

2025-26 Annual Report

FROM PLAN TO PROGRESS



lumenus
Community Services

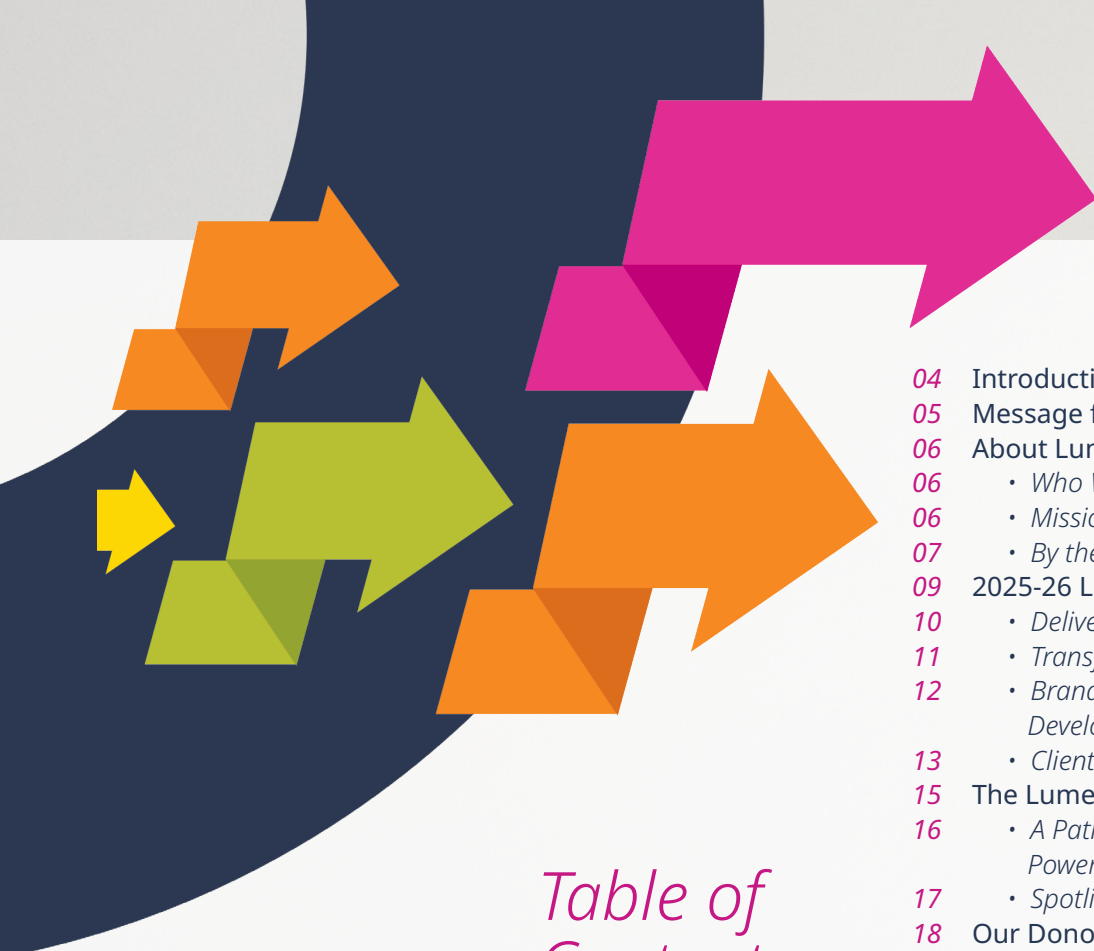


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lumenus
Community Services

Because what we do matters.
But how we make people feel,
matters just as much.

**THIS IS LUMENUS.
WHERE CARE BEGINS.**





lumenus
Community Services

An Introduction to the 2025-26 Annual Report

FROM PLAN PROGRESS

THIS YEAR AT LUMENUS COMMUNITY SERVICES HAS BEEN ONE OF CHANGE, GROWTH, AND STEADY PROGRESS.

With the launch of our 2025–2028 Strategic Plan, we took time to think carefully about where we want to go. This year, we began bringing that vision to life through major organization-wide initiatives, including our Client Reorganization Project, Brand Refresh, and Website Development Project. Together, these efforts are strengthening how we work, how we communicate, and how we support the communities we serve.

