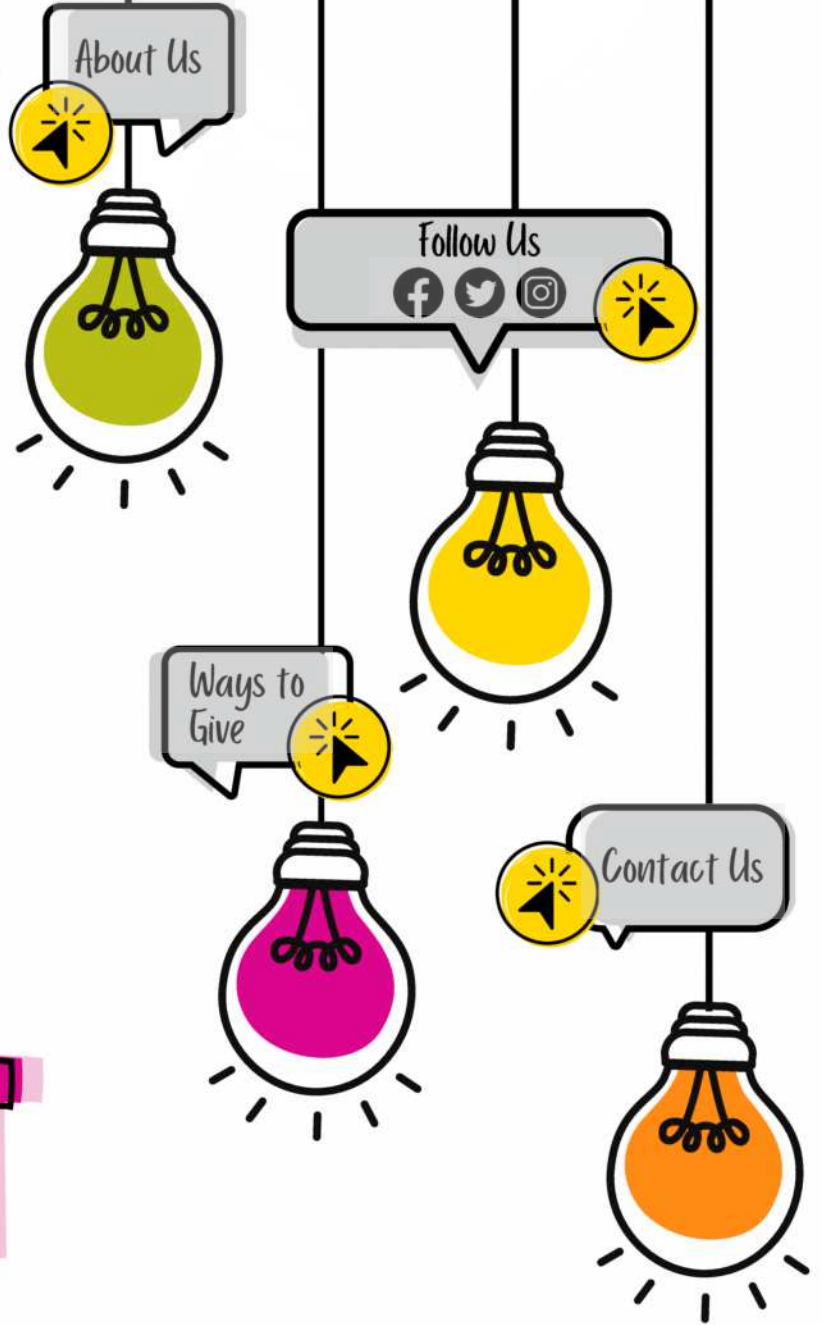




lumenus

Mental Health, Developmental & Community Services
Infants | Children | Youth | Individuals | Families

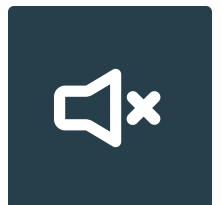
be seen. be heard. be well.



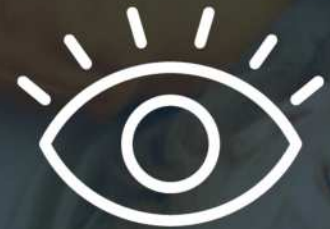
THE LIGHT IS ON... ALWAYS

2022-2023 ANNUAL REPORT

AUDIO



BE SEEN.



BE HEARD.



BE WELL.



