

BELIEVING IN COMMUNITY

COMMUNITY REPORT 2023



LEADERSHIP MESSAGE



Dr. John Colangeli



Mr. Richard Steinmann

Having a sense of community is an essential part of well-being, stability, and how we see success in our lives. In a strong community, we create spaces where people feel safe, heard, and understood. We share ideas, perspectives, and talents which allow for collaboration and collective problem-solving. And by standing alongside one another, we can offer support during challenging times like those brought on by the pandemic and share in successes like those highlighted in this Community Report.

Last year we saw many stories of resilience amid challenges, uncertainty, and strenuous times. Like Sofia, who was initially apprehensive about her Recreation Therapist internship at our Children's Mental Centre, before finding herself learning and growing alongside the youth she worked with in the program. Asma, who had everything she needed to find a job except for someone to help her navigate new job seeking experiences in an unfamiliar Canadian work environment. And Kim, who after a series of unforeseen life events became unhoused, and now looks back on her experience with gratitude and gained insight. And lastly, we say goodbye to Dorothy, a dear friend who supported Lutherwood's work during our early days and left a legacy gift to build an even stronger community in the future.

We have seen many challenges in recent years, from the pandemic to crises in housing and mental health, and a level of disconnect that has been referred to as an epidemic of loneliness. A community where people feel they belong counters loneliness and creates an environment where everyone can thrive. The only way to create a strong community is by working together.

We would like to thank our staff, volunteers, donors, funders, and friends for sharing our belief in community and supporting our work as we build *communities where everyone experiences mental wellness, opportunities for employment, a place to call home, and a sense of belonging.*

