



2021-2022 Annual Report

A Message from our CEO and Board Chair

Our first year as Humana Community Services (Humana) was a year of connecting, growing and thriving. We intentionally connected services of the legacy organizations to deliver the best experiences for people. Building Humana's service continuum was grounded in our service framework – a foundational policy, developed by a senior staff team, that prescribes the guiding principles of our service. It is a testament of our commitment to quality and continuous improvement and enhancing outcomes for participants.

As we grow Humana Community Services, a position statement about equity, diversity and inclusion was identified as a priority for our growing organization. Our promise statement of July 2021 informs our work, our culture and guides us in our internal and community actions. And, it will evolve as our learning, experiences and conditions shift. In service of evolving our anti-racist and anti-oppressive practice, several initiatives throughout the year challenged our thinking, advanced our learning and identified critical areas of focus to create a more just organization for our staff and participants. Our commitment to this journey is solid and we know our greatest challenge is living up to the aspirations of our promise.

Thriving through the ongoing challenges of the COVID-19 pandemic was difficult some days. And yet, our staff rose up. They were resilient, innovative, caring – and maintained a participant centred energy that prioritized their safety. The pictures and stories in this year's report are a reflection of their work, demonstrating the commitment to work in service of others, in service of the community.

As we reflect on our foundation-building year as Humana Community Services, we are excited to move to the “first floor” and create a vibrant community that truly supports the lifetime growth of individuals and their families with specialized needs.

Kathryn Eggert, CEO
Dave Ward, Board Chair



CONNECTING

While COVID kept us from a complete return to in-person events last year, our teams managed to meaningfully connect with one another and our community in a number of ways.

The Youth Empowerment Team (YETeam) led a number of online events for Humana's participants, including regular cooking classes with our long-time volunteer, Chef Dave, and a full-range of mental health week activities ranging from hip hop to yoga with a special presentation by keynote speaker and former youth in care, Erica Wright. We are grateful to the youth and their adult allies for always finding creative ways to keep our people engaged.



Humana staff and participants honoured Indigenous Peoples on July 1, 2021 at London's first annual Turtle Island Walk, and on September 30th, to mark the first National Day of Truth and Reconciliation in Canada.

#OrangeShirtDay

Waitlist Doesn't Mean Alone

The need for mental health services continues to rise, adding pressure to the child and youth mental health system and lengthening waitlists. As families struggle to cope, our community counselling teams in Chatham and London do their best to ensure they never feel alone. The staff have come up with a number of creative ways to help individuals and families, including navigation to complimentary services, providing resource materials and periodic check-in's.

If you or someone you know needs support, contact the Child and Youth Mental Health CRISIS line 24/7

London-Middlesex (519) 433-0334

Chatham-Kent (519) 354-4095

Recently, we heard from a grateful mom who wanted us to know that our efforts made a difference. In fact, mom was so appreciative, that she wanted to pay it forward and used her social media platforms to host a small fundraiser for Humana, selling her jewellery and donating a portion of proceeds to our community team. The team was certainly pleased to receive such kind praise and the gift of funds that will help provide coping kits for more families.

“

Being new to Chatham, we were pleased to hear there was mental health support for my daughter who suffers with an anxiety disorder. Although it took some time to receive one-on-one help, Humana took the time to prepare a self-help package that she could use when feeling uneasy. I am so grateful for the frequent check-in calls, sincere words, and encouragement the staff gave to help bridge the gap while we waited. Thank you so very much!

– Hilary Pennie

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A LOFT-y New Program

Last year, unique circumstances presented the opportunity to dream big and reimagine the programming at one of our locations. We knew the building was worth keeping and we knew we wanted to utilize the space in a way that would best serve the needs of our community.

While our team pondered several ideas, we looked to the community for input. We listened to the individuals we serve and heard about the gaps that existed and the housing challenges they were facing. This exploration process resulted in the development of an adult transition program called Humana LOFT – which stands for Learning, Opportunities, Foundations and Transitions.

Here, the team will support individuals with transitions, helping them navigate their way through adulthood.

Humana LOFT is a co-living model where each person has a private bedroom in a furnished home with shared common areas. To date, we have already filled three out of four bachelor apartments.

As we move forward with the development of Humana LOFT, we will continue to share news of our innovative programming.

