



# 2020-2021 Annual Report

## A Message from our CEO and Board Chair

Our belief that connection is fundamental to our well-being and our work sustained us as we navigated a pandemic and continued to deliver a full spectrum of essential services. Protecting our staff as they worked and our participants in services called on us to connect with each other in new ways; practice evolving infection control methods and innovate service delivery models.

As a learning organization, our knowledge expanded every day – we learned about PPE (personal protective equipment) and the intricacies of sourcing it; we discovered that technology could support our work and our participants and help us deliver what participants need in better ways. We learned that connecting is a critical support for staff, particularly in times of uncertainty, so we were intentional in creating opportunities to make that happen for them. As a result of our efforts, we did not experience an outbreak and continued to deliver and grow our services for participants.

Our staff are resilient, caring and dedicated – their strength at connecting with each other, participants and the purpose of their work is inspiring. Each and every day, we are grateful and thankful for their service.

Connection continued to motivate us throughout the year. At the onset of our fiscal year, we were two reputable organizations with years of history doing important work in our community – Anago (Non) Residential Resources and WAYS Mental Health Support. After careful consideration, we intentionally continued our journey of unification. On February 14, 2021, we became Humana Community Services (Humana).

Humana is about connecting people to the right service at the right time – we find, develop and deliver supports and solutions that are right for people with specialized needs. We have a robust spectrum of services that support the mental and physical well-being of individuals across their lifespan. Our dreams are bold and we aspire to achieve results that will make a difference in our community and ease access for people as we partner with them to navigate supports that meet their needs and their transitions. Humana Community Services is about helping people, communities and organizations to connect, grow and thrive.

We look forward to the year ahead and to dreaming bold together.

Kathryn Eggert, CEO

Dave Ward, Board Chair

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## Announcement

As part of a provincial plan to modernize youth justice services, early in March 2021, the Ministry of Children, Community and Social Services decided to close 26 youth justice facilities across Ontario, including Humana's King Street Detention Centre (KSD).

While we support the provincial government's plan to provide more community-based solutions for youth in conflict with the law, we were saddened to receive this sudden news, knowing the impact it would have on the youth and staff at KSD.

We are incredibly proud of the KSD staff and leadership team and thank each of them for their accomplishments and outstanding work with youth. Several staff have successfully transitioned into other programs within Humana; others chose to pursue new opportunities. We wish you all well and thank you for your service.

## 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



In early 2019, the leadership team of Anago and WAYS began exploring the potential benefits of joining our two agencies together to better meet the needs of the people we serve, our staff and the community.

Once the joint Boards of Directors expressed their commitment to a deeper exploration of this possibility, we shared the information publicly and with our staff and those we serve to include them in our journey and to alleviate any fear or misunderstandings.

Communication kept staff connected – newsletters, focus groups and meetings allowed 230 staff in programs across London-Middlesex, Chatham-Kent and Huron counties to be involved and excited about the idea of what we could be.

Throughout the process, we did our due diligence; examining one another's financial statements and policies; and seeking legal counsel and expert advice where needed. Most importantly, we shared meaningful conversations and developed connections that led us to believe that better together was truly a goal worth pursuing.

When the pandemic hit in 2020, it would certainly have been a compelling reason to slow down or postpone the process, yet instead, COVID made it apparent to us that we could support individuals and staff more effectively and efficiently as one agency. Forward we would go!

Bringing two agencies together meant a new name and identity. Staff contributed many great names and ideas for consideration. When we narrowed it down, everyone was invited to vote. With the help of our design team, a bold new logo was created – a logo and name that truly depicts the many people and supports that wrap around the individuals and families who are core to our services.

Our unification became official on February 14, 2021. We are grateful to the board members that served our two agencies until that date and to the incoming board members working to support our future.

With a passion for advancing social justice and extensive sector leadership experience, Kathryn Eggert will lead us on our journey as Humana Community Services.

*“The 2020-2021 fiscal year was an exciting year for Humana as our unification process, which commenced in February 2019, officially came to a close with a successful unification on February 14, 2021. Throughout unification, we were focused on dreaming bold for new results and building a conceptual model to make those dreams a reality.”*

*We are very thankful to everyone who took part in this process, including the leadership teams, staff and board members of both organizations, as well as our facilitator, Maria Sanchez-Keane. We could not have asked for a better outcome and are thrilled to be moving forward as one unified organization, truly connecting, growing and thriving.”*

*Lisa Madter  
Former Board Chair, Anago*



*“It was my great privilege to work with all the stakeholders involved in the unification process, including the boards for both WAYS and Anago, the unification committee and the amazing staff at each organization, and, of course, the inspiring and focused Executive Directors, Joanne Johnston and Kathryn Eggert.”*

*At the end of the day, this long and intensive process was well worth the wait and effort. In the face of a constantly shifting landscape, both organizations identified that there was a significant opportunity to be better together, and, most important, better for those we serve. Every decision made, and every plan implemented, has been with a view to achieving the lofty goal of being a proactive, innovative and bold organization that will make lasting and positive change in the communities we serve.”*

*Ryan Done  
Former Board Chair, WAYS*





# COVID-19

## A look at the pandemic through the lens of Humana

Across the globe, there is shared understanding that the virus has had a significant impact on communities and people. As a provider of one-to-one services, we could never have imagined how the word “pandemic” would impact our work.