Dr. John Colangeli
Chief Executive Officer

Mr. Richard Steinmann
Chair, Board of Governors

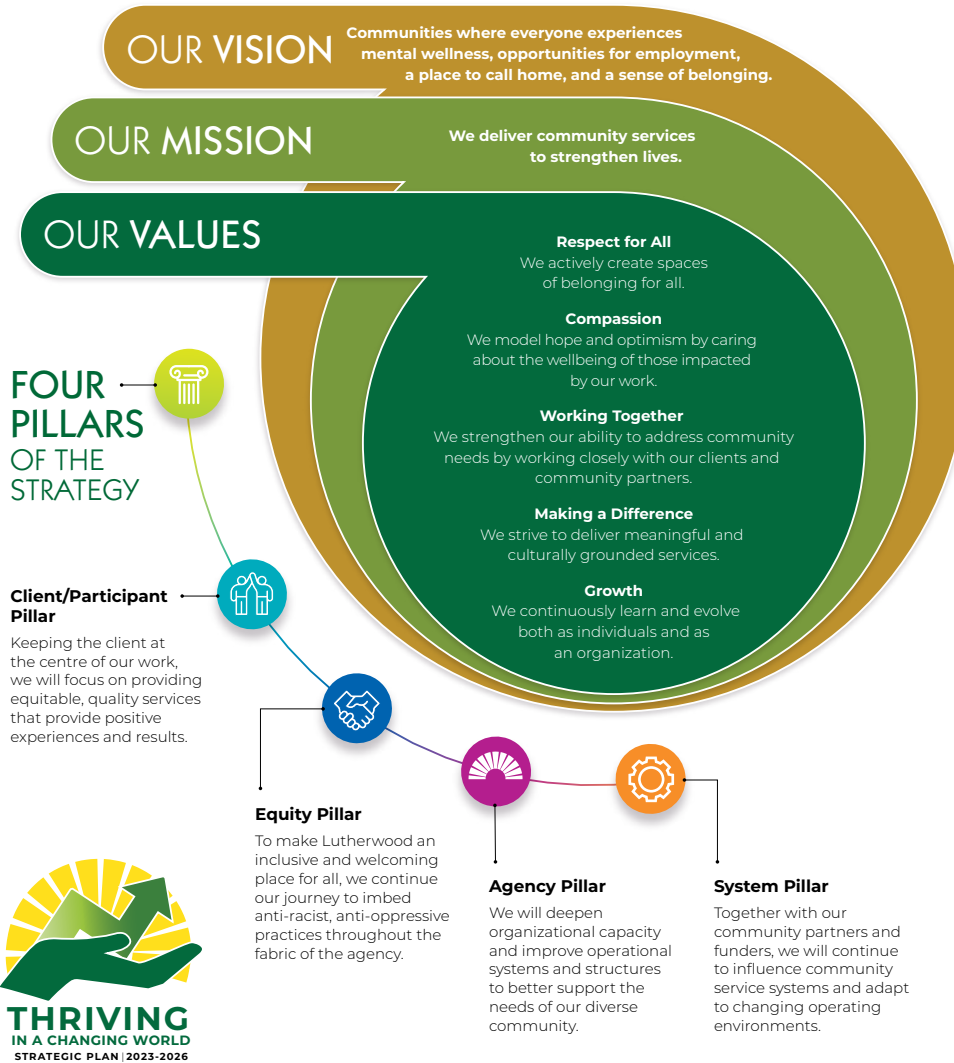


**ACCREDITATION
AGRÉMENT
CANADA**

Lutherwood Children's Mental Health Services has met the requirements of the Qmentum accreditation program as administered through Accreditation Canada, a leader in Canadian health care accreditation.

2023-2026 STRATEGIC PLAN

THRIVING IN A CHANGING WORLD



Every three years, Lutherwood constructs a new strategic plan by reviewing the needs of the community, the progress on its current strategic plan, and its mission, vision, and value statements. The process offers opportunities for community partners, funders, volunteers, donors, clients, and staff to provide their perspectives. This context ensures programs and services are responsive to current and future community needs, complementary to community partner services, and coordinated within the greater mental health and social service system while being flexible enough to operate within a changing policy and funding environment.

Thriving in a Changing World puts client needs at the heart of Lutherwood's work as it develops inclusive services, organizational capacity, and strong community systems to achieve its vision. It introduces a new vision, mission, and set of values, along with four strategic pillars which identify the critical areas of focus.

To review our strategic plan, visit www.lutherwood.ca.



Expanding Newcomer Services in Guelph



Lutherwood has experienced high demand for its employment services for newcomers. In the Spring of 2021, Immigration, Refugees and Citizenship Canada granted Lutherwood funding to create its Newcomer Employment Navigation Program to fill some gaps between existing employment services and other services in the Guelph area. The program for new immigrants to Canada allows navigators to go to clients' homes, communities, and workplaces to help them with digital literacy concerns, income and benefit access, and job coaching. The program has expanded employment opportunities for newcomers and local employers are now reaping the rewards. Two years later, the highly successful program continues to expand its staff complement as it tries to keep up with an eightfold increase in clients.

Life Launch Expands



Life Launch is a very successful donor-supported program for youth who have accessed Safe Haven's Crisis Services and are looking for long term housing. We work with the youth to prepare them for independent living by helping them develop life and social skills, understand and manage their health needs, attend school, and explore employment opportunities. Once housed, we continue to support them to maintain their housing and connect them to community services. With demand significantly exceeding capacity, Lutherwood has found some generous donors to expand the program from two to eight beds. We are upgrading the space to make it warmer and more inviting, converting six offices into bedrooms, remodeling two bathrooms, and adding a comfortable lounge space for youth to socialize, study and participate in programs.

Partnership Supports People Seeking Trade Opportunities



Employment Services clients looking to start a career in the trades are benefiting from Lutherwood's unique partnership with Christian Labour Association of Canada (CLAC). CLAC is funding supports not available through government-funded employment and training programs. This helps eligible clients obtain training and certifications required for employment, pre-apprenticeship training tuition, as well as tools, work attire or other equipment needed to start work. In addition, Lutherwood screened candidates for CLAC's "Construction 101 Bootcamp" – a three-week training program with an eight-week job placement that provides participants with the skills and safety training they need to get hired as construction workers.