OUR PURPOSE is to create seamless, easier access while reducing barriers to care and expertise. In this way, we ensure everyone in Toronto has the opportunity to be seen, be heard and to be well.





lumenus
Community Services

be seen. be heard. be well.

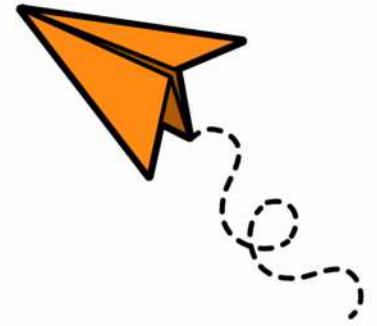
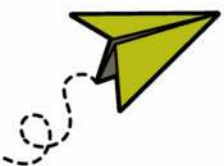


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A Message From Our Chief Executive Officer and Board President

Driving Change and Realizing Possibilities

Lumenus programs are broad in scope and include developmental, mental health, autism and early years services for infants, children, youth, individuals and their families. These services include targeted prevention, community-based intervention, and treatment, creating pathways so clients receive the right services at the right time.

2022-2023 was a year of growth for Lumenus. The demand for services is at a record level and services continue to increase to pre-pandemic volumes.

We served 11,200 service users, representing a 14% increase over last year, and revenues increased 6% to \$87.5 million. The agency continued its transformation as we invested in the implementation of our strategic plan, the launch of our Autism Business Division, the continued integration of services and streamlining of Lumenus infrastructure.

The 2022-2025 Strategic Plan

We were pleased to introduce the first Lumenus strategic plan in 2022. The strategic plan focuses on three goals; providing excellent care, becoming a unified Lumenus, and cultivating strong system leadership. During 2022-2023 we operationalized the strategic plan with the following priorities:

Providing Excellent Care

- Building client-centered services by focusing on clients and families as key partners to inform and design services, including the design of Lumenus' first Client Experience, Satisfaction and Outcomes survey, and the development of Youth and Family Advisory Committees;
- Helping clients better navigate service by constructing client pathways to provide seamless and equitable access to high-quality care;
- Launching our Core Clinical Autism Services business unit under the new fee-for-service funding model.

Becoming a Unified Lumenus

- Building capacity and addressing labour shortages through the development and implementation of a People Plan;
- Creating accessible and welcoming spaces for our clients and employees by completing the first phase of our Site and Space Facilities Plan;
- Cultivating a culture that values diversity and equity-driven decision-making, through the development and implementation of a DEI framework, an ethical practice framework, and a staff engagement survey.





Cultivating Strong System Leadership

- Contributing to broader system-wide impact and growth by strengthening internal and systems leadership with a focus on competency development, and sustainability;
- Implementation of a data and performance framework to track our accomplishments and inform our continuous improvement vision.

Launch of the Lumenus Autism Business Division

In 2022-2023 we launched our Autism Business Division, delivering Ontario Autism Program services. With over 40 years of experience working in the field of ASD, we continued to deliver highly effective services to children and their families under the new autism funding model. We built our service offerings based on client feedback and we continue to modify services based on the needs of our children and families.

Integration of Services and Strengthening Agency Infrastructure

In 2022-2023 Lumenus continued its transformation by consolidating and streamlining many of our systems and processes to improve continuity of care across Lumenus' 120 programs.

With the return to office and in-person visits, our site and space planning was a priority this year. Our goal is to have a facilities portfolio that is well-positioned to address the needs of our clients, while also providing an enriching environment for our staff—one that reflects our agency's culture and values.

Foundational work was completed this year that will pave the way for a new, single client information system. Investments made in IT, project management, and in the Organizational Excellence Department provide us with the tools necessary to support key projects and to work with the sectors we serve to strengthen our collective capacity for data reporting and analysis.



Final Thoughts



We want to recognize the commitment of our volunteers, donors, Board of Directors, employees, and management. Their optimism and dedication is helping the agency pave a path towards a sustainable and resilient future all while keeping our clients at the centre of their work.

Lumenus is extremely proud of its partnerships and collaborations with other agencies and organizations, and we look forward to our continued partnerships.



We would like to extend our appreciation to our funders and donors who help Lumenus to build capacity and reduce barriers to system access, so that we can offer much needed support to those who need it. Your help gives one more person a chance to be seen and supported.

