



**lumenus**  
Community Services

2024-2025 ANNUAL REPORT

*Building*  
**MOMENTUM,**  
*Deepening*  
**IMPACT**

[lumenus.ca](https://lumenus.ca)



*be seen.  
be heard.  
be well.*

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**lumenus**  
Community Services

## An Introduction to the 2024-25 Annual Report

Our theme this year - **Building Momentum, Deepening Impact** - reflects how we're growing stronger together and making a meaningful difference for the people we serve.

Over the past year, we have pushed forward with new ideas and embraced change to better support the people we serve. We have built on our successes and learned from our challenges - always staying grounded in our shared purpose.

Guided by our **BRIGHT values** - **Bold, Responsive, Inclusive, Generous, Humble, and Trusted** - we continue to innovate, adapt, and deliver care that help our clients thrive.

Thank you to our staff, clients, partners, donors, and community for being part of this journey. Together, we're building momentum and deepening our impact every day.

*Building*  
**MOMENTUM,**  
*Deepening*  
**IMPACT**





# A Message from Lumenus' CEO & Board Chair



CLICK HERE TO VIEW  
MESSAGE IN FRENCH



## 2024–25: A MILESTONE YEAR, A CLEAR PATH FORWARD

**As we reflect on the past year at Lumenus, we are filled with a deep sense of pride and momentum. The 2024–25 fiscal year was one of meaningful transformation and foundational achievement, setting the stage for a bold and impactful future.**

In 2024, we successfully implemented, organization-wide, our new Electronic Health Record (EHR) system - **TREAT**. This milestone marks a significant leap forward in how we deliver, document, and measure care, strengthening our capacity to serve clients more seamlessly and effectively.

Internally, we launched and championed the **BRIGHT Values** campaign, a values-driven initiative that has helped unify our teams and reinforce the culture of excellence, compassion, and accountability that defines Lumenus. By embedding our BRIGHT values into everyday practices, we are building a resilient and high-performing workforce under the banner of a **ONE Lumenus culture - stronger together**.

We also laid critical groundwork for the years ahead by introducing both our **2025-2028 Strategic Plan** and our **2025-2026 Annual**

**Business Plan**. These guiding frameworks outline a clear path forward — anchored in innovation, equity, data-informed decisions, and client-centered care. Building on the strong foundation established through the successful implementation of our 2022–2025 Strategic Plan, we are well-positioned to transition seamlessly into this next phase. More than just planning documents, they represent our shared ambition to expand impact, deepen partnerships, and create the conditions for lasting, meaningful change.

The strategic goals and enablers we've set not only address immediate priorities but also position Lumenus to lead boldly into the future. Our direction is clear, and the possibilities ahead are energizing. The coming years promise continued growth, new partnerships, and a deepened commitment to the communities we serve.

***Thank you to our staff, clients, funders, donors, partners, and community members for your trust and support. Together, we are building something extraordinary - and we're just getting started.***

**Andrew Obee**  
Chief Executive  
Officer



**Marilyn Monk**  
Chair, Board  
of Directors



# ABOUT LUMENUS



## *Who We Are*

**Lumenus is committed to removing barriers and opening doors for those seeking support. Recognizing that many individuals and caregivers have faced difficult paths and a complex system, Lumenus works to make services more accessible and responsive.** We provide a broad range of high-quality mental health, developmental, autism, and early years intervention services to infants, children, youth, adults and their families.

Through an integrated and collaborative approach to wrap services around each individual, Lumenus is able to provide a single circle of care and support. A dedicated team works together to remove worry and illuminate the path forward, ensuring access to a wide array of services tailored to each person's unique needs. At Lumenus, every client has the opportunity to **be seen, be heard,** and to **be well.**



## *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.


## About Lumenus (cont'd)





### Our *BRIGHT* Values


At Lumenus, our **BRIGHT values** — Bold, Responsive, Inclusive, Generous, Humble, and Trusted — guide everything we do. They shape how we support each other as a team and how we deliver care to our clients. Living these values every day means our clients and communities know they can count on us to deliver caring, person-centred services that help them thrive.