At the same time, we strengthened our approach to outcome measurement, enabling us to better understand, demonstrate, and improve the impact of our care for children, youth, adults, families, and communities. By focusing more intentionally on outcomes, we are building a stronger foundation for learning, accountability, and continuous improvement.

*Our theme, **From Plan to Progress**, reflects this shift. It speaks to the everyday work behind meaningful change — the small steps, collaboration, and commitment required to turn ideas into action.*

This report shares a snapshot of that journey: what we've achieved, what we've learned, and how we're continuing to move forward together in service of better outcomes for the people and communities we support.



A Message from Lumenus' Interim CEO and Board Chair



THIS PAST YEAR MARKED AN IMPORTANT STEP FORWARD FOR LUMENUS COMMUNITY SERVICES. WITH THE LAUNCH OF OUR 2025-2028 STRATEGIC PLAN, WE SET A CLEAR DIRECTION FOR THE FUTURE AND BEGAN TURNING THAT VISION INTO ACTION.

Our theme, **From Plan to Progress**, reflects a year of meaningful momentum across the organization. From strengthening service delivery to improving collaboration and alignment across teams, we have focused on building a more connected and responsive system of care for the children, youth, adults, and families we serve. That work has never been more important.

Demand for mental health support among young people is rising at an unprecedented rate, while the systems designed to serve them grow increasingly fragmented and difficult to navigate. At the same time, developmental services are under mounting pressure, autism support needs are surging, and many individuals and families face significant barriers to accessing care.

Families are experiencing longer wait times, increasing complexity, and a scarcity of integrated supports. In this urgent landscape, Lumenus steps in not only as a care provider, but as a partner. We exist to ensure that no child, youth, or family must navigate these challenges alone. Lumenus is also positioning itself as a leader helping shape a more responsive and connected system of care.

This year, we demonstrated strong system leadership across Toronto by turning advocacy into action. Through engagement in budget cycles, active participation at sector tables, and

ongoing dialogue with government partners, we championed critical reviews of Preschool Speech and Language, Entry to School and Urgent Response services. We also leveraged strategic partnerships to help shape the future of mental health, developmental, and autism services, ensuring system change is responsive, innovative, and inclusive.

We thank the Ontario Government for its investment in the sector this year and specifically \$77,878,912 for Lumenus. This investment is improving outcomes, access, and impact for our community.

None of this progress would be possible without the collective effort behind it. Our employees, partners, donors, and supporters have continued to show dedication, collaboration, and care throughout a year of significant growth and change.

*While there is still more work ahead, this year laid a **strong foundation** for the future.*

We remain committed to listening, learning, and building on this momentum in ways that create lasting impact for the communities we serve.

Thank you for being part of this journey with us.



Dr. Michael John Daniels
Interim 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 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 be well.**

MISSION



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

VISION



Transforming lives and building brighter futures through caring experiences.

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.

Bold.

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



Responsive.

We adapt to challenges quickly, focusing on our clients' needs.



Inclusive.

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



Generous.

We show kindness and patience and share openly.



Humble.

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



Trusted.