CELEBRATING COMMUNITY IMPACT

Creating a Sense of Belonging



Continuing our commitment to embed anti-racist, anti-oppressive practices throughout the agency, we are making significant progress in the five priority areas of our equity strategy. This includes updating our Human Rights, Anti-discrimination, Anti-harassment policy and the Equity Leadership Council's establishment of "Conversation Circles" as safe spaces for BIPOC, 2SLGBTQ+ and historically/presently marginalized staff members to connect. By creating a sense of belonging, Lutherwood will ultimately enhance its services for the entire community.

Youth Justice Training



With 53 years of children's mental health experience, Lutherwood was invited by the Ministry of Children, Community and Social Services to develop and deliver training to youth justice service staff across Ontario. Four sessions of "Supporting Youth with Mental Health Challenges" were delivered to over 100 workers. Topics included the prevalence of mental health issues in youth justice, strategies for supporting youth mental health in justice settings, and understanding the role of race, culture, ethnicity, and religion in mental health and marginalized communities.

A Community Approach to End Homelessness

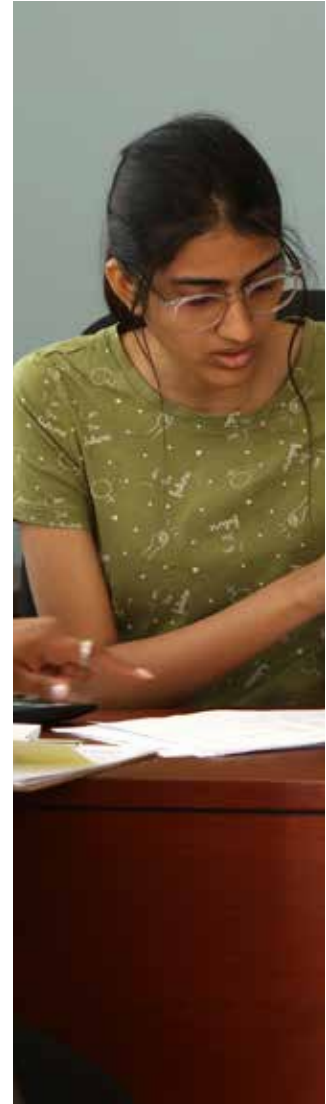


Homelessness has become an increasingly difficult problem nationally. Lutherwood is proud to be part of a community collaboration that includes the Region of Waterloo and many other partners working together to find and implement compassionate short- and long-term solutions. Last fiscal year, 10,715 households accessed Lutherwood's Housing Resource Centers and we helped 5,441 of them avoid eviction or find new housing. In addition, we housed 406 individuals and families from homelessness.

Accredited Children's Mental Health Services



Lutherwood is now accredited through Accreditation Canada. Accreditation is an ongoing process of assessing services against standards of excellence to identify what is being done well and what needs to be improved. Accreditation gives client assurance that Lutherwood's services meet nationally established quality care standards, it continuously improves the quality of its service, and it is serious about professional development. The surveyors commented on the staff's level of dedication and the excellent services provided to the community.





LEARNING ALONGSIDE EACH OTHER



Completing her Therapeutic Recreation degree at University of Waterloo, Sofia Babici chose to do an internship at Lutherwood's Children's Mental Health Centre.

While she had worked with adults with disabilities and seniors, she didn't have much experience with youth. "I thought, maybe my programs wouldn't be engaging enough, or I might not be able to connect with the kiddos," she said. Sofia soon learned that her programming would not only benefit the 12- to 18-year-old youth at the centre, but it would impact her too.

"These kids are some of the best people I've ever met," Sofia reflected passionately. "Despite dealing with different traumas and diagnoses... they love being at Lutherwood because they feel they belong. They don't feel judged, they feel accepted. They are already radically accepting themselves, and that's something I haven't even been able to do yet!"

Her time at Lutherwood helped her step back and look at her own mental health and the type of Recreational Therapist

she wants to be. She notes that the stronger you are in yourself, the better you can assist others, and Lutherwood helps youth build that baseline.