GROWING



THRIVING

Art Makes Sense



At all Humana Community Services live-in, intensive child and youth treatment programs, our direct care teams operate from a trauma-informed lens, focussing on safety, connections and emotional regulation. In 2021, Humana Parkhill (HPR) seized the opportunity to create Humana's first "sensory room" to provide youth who are working through their trauma with a safe space to practice their coping strategies and to regulate their emotions. To bring the space alive, one very talented young person living at HPR, shared their artistic gift of painting, enhancing the space for current and future youth to enjoy. We thank this young person for leaving their mark on the program with this beautiful art and their inspirational message, "There is peace, even in the storm."

Exciting planning is in progress to create sensory rooms at all live-in treatment programs across Humana Community Services. The spaces will be equipped with different textures, colours, aromatherapy, weighted blankets, soothing lighting and sound machines to allow youth to engage all of their senses in their calming practices.





Humana's own Jackson Pollock styled artwork

This past year brought many opportunities for youth living in our Community Care programs to participate in joint programming activities. BBQ's, camp fires, gardening projects, team building activities and even a competitive game of hide and seek, filled our homes with sounds of laughter, joy and undeniable acceptance and collaboration.

Our unification has provided youth with access to a wide range of environments across Humana's programs with opportunities to experience both rural and urban environments and the chance to build their social interactions. Our youth live-in programs came together to begin the creation of Humana Community Services' very own Jackson Pollock styled artwork. This canvas represents both our individuality and our collaborative spirit. The canvas will soon be toured across all programs of Humana, ensuring every participant and staff member has the opportunity to leave their personal mark on our history

Congratulations to Humana Community Services' staff members who celebrated a milestone anniversary this past year. Thank you for your outstanding dedication and service to others.

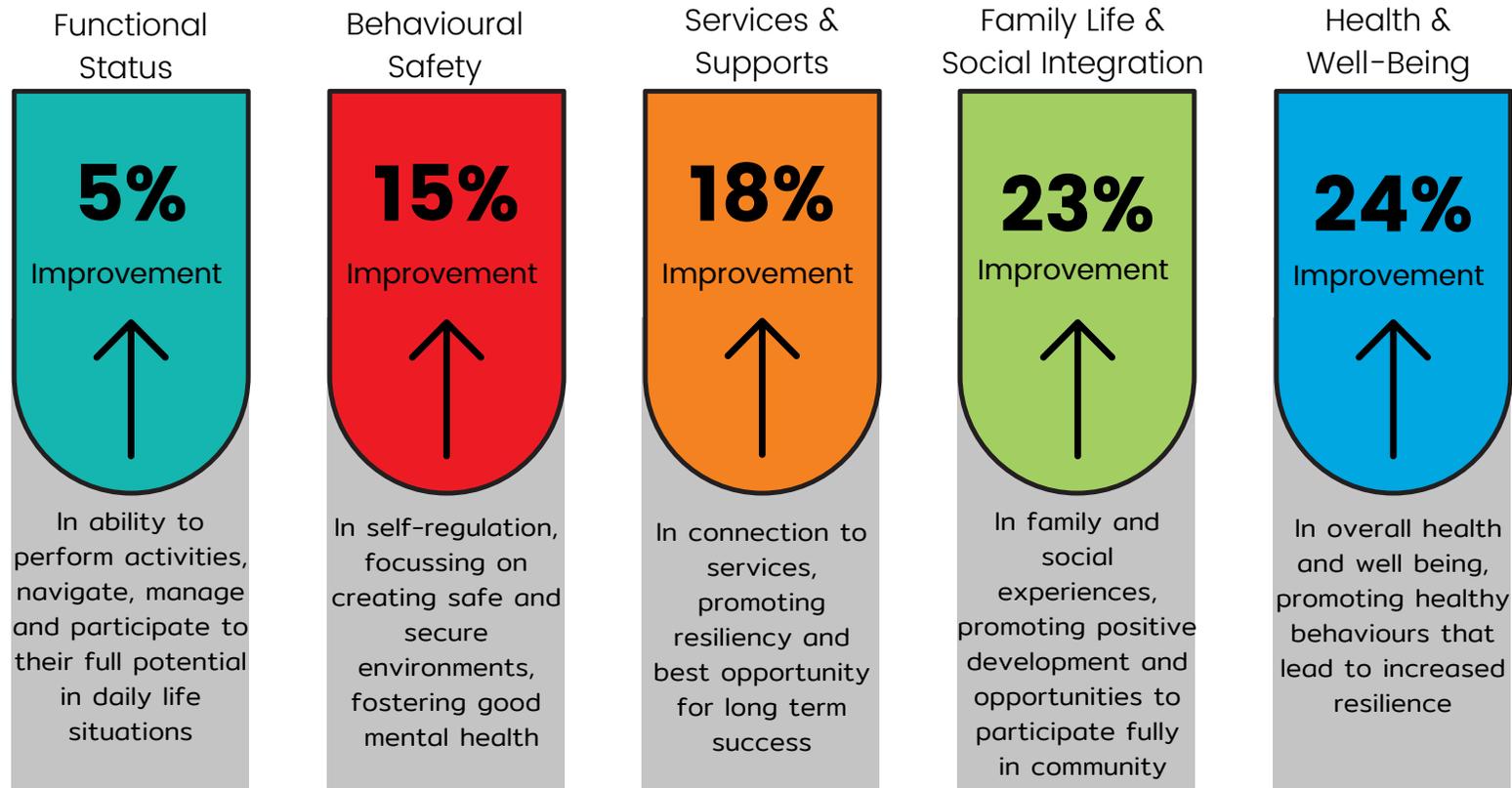
Kim Caulfield – 25 years
Christine Cunha – 25 years
Margaret Glab – 20 years
Rita Manning – 20 years
Nivin Radwan – 20 years