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

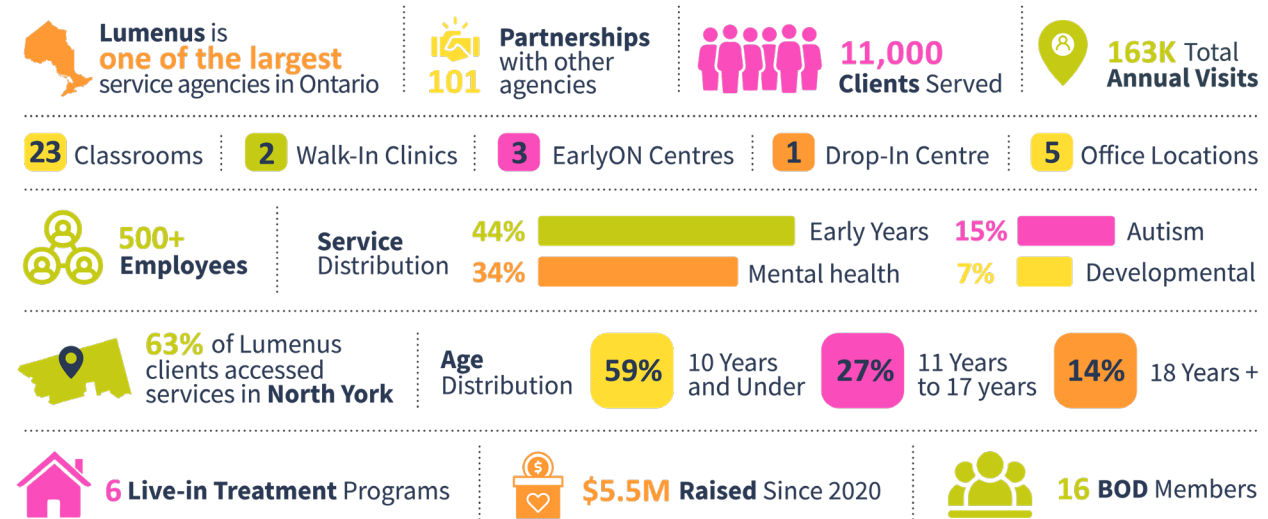


Living these values every day means our clients and communities know they can count on us to deliver caring, person-centred services that help them thrive.

By the Numbers



LUMENUS MILESTONES



SUMMARY OF MAIN PERFORMANCE MEASURES (2025-26)



**CLIENT FEEDBACK SURVEY RESULTS**

Stream	Positive Experience	Satisfaction	Positive Perceived Outcome
TOTAL LUMENUS	89%	88%	79%
Autism	96%	92%	88%
Developmental	78%	79%	74%
Early Years	92%	92%	80%
Mental Health	83%	82%	71%

RESILIENCY FUND SPOTLIGHT

The **Resiliency Fund** provides a critical safety net for Lumenus clients facing unexpected financial hardship. When all other options have been exhausted, one-time support can help individuals and families remain stable and continue moving forward.

An unexpected expense, housing crisis, job loss, or family emergency can quickly put well-being and progress at risk. The Resiliency Fund helps bridge these gaps, providing support such as food for a mother and child escaping a dangerous situation, eyeglasses for a child whose parent was unemployed, and emergency housing for a youth awaiting a permanent living arrangement.

"I was so grateful... without the Resiliency Fund I would have failed my courses and would also be starving."

A single gift can make the difference between falling behind and moving forward.



2025-26 LUMENUS HIGHLIGHTS



Delivering on Our Strategy



THIS YEAR MARKED THE OFFICIAL LAUNCH OF THE LUMENUS 2025-2028 STRATEGIC PLAN — A THREE-YEAR ROADMAP DEVELOPED TO GUIDE HOW WE GROW, IMPROVE, AND DELIVER ON OUR MISSION.

Year 1 was about building the foundation: putting the right structures, processes, and people in place so that everything we do going forward can be more connected, more consistent, and more impactful.

Progress rarely begins with a single, visible moment. It begins with the hard and necessary work of getting organized, of aligning teams, clarifying direction, and building infrastructure for what comes next. That is precisely what this year represented for Lumenus.



Two major initiatives drove the bulk of our Year 1 strategic activity: a comprehensive organizational restructuring, and the launch of a brand and website renewal process.

*Together, these projects are laying the groundwork for a Lumenus that is easier to access, easier to understand, and **better equipped to meet growing community need.***

Transforming How We Serve Clients



CLIENT SERVICES REORGANIZATION

Lumenus completed a comprehensive review of its client services structure to better reflect the needs and experiences of the people we support.

*Guided by extensive consultation and feedback, we transitioned from a program-based model to a **client-centered** structure organized around Children's Services, Youth Services, Adult Services, and Fee-For-Service.*

Fully implemented by March 31, 2026, the new structure is designed to strengthen collaboration, reduce duplication and create a more seamless experience for clients and families as they access support across Lumenus.

This change represents an important step in building a more integrated and connected organization.



2025-26 LUMENUS HIGHLIGHTS

Brand Refresh and Website Development Projects



LUMENUS LAUNCHED TWO PROJECTS THAT WILL SIGNIFICANTLY CHANGE HOW THE ORGANIZATION PRESENTS ITSELF TO THE WORLD: A BRAND REFRESH AND A COMPLETE WEBSITE REDESIGN.

The **brand project** is focused on helping Lumenus communicate more clearly, consistently, and confidently about who we are and the difference we make. The project incorporated direct input from employees, donors, partners, clients and families through focus groups and a survey.

This grounding in lived experience ensures the refreshed brand will genuinely reflect the realities of our work and the needs of clients and families, not just an idealized version of them.

