



ANNUAL REPORT 2018-2019



BOARD OF DIRECTORS

Raj Perumal
Board President and Chair

Cassie Allen
Board Treasurer

Joe Macek
Board Director

Femi Ogunrinde
Board Vice President

Todd Nadeau
Board Director

Todd Boldt
Board Director

Gail Sarkany
Board Director

EXECUTIVE TEAM

Barkley J. Engel
Founder and CEO

Samneek Sandhu
Director of Finance

Luke Keilback
Director of Clinical Services

Jennifer Biggs
Director of Supported
Independent Living

Swani Landry
Director of Marketing and
Communications

Sara St. Germain
Director of Human Resources
and Administration

Renee Voss
Director of Residential Services

LEADERSHIP TEAM

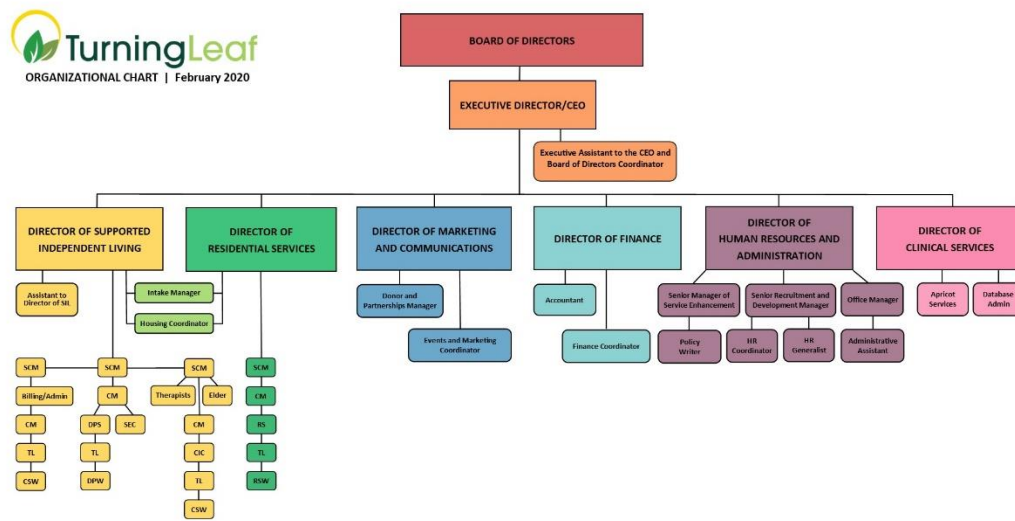
Chantal Boulet
Executive Assistant to CEO and
Board of Directors Coordinator

Brittany Odger
Donor and Partnerships Manager

Alana Chegus
Senior Manager of Service Enhancement

Tony Trujillo Villon
Social Enterprise Coordinator

ORGANIZATIONAL CHART



LEGEND: SCM = Senior Case Manager CM = Case Manager CIC = Critical Incident Coordinator SEC = Social Enterprise Coordinator RS = Residential Supervisor
DPS = Day Program Supervisor TL = Team Lead RSW = Residential Support Worker DPW = Day Program Worker CSW = Community Support Worker

YEAR IN REVIEW

SUPPORTED INDEPENDENT LIVING

Throughout the seven communities our Supported Independent Living (SIL) service operates within, this flexible, highly responsive service has effectively designed support for those that require unique types of care and treatment while maintaining equal and full membership in the community. Whether working with people self-medicating (Harm Reduction Team), people in conflict with the law, or people struggling with a dual-diagnosis, SIL offers high value, outcomes-driven crisis intervention and community-based treatment and support to over 280 people living with intellectual challenge and mental illness.

RESIDENTIAL SERVICES

2018-2019 has seen the Residential Service division meet with considerable growth in two areas: Cluster Housing and Support and Home Share (Adult Foster). Cluster Housing, a unique combination of intermittent, on-demand support to individuals residing in a “cluster” community apartment setting, has become an increasingly cost-effective, responsive service for our partners. Allowing for participants to live independently to the degree they can and desire to, Cluster Housing and Support offer uniquely tailored services to participants 24 hours/day without participants experiencing a licensed, shift-staffed facility.