As we reflect on all of the accomplishments this year, there is still much to do. We recognize that there is a significant amount of change occurring across multiple sectors which requires us to remain agile. We look forward to working with our staff, service users, partners, board members, funders and donors throughout the upcoming year and, as we continue our work together, we will realize a future that holds, at its core, a commitment for high-quality services for infants, children, youth, individuals and families.

Thank you for helping us to ensure that every client has an opportunity to be seen, be heard and be well.

Nidhi Chopra, CPA, CA
Lumenus Board President

Cheryl Webb
Lumenus Interim Chief Executive Officer





About Lumenus

Lumenus Community Services is one of Ontario's largest community agencies providing mental health, developmental, autism and early years intervention services to the infants, children, youth, individuals and families across the Greater Toronto Area.



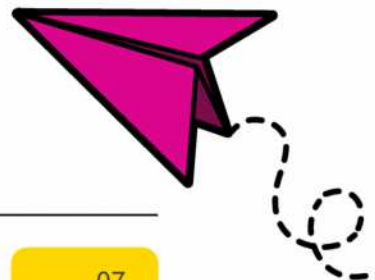
Our Mission

We illuminate a seamless pathway to optimal wellbeing through high-impact mental health and developmental services and strong system leadership.

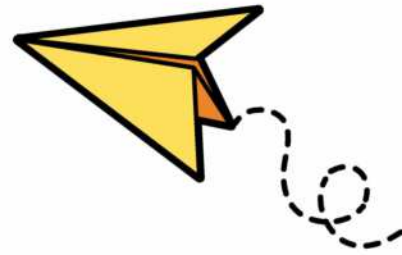


Our Vision

Transforming lives and building brighter futures through caring experiences.



Lumenus Facts



11,180

Number of
Clients Served

120

Number of
**Programs
and Services**

101



Number of **Partnerships** with other
agencies

505

Number of **Staff**

14

Number of
BOD Members

Donations from Board of Directors
& Senior Leadership Team - **100%**
Participation Raising a Total of

\$81,725

Number of **Client Visits**



132,800

11% increase over last year



Employee Tenure
Celebrating **10 + Years**

143 Employees

87% **CLIENT
SATISFACTION**





2SLGBTQ+ Youth Outreach Worker (YOW)

As a 2SLGBTQ+ Youth Outreach Worker (YOW) at Lumenus, I have the privilege of helping my clients grow every single day. It's amazing what youth can accomplish when they are given the opportunity to flourish. One of my most significant achievements was helping a 15 year old client who had a history of repeated hospitalization and struggled with attendance at school.

Upon our initial meeting, her CAS worker had cautioned me about her reservations towards working with professionals. She exhibited hesitancy to engage with me, stemming from a lack of trust due to previous experiences. Through patient and tailored one-on-one sessions, a sense of trust gradually blossomed, and we focused on cultivating her ability to handle discomfort. As our rapport deepened, I observed her willingness to set goals and anticipate positive outcomes.

In the 3 months we worked together, she built her self-esteem, she nurtured more positive social connections, her relationship with her mother became much less strained, she learned how to channel her emotions through her writing and her art, and most notably, her academic progress shone through - transforming her math grade from a 37% to an impressive 83% on her final.

This is a testament to the power that YOW support can provide. The ability to have flexible and individualized support is irreplaceable. The impact of a YOW extends beyond statistics and grades. It's about fostering resilience, igniting self-belief, and instilling a sense of worth in young lives. This is especially true when considering the unique challenges that 2SLGBTQ+ Youth face. Discrimination, isolation, and financial barriers are often exacerbated for 2SLGBTQ+ youth due to their sexual and gender orientation.

These youth, more than ever, need a safe space where they can talk to someone who understands how difficult and isolating it can be to navigate conversations about pronouns with parents, accessing hormone therapy with long wait times, or finding supportive friends. That's where the 2SLGBTQ+ YOW steps in, providing a safe, trusting and inclusive space to empower these youths to overcome obstacles, rewrite their narratives, and envision brighter futures.

Witnessing the transformation of a once-disheartened individual into someone who dares to dream and achieve is a testament to the profound influence of our work. Each success story reinforces the importance of 2SLGBTQ+ Youth Outreach Workers in shaping a more inclusive and compassionate future for all youth.





One Mother & Daughter's Journey to Finding Independence

I am the mother of a daughter who has ASD. After her diagnosis, of course the fear set in. What were the next steps? How was I going to get the help I needed? How was I going to manage parenting a child with autism? What were her future goals going to look like? And how was I going to ensure that she was successful in life?