"Starting conversations about mental health at a young age is so important," she explained. "Whether or not you're currently struggling, hardships can always come up in life, so setting up that strong foundation helps to not feel stigmatized. Mental health wasn't talked about in my childhood, it was something I had to figure out on my own. Having a place like Lutherwood is such a privilege because it gets those conversations started at a pivotal developmental age."

Sofia often reflects on her experience at Lutherwood. "Lutherwood changed the way I'm living my life. I'm so grateful for the experience I had and where it got me today with being myself and helping myself. That's what the kids are working to do at Lutherwood, and I love that they taught me that too."

FINDING

FRIENDLY FACES IN NEW EXPERIENCES



As exciting as new experiences can be, it can certainly be confusing to be in an entirely new environment. Asma Obaidi was studying business administration when her family immigrated from Turkey, first arriving in Calgary, and then moving to Guelph. Once here, she couldn't understand why she wasn't receiving any follow-up from the many jobs she applied for. She was qualified and capable, and eager to start a position that would help her improve her English language skills.

That's when an immigration services worker referred her to Lutherwood's Youth Job Connection program, and she decided to give it a try.

Everything is different, Asma explains. From the job seeking process itself, to workplace culture, she was unfamiliar with Canadian experience and didn't know what to expect. After giving Lutherwood a call and explaining her situation, she was able to attend program sessions at Lutherwood's

Guelph office, where she was provided with assistance with resume building, job searching, and interview preparation.

"I think it's a very good program for young people," Asma shared, "the people at Lutherwood are really supportive and want to help you, they want to help you find the job you want. That was the most important."

For Asma, the job she wanted was a position that offered her the ability to engage in conversation to develop her English skills. She's been working at a Tim Horton's location for several months now and says this job meets her desire to practice her language skills and she enjoys how friendly everyone is. She is hopeful the next step in her career will be pursuing a degree, and would like to study computer science.



NAVIGATING THE PATH TOGETHER



“Everyone is just wonderful,” were the first words Doreen shared about the six tenants she received through Lutherwood’s PATHS2Home program. As a Superintendent for a small landlord with 56 units, she tried the program to fill a bachelor apartment in August of 2022, and ever since, when a bachelor or one-bedroom becomes available, her building management contacts the PATHS2Home team.

Doreen explained a key benefit to small landlords is having vacant units filled with a guaranteed rent deposit. More than that, she highlighted how well everyone fits into the building. Every tenant from the program has since transitioned off support and is at home. She described the apartments as well-maintained, quiet, and family oriented. “We’re a neighbourhood, and we like knowing we’re helping someone find a place to live.”

The PATHS2Home program helps individuals experiencing chronic homelessness find and maintain a home. This can include helping find available units, connecting with landlords, filling out rental applications, and providing first

and last month’s rent. Once housed, individuals can receive home-based support to help with the transition.

This process was critical for Kim, who described finding a place to live in the current market as “virtually impossible,” without guidance. After unforeseen life events, she found herself experiencing situational homelessness, something she never thought would happen to her.

Kim reflected on the fear and insecurity she felt in not knowing what options and supports were available. She was skeptical of receiving assistance, and shared that she was happy to find out that our program follows a Housing First model. Once she experienced the process, she called the program a “lifesaver. Everyone is supportive and cooperative,” she shared, “they don’t do the work for you, you have to look for places yourself, but we worked together.”

“You never know where people are,” is Kim’s strongest, lasting reflection from this time in her life. “I used to judge, and now I know differently.”

REMEMBERING A DEAR FRIEND OF LUTHERWOOD



Dorothy Knipfel was someone who cared so deeply for Lutherwood and our work that she was involved from the years the organization was created in 1967 until she passed away in 2022.

Relationships are the fuel that sustains Lutherwood and our relationship with Dorothy was wonderful. She and her husband, Harold, were there when the first building was constructed in the late 1960s on Benjamin Road. She faithfully supported us through continued friendship and substantial gifts over the subsequent years. When we were planning to build Luther Village on the Park in the 1990s and didn't have enough money to buy the land, Dorothy gave us a very substantial loan because she believed in us. It's quite likely the Village would not exist today without her.