Home Share (Adult Foster) has also been an attractive service model as it serves as an alternative to 24-hour, shift-staffed homes. Again, this model is cost-effective and allows participants to be specifically paired with families/care providers based on compatibility, interests, competencies and community membership.

CLINICAL SERVICES

Turning Leaf’s clinical program continues to evolve. Over the past year we have developed and refined our assessment, case conceptualization, and treatment process, resulting in a bolstered ability to serve a broad range of participants in need.

Our multidisciplinary, person-centred approach has increased options for skill development and coping for Turning Leaf participants, while increasing external referrals to our clinical program. Throughout the course of the next year our program aims to continue to refine treatment and support planning, and to increase consistent and real-time liaising with our management, supervisors, and community support teams, both in Winnipeg and in our many satellite locations across Manitoba and Saskatchewan.

This year has been especially productive from a digital research and development standpoint. In the upcoming months we are on-track to include our residential program and apply our digital system within the domain of collaborative person-centred treatment. With the support of digital evidence and robust science, this move toward applied support planning is both exciting and innovative. It will translate into new skills, opportunities, access, options, and advocacy for our participants, and will also allow our staff a more specialized lens through which to provide effective support.

Our ability to adapt to the changing needs of our population in a fluid, dynamic, customized way is one of the key factors that sets us apart in the industry. The year ahead holds much promise for Turning Leaf’s clinical program, and we are deeply committed to continuing to refine and build essential clinical services for the individuals we support to help them live the life they want to.

HUMAN RESOURCES

Over the course of the last year we have not only been able to retain staff, but we have grown in all areas of our entire organization, despite funding cuts to the social services sector. We have brought on great, qualified people and continue to support the organization in keeping them through our effective onboarding process, diverse training program, positive and inclusive workplace culture, and our strong organizational values. We put a lot of time and effort into recruitment, as well as the creation and maintenance of employee files.

We have switched to GRRSP provider Industrial Alliance, and they have shown to be very successful, increasing usage of the GRRSP program by 20%. We work hard to ensure our employees are cared for,

and we want to provide them with the tools they need to maintain wellness inside and outside of workplace, with benefits extended to employees' families as well.

We have seen 28 internal promotions (approx. 9% of staff), an industry-low turnover rate of 2.65%, 136 new hires, and six new management-level positions were created including:

- Social Enterprise Coordinator (MB)
- Critical Response Coordinator (MB)
- Elder (MB)
- Additional Senior Clinical Case Manager in the SIL Division (MB)
- SIL Supervisor (SK)
- Donor and Partnerships Manager (MB)
- Systems Coordinator (MB)

TRAINING, PRACTICUM AND VOLUNTEERS

TRAINING & PRACTICUM

This year we sent employees to over 56 training opportunities since Apr 1, 2018 between both provinces. We implemented internal ASIST training in Saskatchewan, and we trained 35 employees in three months. We also acquired two in-house PART trainers in Saskatchewan and hosted our first practicum students in Saskatchewan; the five students we hosted since Apr 1, 2018 were from Saskatchewan Polytechnic. Since our practicum program formal inception in the Fall of 2016, we have seen our busiest quarter to date: 11 students in 2 provinces since Fall 2018 (Sept-Dec). Overall, we hosted 14 students in the fiscal year, for a total of 1349 hours translating to \$19,642.48 in saved wages. Training and other professional development opportunities are key components to our business. We invest in our employees because it is integral to the service we provide. Training acts as a service enhancement, which encourages employees' awareness, building on their skills and self esteem, which ultimately enhances their talents and competencies in the sensitive work that they do with participants.

Not only are we person-centered towards participants and their goals, but so are we mindful of our employees as well. We continually review the "Wish List" of training ideas that employees provide the training department, noting themes and creating a top 5 list each year. The top 5 are researched and implemented within the calendar year to provide those opportunities outside of required training.

VOLUNTEERS

We are proud to say that we achieved 5,000 volunteer hours since our Compassion Crew volunteer program inception in the Summer 2016. This translates to \$72,801.04 in saved wages.

