

ANNUAL REPORT 2017



September 29, 2017

Presented by Barkley Engel, CEO



TurningLeaf

Unconditional Acceptance, Empowering Change

Table of Contents

MISSION	1
CEO'S MESSAGE	2
YEAR IN REVIEW	3
A. SELKIRK.....	3
B. WINNIPEG	3
C. PORTAGE LA PRAIRIE	3
D. WINKLER	4
E. HABIRK HOUSE (REGINA)	4
F. MOOSE JAW	5
GUIDED LIVING.....	5
MANITOBA LITTLE BIG SHOTS.....	5
GIK/DONORS	6
REGINA'S NEW CLUSTER APARTMENTS.....	6
WINNIPEG'S NEW CLUSTER APARTMENTS: EDISON AND SHERBROOKE.....	6
CLINICAL	7
DAY SERVICES	7
TURNING LEAF GAMES	8
INTAKE DEPARTMENT.....	9
TRAINING PROGRAM	9
VOLUNTEER PROGRAM.....	9
ON THE HORIZON: TECHNOLOGY IN THE FIELD	10
FINANCIAL STATEMENT	11
PROVINCIAL SUPPORTERS.....	12
INDIVIDUAL DONORS	12
DONORS (GIFTS-IN-KIND & FINANCIAL)	12

MISSION

Turning Leaf Community Support Services Incorporated provides treatment and crisis intervention services to youth and adults living with intellectual challenge (e.g., Fetal Alcohol Syndrome) and mental illness (e.g., Schizophrenia, Depression).

CEO MESSAGE

A new look, a renewed passion

In our 12th year of operation, Turning Leaf (Inc.) has experienced many exciting changes within the organization. As some may have witnessed, parts of this service appear different: new website, additional specialties in our staff team, new promotional materials, and a heightened social media presence.

Turning Leaf (Inc.) receives its oversight from generous, hardworking members of our Board of Directors. The massive impact this service has had on the lives of vulnerable and marginalized people is in part due to the governance, accountability and guidance of these invested volunteers. It is with deepest gratitude that we acknowledge the departure of several members from the Board: Susan Brazil-Smith, Paul Nyhof, and Steven Fitzpatrick. Their contributions will have a lasting effect on our operations and culture. In addition, new members George Pasieka, Femi Origunde and Ruth Kresnyak will join our current Board (Raj Perumal, Joe Macek, Todd Nadeau) to our Board of Directors and look forward to the exciting new year ahead.

As we continue to fulfill our mandate of serving those vulnerable and marginalized people that are prone to fall through the gaps in our systems, the Turning Leaf team has expanded our reach throughout Manitoba and Saskatchewan. In the following pages, readers will see just how busy this close-knit team has been and the impact they have had on hundreds of lives. I am genuinely proud to work alongside them. It is our hope that readers of this report will feel connected to this critical work and be compelled to be a part of it. I am genuinely excited at what the future holds for this community of people who remain deeply committed to engaging vulnerable and marginalized people with Unconditional Acceptance and Empowering Change!

Barkley Engel, M.A.

CEO/Founder

Board of Directors

Kristina Yurkiw – Board Chair
Ruth Kresnyak - Treasurer
Dr. Femi Ogunrinde
George Pasieka
Joe Macek
Raj Perumal
Todd Nadeau

Human Resource Committee

Todd Nadeau
Kristina Yurkiw
Dr. Femi Ogunrinde
Sara St. Germain
Renee Voss
Alana Chegus

Technology Development Committee

Raj Perumal
Christina Barton
Samneek Sandhu
Matt Bonham

Strategic Planning Committee

Kristina Yurkiw
Barkley Engel

Public Relations/Fundraising Committee

Chantal Boulet
Leanne Peters
Brenda Bourns
Naida Communications

Board development Consultation

Priti Shah B.A., LLB., C. Med.

Did you know?

**Turning Leaf serves over 300
participant in 6 communities in
2 provinces!**

YEAR IN REVIEW

SELKIRK

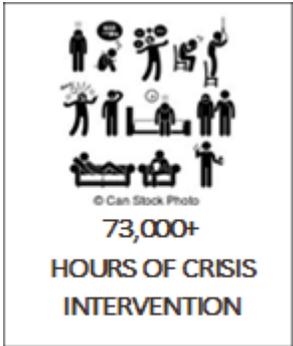
Since 2010, Turning Leaf has been a presence in the Selkirk community. Though we started with one 3 – bedroom townhouse, serving adults with dual diagnosis, today Turning Leaf Selkirk operates 6 adjoined townhouses (**our first ever “cluster” model**). This unique model serves as our Residential Program flagship and has helped dozens of people struggling with severe addiction, conflict with the law and mental illness.