The **website redesign project** is client-focused. A thorough review of the current site identified significant barriers: families struggling to find services, information that was difficult to navigate, and a site that no longer accurately reflected the breadth of Lumenus' work.

The new site is being designed from the ground up to make it faster, clearer, and easier for anyone — whether a parent seeking autism services for their child or an adult navigating a mental health crisis — to find the support they need quickly and without friction.

As of the close of this fiscal year, brand strategy development and website discovery were underway, with full launches anticipated in the year ahead.

*These investments are central to Year 1 of our strategic plan because **visibility** and **accessibility** are not secondary concerns, they are part of how we deliver on our mission every day.*





Client and Community Impact

BEHIND EVERY STRATEGIC INITIATIVE, EVERY RESTRUCTURED TEAM, AND EVERY REDESIGNED WEBPAGE IS A REASON THAT NEVER CHANGES: THE PEOPLE WE SERVE.

Progress at Lumenus is not measured only in organizational milestones. It is measured in the moments when a child finds language for the first time, when a family feels less alone, when a young person discovers they are capable of more than they imagined, and when someone in crisis finds a hand to hold. Every structural improvement, every brand refresh, every internal realignment only matters when it makes these moments more possible.

The stories below are shared with the permission and gratitude of the families and individuals who lived them. They represent the full breadth of our work from early childhood development to youth mental health, to adult support services and they remind us, as they do every year, that this is why we do this.

NAVIGATING A LONG ROAD WITH COMPASSION



Lumenus has worked with us ever since and helped us and our navigate through many situations. The hard-working, professional and compassionate staff have supported us through many changes and I have learned a great deal about all aspects of my child's care. Where Lumenus could not advise, they referred me to valuable resources. My child is now in an adult live-in treatment program and our case facilitator remains a great ally, teacher, and consultant — without which we would not be in the position we are in now. It's a hard life and Lumenus has been a great support and navigator for my child and my family. — Caregiver, Complex Special Needs Program (CSN)

Some journeys span years, even decades. For families supporting a child with complex needs, the need for consistent, knowledgeable, compassionate guidance does not end when childhood does. Lumenus is committed to being that consistent presence, adapting alongside clients as their needs evolve, and ensuring no family has to face what comes next without support.



Client and Community Impact (cont'd)

A FAMILY FINDS HOPE



Before having this opportunity to be part of this program my family was hopeless and did not have any connections for supporting my child's needs. But when we found this service, we became more positive and hopeful knowing that this will be a great benefit for my family. The coordinator who was assigned to us was very supportive; she gave us strength and a positive mindset. Overall, this service was a great benefit to my family. Thank you so much for your love, care, support and hard work.
— Caregiver, Whatever It Takes (WIT)

For many families, the path to finding the right support is not straightforward. It is often long, exhausting, and discouraging. Services like Whatever It Takes meets families at that moment of uncertainty and walk alongside them. Connecting them to coordinated, wraparound support and restoring the sense of possibility that can feel out of reach when navigating a complex system alone.

THERAPY THAT REACHES THOSE WHO NEED IT MOST



I have struggled with anxiety and ADHD since age 6 and Lumenus is the first form of therapy I feel entirely positive about. Its accessibility for people like me who lack the money to attend private therapy makes their amazing service so much more impressive. — Client, Counselling Program

Access to mental health support should not depend on what someone can afford. For too many people, private therapy remains out of reach. Lumenus' community-based counselling programs exist to bridge that gap, ensuring that quality, compassionate mental health care is available to anyone who needs it, regardless of their financial situation.



LUMENUS FOUNDATION



A Pathway Forward, Powered by Community



PROGRESS DOES NOT HAPPEN BY COMMITMENT ALONE. IT HAPPENS BECAUSE PEOPLE CHOOSE TO INVEST IN IT.

Lumenus Foundation is a registered non-profit organization with a single, clear mission: to raise funds that allow Lumenus Community Services to do more. Through the generosity of donors, the Foundation enables Lumenus to build capacity, reduce barriers to access, and reach individuals and families with the most complex or specialized needs — sooner.

2025-2026 was a year of meaningful momentum for the Foundation. With strong fundamentals now established, the work of community building and donor engagement began to accelerate in earnest. The need across Toronto and the broader region continues to grow — and the Foundation continues to meet that reality with ambition, creativity, and a commitment to finding new ways to generate the resources our community deserves.

