quite a bit and finally ended up with nowhere to go. I was hanging out with friends – getting high, drinking and selling drugs. I got hooked on weed and alcohol - I mostly craved alcohol. I was at the shelter and an SLPP staff member saw me there and invited me to look into residency at SLPP. The next day I came and met with him and other staff who were very nice and friendly.

During my stay here I weaned myself weed and alcohol. I started volunteering at SLPP and attending life skills programs while working with my doctor and SLPP to get stable. While here I also got my high school diploma and staff gave me the support I need to accomplish that goal.

The employment program at SLPP connected me to a job, and my worker helped me get ready for independent living. I have been working for a year now and now live independently in the community. Thanks SLPP.

SLPP Strategic Plan: Process & Outcomes

Why Strategic Planning Now?

In early 2019, SLPP's board of directors and CEO decided it was time to build on our past successes and ongoing initiatives in a more systematic way by setting new strategic priorities for the future. With the recent expiry of our previous strategic plan as well as a variety of new, exciting opportunities on the horizon, we felt this was a perfect time to engage a strategic planning process. To this end, SLPP applied for a grant opportunity through the Peel Leadership Center and was successful in securing the support of a consultant to facilitate our strategic planning process.

The Strategic Planning Process

Our consultant gathered information about SLPP through a review of agency literature as well as interviews and focus groups with management, staff and the board of directors. Two town hall meetings were held with program delivery staff and funders as well as service providers and other leaders in the community were interviewed. A planning retreat was held in May 2019 that engaged senior staff and board members in discussions about the future of SLPP. Further work was done in June and July to refine the strategic directions and to identify related objectives and implementation targets

Results of the Environmental Scan

SLPP is a respected housing and social service provider with a strong history of growth and development. From the environmental scan, we learned more about our strengths and weaknesses' as well as opportunities and threats/challenges that face us. This section provides a summary of the findings from the environmental scan.



"The strategic planning process was very enlightening. It made me excited to be a part of building SLPP's vision and future"

-SLPP Staff

What We Learned: SWOT Analysis



S

STRENGTHS

- Good at meeting changing needs of clientele
- Well defined niche
- Provision of structured programs
- Offers a welcoming environment
- Focused on quality
- Stable financial position
- Employs dedicated staff with diverse backgrounds



W

WEAKNESSES'

- No other locations in Peel
- Current mission statement is broad and vague
- There is limited awareness/visibility of SLPP
- Limited fundraising
- Limited investment in structure creating that has created uneven performance.
- Structural and operational issues are being addressed however effecting staff morale



O

OPPORTUNITY

- Expanding the number of clients served
- Serve new client groups
- Expand into different communities/ regions
- Develop relationships with more partners in the community
- Build on SLPP's successful history and develop a center of excellence
- Engage volunteers including students
- Strengthen the internal culture



T

THREAT

- Non-diversified revenue stream
- Policy or program changes affecting operations
- Changes in government can affect funding
- Currently operating at capacity
- Lack of public empathy toward cause
- Requirement of abstinence can creates barriers to service
- Lack of aftercare for clients who successfully discharge

Our Strategic Plan for the Next 3 Years

1. **Enhance existing supports and services for men with a history of conflict with the law, homelessness, addictions and mental health**

SLPP is a unique supportive housing provider in that we serve three distinct client populations under one roof. SLPP's first strategic priority focuses on this goal by strengthening our roster of evidence-informed programs that build client capacity for a successful return to the community. Within this strategic objective is also the development and provision of third stage housing given the limited housing options available for men with histories of mental health, addiction and/or conflict with the law.

2. **Develop our niche and expertise to fill the gap in serving men requiring complex medical, geriatric, neurobehavioral and/or palliative care.**

This strategic priority focuses SLPP on continuing to develop and hone its expertise in the delivery of excellent medical care to our sectors most vulnerable clients. We aspire to educate and train other housing providers who wish to build their capacity in supporting clients with complex chronic medical conditions.

3. **Attract and retain top talent to support the provision of excellence in client-centred care.**

Our third strategic priority highlights the very important role that our employees play in SLPP's vision and goal of service excellence. Through this strategic planning process we identified a variety of new initiatives that we are excited to employ in an effort to grow leadership, support staff, strengthen performance, as well as hire and retain top talent.

4. **Operationalize the 3 year fundraising, brand awareness, and operational efficiency strategy.**

Identified through this strategic planning process was the need to increase organizational awareness utilizing both conventional methods and new technology to build a community of supporters and allies of our work.

5. **Demonstrate accountability, transparency and effective stewardship by way of Accreditation certification**

SLPP aspires to one day become a center of excellence and has identified accreditation as a first step to this goal.

New Vision, Mission & Mandate

We also reviewed the current mission and vision statements to ensure they accurately reflect who we are and our aspirations for the future. It was determined that while our vision statement described future goals, our mission statement the however needed to better reflect the important work that we do now. It was also felt that an updated statement of values would provide a solid foundation for our work going forward. The revised mission and new values statements reflect the feedback from the environmental scan and are consistent with our five strategic directions.