After decades of solvent and alcohol abuse because of the trauma he experienced as a youth, “Danny” celebrated *one full year of sobriety* at the Selkirk Cluster.

“Annie” from Henderson House has celebrated 4 weeks of stability following a very difficult struggle with mental illness. Her commitment to her health is prompting the potential for reunification with family (the goal for her when she moved to Turning Leaf).

WINNIPEG

Turning Leaf’s first **CFS Transitional Home** (Henderson House) celebrated 1 year anniversary in August 2017. This service treats and protect 3 high risk young women from sexual exploitation and substance abuse.



Winnipeg is also home to many Residential treatment homes for those struggling with severe addictions (“Harm Reduction Units”), conflict with the law and for women at risk of sexual exploitation (“Women at Risk Unit”).

PORTAGE LA PRAIRIE

March 15th, 2017 marked the completion of construction for a new multi-unit residential treatment home. With capacity to provide treatment and housing to 7 participants, this home was designed with two single bed apartments attached to a 5-bed residence. This intentional design allows for participants to graduate to less supervised settings once they acquire life skills necessary for independent living. This home is also uniquely equipped to work with those living with intellectual challenge (e.g., FASD) while in conflict with the law. The trained team work diligently with the participants to change their behavior, heal from trauma and reunite with family.

“Manny, Stacy and Darren” have all completed the required hours from the Fine Option Program and have been doing so well with meeting Probation requirements that they have received free-time in the community! Not only has “Darren” completed probation, he found employment! All three have had no re-involvement with the legal system while living in the Turning Leaf home!

WINKLER

Turning Leaf Winkler continues to be a stand-out in the south west Manitoba region. Under the leadership of Pat Larlee, this service adapts to the needs of each unique participant who finds him/herself not fitting into the community at large. When “Rose’s” mental illness put her independent living placement and employment in jeopardy, Turning Leaf Winkler created a unique residential model that allowed her to not only stay in her own home but receive the uniquely tailored help she needed to be safe, healthy and happy. With the right residential placement and its caring team of professionals, Rose is celebrating 5 years of wellness without missing a day of work at Gateway Resources.

Did you know?

Habkirk staff team were the **first in Saskatchewan history** to be trained to perform peritoneal home dialysis for Mary, who is experiencing renal kidney failure. Typically performed in hospital or by family members, the Habkirk team made it possible for Mary to stay home for this treatment instead of going to hospital daily. This team went this extra mile to ensure Mary received the quality of life she deserves.

HABKIRK HOUSE (REGINA)

Habkirk House was Turning Leaf Saskatchewan’s first service! Designed to be the province’s first Transitional Service (where youth transition into adult system from CFS without having to move homes when they turn 18 years of age), this treatment house has clearly become a home for the 4 young women who live there. Another example as to how a service can be tailored to meet the needs of the participants.

“Brynne” came to Habkirk House as a

young woman struggling with mental illness and intellectual challenge. Her struggle deeply impacted her relationship with her family. However, in recent months, Brynne has met with massive success: her relationship with her family has mended and she has transitioned into her own independent living apartment. Habkirk House provided her with the secure and trusting relationships she needed to engage in treatment for her experiences of trauma and acquire the day-to-day skills she needed to live independently (e.g., cooking, cleaning, banking, managing stress, making friends, etc.).



**33,580 MEDICATIONS
ADMINISTERED/DELIVERED**



**50,370 HOMEMADE
MEALS SERVED**

The Habkirk House has successfully taken all four young girls through the transition into adult services with great success!

MOOSE JAW

On a hill, on the southern outskirts of Moose Jaw, sits a four-plex serving as home to as many as 5 intellectually challenged adults. Referred to as the **Trinity Apartment Complex**, this unique housing model allows for the participants to reside in their individualized apartments with one apartment, onsite, staffed 24 hours / day. This onsite staffed apartment allows participants to live independently with access to help from trained staff anytime they need it. It is here, within this Turning Leaf Moose Jaw community, that people like “Trevor” and “Roy” can leave behind the “old” lifestyle of conflicting with the law and adopt the “new” lifestyle: therapy, medication, safe decisions and membership in a community.

