

Annual Report 2017 - 2018

31 Years and Still Growing



Multiply Our Impact

St. Jude Community Homes provides supportive housing for people living with serious mental health difficulties.

Our community includes:

- 94 residents
- 16 full-time staff and 13 part-time resident workers
- A strong Board of Directors
- A network of agencies in our neighbourhood and in the health sector
- Family, friends and community members who support our work

St. Jude offers:

- 94 affordable self-contained apartments in Toronto's Regent Park and East Toronto neighbourhoods
- Individualized supports
- A community of peers
- Employment opportunities for residents
- Access to healthy and affordable meals
- Staff on site 7 days a week and available 24/7 after hours
- Transfer payments to support 21 people living in high support housing at House of Compassion
- **Opportunity for our residents to recover, grow and prosper.**

This year, St. Jude has been establishing the platform to grow our housing, broaden our reach and deepen our services.

Multiply Our Impact



Growth

St. Jude owns land in downtown Toronto and is exploring how to develop it.

We are actively working with our City Councillor, architects, planners, engineers and funders to explore the potential to create new homes, all within a short walk of our dining room and offices.

Breadth

St. Jude's services are in demand. That means we can reach more people *and* benefit the community that surrounds them. City Park Co-operative has asked us to support marginalized residents in their building living with mental illness. And we continue to work with private landlords to access additional units in new and existing developments.

Depth

- Accessibility upgrades to ensure residents can continue to use all our programs as they age
- Recovery training for 100% of staff and our entire Board
- Continued quality improvement through research, evidence-based practices and emerging promising practices. Tools include Board and Staff Quality Committees, a quality indicator dashboard, and staff and resident satisfaction and evaluation surveys.



It has been a privilege to witness invested, dedicated, respectful, staff working in partnership with residents to empower and sustain them, in good and challenging times, and to engage them in achieving personal goals and surpassing their personal best. St. Jude offers a safe, comfortable, inclusive home to grow in community and confidence, and to derive a sense of their abundant worth and importance and a true quality of life."

Jill Matheson – RN and former board member

Donors for 2017-2018

David Livingston-Lowe
Kim Bernhardt
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Shane Smyth
Jacqueline Rankine
Desmond Woodruffe
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iA Investment Counsel Inc.
Desmond Woodruffe
Human Capital Benefits
Elsa DaSilva
Carol Zoulalian

Together in Community

Resilient, vibrant, confident people

Recovery from mental illness. Mental illness need not be an obstacle to fulfilling one's dreams. We offer the foundation for recovery: a home, friends, and meaningful activity within a community that offers hope, dignity, respect and the opportunity for personal growth and self-determination.



88%

of residents
have lived in

St. Jude 5 years or more.

Only 3 evictions in 30 years

Stability and resilience. Unlike case management services that offer time-limited supports or can lose touch with clients, we stay engaged with residents to spot and address problems that might have led to an eviction somewhere else.

Independence. All residents have their own bachelor or one-bedroom apartments. Many residents work part-time as breakfast facilitators, cleaners, dish duty, gardeners, reception and office workers – developing skills and confidence while earning extra income.

Confidence and self-determination. A Resident Advisory Group oversees resident Town Halls, outings and peer activities. Residents are active at all levels, as participants, program co-creators and Board members.

A vibrant community fostered through our shared meals and community kitchens, a well-attended coffee hour, and residents who look out for one another.

13% of residents
work part-time
at St. Jude

17% are employed
outside St. Jude



A psychiatrist told my parents that I could make a comeback into society if I wanted to. I was given no guidance on how to do this. I told myself that I screwed up everything... What really helped me was moving into St Jude's. St Jude's provided the framework within which I could function. I am on the verge of making a real comeback." Neil McQuaid, Resident

Over 28,080 home made meals served. Working with partners like Toronto Public Health Dietitians, residents and staff ensure resident nutritional needs are met through fresh ingredients

Over **800** group events
including peer lead activities



We Succeed

Connected to our community

Connected to services. Almost half of St. Jude's residents are over 55 years old, and 17% are over 65. Instead of relying on piecemeal services, St. Jude partnered with the Home Care, formerly CCAC to assess residents and provide the specific supports that will allow our residents to live well, and stay in their homes longer.

Connected to offer choices. St. Jude offers a continuum of services – from low to high support – within the buildings we own, and through our partnerships with a private operator, the House of Compassion and the CRC at 40 Oaks.