Lumenus has embraced my daughter Evelyn, who we all call Evie. They treat her as an individual, provide her the care she needs. She loves going there for her ABA (Applied Behavior Analysis) sessions. Lumenus listens to my concerns and they tailor Evie's therapy to what she needs.



When Evie started school this September, she wasn't potty trained. I tried to train her for a couple of years, but none of the traditional methods were working. I'm constantly fighting for support for her. Her toileting issues became an issue with school, she was left in soiled diapers for many hours, the staff refused to change her or understand her needs. Her health and safety became a risk.

That's when Lumenus stepped in.

They came up with a plan to help get Evie potty trained, through data collection, resources and organized routine. A plan that was implemented at home, at school and at Lumenus. Lumenus also worked with Evie's school to help guide her teacher through the process. With hard work and dedication, Evie is now potty trained. A goal that we met together and has helped Evie on her journey to becoming more independent.



Marg Campbell Integrity In Leadership Award 2022

Congratulations to Derian Peterson, the recipient of the Marg Campbell Integrity in Leadership Award 2022. Derian is the Program Manager of the Griffin Community Support Network at Lumenus Community Services.



Derian was nominated by one of his colleagues who demonstrated to the selection committee that Derian embodies the qualities of honesty and trustworthiness, client-centredness, self-awareness, sector leadership, and contributes to the development of the next generation of leaders. Derian puts clients' best interests first and foremost in all of his work efforts. He works from a strengths-based anti-oppressive practice and coaches others to do the same.

Derian has over 30 years' experience working with children, youth and adults. In his current role, Derian works closely with many collaborative partnerships, including the Ministry of Children Community and Social Services, Developmental Services Ontario, Surrey Place, Kerry's Place Autism Services, Toronto Police Association, TRE-ADD program, COTA, to name a few. He conducts several workshops throughout the year to clients and families experiencing Mental Health concerns and delivers training annually to Mobile Crisis Intervention Teams and new Toronto Police recruits regarding Dual Diagnosis and Mental Health.

Derian's advocacy work in the adult developmental sector produces positive outcomes for clients. His propensity for challenging outdated and oppressive systems have wide-ranging positive impacts. He sounds the alarm when things are not right. Derian has been working as a part time teaching assistant at Centennial College for 2nd and 3rd year Child and Youth Care students since January 2017. He has also supervised many students in their student placements, ensuring they have all the tools necessary for becoming effective clinicians.

In Derian's words,

“ I always hoped that one interaction, one conversation, one act of kindness would make a difference on a youth, student, adult, family, sector partner, and a colleague. ”

Congratulations Derian, and thank you for your leadership in the child and youth mental health and developmental services sectors in Ontario!





**EMBODY
YOGA**
JOIN THE MOVEMENT FOR MENTAL HEALTH



EMBODY YOGA is a family friendly fundraiser accessible to all individuals. Participants raise money by collecting pledges and participating in a yoga session.

Join us for EMBODY YOGA March 31, 2024 at the MLSE Launch Pad. For more information visit us at: <https://www.justgiving.com/campaign/embodyyoga2024>



Thank You To Our Sponsors!

Thanks to the generous support of our sponsors, donors, participants and volunteers!

We raised over \$144,000

Presenting Sponsor



Mindfulness Sponsors



Soul Foods Group

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Strength Sponsors



Breakfast Sponsor



Yoga, Meditation & Kids Yoga Sponsor

afterglow

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HALFMOON

Water Sponsor



Resiliency Campaign

Every year Lumenus Community Services provides assistance to over 11,000 clients many of whom are living in underserved and marginalized communities. We offer a wide range of programs that tackle mental health, developmental challenges, as well as autism support and treatment.

And while these services are provided free of charge to those in need, unforeseen temporary financial barriers can often hinder an individual's ability to access the help that's essential to improving their mental and physical well-being.

A gift that could change a life...

The Resiliency Fund is a unique funding opportunity that allows Lumenus to offer the financial support a client may temporarily need in order to continue their journey back to wellness. For more information visit us at: www.justgiving.com/campaign/resiliencycampaign2023



Donors helped Lumenus raise over \$34,000!

Helping many individuals in crisis. These donations helped clear the path to someone being able to attend our sessions, keep their child safe or overcome financial burdens that stand in the way of their wellbeing.

