

Annual General Meeting 2023

Tuesday, June 20, 2023



STLEO



Land Acknowledgment

We acknowledge the traditional, ancestral, unceded territory of the Musqueam, Tsleil-Waututh, Squamish, Semiahmoo, Katzie, Kwikwetlem, Kwantlen, Qayqayt, Sto:lo and Tsawwassen First Nations on which we are learning, working and living today. We take this opportunity to commit ourselves to the work of realizing the recommendations set out by the Truth and Reconciliation Commission (TRC) that highlight the struggle that Indigenous peoples have faced and continue to face against systems of oppression that have dispossessed Indigenous people of their lands and denied them their rights to self-determination.



Message from the Board President

As many of you know, my mother was the first Executive Director of St Leonard's Youth and Family Services. Since 1967, there have been many successes and some losses too. We are a resilient agency committed to the changing needs of our many communities. In the very near future, our agency will be moving forward with a name change that reflects our commitment to reconciliation and decolonizing practices. More to come.

I am happy to tell you that our agency is in a very strong financial position with many emerging opportunities for growth. Repeatedly, we hear appreciation from our funders and from our clients for the services that we provide. In fact, our agency is a leader in practice standards.

As a board, we care deeply about the experiences of everyone associated with our non-profit. We care that the people that we serve receive excellent programs, we care that our funders know that we are reliable and we care that our employees are supported and valued. We know without our staff and good leadership (board included), our agency would fail.

Thank you all for your many contributions over this past year.

Marion Clauson, *Board President*



Message from the Executive Director

“The truth about stories is that that’s all we are.”

– Thomas King

Truth about Stories—A Native Narrative, CBC Massey Lecture

In his CBC Massey lecture, Thomas King shares the importance of story for Indigenous peoples and the danger too. He helps us understand that stories are the key to and the only hope for understanding. He also illustrates how colonial stories erase and reconstruct Indigenous identity. Just as residential schools sought to “kill the Indian in the child”, so too does colonial history seek to control the “Native” narrative.

In the Afterwards, *The Truth about Stories*, King writes: “The truth about stories is that that’s all we are”.

The Nigerian storyteller Ben Okri writes “We live by stories, we also live in them. One way or another we are living the stories planted in us early or along the way, or we are living the stories we planted—knowingly or unknowingly—in ourselves. We live stories that either give our lives meaning or negate it with meaninglessness. If we change the stories we live by, quite possibly we change our lives.”

Every day we are writing stories about the people that we serve. In fact, we have included some within this AGM material. These stories are sacred. We must take care in how they are written. We must take care to ask permission to speak them.

Many years ago, I listened to a CBC documentary that followed the journey of a Youth in Care (now adult) to access his file. At the time, his rights were limited and his file not easily obtained. Eventually, after hard work and legal representation, he was given his file. To his surprise, his file was not a file, but boxes of files. As he made his way through the material, he shared with the listener some of the content. We heard him read the story of his life in Care as told through case notes, observations and opinions. What could a child hope to find within these files? Possibly, he hoped to understand his life better by knowing his own story. Instead, he faced a negative narrative. The documents held no openings for possibility, only judgment and anger. By the end of the documentary, we are left feeling gutted by his pain. I remember my astonishment that a system could destroy a person by only words. I know now that my disbelief was not an act of hope but instead a representation of my privilege. Some of us you see will write the words and some of us will be written about. Stories, all stories are sacred. They are sacred because they carry the possibility to; as Thomas King tells us, build human understanding. “The truth about stories is that that’s all we are”.

Renata Aebi, Executive Director

Our Programs and Departments: Child, Youth, and Family Services



Alison Grauer, Director of Child, Youth and Family Services

Alison Grauer has been working at STLEO's since 1987, starting with Esau House and currently privileged to be the Director of In-Community Programs: SMILE, Outlook Community Youth Services, Counselling and Family Development. She received her BA in Psychology at SFU back in the 1980's and launched into youth care with a summer job at a wilderness camp.

Having been through many periods of change within social service work, her belief that relationship is key and community connections are vital has not wavered. Completing Leadership 2020 was a highlight in her ongoing learning. Outside of work, she is happiest walking her dog, being on the ocean, traveling and reading.

Youth, Child & Family Development

In this service, we connect with families experiencing conflict and stress. Youth and Family workers provide short-term outreach services to children, youth and their families which:

- identifies strengths;
- offers strategies to improve parenting skills;
- facilitates connections to the community at large to foster long term connectedness and awareness of community based resources;
- links parents to other parenting programs, and specialized training;
- develops conflict resolution and crisis management strategies;
- increases the possibility of maintaining families together in their home;
- engages street involved youth to return home.