**B**old. We pursue innovation in everything we do, pushing to become better. 

**R**esponsive. We adapt to challenges quickly, focusing on our client's needs. 


**I**nclusive. We welcome, respect and value everyone who we meet at Lumenus. 

**G**enerous. We show kindness and patience and share openly. 

**H**umble. We learn from our mistakes and move forward in a better way. 

**T**rusted. We build trust in our relationships, and instill integrity in everything we do. 

### By the Numbers

 Lumenus is **one of the largest** service agencies in Ontario

 **11,000** Clients Served

 **101** Partnerships with other agencies

 **15 BOD** Members

**25** Classrooms | **2** Walk-In Clinics | **2** EarlyON Centres | **1** Drop-In Centre | **5** Office Locations


 **505** Employees

**Service Distribution**

Service	Percentage
Early Years	51%
Mental health	36%
Autism	7%
Developmental	6%

 **7** Live-in Treatment Programs

 **\$5.5M** Raised Since 2020

 **133K** Total Annual Visits

 **63%** of Lumenus clients accessed services in **North York**

**Age Distribution**

Age Group	Percentage
10 Years and Under	57%
11 Years to 17 years	23%
18 Years +	20%





# 2024-25 CLINICAL & ORGANIZATIONAL HIGHLIGHTS



# 2024-25 Clinical & Organizational Highlights (cont'd)



## *Client Story:*

### A JOURNEY OF GROWTH AND CONNECTION

**As part of our Annual Report, we are proud to share stories that illustrate the meaningful impact our programs have on the children and families we serve. The following update comes from the mother of M, who has been attending our Entry to School program.**

Before joining the program, a Lumenus client who we will call M was often very aggressive with her younger sibling, grabbing, pulling, and sometimes hurting her. Now, M has learned to be gentle, which has encouraged her sibling to interact more comfortably with her and other children.

M also used to have difficulty focusing and paying attention to her surroundings. She is now more aware, makes more eye contact, and shows greater connection with those around her. Her mother shared a touching moment when M noticed her grandfather lagging behind during a walk and reached out her hand for him - a level of awareness and connection her family had not seen before.

M's receptive comprehension has also improved, both when her parents speak to her and when she's given simple instructions. At home, she now sits independently for meals, a skill she needed constant support for before. At school, she can remain seated and attentive during structured activities like Circle Time and Science, paying attention to facilitators and staying engaged.

Other skills M has developed include sharing space with other children, staying with her group during transitions, and holding the transition rope for longer walks down the hall.

Finally, M's family feels confident enough in her progress that she will soon go on her first overseas vacation with her grandparents, something they say wouldn't have been possible before.

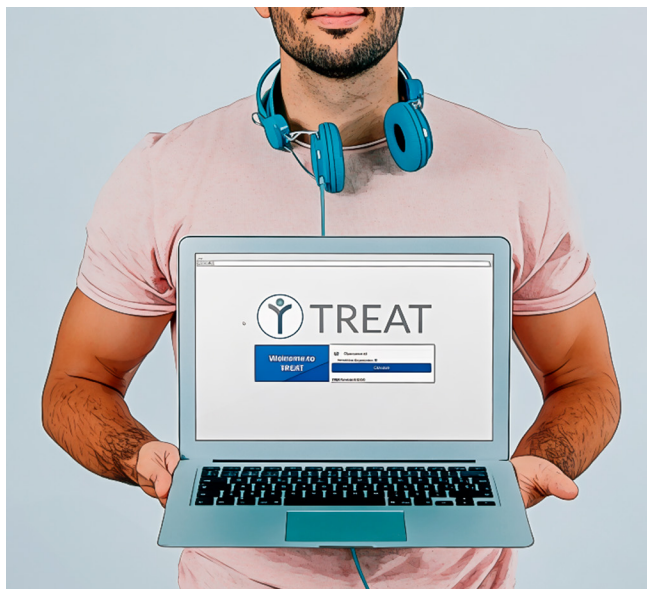
Her mother shared that M is *"no longer in her own world"* but is now aware and present in the moment, opening doors to new opportunities and experiences.





## *Successfully Launching Our EHR-TREAT System:*

### A MAJOR STEP FORWARD FOR LUMENUS



In 2024, Lumenus proudly achieved a milestone in our journey toward service excellence by completing Phase 1 of our Electronic Health Record (EHR) implementation using VitalHub's TREAT system. This new client information system marks a significant step in fully realizing the promise of our amalgamation - bringing together four legacy agencies under one modern, integrated platform.