GUIDED LIVING

An alternative to traditional group home living, Guided Living **matches families to participants**, allowing for mentorship and friendship to occur in a home-environment. The strength of this model is the **role modelling** – the guided living – the Turning Leaf team member provides the participant. These guided living scenarios foster the development of skills such as money management, cooking, menu planning, laundry, home cleanliness and the development of appropriate and positive recreational habits.

“Wayne” finished probation as of May 4th, 2017, after conflicting with the legal system for over a decade.

“I feel like I’ve got my life back.”

-Wayne

MANITOBA LITTLE BIG SHOTS



On Nov. 20th, 2016, Winnipeg’s Metropolitan Entertainment Centre served as host to an innovative fundraising event: Turning Leaf’s Annual **Manitoba**

Little Big Shots. Hundreds of friends, family and supporters filled this beautiful venue to watch dozens of young dancers, martial artists, singers, jugglers, and musicians. An annual event serving as Manitoba’s exclusive amateur talent show for youth, this unconventional fundraising opportunity allows us to reach potential new supporters through sponsorship opportunities, connect with our target market of families with disposable income, and reach out to potential volunteers.

The next Manitoba Little Big Shots on October 22, 2017 promises to be even more spectacular!

“Manitoba Little Big Shots was created as a stand-alone fundraising and awareness event which connects Turning Leaf Services with the greater community.”

- Brenda Bourns,
Event Strategy Productions

DONATIONS: GIFT-IN-KIND

An important component of Turning Leaf is the support we receive from friends, families and community members, including local businesses! Last year, supporters of Turning Leaf provided \$69,995.00 in product and services to our agency. This radically off-set operational costs and met the many needs our participants have including: food, clothing, medical services, hygiene items and more.



**OVER 300 PARTICIPANTS CLOTHED
BY GENEROUS DONATIONS!**

REGINA'S NEW CLUSTER APARTMENTS!

Since 2015, Turning Leaf has been a presence in Saskatchewan. In 2016, Turning Leaf opened Regina's first Cluster Apartment. This unique communal living experience (where participants reside in neighboring apartments while a staff team occupy/provide services out of their own apartment) allows for support to be given when

and how it's needed to the 4 intellectually challenged adults struggling with mental illness. This supported living arrangement allowed for "Steven" to live independently including clean his apartment, make his own meals, and invite his proud grandmother over for supper.

WINNIPEG'S NEW CLUSTER APARTMENTS: EDISON AND SHERBROOKE!

This was a perfect model for "Candace" who had previously resided at the CFS house with Turning Leaf. The CFS house worked to stabilize this young woman through a period of intense re-victimization and sexual exploitation. Tragically, Candace was often targeted for 'trap houses' (gang controlled locations where addicted, vulnerable youth went to use narcotics and were "trapped" / forced to stay until they engaged in sex trade to be released). As she turned age of majority, Candace needed a different setting with different supports designed to meet her unique high-risk needs. However, she was not amenable to the 24-hour model. Once the **Sherbrooke Cluster** opened, Candace's close-knit treatment team strongly advocated for her to live there. She currently lives in this safe housing, receives **medication, medical care and counselling**, has hands-on training for meal preparation and laundry and is healing at her own pace.



CLINICAL

Turning Leaf is excited to announce the addition of **Elder Linda** to our helping community. She brings a deep Traditional spirituality to treatment and support of our marginalized and vulnerable participants. When she's not visiting with participants one-on-one, Elder Linda can be found consulting with our clinical case managers, helping them inform their treatment of people in crisis with traditional principles, values and teachings. We look forward to the upcoming year when those who desire it can participate in smudges, sweats, prayers, counseling, and sweetgrass ceremonies.