Independent Living (Transitions): Youth Workers provide support for older adolescent youth in care of MCFD who are preparing to live independently. These youth may still reside in foster homes, group homes or are in semi-independent or independent living situations.

Youth Agreements (YAGS): Youth Workers support older high-risk youth who are currently not living at home, to find stable housing and adhere to the terms of their youth agreement as required by their MCFD Social Worker. The Youth Worker supports youth at becoming successful and independent in all areas of life.

For youth involved in either service stream, our Youth Workers:

- help prepare youth for independence by providing information and connection to resources;
- role model and teach independent living skills;
- respond to crisis situations;
- promote pro-social activities;
- assist youth in exploring and accessing community resources;
- assist youth to develop supports within the community or with family members;
- make referrals to community organizations.

Counselling: Child and Youth Access and Family Development counselling, referred by MCFD and CYMH.

Short term sessions for families, and individuals experiencing emotional, family, relationship and trauma stress. We provide individualized care by masters level practitioners, on-site and virtual.

Supervised Access: Provides safe space and supervision of visits for families with children in care of MCFD.

SMILE: Support to young parents under 25 in Burnaby/New West- a variety of support provided through educational parenting groups, prenatal classes, self-care and community meals and connections. A warm and friendly on-site location for young parents to connect and be with others.

Our Programs and Departments: Child, Youth, and Family Services

Intensive Support and Supervision Program (ISSP):

An ISSP order is given by a BC Provincial judge on a youth's probation order. ISSP Workers provide support to youth with a focus on decreasing their criminal behavior in the community, and increasing their pro-social behavior. The ISSP Worker role models positive community living, coaches independent living skills, and encourages positive and healthy interactions in the community. The ISSP Worker also works with the family to provide support to them as needed – mediation, conflict resolution, crisis intervention, and education.

Bail Curfew Checks:

Bail curfew checks consist of youth workers alternately calling and visiting a youth at their home to ensure that they are abiding by the curfew stipulated by the courts on their bail order.

Community Work Service:

Community work service provides youth on probation or alternate measures with placements to carry out their community work service hours. Youth workers coordinate opportunities to match youth with non-profit work service projects that are of interest to the youth and beneficial to the community. Youth workers are responsible for monitoring and reporting the status of community service hours completed to probation officers.

North Fraser Youth Outreach Services (NFYOS):

The vision for this collaborative program: youth faced with significant challenges will move toward a safer and healthier lifestyle, and be more connected to their community and natural supports. The NFYOS is a program designed to meet the needs of high-risk youth across the North Fraser SDA. It is a collaborative effort between PLEA, Purpose Society and St. Leonard's to provide a coordinated response, utilizing Youth Outreach Workers (YOW) to reach these youth in their communities.

Safe Care Supports:

Outreach to sexually exploited youth (SEY)

In this component, a youth worker connects on an outreach basis with high-risk youth and provides community based interventions in partnership with other community agencies to address youth's individual needs (drug and alcohol treatment, counselling, education/vocational programs;

The program participates in community awareness and education events as well.

OUTLOOK Learning Pathways Day Program:

In partnership with the Burnaby School District and MCFD, we provide the Outlook Day Program for high-risk youth between 13 and 18 years who have struggled in mainstream or alternative school programs due to social, behavioral and/or cognitive difficulties. The Burnaby School District provides a teacher and EA, and St. Leonard's provides the other support staff: a youth worker to support each youth's education and recreation activities; a Coordinator to provide case management, planning and support. Outlook provides all youth with a breakfast/lunch program, and bus passes to those youth who require them. Outlook will serve up to 18 youth at one time, and has a continuous intake system. Participants at Outlook stay for an average duration of 9 months with the possibility of an extension as per individual needs.




Our Programs and Departments: Child, Youth, and Family Services

Grants from Vancouver Foundation, Civil Forfeiture, and a private donor:

Gang Prevention - Community Connectedness:
Youth worker connects with youth at risk for gang involvement and supports to engage in pro social and athletic endeavors, employment and education.

Arts: A variety of art modes are arranged for youth who wouldn't normally get access. We have a music room, art room and access to art events such as the Van Gogh exhibit, Art Gallery, plays and concerts.

Health and Wellness: Opportunities for clients to access personal training, yoga, boxing, and other wellness activities.

		
Cole Bennett Manager, Outlook School, Gang Prevention and Special Projects	Erin McDade Manager, Family Development, Smile, Family Counselling	Abby McClelland Manager of Clinical Services

We thank our funders for their support and partnership



Our Programs and Departments: Specialized Homes and Support Services (SHSS)



Patrick Rogers, Director of Specialized Homes and Support Services (SHSS)
Patrick Rogers is the SHSS Director with St Leonard's Youth and Family Services. Patrick has spent his entire career with St Leonard's and started working for the agency after graduating from Simon Fraser University with a Bachelor of Arts degree. Thinking this would be a great temporary job to enhance his skills and gain valuable experience, he remains with the agency after more than 33 years.