Years later in 2010 when we expanded the building on Benjamin Road, Dorothy was the first to make a lead donation so we could get started on our dream of fighting mental health stigma and better serving kids with mental health issues.

Dorothy's life was not an easy one. She lost her husband, Harold, early on and eventually her two children as well. But Dorothy's faith and strong spirit always kept her going and she found joy in the smallest things.

I was honoured to have known Dorothy for many years as were some other staff who worked with us. She was one of the strongest and most steadfast people I've ever met, often giving us wise advice and practical support whenever we needed it.

Dorothy was true to us to the end. When she passed away, she left the Lutherwood Child and Family Foundation the most significant legacy gift we've ever received. Her wish was that it be used to help children with mental health challenges.

And so, we honour Dorothy Knipfel, a precious and dear friend, and lasting part of our history.

– John Colangeli, CEO



"I have worked for the Lutherwood Foundation for almost 3 years. It is a rewarding sense to know that as part of the Foundation team, we provide compassion and hope for children, youth, and their families. I am proud and grateful to belong to Lutherwood and help my community live with dignity."

– Adriana Meneghello, Development Assistant



"One of the things I love most about working for Lutherwood is that we are always trying to find creative ways to support our clients. I am fortunate to work alongside an incredible group of people that strive each day to build our youth up and walk alongside them on their journey. Coming to work and getting to spend each day with these amazingly talented, resilient, and strong youth has made staying here the last 10 years a breeze. I couldn't ask for a more supportive environment and feel truly grateful to be doing this work."

– Tawnya Desnoyers, Child and Youth Counsellor, Mental Health Services



"Working at Lutherwood has been an exceptional experience for me. I work with amazing, highly experienced, professional staff and colleagues who come to work every day with a mission to make a better community and a better life for clients. I love working at Lutherwood because of the collaborative workplace culture we have which is built on every positive trait in the book, a wish list for every leader."

– Alex Zantout, Manager, Employment Services

STAFF PERSPECTIVES

"Being a part of the Lutherwood teams has given me an opportunity to work alongside a group of lovely humans to make an impact in the community we serve. It's also really refreshing to see deliberate, consistent effort to embed diversity and inclusion in all we do. Working at Lutherwood means being a part of the team in the true sense of it and it's truly been a great learning and working experience."

– Fikayo Ademola, Human Resources Generalist



"I'm so grateful to be a part of the Lutherwood community; working at Safe Haven has allowed me to see why more conversations are needed around youth mental health and the systematic barriers they face. This experience prompted me to further my education by pursuing my master's degree in social work with a focus on mental health. I believe that the core values that I use to show up for my clients and their families at Safe Haven are cultural humility and advocacy, as well as offering support through a strengths-based approach and a trauma informed lens. Over a short period of time, I've had many great learning opportunities which I will forever be grateful for."

– Nakayla Dennis, Child and Youth Counsellor, Safe Haven



"I am very grateful for the opportunity to be able to work at Lutherwood for almost 2.5 years in an admin role and to be part of a great team. I feel proud to work for an organization that cares for people and strengthens their lives and that truly cares about its employees."

– Jane Belan, Administrative Assistant, CEO's Office





OUR DONORS - PARTNERS IN HOPE AND HEALING

We are deeply grateful for:

- 1,345 friends who donated 2,955 gifts
- 402 Steps for Kids participants and sponsors who helped us raise \$105,847 in 2022
- Friends who inspired social media donations
- The Darcy Beskau Educational Fund providing \$7000 to help youth achieve educational success
- Nickolas Janisse Sensory Fund for providing sensory items and assessments for young people
- Community members who made an impact with their gifts of shares and securities
- Gifts made in memory and honour of special friends and occasions
- Committed staff who give 110% to strengthen lives in our community

Lutherwood Child and Family Foundation thanks you, our donors and supporters for helping us build a community where everyone experiences mental wellness, opportunities for employment, a place to call home, and a sense of belonging. .