With TREAT now in place, our teams have a powerful, real-time, client-centred tool that streamlines documentation, supports coordinated case planning, and connects staff across programs like never before.

This means our clients benefit from smoother, more holistic care experiences, and our staff gain better access to the information and tools they need to support them.

This accomplishment is the result of extensive cross-departmental collaboration and hard work across all levels of Lumenus. We are especially grateful for the dedication and expertise of our core **EHR-TREAT project team**, whose efforts have laid the foundation for further improvements in how we deliver care and support our community.

This successful launch is more than just a new system - it's an investment in Lumenus' future. By replacing legacy systems with an integrated, modern solution, we are better equipped to adapt, grow, and meet the evolving needs of the clients and families we serve.





## Finch Site Consolidation:

### A STRATEGIC MOVE FORWARD



Between Q3 and Q4 of the 2024-25 fiscal year, Lumenus successfully closed operations at 1126 Finch Avenue West and completed major renovations at the neighboring 1124 Finch Avenue West site. This strategic decision allowed the organization to consolidate clinical and corporate services under one roof, transforming 1124 Finch into Lumenus' new head office.

The move was a significant milestone in our Facilities Strategy Program and was made possible through the tireless efforts of Lumenus staff and the Finch Closure Project Team who managed the effort. Despite working within a tight timeframe, the transition was executed with care and efficiency - always with our clients' needs top of mind.

Importantly, the consolidation also enabled Lumenus to reallocate funds previously used to maintain the 1126 site toward other priority areas of the organization. These savings are now helping us strengthen service delivery, enhance internal supports, and invest in long-term organizational sustainability.

The upgraded 1124 Finch site now better reflects the needs of both our teams and the diverse communities we serve - offering an improved space where collaboration, care, and innovation can thrive.





# LUMENUS FOUNDATION





## About the Foundation

**The Lumenus Foundation is a non-profit organization whose mission is to raise funds to support Lumenus Community Services.** The support of donors allows Lumenus to build capacity and reduce barriers to system access, so that we can offer much needed support to those with very special or complex needs sooner.

2024-2025 represented a significant pivot for the Foundation with a renewed emphasis on **growth** and **diversification**. As a result, there was a larger investment in the staffing and financial resourcing. With the goal of long-term financial stability this investment will be repeated in subsequent fiscal years partnered with a continually improving return on investment.

When you give to Lumenus, you turn the light on for one more family so that they don't fall through the cracks. A caregiver with a dependent in a mental health crisis. A 2SLGBTQ2+ teen without secure housing. A family in jeopardy of being separated. These are the members of our community uplifted thanks to Foundation donors.

**Each gift gives one more person a chance to be seen and supported.**

## Our Partners

Bayview Glen  
INDEPENDENT : SCHOOL

LANG FAMILY  
FOUNDATION

odd bunch

RBC  
Insurance

Red Robin

RIPCAR

SILVER HOTEL GROUP

TD





## Partner Highlights

### DELTA DOWNSVIEW BINGO

*Delta Downsview Bingo has been a committed supporter of Lumenus for many years, and we're incredibly thankful for their continued monthly donations. Their generosity, along with the opportunity to have volunteers active in their hall, has made a real difference. Thank you, Delta Downsview, for standing with us year after year.*



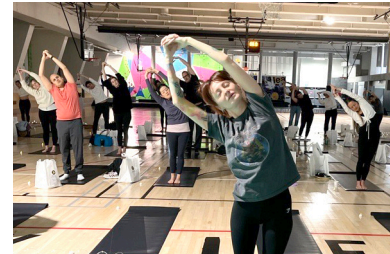
### BAYVIEW GLEN INDEPENDENT SCHOOL

*A big thank you to the students, staff, and families at Bayview Glen Independent School for once again supporting our Holiday Hamper program. Thanks to your incredible efforts, we were able to share holiday gifts - including food, clothing, and toys - with families across our community. Your generosity and continued support mean so much, especially during the holidays when many of our clients need it most. We're so grateful to have you as part of the Lumenus community.*

# Lumenus Foundation (cont'd)

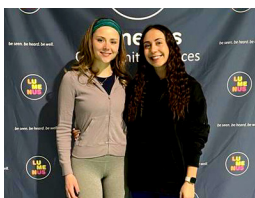


## EMBODY YOGA



*This year marked the final chapter of EMBODY Yoga, presented by WM+A, as the event celebrated 10 amazing years of bringing people together to “feel good by doing good.” Participants raised funds by gathering pledges and taking part in a group yoga session, all in support of Lumenus.*