Complex Care

STLEO homes utilize the theory and practices set out within the Complex Care and Intervention Program (CCI). Dr. Chuck Geddes developed CCI as a developmentally sensitive, trauma-focused intervention-planning tool for children and youth in care. The CCI program guides staff to support children and youth who have experienced significant trauma or maltreatment and develops effective strategies for healing.

SHSS Homes:

Surrey Long-Term Beds:

- Aspen House: 13-18 years co-ed 2-bed
- Aspen Junior: 13- 18 years flex bed
- Maple House: 13- 18 years male 2-bed
- Willow House: 13-18 years male 2-bed

Surrey Emergency Beds:

- Beach House: 13-18 years co-ed 2-bed
- Newton House: 13- 18 years co-ed 2-bed
- Delta House: 13-18 years co-ed 2-bed
- Cedar House: 13-18 years co-ed 2-bed (Contracted by Metis Family Services)

Surrey 13 and under programs:

- Lilac House: 13 and Under Long Term 1 bed
- Huckleberry House: 13 and Under Long Term 1 bed
- Sunflower House: 13 and Under Emergency Bed co-ed 2 bed

Burnaby Long-Term Beds:

- Southside House: 13-18 years female 2-bed
- Rowan House: 13-18 years male 2-bed

Burnaby Emergency Beds:

- Esau House: 13- 18 years co-ed 4-bed



Christine Cabrera
Manager, SHSS



Fatima Gulamhusein
Case Manager, SHSS



Jasjit Billing
Program Coordinator



Philippa Bond
Program Coordinator



Lesley Lloyd
Program Coordinator



Heather Mallard
Program Coordinator



Jennifer Morden
Program Coordinator



Jenna Rahn
Program Coordinator




Hailey Tyers
Program Coordinator




Madison Whiting
Resident Coordinator

Our Programs and Departments: Administration



Diane Robitaille, Director of Administration

Over the 30 years that Diane has worked at STLEO, her roles have expanded and changed and include her recent promotion to the position of Director. Diane's career path in administration started at the age of eighteen in the Woodward's Department Store, accounts payable department. Diane has also worked in business and at Revenue Canada before realizing her passion for the non-profit sector. Other than work accomplishments and team connections, Diane states that she is happiest as a Mother and Grandmother.



Jennifer Hanrahan, Director of Operations and Practice Standards

Jennifer studied Women's Studies and Sociology at Memorial University of Newfoundland. She came to BC in 2003 to study Social Work at The University of British Columbia, earning a BSW. After a number of positions in the non-profit sector, Jennifer joined STLEO in 2014 as the Director of Operations and Practice Standards. A strong advocate and educator, Jennifer has presented at conferences on best practice models for staffed residential care and implemented complex care homes for children and youth. Born and raised in Newfoundland, Jennifer now resides in Surrey, BC with her husband and three children.



Sijing Xu, Director of Finance

Sijing Xu joined STLEO in March 2020 and currently serves as Director of Finance. Sijing is a Certified Professional Accountant with over 15 years senior experience in financial reporting, cash management, corporate finance, and government funding. Before joining STLEO, she has worked in multi-industry such as mining, real estate, renewable energy, and non-profit organizations. Sijing earned a Bachelor of Accounting at British Columbia Institute of Technology and Bachelor of Education from PRC. Outside of working, Sijing enjoys travelling with family, walking & jogging, Yoga & music.



Tom Wangari,
Administration
Assistant



Devon Chubey
Health and Safety
Officer

Staff Recognition | 2022

Al Cote Award

The Al Cote Award is presented annually to an employee who best exemplifies the qualities that Al Cote has shared with our society. A founding member of the Society, Al was kind, compassionate and ethical. He contributed his time over two decades, serving as a volunteer member of the Society, holding the positions of Chair and Director on the Board.

Last year's recipient of the Al Cote Award was **Tom Wangari**.



Meaningful change

At Family Development, our goal is to support families to achieve their stated goals. Without a strong network of care, people can struggle to achieve positive outcomes for themselves. Recently, our team supported a client to achieve her goals of stable and affordable housing, of mental health support for herself and for family reunification. In addition, her Family Development worker assisted her to focus on parenting strategies as well as employment opportunities. She wrote, "I no longer feel like I am lost within the system."

Support that goes the distance

Increasingly, children are experiencing debilitating anxiety that interferes with their lives sufficiently to cause social emotional issues leading often to clinical depression. Our team at Child and Youth Access supports children and youth to stabilize and reenter daily life, such as school or other opportunities important to the child and their family. Recently, a family was served through Focused Family Therapy, a method that prioritizes attachment and resilience. The family reported satisfaction with the service received stating that because of support, their daughter returned to full time attendance at school.



