

St. Jude Community Homes

Annual Report 2018-2019

Taking it to the

Next Level



Last year, St. Jude laid the foundation for growth. **This year, we took the lead:**

- investing in the health of our residents
- introducing tenancy training for current and prospective supportive housing tenants
- standardizing the delivery of supports among Ontario's supportive housing providers.

“Since moving into St. Jude Community Homes I am become a whole new person. It is like I have a whole new lease on life.”

– Resident

St. Jude: Just the facts

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

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

Collaborating to promote

Promoting Successful Tenancies

This year, St. Jude was the Project Lead for Toronto's RentSmart Program. RentSmart's training program builds tenants' and prospective tenants' knowledge and skills. They learn their rights and responsibilities, strengthen their communication, financial and crisis management skills, and build their confidence in dealing with landlords.

The goal: successful tenancies.



RentSmart uses a train-the-trainer model. Fourteen staff from Toronto supportive housing agencies learned to lead basic and more intensive lesson plans. Tenants who complete the intensive program will receive a certificate recognizing their accomplishment.

The project is funded by the Toronto Central Local Health Integration Network (TC-LHIN) in a partnership with the Toronto Mental Health and Addiction Supportive Housing Network.

Excellence in housing supports across the sector



This year, St. Jude is the lead agency for the Toronto Mental Health and Addictions Supportive Housing Network's training and certification program: Supportive Housing Core Competencies – Enhancing Your Skills.

The goal: to ensure every supportive housing tenant, no matter where they live, receives quality supports informed by evidence and best practice. All Toronto Network Supportive Housing Workers – the front-line in tenant service – will be trained in the core competencies of their job, scaling up to all supportive housing workers across Ontario. The curriculum is grounded in the principles of mental health recovery, trauma-informed care, harm reduction and equity.

The Ontario Non-Profit Housing Association is providing the training's online platform, and the pilot is now being field-tested by 28 Toronto supportive housing workers from 12 agencies. Tools to evaluate the training's long-term impact for both learners and their clients will be built into the program.

The project is funded by the Ontario Ministry of Municipal Affairs and Housing's Innovation, Evidence and Capacity Fund.

“The staff are a good influence. They help me be aware of things to change for the better.”
– Resident

quality supportive housing

Healthier food, healthier residents

Studies show food security and access to a quality well-balanced diet is a key determinant of physical and mental wellbeing.

This year St. Jude put food at the forefront. To support stable health:

- We **revamped our menu** to increase fresh vegetables and non-animal proteins and reduce fried and processed food.
- St. Jude's chefs developed and led a four-week **healthy eating and meal preparation course** for St. Jude residents with funding from the City of Toronto's Leading Healthy Eating Program.

- We were accepted as a **Community Food Centres Canada Good Food Organization Member**, opening the door to resources, customized virtual training, an annual conference, grants and a community of 175 member organizations to learn and share promising and best practices.

Our residents tell us they are already seeing a difference.

48% report lower cholesterol

42% report weight loss



39% report increased energy



33% report improved mood and mental health



42% report greater well-being

"I have depression and I'd probably eat TV dinners all the time. We've been getting healthy meals which will make my psychiatrist and family doctor very happy."

– Resident

"We have great foods which are all nutritious, from breakfast to dinner it's very scrumptious foods."

– Resident

A clean building is healthy building

Clean buildings are a top priority for St. Jude – a way to create a pleasant environment for our tenants, promote safety, prevent the spread of illness or infections, and inspire public confidence. To protect our tenants and staff, St. Jude uses only non-toxic cleaning products for indoor use.

This year, St. Jude introduced a Cleaning Assessment Tool to audit our results on a daily, weekly and monthly basis. This data leads to continuous quality improvement, and informs our training for building services staff and resident cleaners.



A beautiful building lifts your spirits

St. Jude believes our homes should be as attractive as any privately-owned building. So this year we enlisted the pro bono services of an interior designer to create a palette for our Dundas building. Now visitors say, "It looks like a condo." For our residents, it means a bright, appealing home they can proudly call home.

100% of residents surveyed agreed:

St. Jude provides quality housing in good repair

"Now I feel secure and supported... "

"The supportive nature of St. Jude, with workers and nurses and other residents, has helped me immeasurably. When I lived alone on St. George Avenue I was frequently calling the Gerstein Centre of Progress Place staff for support. Once I even went to Mt. Sinai emergency in an ambulance.

Now I feel secure and supported, and am attending a CBT group at CAMH to help will feelings of emotional distress. I also have a small job here.

I find the meal program to be affordable and nutritious. Although I don't always do activities on the weekend, when I do go I always feel better. The social supports are very helpful and I like submitting my poetry and other pieces to the quarterly newsletter Hey Jude.

Overall my mental health has greatly improved since moving into St. Jude in May of 2016.

Kate

Mental health hospitalizations reduced by 56%

St. Jude residents are growing older – 25% now require and access home care to support mobility and self-care – but their mental health is improving. From 2016 to 2019, mental health hospitalizations were down 56%.