Connected for innovation

- Participant in the EQIP Co-ordinated Discharge Planning Project to create more seamless transitions from hospital to home
- Member, Supportive Housing Ontario Perception of Care Initiative, using resident feedback to build on our strengths
- Partner, Rent Park Community Health Centre Diabetes and Primary Care programs to support resident health through education and services
- Host, medical, social work and community student placements
- Lead Agency for Toronto Mental Health and Addiction Supportive Housing Network staff competencies training project.



27%
of residents
receive
Home Care
coordinated
supports

90%
of residents
have a
family
doctor



Connected to our neighbourhood

- Co-Chair, Regent Park Executive Directors Network
- Steering Committee member, Regent Park Collective Impact Initiative to help families, including those with mental health or addictions issues, to get and keep jobs
- Partner with CAMH Downtown East Clinic at King and Parliament. Now 25% of our clients come through them
- Member, TCLHIN Mid East Local Collaborative
- Member, Coordinated Care Planning Leadership Group

“

As soon as I got the apartment [at St. Jude's], my depression lifted. Right away, I got a boyfriend here and we were made Associate Resource Workers. We took people on outings - we went on a double-decker bus ride, boat tour, city tours, Centre Island, restaurants and movies. It is good to have friends in the building. I also made friends in the neighbourhood. St. Jude's has offered a lot of education, such as groups on Nutrition and Aging.” Ruth Danys – Resident

Financial sustainability

Internal realignment for more integrated service. Combined food services with supports. Strengthened core administration and oversight. Replaced contracted services with a more effective in-house.

Finance and building services team. We are grateful to the Osborne Group who donated their time to offer us a free Human Resources and Financial Audit.

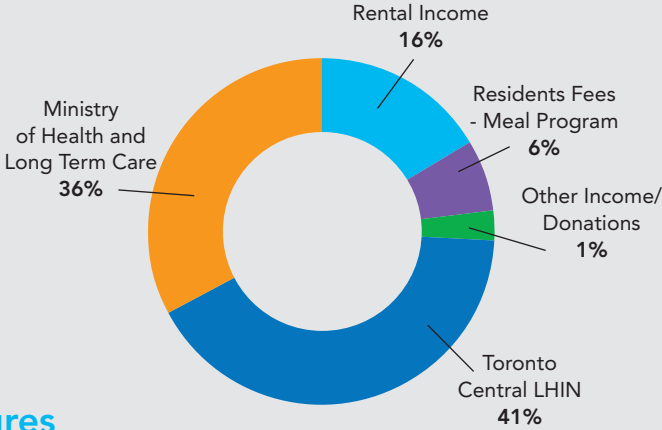
Enhanced productivity, efficiency and communication through our TechAccord IT integration with four other supportive housing providers.



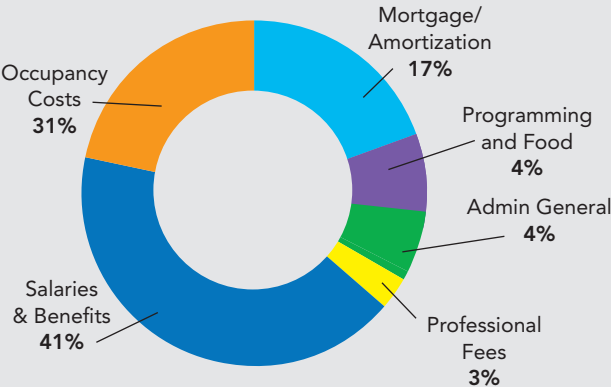
Financial Statements

year ended March 31, 2018

Revenue



Expenditures



A message from St. Jude's Board Chair and Executive Director:



Michelle Rossi



Carol Zoulalian

“the people”

“What makes St. Jude wonderful is, hands down, the people.”

It's been a terrific year to be part of St. Jude! St. Jude continues to be a wonderful place with solid foundations – engaged residents, skilled staff, quality housing, and a committed board. What makes St. Jude wonderful is, hands down, the people. All of the residents, staff, and volunteers who give their time and skills to make this a great community are truly the heart of St. Jude.

A five-year plan

Over the past year the board developed a new five-year strategic plan. In the lead up to the plan we heard from many residents, partners in the community, and staff. We now have a strategy that will prepare us to house and support **more** people with the **right** mix of programs and services **sustained** through a strong financially stable organization.

We think this plan will help make choices that will support residents today and into the future.

Michelle Rossi
Board Chair

Carol Zoulalian
Executive Director

Join with us

We welcome your support as we continue grow in homes, in services and in reaching more people. Make a secure donation at sjch.ca

Share your ideas with our Executive Director, Carol Zoulalian at czoulalian@sjch.ca or 416,359-9241, ext. 222

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Charitable # 131769960RR0001