Keeping families connected



Many children in our Specialized Homes arrive having experienced significant trauma. They often exhibit symptoms associated with depression, low self-esteem, and anger. Children and youth can struggle to self-regulate, causing violent or anti-social behaviours that interfere with stable attachments. Our care team works closely with the MCFD to operationalize a care plan for children and youth. Our work often includes biological family members and assists parents and others important to the child to acquire skills necessary to support a positive connection and possible reintegration to family. The strategies always include building a stable and consistent relationship that is culturally informed. Staff are non-judgmental, focusing on the goals stated and by building on strengths.

Data on Service Delivery

Clients served this fiscal year:	514 Individuals and Families
Hours of Service Provided – non-residential:	24,732
Days of service – Specialized Homes:	7,841

Clients by Program:

SHSS: Total Clients: 75

- Surrey Long-term Homes, Aspen, Aspen Jr, Maple & Willow: 10
- Surrey Emergency Homes, Beach/Delta Newton: 33
- Cedar (Metis Family Services): 9
- Surrey 13 and Under Homes, Lilac, Huckleberry & Sunflower: 7
- Burnaby Long-term Homes, Rowan & Southside: 4
- Burnaby Emergency Home, Esau: 12

In-Community Programs:

- Child and Youth Access: 159
- Family Development: 87
- SMILE: 28
- Outlook: 165

Demographics:

27 % of clients served are Indigenous
39 % Caucasian
38 % male | 57% female | 3% transgender | 2% non-binary (they/them)

Top 15 reasons for referral in order of prevalence:

1. Mental Health
2. Emotional Supports
3. Family Conflict
4. Behavioural Concerns
5. Parenting skills & supports
6. Aggression/violence
7. Education Needs
8. Substance Misuse
9. Justice System supports
10. Homelessness
11. Cultural Conflict
12. Sexual Exploitation Concerns
13. Domestic Violence
14. Sexual Abuse/Assault
15. Pregnancy Supports/Needs

Of note:

In 2020, Mental Health Concerns was Number 7 in prevalence and it jumped to Number 1 in 2021– likely due to the Pandemic and remained in the top 2.

Statement of Financial Position 03/31/2023

	Current Year	Previous Year
ASSETS		
Total current assets	\$ 5,700,423	\$ 5,890,872
Investments	1,200,000	261,387
Capital assets	3,665,324	3,743,456
TOTAL ASSETS	10,565,747	9,895,715
LIABILITIES AND EQUITY		
Total current liabilities	\$ 2,320,684	\$ 2,391,674
Net assets (equity)	8,245,063	7,504,041
TOTAL LIABILITIES & EQUITY	10,565,747	9,895,715




“I would like to thank my worker
for their encouragement and
support. I no longer feel like I am
lost within the system.”

- Client in the Family Development Program


Statement of Operations Twelve months ending 03/31/2023

	Current Year	Previous Year
REVENUES		
MCFD	\$ 9,171,604	\$ 9,039,075
Donations	15,724	5,642
Interest	117,786	17,570
Grants/Other	158,270	170,653
TOTAL REVENUES	9,463,384	9,232,940
OPERATING EXPENSES		
Programs	\$ 7,926,512	\$ 7,568,950
Administration	795,850	802,888
TOTAL EXPENSES	8,722,362	8,371,838
EXCESS OF REV over EXP	\$ 741,022	\$ 861,102


Our Board of Directors




Marion Clauson,
President




Deborah Hutchings,
Vice-President



Glenn Gardner,
Recording Secretary



Cathy Ebbehøj,
Director



KP Auilay,
Treasurer

Strategic Plan At-A-Glance 2021 - 2024

S T L E O	Service Excellence Extraordinary Workplace Strong Community Strong and Sustainable Agency Truth and Reconciliation				
Leadership in Practice Relational Collaboration and collective impact Dialogue continuous learning Resilient and Creative	Nineteen for 19 Engage 19 companies to walk with youth as they transition from care to the broader community. A community to provide mentorship, friendship and guidance that supports young adults to achieve their employment and personal goals.	Succession we are Staff engaged in agency leadership Strong cross agency communications Continuous Learning Mentorship	Cultivating kindness is more than being nice. Everyone in our agency is connected and participating in our mission Communication honours relationships Value based leadership	Decolonizing our Practice and Living into Reconciliation Examining our practice standards Listening to the experience of others Educating ourselves Standing on our shared values Working together to realize the TRC recommendations	Building our foundation Business continuity (risk management, emergency preparedness) Growth strategy Communication Plan Implemented Strategic Community partnerships