*Thanks to the incredible commitment of sponsors, donors, volunteers, and participants, **over \$120,000** was raised this year. Thank you for helping create a decade of meaningful impact.*





# OUR DONORS



## *Our Donors, Our Difference Makers*

A QUOTE FROM ONE OF OUR  
GENEROUS SUPPORTERS

*In a world so full of instability, Lumenus at MLSE LaunchPad is the one place that kids and their families can have their basic needs met while having fun and building the skills they need to navigate the challenges of becoming responsible and contributing members of society. The services that Lumenus and Launchpad provide ensures that children feel safe, secure and heard. We are thrilled that such a program exists and has helped numerous children and their families through difficult times. We are so happy to support Lumenus and hope that it will continue to grow and expand to address the needs of the community it serves.*

*Lumenus Donor for our services  
at MLSE LaunchPad*







## CORE FUNDERS

- City of Toronto
- Ministry of Children, Community and Social Services
- Ministry of Health
- The Centre of Addiction and Mental Health (CAMH)
- United Way Toronto

## DONORS \$500+

- Akerstreet Inc.
- Andrew Hurlbut
- Andrew McCroan
- Andrew Obee
- Angus Glen Golf Club
- Bartimaeus Inc.
- Bayview Glen Day camp
- Borden Ladner Gervais LLP
- Bradford Portraits
- CAF Can
- Canadian Opera Company
- Canadian Red Cross
- Catherine Lee
- Christina Hoy
- Cathy & Ted Rechtshaffen
- Catia Valenti Mishaiei
- Cheryl Webb
- Deb Greenfield
- Deborah Leckman
- Deanna Dannell
- Diverse Community Support Services
- Elizabeth Burridge
- Erica Franco
- Faris Abulfazl
- Glenn & Reagan Fortin
- Henry Kim
- Hiyam Jibry
- Indra Narang
- James McIntyre
- James Moncarz
- Janet Cloud
- Jeffery Li
- John & Sue Pitfield
- Judith McKay
- June Ntazinda
- Lawrence Park Collegiate Institute
- Lubna Aslam
- Lydia Lee
- Madeline Skalic
- Maksim Perevoshchikov
- Marie Nicholas
- Marilyn Monk
- Marissa Soumalias
- Martha J Breithaupt
- Mary Muir
- Michael Daniels & Al Ramsey
- Michael Kurts
- Mike Scott
- Nadim Allidina
- Nidhi Chopra
- Nikhil Agarwal
- Odd Bunch
- Patricia and Tom Muir
- Paul Bessin
- Paul Newman
- PHD Canada
- Rita DeLaurentis
- Ron Lalonde
- Rachael Clark
- Soul Restaurants Canada Inc.
- Steve Walker
- Studio AK
- Susan Manwaring
- Susan Waterfield
- Talbot
- Veronique Henry
- Vinyl Window Designs Ltd.
- VitalHub + c/o Sue Lentze
- WM+A - William Marijan Associates Inc.

## FOUNDATIONS & GRANTS

- Canadian Online Giving Foundation
- CHUM Charitable Foundation
- David J D Harris Foundation
- Frank Fowler Foundation
- Grenadier Foundation
- RBC Foundation - Current
- Temerty Foundation
- The Azrieli Foundation
- The Charles Norcliffe Baker & Thelma Scott Baker Foundation
- The Lang Family Foundation
- The Silver Hotel Group
- Ruparell Foundation