*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 2SLGBTQ+ teen without secure housing. A family in jeopardy of being separated. These are real people in our community, and they are the reason Foundation donors give. Their support transforms what is possible for the most vulnerable among us.



We are deeply grateful to every donor who has chosen to stand with Lumenus. Your generosity is what makes this work possible — and what makes this progress real. Thank you.

Spotlight: The SLAY Conference

THIS YEAR, LUMENUS FOUNDATION HELPED MAKE SOMETHING NEW POSSIBLE FOR THE YOUNG PEOPLE IN OUR LIFT PROGRAM.

LIFT — Learning, Independence, Future, Transition is a program designed to address the employment and stability challenges facing Toronto youth. Working one-to-one with a Youth Employment and Education Specialist and within a group cohort, participants build practical skills for the workforce while accessing the mental health support they need to thrive. The program meets youth where they are, and journeys with them toward a future they can count on.

This year, funded through a partnership between Youth Wellness Hubs of Ontario and a generous contribution from the Taco Bell Foundation, Lumenus hosted its first-ever SLAY Conference — a youth employment conference created to bring opportunities directly to the young people.



*At SLAY, participants experienced **hands-on learning** in Lumenus' coffee shop simulation, connected with professions from a range of industries. The day offered more than knowledge and experience; it inspired confidence, broadened horizons and reinforced the belief that opportunities are within reach.*

As more youth across Toronto face barriers to employment and stability, SLAY reflects the kind of innovative, youth-focused programming Lumenus Foundation is proud to support.

Our Donors, Our Difference Makers



TO OUR DONORS, THANK YOU FOR YOUR GENEROSITY IN HELPING US CREATE MEANINGFUL CHANGE IN THE COMMUNITIES WE SERVE.

CORE FUNDERS

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



DONORS 500+

- | | | |
|-----------------------------------|-------------------------|--|
| • Al Ramsay and Michael Daniels | • James LeNoury | • Mary & Michael Throop |
| • Andrew Obee | • James McIntyre | • Mary Muir |
| • Ann Forrest | • James Moncarz | • Michael Kurts |
| • Bahija Reghai | • Janet Cloud | • Nathan Oliveira |
| • Bayview Glen Independent School | • Jean Hoyland | • Nawad Shabbir |
| • Blair Witzel | • Jeffrey Li | • Nidhi Chopra |
| • Brett Nash | • Jenny Bosworth | • Nikhil Agarwal |
| • Cecile Hui | • John Fuca | • Peter Buzzi |
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| • Fouad Jahshan | • Maksim Perevoshchikov | • Trillium Support Services |
| • Glenn Fortin | • Margaret Henderson | • Veronique Henry |
| • Hiyam Jibry | • Margaret Leighton | |
| | • Marie Nichols | |
| | • Marilyn Monk | |

FOUNDATIONS & GRANTS

- | | | |
|--------------------------------|---|------------------------------|
| • Amazon Web Services (AWS) | • OMG Canada | • The Lang Family Foundation |
| • CAF Can | • RBC Foundation | • The Silver Hotel Group |
| • Captivate Media Canada | • RipCar Investments | • Ruparell Foundation |
| • Charitable Gift Funds Canada | • Rogers Sports & Media | • Vendo Media |
| • Foundation (GFC) | • Taco Bell Foundation | |
| • CHUM Charitable Foundation | • TD Bank Financial Group | |
| • David J D Harris Foundation | • Temerty Foundation | |
| • Echo Foundation | • The Blidner Family Foundation | |
| • Frank Fowler Foundation | • The Charles Norcliffe Baker & Thelma Scott Baker Foundation | |
| • Generation Capital | | |