The explanation? It's never just one factor. But we notice that residents are more engaged than they

used to be. Back in 2016 St. Jude residents were actively engaged in co-designing our programs and services to ensure they were as meaningful and useful as possible. Today, residents enjoy a popular daily coffee time, resident-led movie nights, yoga, town halls, guest speakers, learn-to-cook lessons and trips to local markets.

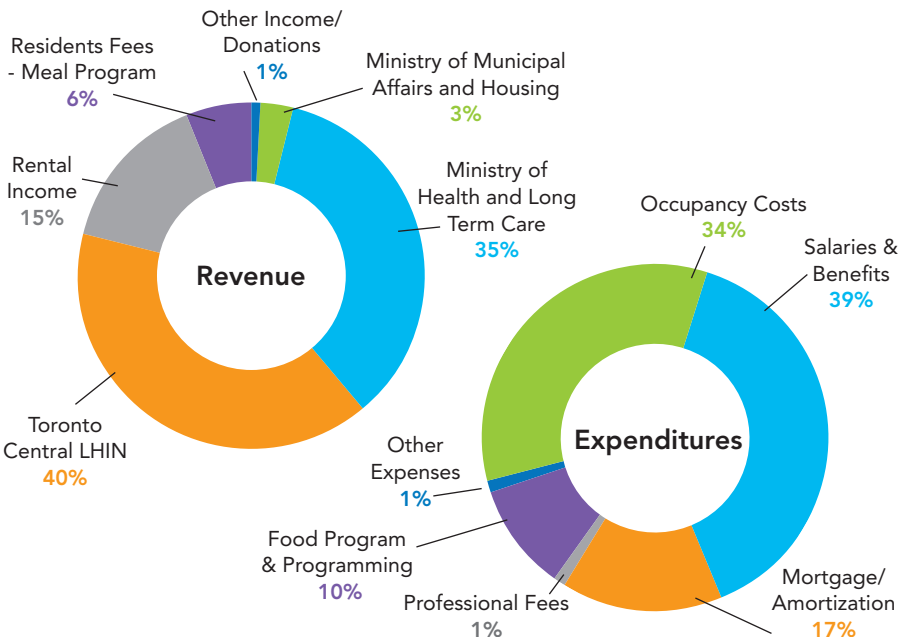


A commitment to collaboration

- Member: Regent Park Executive Director Network
- Active member, Toronto Mental Health and Addiction Supportive Housing Network
- Member: TC-LHIN Coordinated Care Planning Group
- Member: TC-LHIN Ontario Perception of Care and Staged Screening and Assessment Implementation Groups
- ONPHA Webinar Co-presenter, reprised at the ONPHA Annual Conference by popular demand
- Participant: Mainstay's Aging Workgroup
- Member: Addictions and Mental Health Ontario
- Member: Supportive Housing Maintenance Manager's Community of Practice
- Member: Supportive Housing Program Manager's Group
- Member: Good Food Organization Program, Community Food Centres Canada
- Exploring integration opportunities at the Board level

Financial Statements

year ended March 31, 2019



A message from our President and Executive Director

St. Jude has always had a lot to be proud of. A community of active residents, a dedicated and professional staff team, and a commitment to high quality housing that enables individuals to achieve their personal recovery and wellness goals.



Carol Zoulalian



Michelle Rossi

This past year was exceptional for demonstrating St. Jude's commitment to continuous improvement and collaboration. We saw this commitment in our own buildings, with a cleaning assessment tool that sets a very high standard of cleanliness, and the refreshing of our Dundas building. The changes to the meal program have proven both popular and healthier. Outside the organization, St. Jude staff continue to be recognized for their leadership and expertise, leading two major initiatives that will have a significant impact across Ontario's supportive housing sector. Management continues to represent St. Jude at a number of city-wide groups and networks where St. Jude's reputation is excellent.

At the St. Jude Board, a key initiative has been developing a Quality Plan that ensures we all understand what good quality looks like at St. Jude, and can measure and improve the things that matter to residents. This past year we also said thank you and farewell to staff member Shannon McCauley and board members Jeffrey Flaxman, Dan Carbin, Jackie Rankine and Andrew Poultney, and look forward to welcoming new board members to join us in continuing to advance St. Jude's mission.

Michelle Rossi
Board Chair

Carol Zoulalian
Executive Director

Thank you to our 2018 - 2019 donors

Alois Stadler	Marissa Bastidas	Freshco
Carol Zoulalian	Mary Frances Green	North Strategic
Courtney Sweet	Michelle Rossi	Shields & Associates Interior Design Consultants
Daniel Carbin	Shane Smyth	St. Jamestown Steak & Chops Ltd.
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Jenna Hitchcox	FDB Toronto	
Josh Ellimoottil		

Thank you to our funders

Ministry of Health and Long Term Care and Toronto Central Local Integration Network.

We welcome your support

Make a secure donation at sjch.ca. Or share your ideas with our Executive Director, Carol Zoulalian at czoulalian@sjch.ca or 416-359-9241, ext. 222.

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