How Your Donations Help:



*Note: percentages have been rounded off.

BY THE NUMBERS

Children's Mental Health

2,727 Unique Clients Served

3,434 Services Accessed

1,452 Clients calling our First Point of Contact

754 Intensive Treatment Admissions



14,207
People Served

490
Employees

107
Volunteers & Students

\$38.2 million
Budget

1,345
Donors

Child and Parent Place (CAPP)

Families Served **120**

Supervised Visits and Exchanges **410**



Safe Haven Youth Services

Unique Youth Served **127**

Admissions **271**

Life Launch Clients **7**

Support Calls **91**



Housing

Unique Individuals Served Through Resource Centres **5,441**

Households Accessed Rent Fund **794**

Households Supported to Become Housed from Homelessness **406**

Households Received Home-based Support **229**



Employment

2,495 People Assisted with their Employment Needs

1,420 Clients Found Employment Through our Programs

3,112 Individuals Supported Through our Resource Centres



Lead Agency

27,415 Estimated Young People in Waterloo Region with a Mental Health Need

5 Priority Areas

7 Core Child and Youth Mental Health Service Providers in Waterloo Region



FINANCIALS

Lutherwood (2022/23)

Revenues:

Ministry of Health, Children & Youth Mental Health	\$	6,875,565
Ministry of Children, Community & Social Services		3,450,219
Ministry of Labour, Skills & Development		4,115,947
Service Canada		383,682
Regional Municipality of Waterloo		7,245,095
Ministry of Health & Long Term Care		1,346,298
Immigration, Refugees & Citizenship Canada		843,821
Seniors' Services		9,628,335
Lutherwood Child & Family Foundation		2,443,566
Fee for Service		1,527,040
Amortization of Deferred Contributions		118,479
Unrealized Loss		(16,350)
Miscellaneous		230,958

Total Revenue \$ 38,192,655

Expenses:

Salaries & Benefits	\$	24,598,120
Cost of Goods/Services		601,501
Participant Costs		1,588,270
Travel		90,347
Staff Development		165,005
Building Occupancy		4,306,535
Purchased Services		2,342,812
Program Expenses		2,878,392
Professional Services		240,404
Advertising & Promotion		125,293
Office Expenses		895,216
COVID-19 Expenditures		60,881
Interest		11,989
Amortization of Capital Assets		227,161
Contribution Expense		71,255

Total Expenses \$ 38,203,181

Net Operating Results 2022/23 - \$ 10,526

Lutherwood Child & Family Foundation (2022) (includes Luther Village on the Park)

Revenues:

Property Investment Revenue	\$	6,434,963
Seniors Operations Revenue		2,950,617
Donations & Special Events		1,712,315
Interest Income		4,562
Miscellaneous		584,868

Total Revenue \$ 11,678,201

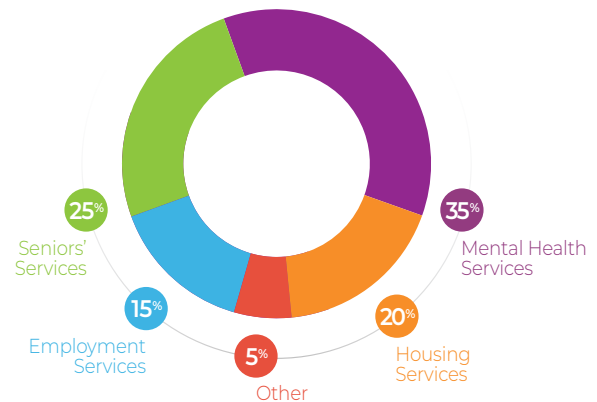
Expenses:

Grants to Lutherwood	\$	2,568,301
Property Related Expenses		3,569,479
Salaries & Benefits		1,272,012
Purchased & Professional Services		1,154,628
Program Related Costs		57,407
Advertising & Public Relations		31,063
Other Expenses		83,382
Depreciation		870,440