# 2024-25 Financial Statements Lumenus Community Services



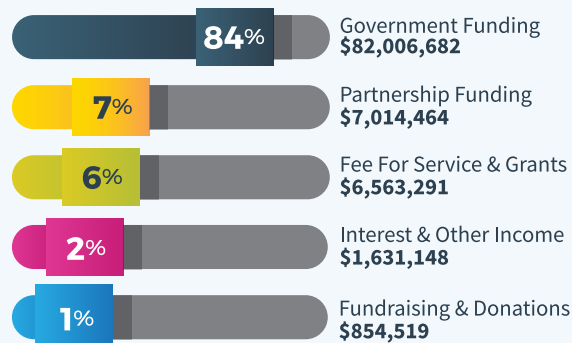
## Statement of Financial Position

as of March 31, 2025	2024-25	2023-24
<b>ASSETS</b>		
<b>Current</b>		
Cash and Term Deposit	\$18,459,545	\$16,737,442
Accounts Receivable	\$1,340,323	\$2,949,012
Due from Lumenus Foundation	\$1,420,004	\$1,402,913
Prepaid expenses	\$220,743	\$247,587
	\$21,440,615	\$21,336,954
<b>CAPITAL ASSETS</b>	\$6,555,077	\$6,142,777
<b>INTANGIBLE ASSETS</b>	\$611,194	\$0
	<b>\$28,606,886</b>	<b>\$27,479,731</b>
<b>LIABILITIES</b>		
<b>Current</b>		
Accounts Payable & Accrued Liabilities	\$7,372,426	\$6,411,921
Deferred Contributions	\$7,767,002	\$8,688,994
	\$15,139,428	\$15,100,915
<b>MORTGAGE PAYABLE</b>	-	-
<b>DEFERRED CAPITAL CONTRIBUTIONS</b>	\$3,444,522	\$2,261,433
	<b>\$18,583,950</b>	<b>\$17,362,348</b>
<b>FUND BALANCES</b>		
Board Internally Restricted Reserve	\$6,301,187	\$6,236,039
Capital Asset Fund	\$3,721,749	\$3,881,344
	\$10,022,936	\$10,117,383
	<b>\$28,606,886</b>	<b>\$27,479,731</b>

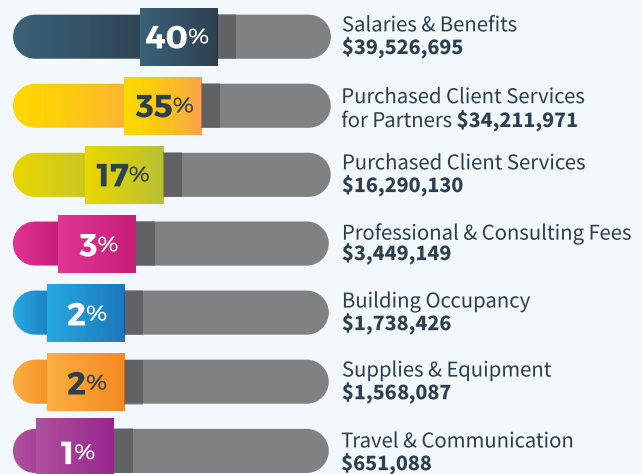
## Statement of Operations

Year Ending March 31, 2025	2024-25	2023-24
<b>REVENUE</b>		
Government Funding	\$82,006,682	\$79,299,831
Fundraising And Donations	\$854,519	\$653,884
Fee For Service & Program Grants	\$6,563,291	\$5,276,777
Partnership Funding	\$7,014,464	\$6,687,826
Interest And Other Income	\$1,631,148	\$1,948,681
	\$98,070,104	\$93,866,999
<b>EXPENSES</b>		
Salaries & Benefits	\$39,526,695	\$36,578,727
Travel & Communication	\$651,088	\$638,537
Purchased Client Services	\$16,290,130	\$15,118,216
Purchased Client Services For Partners	\$34,211,971	\$32,428,025
Supplies & Equipment	\$1,568,087	\$2,567,151
Building Occupancy	\$1,738,426	\$2,212,404
Professional & Consulting Fees	\$3,449,149	\$3,187,202
	\$97,435,546	\$92,730,262
Amortization of Capital Assets	\$729,005	\$1,044,145
	\$98,164,551	\$93,774,407
<b>EXCESS OF REVENUE OVER EXPENSES</b>	<b>(\$94,447)</b>	<b>\$92,592</b>