Over the last 3 years, these hours were executed in the following areas:

- ✓ Administrative and office support
- ✓ Implementation of our online Payroll system
- ✓ Day program support (companionship)
- ✓ Donation maintenance (laundering, sorting, labeling, organizing, etc.)
- ✓ Event planning and execution

The Compassion Crew grew 70% over the last year, which was the fastest rate of growth to date. We now have an active list of 35 volunteers, and 6 group volunteers, ready, willing and able to assist in various areas of the company. We are proud to have expanded our volunteer opportunities beyond the original scope of day program and events. We have begun to offer opportunities with administrative tasks, databases, donations and marketing. Our goal for the 2019-2020 year is to offer volunteer opportunities in our social enterprise program, expand our participant companion roles, and potentially expand into our Saskatchewan region.

INDIVIDUAL DONORS

Adam Clay
Arnold J Grudeski
Carolyn Krutkevich
Dr. Garry Hansen & Judith Hansen
Earlene Bruce
Frank & Shirley Mikuska
Fred Birrell

Hernan Popper
Jan Murowski
Keith Odger
Ken Klassen
Laura Mikuska
Lynn Lessard

Marc Rittinger
Mark Gray
Mary Garroni
Mike Turko
Samneek Sandhu
Swani Landry

CORPORATE DONORS

BrettYoung
HUB Insurance
Mountain View Auto & Truck Parts Inc

RBC
Souls Harbour Rescue Mission Saskatchewan

GIFT-IN-KIND DONORS

Arctic Glacier Ice
Bel-Ayre Rentals
Blueprint
Bonnie Wallace
FoodFare (Munther Zeid)
Giant Tiger (Stafford)
Growing Roots Therapy

Jackson Springs Jan Murowski
Julie Mikuska
Kelly Genn
Laura Mikuska
Lynn Lessard
Old Dutch
Pam Mutcher

Platinum Promotions
Shirley Kessler
SkiptheDishes
Winnipeg Symphony Orchestra
World of Water (Westwood)

CORPORATE SPONSORSHIP

Assiniboine Credit Union
Schooley Mitchell (Hernan
Popper)

HUB Insurance

Right At Home Canada (Rafiq
Punjani)
Zen Physiotherapy

FINANCIAL REPORT

The Finance team provides professional advice and support on financial matters to Turning Leaf Management. We play a pivotal role in financial management of the organization, including custodianship of financial resources and assets, preparation of financial statements, management and control of investment, monitoring and control of operating and capital budgets, and development of financial regulations and procedures. During this fiscal year, Turning Leaf acquired a main office building in Winnipeg (Spring of 2019). As you read the report, we hope you will gain insight into the breadth and depth of our activities. We would like to thank our employees, donors, and volunteers for their hard work, commitment and continuous support to our participants to make their life better every day. We look forward to next fiscal year with confidence and enthusiasm for both the challenges, and the rewards, that the future holds for us.

TURNING LEAF COMMUNITY SUPPORT SERVICES INC.

AS OF MARCH 31, 2019

STATEMENT OF FINANCIAL POSITION

	<u>2019</u>	<u>2018</u>
ASSETS		
Current Assets		
Cash	296,848	833,297
Accounts Receivable	1,246,623	1,002,740
Inventory	13,037	13,037
Prepaid Expenses	49,535	36,188
Total Current Assets	<u>1,606,043</u>	<u>1,885,262</u>
Long term Investments	-	-
Property, plant and Equipment	3,645,146	1,833,546
TOTAL ASSETS	<u>\$ 5,251,189</u>	<u>\$ 3,718,808</u>
LIABILITIES & EQUITY		
Liabilities		
Current Liabilities		
Accounts Payable and Accrued liabilities	471,936	427,010
Due to government agencies	-	115,682
Deferred Income	348,000	354,641
Callable Debt	84,646	32,261
Current portion of long term debt	72,898	82,020
Total Current Liabilities	<u>977,480</u>	<u>1,011,614</u>
Long Term Liabilities	2,630,520	1,191,203
Total Liabilities	<u>3,608,000</u>	<u>2,202,817</u>
Equity		
Restricted - Manitoba	600,450	715,255
Restricted - Saskatchewan	168,179	188,386
Investment in capital assets	874,560	612,350
Total Equity	<u>1,643,189</u>	<u>1,515,991</u>
TOTAL LIABILITIES & EQUITY	<u>\$ 5,251,189</u>	<u>\$ 3,718,808</u>

FINANCIAL SUMMARY