Mission

We are dedicated to supporting our clients, building their capacity and enabling the development of key life skills through evidence-informed holistic programs and services that optimize quality of life.

Vision

We are an innovative leader committed to building safe and healthier communities of inclusion that care for and value each and every individual.

Values

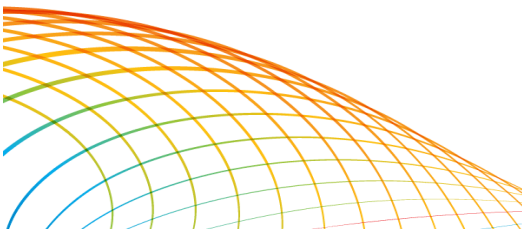
Client-centered – We believe in the resiliency of our clients, their voice, their right to human dignity and care that is integrated, coordinated and accessible.

Excellence – We are committed to excellence in all aspects of our work through Evidence-informed practice and an unwavering commitment to our mission.

Collaborative –We take pride in working cooperatively with a broad range of community partners towards the goal of creating a healthy and safe community.

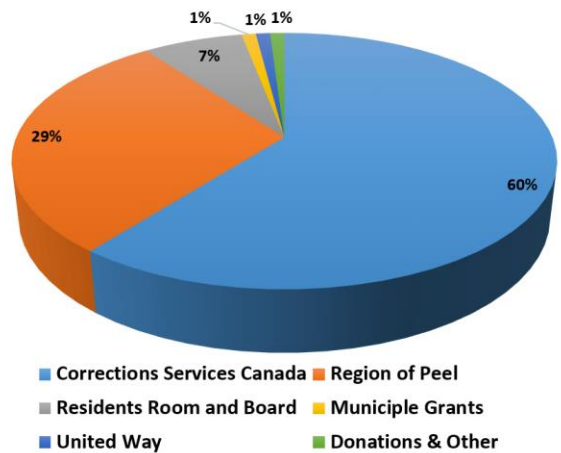
Innovative – We strive to meet the ever-evolving needs of our clients though new and innovative approaches to client-centered care.

Accountable – We take seriously our obligation to provide the highest quality of care to our clients, and will be transparent in all areas of work, performance, outcomes and deliverables

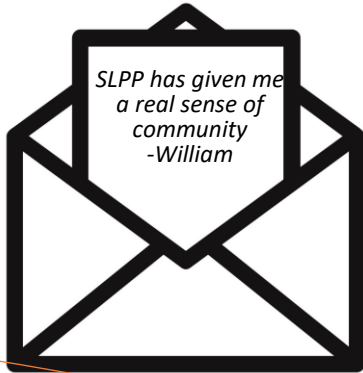


Financial Report

Revenue		
Corrections Canada	60%	\$3,207,693
United Way	1%	\$69,185
Region of Peel	29%	\$1,586,044
Residents Board	7%	\$394,249
Municipal	1%	\$77,988
Donation & Others	1%	\$41,312
Total		



Client Testimonials



Board of Directors & Management

April 1, 2018 – March 31 2019

Board of Directors

Diane Doherty, President

Judy Labelle, Vice President

Irfan Hassan, Treasurer

Maciej Lipinski, Secretary

Gumti Raghunauth, Director

Joshua Grant, Director

Rizwan Hassan, Director

Sylvia Kucinska De Ocampo, Director

Shane Guadeloupe, Director

Sum Yee Man, Director

Senior Leadership Team

Shelly Redman, Chief Executive Officer, CNO

Tasha-Chivaun Williams, Sr. Director & Operations Strategic initiatives

Ben Nguyen, Director of Finance

Fernanda Polanco, Nurse Practitioner, Director of Health Service

Supervisors

Enniss Bheendass

Supervisor, Direct Services

Thomas Partridge

Supervisor, Direct Services

Marguerite Campbell

Manager, Support Services

Tobias Harrington

Supervisor, Support Services

David Sipchand

Supervisor, Kitchen Services

Garry Wiffin

Supervisor, Kitchen Services

Primary Funders



United Way
Peel Region

Community Partners

- Alcoholic Anonymous
- International Community Corrections Association
- Corrections Services Canada
- Peel Addiction Assessment And Referral Center
- Peel Alliance to End Homelessness
- Peel's Community Advisory Board (CAB)
- Peel Police
- Narcotic Anonymous
- TD Bank
- Services and Housing Alliance Round Table in Peel (SHARP)



For more than 45 years, St. Leonard's Place Peel has offered a space of healing and reintegration for men 18 years and older. Our 117 bed supportive housing facility provides wraparound supports for men dealing with situations of conflict with the law, homelessness, mental illness and/or addiction.

SLPP's model of care is strengths-based and person-centered. Every client is engaged as a partner in a plan of care that is customized to the needs of the individual. Each client is supported by a multidisciplinary team of staff with expertise across a broad range of professional backgrounds – including nursing, psychiatry, social-justice, social work, recreational therapy, personal support work and nutrition/meal services.

St. Leonard's Place Peel

1105 Queen Street East
Brampton, Ontario
L6T 5M6

www.stleonards.com
info@slpp.ca

Phone: 905.457.3611
Fax: 905-457-4064