Here are just a few examples of what Lumenus can provide through the Resiliency Fund:

 Food	 Medication	 Rent Payments	 Presto Card	 Home Repairs
 Education	 Clothing	 Medical Expenses	 Vision Glasses	 Moving Costs
 Heat or Water Payment	 Technology	 Phone Card	 Furniture	 Funeral Expenses



Thank You To Our Donors!



Thank you to our generous donors, your support allows us to enhance our programs. You recognize the importance of supporting our vital work with infants, children, youth, individuals and families. Thank you to our volunteers including our Board of Directors and employees. Your commitment to mental health is the heart of Lumenus. Thank you all!

Donors \$100+

Aaron Kurts
Abel Pandy
Alexandra Papais
Amber Yakutchik
Amir Benedikt
Ann Armstrong
Ann Turner
Anna M. Casella
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Corporate & Community \$1,000+

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Sumcap Holdings Inc.
TD Bank Financial Group
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Financial Summary

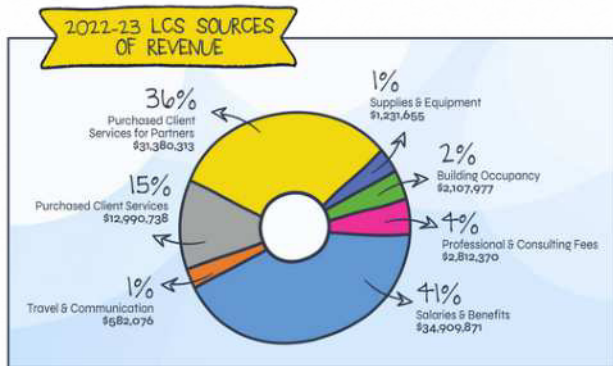
Lumenus Community Service (LCS)

Statement of Financial Position

as at March 31, 2023	2022-23	2021-22
ASSETS		
Current		
Cash and Term Deposit	\$21,503,834	\$20,871,864
Accounts Receivable	\$2,791,218	\$2,021,686
Prepaid expenses	\$305,994	\$271,151
	\$24,601,046	\$23,164,701
CAPITAL ASSETS	\$6,137,892	\$5,178,503
	\$30,738,938	\$28,343,204
LIABILITIES		
Current		
Accounts Payable & Accrued Liabilities	\$9,478,827	\$8,533,710
Mortgage Payable	\$0	\$0
Deferred Capital Contributions	\$8,629,660	\$8,813,311
	\$18,108,487	\$17,347,021
MORTGAGE PAYABLE	\$270,339	\$283,400
DEFERRED CAPITAL CONTRIBUTIONS	\$2,335,321	\$1,462,510
	\$20,714,147	\$19,092,931
FUND BALANCES		
Board Internally Restricted Reserve	\$6,492,559	\$5,817,680
Capital Asset Fund	\$3,532,232	\$3,432,593
Unrestricted Fund	\$0	\$0
	\$10,024,791	\$9,250,273
	\$30,738,938	\$28,343,204

Statement of Operations

Year Ending March 31, 2023	2022-23	2021-22
REVENUE		
Government Funding	\$76,075,450	\$75,820,170
Fundraising And Donations	\$856,713	\$896,072
Fee For Service & Program Grants	\$3,916,476	\$3,514,306
Partnership Funding	\$5,637,045	\$1,802,765
Interest And Other Income	\$1,058,969	\$462,994
	\$87,544,653	\$82,496,307
EXPENSES		
Salaries & Benefits	\$34,909,871	\$34,370,803
Travel & Communication	\$582,076	\$482,674
Purchased Client Services	\$12,990,738	\$12,099,333
Purchased Client Services For Partners	\$31,380,313	\$28,442,262
Supplies & Equipment	\$1,231,655	\$1,750,558
Building Occupancy	\$2,107,977	\$2,166,923
Professional & Consulting Fees	\$2,812,370	\$2,296,492
	\$86,015,000	\$81,609,045
Amortization of Capital Assets	\$755,135	\$753,080
	\$86,770,135	\$82,362,125
EXCESS OF REVENUE OVER EXPENSES	\$774,518	\$134,182