STAFF ANNIVERSARIES

OUTCOME MEASUREMENT

Humana Community Services utilizes the interRAI Child and Youth Mental Health (ChYMH) Assessment System to collect data in a consistent, standardized manner in order to assess the strengths, needs and preferences of children and youth. The process is person-centered, focussing on abilities and areas for improvement, which allows us to develop appropriate treatment plans and to measure the quality and effectiveness of our services. The results are easy to read by all people involved in the plan of care, making it a more holistic and individualized experience. Outcome measurements support Humana's efforts to improve child and youth mental health services for individuals, across all Humana programs and the child and youth mental health sector.

74 Full Initial to Discharge interRAI ChYMH Assessments were completed April 1, 2021 - March 31, 2022 with improvement seen across five key domains

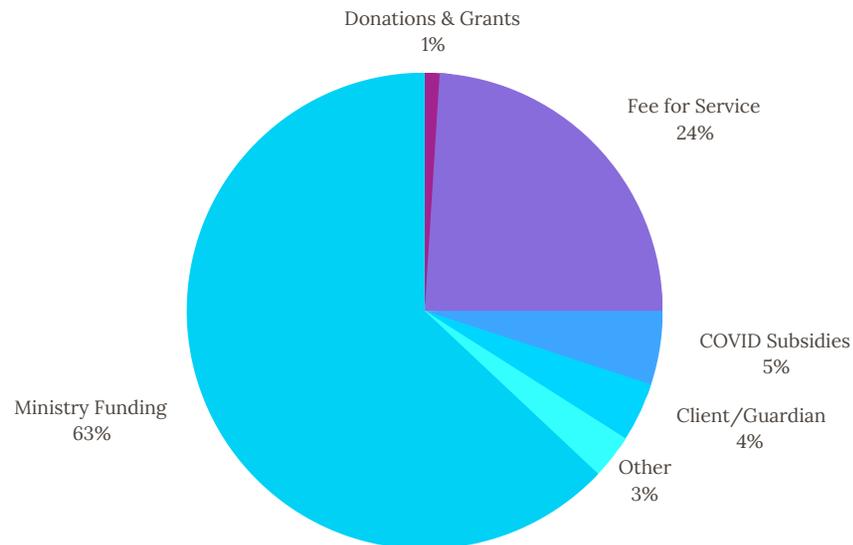


FINANCIAL OVERVIEW

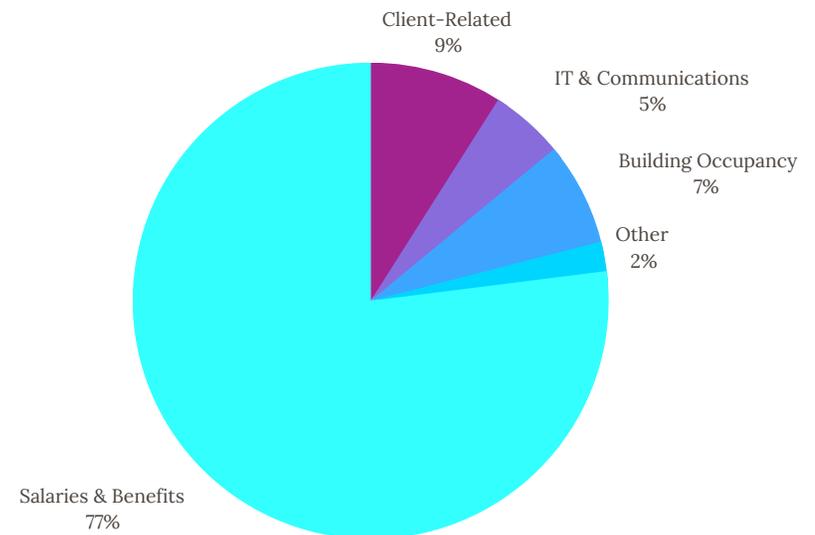
Year ended March 31, 2022

Audited financial statements are available on the Humana Community Services website. If you require a printed copy, please contact us at info@humanacs.org