## Lumenus Community Services 2024-2025 Sources of Revenue



## Lumenus Community Services 2024-2025 Expenses



# 2024-25 Financial Statements Lumenus Foundation



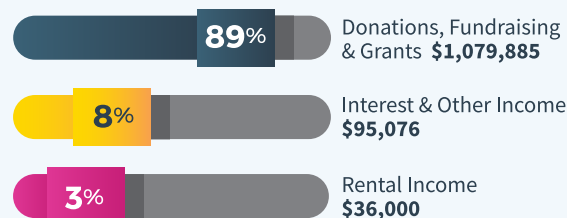
## Statement of Financial Position

as of March 31, 2025	2024-25	2023-24
<b>ASSETS</b>		
<b>Current</b>		
Cash and Term Deposit	\$2,898,526	\$3,699,180
Accounts Receivable	\$0	\$0
	\$2,898,526	\$3,699,180
<b>INVESTMENTS</b>	\$500,000	
<b>CAPITAL ASSETS</b>	\$172,750	\$198,662
	<b>\$3,571,276</b>	<b>\$3,897,842</b>
<b>LIABILITIES</b>		
<b>Current</b>		
Accounts Payable & Accrued Liabilities	\$1,430,547	\$1,408,158
Deferred Contributions	\$60,000	\$60,000
	\$1,490,547	\$1,468,158
<b>FUND BALANCES</b>		
Board Internally Restricted Reserve	\$1,907,979	\$2,231,022
Capital Asset Fund	\$172,750	\$198,662
Unrestricted Fund	\$0	\$0
	\$2,080,729	\$2,429,684
	<b>\$3,571,276</b>	<b>\$3,897,842</b>

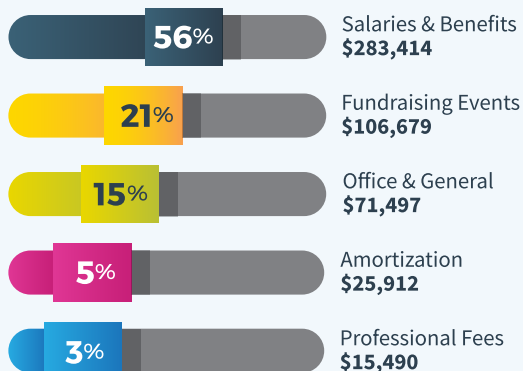
## Statement of Operations

Year Ending March 31, 2025	2024-25	2023-24
<b>REVENUE</b>		
Donations, Fundraising & Grants	\$1,079,885	\$1,423,645
Investments & Other Income	\$95,076	\$76,961
Rental Income	\$36,000	\$36,000
	\$1,210,961	\$1,536,606
<b>YEAR ENDING MARCH 31, 2024</b>		
Salaries & Benefits	\$283,414	\$212,507
Fundraising Events	\$106,679	\$7,199
Office & General	\$71,497	\$27,399
Amortization	\$25,912	\$25,912
Professional Fees	\$15,490	\$25,499
	\$502,992	\$298,516
<b>EXCESS OF REVENUE OVER EXPENSES</b>	<b>\$707,969</b>	<b>\$1,238,090</b>
<b>GRANT TO LUMENUS COMMUNITY SERVICES</b>	<b>(\$1,056,924)</b>	<b>(\$1,213,941)</b>
<b>EXCESS OF REVENUE OVER EXPENSES (DEFICIENCY)</b>	<b>(\$348,955)</b>	<b>\$24,149</b>

## Lumenus Foundation 2024-2025 Sources of Revenue



## Lumenus Foundation 2024-2025 Expenses







# GOVERNANCE & EXECUTIVE LEADERSHIP



# Governance & Executive Leadership (cont'd)



## 2024–2025 Lumenus

### BOARD OF DIRECTORS

Marilyn Monk, *Board Chair*

Judith McKay, *Vice Chair*

Henry Kim, *Treasurer*

Michael Daniels, *Secretary*

Nidhi Chopra, *Past Chair*

Blair Witzel

Susan Waterfield

Veronique Henry

Shivani Ruparell

Lydia Lee

Indra Narang

Reena Vora

Jeffery Li

Sameet Batavia

Nikhil Agarwal

Andrew Obee

## 2024–2025 Lumenus

### EXECUTIVE LEADERSHIP TEAM

Andrew Obee, *Chief Executive Officer*

Cheryl Webb, *Chief Operating Officer*

Faris Abulfazl, *Chief Financial Officer and Administration*

Christina Hoy, *Chief Strategy and Transformation Officer*

Hiyam Jibry, *Chief Corporate Services Officer*





**lumenus**  
Community Services

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**Email:** [info@lumenus.ca](mailto:info@lumenus.ca)

**Website:** [lumenus.ca](http://lumenus.ca)

**Lumenus Community Services Charitable Registration:** #88742 0990R R0001

**Lumenus Foundation Charitable Registration:** # 890358179 RR 0001



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