Total Expenses \$ 9,606,712

Net Operating Results December 2022 \$ 2,071,489

Spending by Program



OUR BOARDS & SENIOR LEADERSHIP

Lutherwood Board of Governors

Richard Steinmann (Chair)
Broker, RE/MAX Twin City Realty Inc. Brokerage,
Waterloo

Roshan James
Poet, Artist and Musician, Newton

Jacinda Reitsma
Vice President, Administration & Finance,
University of Waterloo, Waterloo

Lonnie Colter
Financial Services Executive (retired), Waterloo

Kevin Donovan
President, Donovan Insurance Brokers, Waterloo

Chris Hewitt
Vice President & Chief Marketing Officer, CXO
(Canada), Sunlife, Waterloo

Will Hunter
Vice President, Broker, CBRE, Kitchener

Omar McLean
Principal, Wagner, Livock & Associates Financial
Services Inc., Kitchener

James Chmiel
Director, Distribution, Brokerlink Inc., Kitchener

Lutherwood Child & Family Foundation Board of Directors

Kevin Donovan (Chair)
President, Donovan Insurance Brokers, Waterloo

Sunny Field
Senior Wealth Advisor, CIBC Wood Gundy, CIBC
Private Wealth, Waterloo

David Fitzpatrick
V.P. Corporate Sales & Distribution, V.P. National
Sales – Petline Insurance, Definity Insurance
Company, Waterloo

Trent Robinson
Businessperson (retired), Kitchener

Richard Steinmann
Broker, RE/MAX Twin City Realty Inc. Brokerage,
Waterloo

Scott Uffelman
President, Ontario Seed Co. Limited, Waterloo

Senior Leadership

John Colangeli
Chief Executive Officer

Heather Fedy
Senior Director of Mental Health Services
& Lead Agency

Andrea Dunn
Director of Human Resources

Lisa Gill-Tamsco
Director of Housing Services

Sherri McDermid
Director of Employment Services

Pamela Todd
Director of Finance

Chris Sellers
Director of Communications & Development

Luther Village on the Park

Margo Bayney, Executive Director



“I am incredibly fortunate to have worked for Lutherwood for 22 years. Our caring staff, their ability to adapt to changing client and community needs, and our strong value-based culture, give me immense pride to be a part of this wonderful organization.”

*Pam Todd,
Director of Finance*

HERE WHEN YOU NEED US

Lutherwood is a progressive, not-for-profit health and social service organization that provides mental health, employment, and housing services in Waterloo Region and Wellington County. For over 50 years, we have grown to care for more than 17,000 people annually, with diverse and intersectional identities, within our community.

Home Office

Children's Mental Health Centre

285 Benjamin Rd., Waterloo, N2J 3Z4

519-884-1470

Lutherwood Child & Family Foundation

165 King St E., Kitchener, N2G 2K8

519-743-2460

Front Door; Access to Child & Youth Mental Health Services

35 Dickson St., Cambridge, N1R 7A6

519-749-2932

Employment Services

35 Dickson St., Cambridge, N1R 7A6

519-623-9380

165 King St E., Kitchener, N2G 2K8

519-743-2460

89 Wyndham St. N., 3rd floor, Guelph, N1H 4E9

519-822-4141

Housing Services

35 Dickson St., Cambridge, N1R 7A6

519-622-1670

41 Weber St. W., Kitchener, N2H 3Z1

519-749-2450

Safe Haven Youth Services

41 Weber St. W., Kitchener, N2H 3Z1

519-749-1450

Luther Village on the Park

139 Father David Bauer Dr., Waterloo, N2L 6L1

519-783-3710



LutherwoodCMH (Children's Mental Health)
LutherwoodJobs (Employment Services)
LutherwoodHousing (Housing Services)



@Lutherwood



Lutherwood



@LutherwoodCanada



LutherwoodCanada



admin@lutherwood.ca

Our Mission

We deliver community services to strengthen lives.

Our Vision

Communities where everyone experiences mental wellness, opportunities for employment, a place to call home, and a sense of belonging.

Our Values

Respect for All, Compassion, Working Together, Making a Difference, and Growth.