Revenues



Expenses



DONOR IMPACT

Many individuals and organizations came together to support Humana in 2021. We want to thank every individual, business, service group, funder, and community partner who provided us with financial support and donated food, clothing and hygiene items. Your generosity provided cash and in-kind donations of more than \$200,000 to aid in the support of those we serve.



DONOR SPOTLIGHT



This year, we saw a significant increase in the number of in-kind donations we received through a new charity partnership with Marshalls at Southdale and Wonderland, in London. Clothing, shoes, hair tools, household goods and bedding – lots, and lots of bedding – has been a wonderful addition to the food and clothing we continue to receive from our long-standing partner, Costco.

Corporate partnerships like these make a significant difference by helping to keep agency expenses down and providing individuals with access to some extra special items. This year, our people were gifted fresh sheets, new pillows and comforters. Their joy and gratitude for this gift is difficult to put into words. These pictures of Humana Community Housing participants say it best. Thank you!



To learn more about how your gifts directly help children, youth, adults and their families, contact Dawn Fulmer, Director of Philanthropy & Communications dfulmer@humanacs.org

THANK YOU TO OUR 2021-22 FUNDERS



Digital Extremes
Form & Build
Ironstone Built
Sisters of St. Joseph

BOARD OF DIRECTORS

As a non-profit agency, we depend on community members with diverse skills, experiences and knowledge to lead our Board of Directors. We are fortunate that many of our volunteer directors have been serving with us for several years, bringing rich historical knowledge into the agency as we moved through the unification process and completed our first year as Humana. With deep gratitude, we now say good-bye and thank you to four board members who are completing their terms of service. We appreciate their time and efforts to see us grow through our first year as Humana Community Services.

- Cameron Arksey - Humana Community Services 2021-2022
- Frances Brennan - WAYS 2019-2021 / Humana Community Services 2021-2022
- Ryan Done - WAYS 2013-2021 / Humana Community Services 2021-2022
- Brian Klassen - WAYS 2012 -2021 / Humana Community Services 2021-2022

2021-2022 Directors

Diane Amaral
Cameron Arksey
Adrienne Bennett
Frances Brennan
Ryan Done
Steve Fitzhenry

Brian Klassen
Lisa Madter
Jennifer Noel
Kirby Skinn-Jones
Sunali Swaminathan
Dave Ward

SPECIAL MENTION

A Tribute to Two Long-Serving Board Members

Ryan Done joined the WAYS board in 2013. As his first governance opportunity, Ryan jumped in, eager to learn and contribute. Ryan served on the strategic planning committee and held the positions of Vice President and President over the years. As a key member of the unification committee, we trusted Ryan to steer us in the right direction, to ask tough questions and to guide us with his legal knowledge and understanding of the process. Ryan's genuine interest in the staff and people we serve made him a natural champion for building a culture of philanthropy in our agency. We are grateful to Ryan for his contributions over the past 9 years.



Ryan Done



Brian Klassen

Brian Klassen became a member of the WAYS board in 2012. As a brand and marketing expert, Brian brought insight to discussions on branding, web design and client engagement. Brian asked the “what if” questions and encouraged us to move out of our comfort zone - to boast about our success and take more risks. Brian was a key member of the strategic planning committee and the rebranding of WAYS in 2015. Brian held executive roles of Vice President and President, each for a two-year term. Brian helped lead us through the unification process with curiosity and a firm belief that we could be bigger and bolder as a unified agency. We thank Brian for his 10 years of service and for helping us build our brand.



connecting
growing
thriving

Vision

A vibrant community supporting the lifetime growth of individuals and their families

Mission

We find, develop, and deliver supports and solutions that are right for people with specialized needs

Core Values

Accountability | Respect | Service Excellence
Collaboration | Relationships | Building on Strengths

humanacs.org

Charitable Number: 119080422RR0001



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