Financial Summary

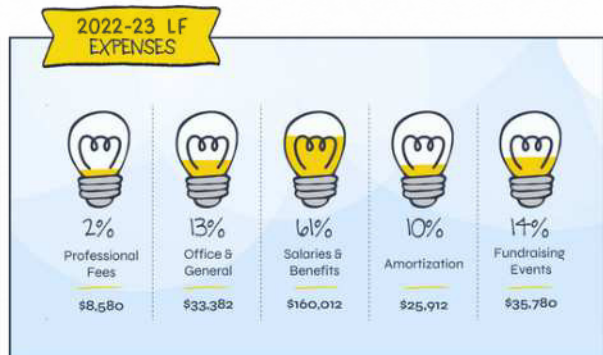
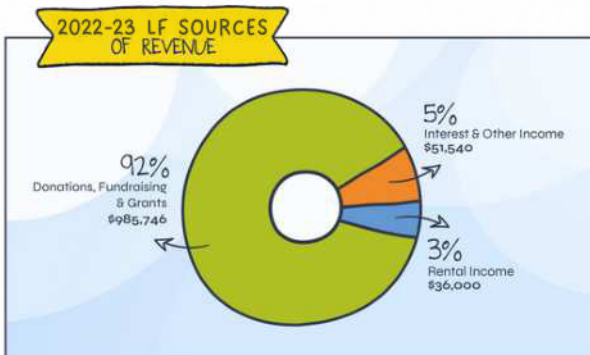
Lumenus Foundation

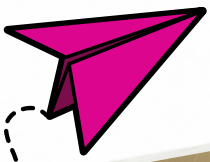
Statement of Financial Position

as at March 31, 2023	2022-23	2021-22
ASSETS		
Current		
Cash and Term Deposit	\$3,207,423	\$2,843,846
Accounts Receivable	\$37,178	\$17,966
	\$3,244,601	\$2,861,812
CAPITAL ASSETS	\$224,574	\$250,486
	\$3,469,175	\$3,112,298
LIABILITIES		
Current		
Accounts Payable & Accrued Liabilities	\$1,063,640	\$624,558
FUND BALANCES		
Board Internally Restricted Reserve	\$2,180,961	\$2,237,254
Capital Asset Fund	\$224,574	\$250,486
Unrestricted Fund	\$0	\$0
	\$10,024,791	\$9,250,273
	\$3,469,175	\$3,112,298

Statement of Operations

Year Ending March 31, 2023	2022-23	2021-22
REVENUE		
Donations, Fundraising & Grants	\$985,746	\$800,993
Investments & Other Income	\$51,540	\$11,870
Rental Income	\$36,000	\$36,000
	\$1,073,286	\$848,863
YEAR ENDING MARCH 31, 2023		
Salaries & Benefits	\$160,012	\$171,121
Fundraising Events	\$35,780	\$9,906
Office & General	\$33,382	\$25,461
Amortization	\$25,912	\$25,912
Professional Fees	\$8,580	\$9,029
	\$263,666	\$241,429
EXCESS OF REVENUE OVER EXPENSES	\$809,620	\$607,434
GRANT TO LUMENUS COMMUNITY SERVICES	(\$891,825)	(\$589,922)
EXCESS OF REVENUE OVER EXPENSES (DEFICIENCY)	(\$82,205)	\$17,512





Lumenus Moments
THE FUTURE IS BRIGHT





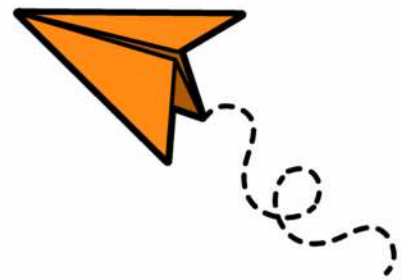
THANK YOU

CONTACT INFORMATION

 www.lumenus.ca 

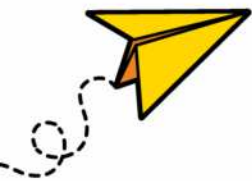
 info@lumenus.ca 

 **Lumenus Community Services Head Office**
1126 Finch Avenue West Unit 16
Toronto, Ontario
M3J 3J6



Lumenus Community Services
Charitable Registration
88742 0990R R0001

Lumenus Foundation
Charitable Registration
890358179 RR 0001



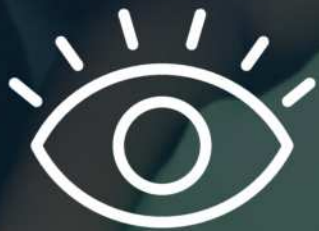
lumenus

Mental Health, Developmental & Community Services
Infants | Children | Youth | Individuals | Families

BE SEEN. BE HEARD. BE WELL.



LU
ME
NUS



BE SEEN. BE HEARD. BE WELL.