As the clinical process informs all parts of Turning Leaf, our Clinical

Psychologists are the hub

of all programming and are routinely consulted by Clinical case managers and their teams. This year, we are excited to bring Ellerby and Associates on board for clinical consultation, assessments, therapy and mentorship of our treatment teams. In Turning Leaf Saskatchewan, Clinician Andrea McKay (Psych. Provisional) provides core therapeutic and consultation services to Regina and Moose Jaw treatment teams. Prior to meeting with Ms. McKay, "Jeff" resided in an institutional setting where he was given medication (e.g., PRN) every time his moods changed, he experienced darker emotions (grief, anger, frustration) and escalated. Her therapeutic connection with "Jeff" has helped him develop the critical internal coping strategies and emotional regulation skills needed to live safely in his neighborhood.

*Meet Jasmine: Jasmine, who was often violent towards staff when they tried to help her, had a long history of trauma and a complete disconnect from her family of origin when she met Elder Linda. Through the Elder relationship, Jasmine has achieved stability. She recently had her **spirit animal and naming ceremony**. Jasmine's connection with the Elder has aided her in addressing her experiences of trauma and repairing relationships, putting her back on a path of healing.*



DAY SERVICES

Originally started to serve 5 intellectually challenged men in conflict with the law being discharged from other organizations because of their past, Turning Leaf's Day Service continues to do what it has always done: serve as an alternative drop-in community setting for those living with intellectual challenge and mental illness that would otherwise "fall through the gaps." It is here that participants come Monday through Friday, acquire life and employment skills, participate in leisure and volunteer activities and transition into supported employment designed just for them, when they're ready. With two locations (Day Service Marion and Day Service Portage Avenue), this recreational/educational service now offers a donation bank, laundry services, a full kitchen for meal preparation and cooking training opportunities. Our hope for the upcoming year is to offer a class for internal and external individuals to come for classes.

TURNING LEAF GAMES

On July 5th, 2017 Turning Leaf had the pleasure of hosting the 5th Annual Turning Leaf Games at the University of Manitoba Stadium. We welcomed over 150 participants from many fantastic agencies showcased their skill competing in events such as long jump, shot put, soccer kick, 100-metre dash, and 400-metre dash. We beat the heat with water bottles generously donated by World of Water, and Freeze Pops donated by Sobey's Unicity. We were also lucky enough to welcome Kelly Parker from 94.3 The Drive who broadcasted the event live on location. The day was a huge success for everyone involved, and we can't wait to see what next year's games will bring!



INTAKE DEPARTMENT

Intake Coordinator Melisa Falk and her team are the first point of contact for families and advocates of people falling through gaps in our system. Since 2016, Melissa has ensured Turning Leaf remains highly responsive for our provincial partners and hurting families in need. Here's some examples:

- 83 new participants have acquired funding and started service with Turning Leaf!
- 29 participants processed and waiting to be approved by Provincial funders
- Intake is currently working their way through a waiting list of 40 people.
- Over 150 general callers called back and given guidance to navigate the system or resources – that's an average of 3.5 callers helped a day!
- And thanks to Melissa and her team, 4% of all pro bono referrals had their funding status change from "Ineligible" to "eligible" and now have the funding they need to stay safe, live independently and be happy in our community.

TRAINING PROGRAM

Our training department became formalized in May 2016. Implementation of formalized record keeping, an online training calendar and bringing more educational opportunities to the employees are some of the major achievements over this inaugural year of the department. We are excited to now offer many in-house trainings, including ASIST (Applied Suicide Intervention Skills Training) and Guide to the Vulnerable Persons Act (VPA). Trainings are evaluated on-going, which includes a component of a “wish to learn about”. This piece speaks to the employee body “Wish List” for opportunities they are curious about, that could help them in their daily work in supporting participants and in their own professional development.

“I think that the training program is very helpful because we get the e-mails regarding different training sessions sent directly to us and we are able to figure out where / when they are being held!” - Day Program staff

As a result of their suggestions, we are excited to bring “Time Management”, “PTSD Awareness” and “Navigating Systems” in Fall 2017. By way of creating and redeveloping parts of the



department, we are able to foster our employees on-going and hopefully increasing their awareness, their confidence and their professional development. In developing an online training calendar, staff are able to see at a glance what opportunities are available to them and when, and can schedule accordingly. This benefits both their work schedule, but also reduces impact on participant support. In 2018, we are excited to further our inclusion, and mobilize the department into our satellite regions to making training more attainable for all.