FINANCIAL SUMMARY



FINANCIAL SUMMARY

2025-26 Financial Statements Lumenus Community Services



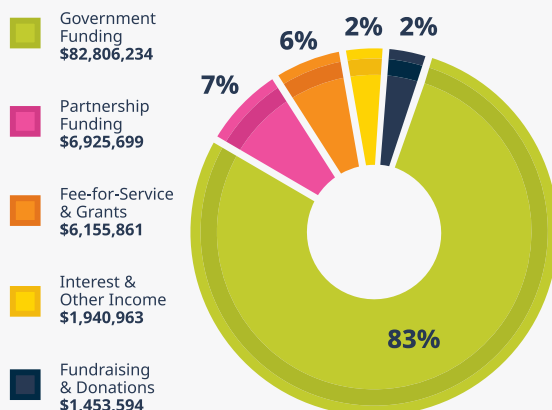
Statement of Financial Position

as of March 31, 2026	2025-26	2024-25
ASSETS		
Current		
Cash and Term Deposit	\$16,516,017	\$18,459,545
Accounts Receivable	\$1,377,452	\$1,340,323
Due from Lumenus Foundation	\$1,559,713	\$1,420,004
Prepaid expenses	\$319,969	\$220,743
	\$19,773,151	\$21,440,615
CAPITAL ASSETS	\$6,161,857	\$6,555,077
INTANGIBLE ASSETS	\$802,046	\$611,194
	\$26,737,054	\$28,606,886
LIABILITIES		
Current		
Accounts Payable & Accrued Liabilities	\$7,490,936	\$7,045,420
Deferred Contributions	\$5,960,689	\$8,094,008
	\$13,451,625	15,139,428
MORTGAGE PAYABLE	-	-
DEFERRED CAPITAL CONTRIBUTIONS	\$3,017,148	\$3,444,522
	\$16,468,773	\$18,583,950
FUND BALANCES		
Board Internally Restricted Reserve	\$6,321,526	\$6,301,187
Capital Asset Fund	\$3,946,755	\$3,721,749
	\$10,268,281	\$10,022,936
	\$26,737,054	\$28,606,886

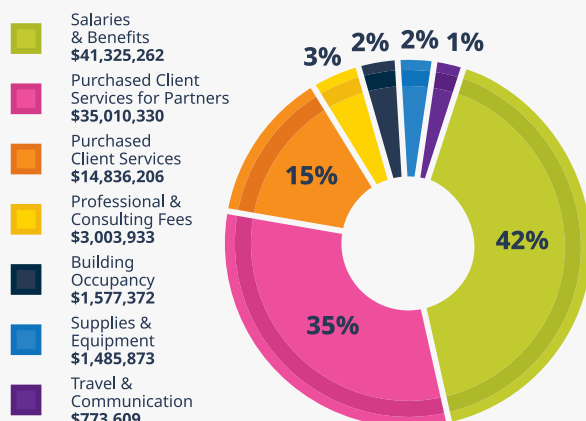
Statement of Operations

Year Ending March 31, 2026	2025-26	2024-25
REVENUE		
Government Funding	\$82,806,234	\$82,006,682
Fundraising And Donations	\$1,453,594	\$854,519
Fee For Service & Program Grants	\$6,155,861	\$6,563,291
Partnership Funding	\$6,925,699	\$7,014,464
Interest And Other Income	\$1,940,963	\$1,631,148
	\$99,282,351	\$98,070,104
EXPENSES		
Salaries & Benefits	\$41,325,262	\$39,526,695
Travel & Communication	\$773,609	\$651,088
Purchased Client Services	\$14,836,206	\$16,290,130
Purchased Client Services For Partners	\$35,010,330	\$34,211,971
Supplies & Equipment	\$1,485,873	\$1,568,087
Building Occupancy	\$1,577,372	\$1,738,426
Professional & Consulting Fees	\$3,003,933	\$3,449,149
	\$98,012,585	\$97,435,546
Amortization of Capital Assets	\$1,024,421	\$729,005
	\$99,037,006	\$98,164,551
EXCESS OF REVENUE OVER EXPENSES	\$245,345	(\$94,447)