VOLUNTEER PROGRAM

We opened our doors to volunteers in July 2016, with much anticipation for what this type of collaboration could mean for our community. In our first year, we were able to attract 26 individual volunteers, as well as 3 Group volunteers. Individual volunteers are community members wanting to help, while group volunteers are corporate, or a large group of people who want to commit one event at a time. Gratefully, we’ve had over **1700+ hours** worked which equates to appx **\$35,000** in employee wages. This is exciting as it suggests that services are enhanced; front line staff can manage the supports we provide, while volunteers manage behind-the-scenes coordination of our services. We don’t know how we worked without them!

Volunteers are an asset, especially in helping us with our community lunches. We are proud to have held our first volunteer led community lunch at our Easter Brunch 2017. This means that employees were able to focus on participants and their enjoyment of the event, rather than be behind the scenes coordinating set-up and service. Beyond the amazing commitment to our widely-popular community lunches, volunteers have assisted us in providing supports at day program, event planning and prep (for MB Little Big Shots, and Turning Leaf Games), as well as day-to-day assistance in administrative work (such as data entry, marketing assistance, and organizing).

We are also grateful for the implementation of our database 'Volgistics'. This database sorts all details of the work that volunteers do (such as hours worked, tasks accomplished, site locations and more.) Having this information at a glance is crucial in updating records and providing data to the various departments that require it for their own processes. With its efficiency, the Volunteer Manager and department can run smoothly and formally with confidence knowing the backbone of the program is being proficiently handled by its reliable "assistant", Volgistics.

"I enjoy the volunteer program because I see the joy it brings to the participants, and the joy it brings to me to be able to help people in need" – Volunteer (of 1 year)

ON THE HORIZON: TECHNOLOGY IN THE FIELD

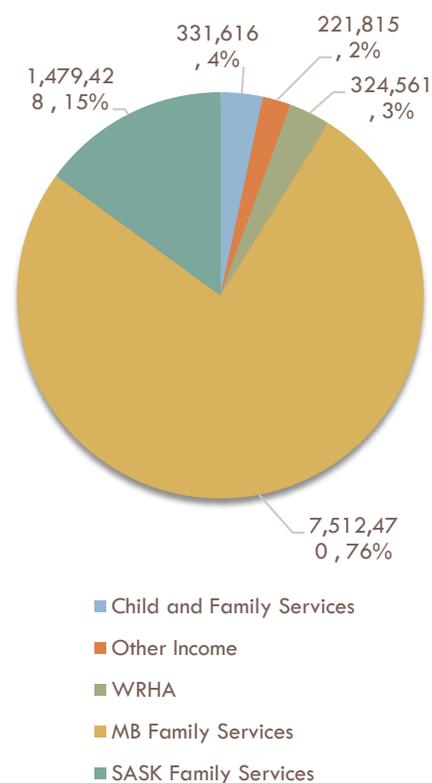
As this report is being written, Turning Leaf team members are implementing the Apricot Case Management Software. Apricot Case Management Software is a product of Social Solutions, a U.S. based company that provides performance management software for human services organizations. Apricot is a safe, adaptable, comprehensive yet user-friendly system that will address a variety of administrative needs in any (or all) of Turning Leaf's programs and divisions. Upon launch, it will provide an immediate and considerable boost in efficiency in several key areas: ongoing case management, outcomes measurement, volunteer tracking and donor management (to name a few). Once Apricot is fully established and tested, Turning Leaf will be able to provide potential and existing funding bodies with quantifiable data that clearly demonstrates many of our service delivery accomplishments, strengths and successes. In addition, Apricot will help us internally identify service short-falls while assessing the efficacy of specific endeavors or initiatives.

TURNING LEAF COMMUNITY SUPPORT SERVICES INC.
AS OF MARCH 31, 2017

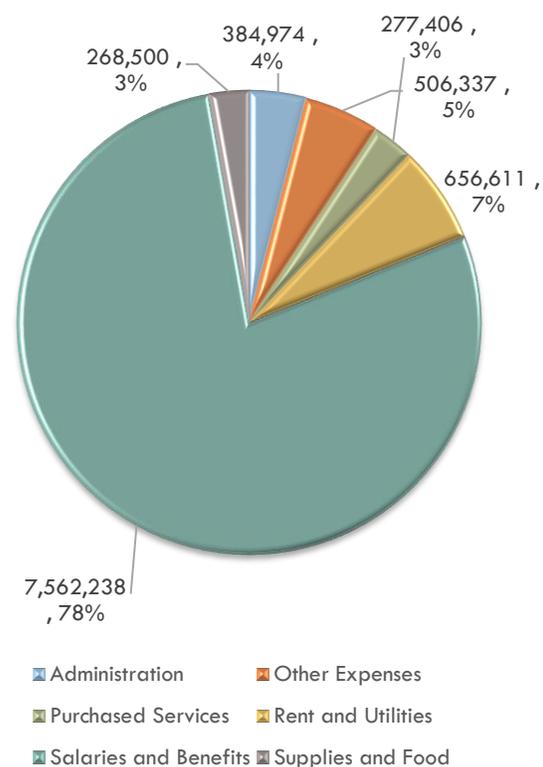
STATEMENT OF FINANCIAL POSITION

	2017	2016
ASSETS		
Current Assets		
Cash	591,547	978,534
Accounts Receivable	591,547	544,899
Prepaid Expenses	38,745	30,180
GST Refund	36,099	11,125
	<u>1,257,938</u>	<u>1,564,738</u>
Long term Investments	1,334	1,146
Property, plant and Equipment	1,454,053	92,166
	<u>1,455,387</u>	<u>93,312</u>
TOTAL ASSETS	<u><u>2,713,325</u></u>	<u><u>1,658,050</u></u>
LIABILITIES & EQUITY		
Liabilities		
Current Liabilities		
Accounts Payable and Accrued liabilities	368,707	545,235
Due to government agencies	103,679	8,793
Deferred Income	12,450	0
Callable Debt	59,733	49,956
Current portion of long term debt	60,600	0
Total Current Liabilities	<u>605,169</u>	<u>603,984</u>
Long Term Liabilities	921,449	0
	<u>1,526,618</u>	<u>603,984</u>
Equity		
Restricted - Manitoba	653,322	845,587
Restricted - Saskatchewan	183,313	166,270
Investment in capital assets	431,253	42,209
Total Equity	<u>1,267,888</u>	<u>1,054,066</u>
TOTAL LIABILITIES & EQUITY	<u><u>2,794,506</u></u>	<u><u>1,658,050</u></u>

REVENUE 2016 - 2017



EXPENSES 2016 - 2017



PROVINCIAL SUPPORTERS

Manitoba

Community Living Disability Services
(Department of Families)
Provincial Alternative Support Services (PASS)
WRHA (Health)
Child and Family Services (Winnipeg)
(Department of Families)

Saskatchewan

Community Living Service
(Ministry of Social Services)
Child and Family Services
(Ministry of Social Services)

INDIVIDUAL DONORS

Deb Sudoma
Mike Sudoma
Paula Hunt
Maurice Mazerolle
Brett Young Seeds
Donna Kirsch

Bryan Grom
Ms.Carolyn Krutkevich Allarie
Mrs.Abbey Grieder
Terry Longtin
Bob Firth

Donna Cuming
Katie Mellof
Ms.Carolyn Krutkevich Allarie
Jeff & Susan Bruce

DONORS (GIFT-IN-KIND & FINANCIAL)

AA Mortgage Architects
Access Results Management
Ardent Financial
Assiniboine Downs
Best Western Pembina
Bulk Barn-Unicity
Canadian Lutheran World Relief
Canadian Wholesale Club
Clay Oven
Coronation Bowling
CTV-Bell Media
Dance Plus
Desjardins Financial Security
Fort Whyte Center
George Wakefield Foods Inc.

Manitoba Real Estate Association (MREA)
Naida Communication
No Frills-Goulet
Park and Buzz Jewelry
Pasquale's Ristorante & Pizzeria
Price Chopper
Ray MacDonald Family
Shoppers-St.Annes
Sobey's-Extra
Sobey's-Kenaston
Sobey's-Sage Creek
Sobey's-St. Annes
Sobey's-Unicity
Stantec
Starbucks-Kenaston

Giant Tiger-Southdale
Giant Tiger- Westwood
G+L Sales
Goldeyes
Leila Pharmacy
Manitoba Museum
MFRC Child Care Centre
Mr. Electric

Superstore-St. Annes
Superstore- Westwood
Supreme Ice-cream
Tasse's Balkan Foods
Viscount Gort Hotel
Watermart Water Centres
World of Water- Westwood
Zealous Spa

Thank you all for your generous donations!