Lumenus Community Services 2025-26 Sources of Revenue



Lumenus Community Services 2025-26 Expenses



FINANCIAL SUMMARY

2025-26 Financial Statements Lumenus Foundation



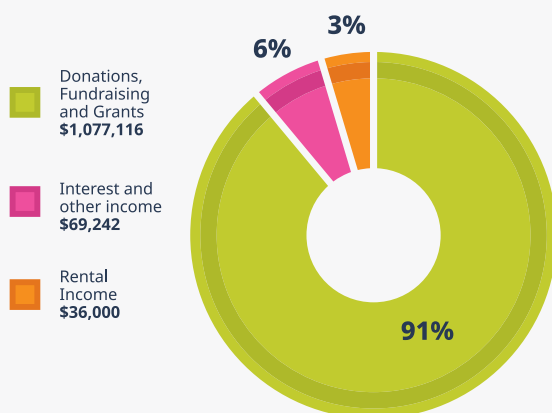
Statement of Financial Position

as of March 31, 2026	2025-26	2024-25
ASSETS		
Current		
Cash and Term Deposit	\$2,550,146	\$2,898,526
Accounts Receivable	\$204	\$0
	<u>\$2,550,350</u>	<u>\$2,898,526</u>
INVESTMENTS	\$500,000	\$500,000
CAPITAL ASSETS	\$172,750	\$172,750
	<u>\$3,223,100</u>	<u>\$3,571,276</u>
LIABILITIES		
Current		
Accounts Payable & Accrued Liabilities	\$1,570,576	\$1,430,547
Deferred Contributions	\$0	\$60,000
	<u>\$1,570,576</u>	<u>\$1,490,547</u>
FUND BALANCES		
Board Internally Restricted Reserve	\$1,479,774	\$1,907,979
Capital Asset Fund	\$172,750	\$172,750
Unrestricted Fund	\$0	\$0
	<u>\$1,652,524</u>	<u>\$2,080,729</u>
	<u>\$3,223,100</u>	<u>\$3,571,276</u>

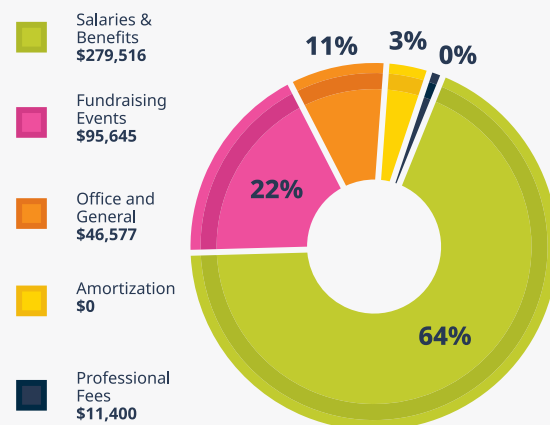
Statement of Operations

Year Ending March 31, 2026	2025-26	2024-25
REVENUE		
Donations, Fundraising & Grants	\$1,077,116	\$1,079,885
Investments & Other Income	\$69,242	\$95,076
Rental Income	\$36,000	\$36,000
	<u>\$1,182,358</u>	<u>\$1,210,961</u>
YEAR ENDING MARCH 31, 2024		
Salaries & Benefits	\$279,516	\$283,414
Fundraising Events	\$95,645	\$106,679
Office & General	\$46,577	\$71,497
Amortization	\$0	\$25,912
Professional Fees	\$11,400	\$15,490
	<u>\$433,138</u>	<u>\$502,992</u>
EXCESS OF REVENUE OVER EXPENSES	<u>\$749,220</u>	<u>\$707,969</u>
GRANT TO LUMENUS COMMUNITY SERVICES	(\$1,177,425)	(\$1,056,924)
EXCESS OF REVENUE OVER EXPENSES (DEFICIENCY)	<u>(\$428,205)</u>	<u>(\$348,955)</u>

Lumenus Foundation 2025-26 Sources of Revenue



Lumenus Foundation 2025-26 Expenses



Governance and Executive Leadership



2025 – 2026 LUMENUS BOARD OF DIRECTORS

Marilyn Monk, *Board Chair*

Judith McKay, *Vice Chair*

Henry Kim, *Treasurer*

Nidhi Chopra, *Past Chair*

Blair Witzel

Susan Waterfield

Veronique Henry

Shivani Ruparell

Lydia Lee

Indra Narang

Reena Vora

Jeffery Li

Sameet Batavia

Nikhil Agarwal

Michael Daniels, *Interim CEO*

LEADING WITH PURPOSE



Guided by compassion, expertise, and community connection, our Board helps shape a stronger future for those we serve through diverse perspectives, lived experience, and a shared commitment to community wellbeing.

LUMENUS EXECUTIVE LEADERSHIP TEAM

Michael Daniels, *Interim 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*





be seen. be heard. be well.





lumenus

Community Services

1124 Finch Ave. West, Unit 1, Toronto, Ontario, M3J 2E2

Toll Free: 1 833 LUMENUS (586 3687)

Email: info@lumenus.ca

Website: lumenus.ca

Lumenus Community Services Charitable Registration: #88742 0990R R0001

Lumenus Foundation Charitable Registration: #890358179 RR 0001



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