By the time the pandemic was declared, we were already busy searching for PPE (personal protective equipment) to protect our staff and those we serve. High demand and a global shortage made this a significant challenge. Common household items like toilet paper, paper towels, disinfecting wipes and hand sanitizer were suddenly scarce and precious resources. With the help of wonderful volunteer shoppers, we made it through without impact to our people.



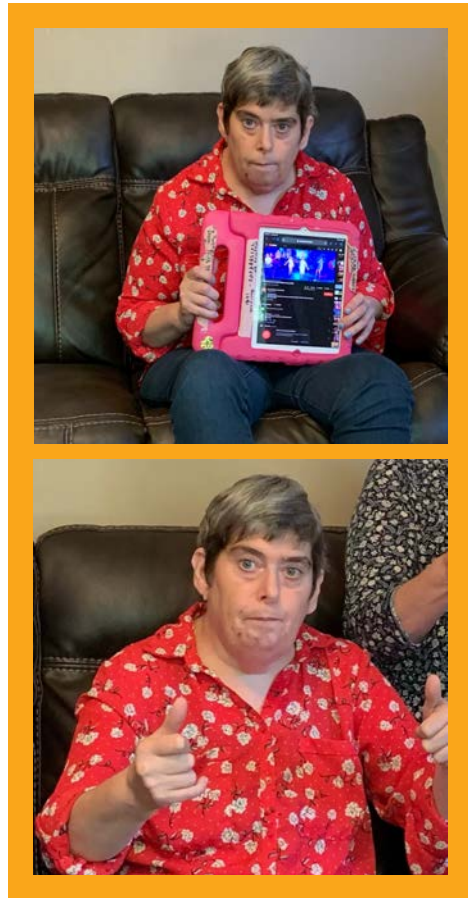
## Local Love and Support

As medical experts learned more, protocols frequently changed. Staff were always willing to adapt and do whatever needed to be done. They became experts in the proper usage of PPE - masks, face shields, gloves, goggles - all intended to keep one another safe, but also a barrier to connection.

With a heightened focus on the virus, staff were challenged with how to safely deliver programming and keep individuals connected to their families/caregivers when visitor restrictions were in place.

Stay at home orders meant regular outings and community programming were cancelled, leaving individuals in our developmental services programs at home. Staff identified a need for technology that would allow individuals to attend online programs and to enjoy virtual visits with family and socialization opportunities on platforms like Zoom.

Through a COVID-19 Response Fund Recovery Grant, London Community Foundation came forward to make therapeutic and social interactions happen. With their help, individuals in our live-in programs have access to personal tablets to support their connections to family and community.



Lynn is happy to have her very own tablet for visits with family and friends. Lynn shared with us that she also really enjoys watching videos and scrolling through her photos. Thank you London Community Foundation, for helping Lynn to feel connected when she is unable to see the people she loves.



LONDON  
COMMUNITY  
FOUNDATION

Thank you to the Canada Sews community volunteers who provided 100's of cloth masks to help us through the shortage and to local fashion designer, Carmina de Young, who worked with us to create reusable cloth gowns when disposable hospital grade gowns could not be found.

# Virtual Counselling and Window Visits

To comply with government health guidelines on shared office spaces, our entire Community Programs staff in Chatham and London were required to work from home – leaving them without access to computers and unable to safely maintain contact with the children and youth they serve. We quickly approached United Way Elgin Middlesex for help with funding that would allow us to purchase laptops and cell phones for our community-based teams to continue delivering mental health supports for children, youth and families. They generously answered, yes! Through the Local Love in a Global Crisis Fund, our community team successfully transitioned to virtual appointments.

In addition to having expanded capacity with virtual visits, the community team developed many creative strategies for connecting with children and youth – especially with the younger ones.

Window visits have become a regular way of working together. Staff created and delivered coping kits and worksheets to families so they could continue their sessions together. From playing Coping Bingo, to building back yard scavenger hunts with calming strategies as part of the hidden objects, to playing tic-tac-toe on the window – this team has found unique and effective strategies for program delivery.

COVID has changed many things in our world but it certainly has not changed the level of care and commitment that our staff bring to their work each day. We thank each and every team member for their dedication and concern for one another's health and safety.

We are grateful for our ability to remain OPEN for service, as we know many in our community who have been forced to close their doors, taking services and jobs away from those who truly need them.

As a connected community, we will get through this together.

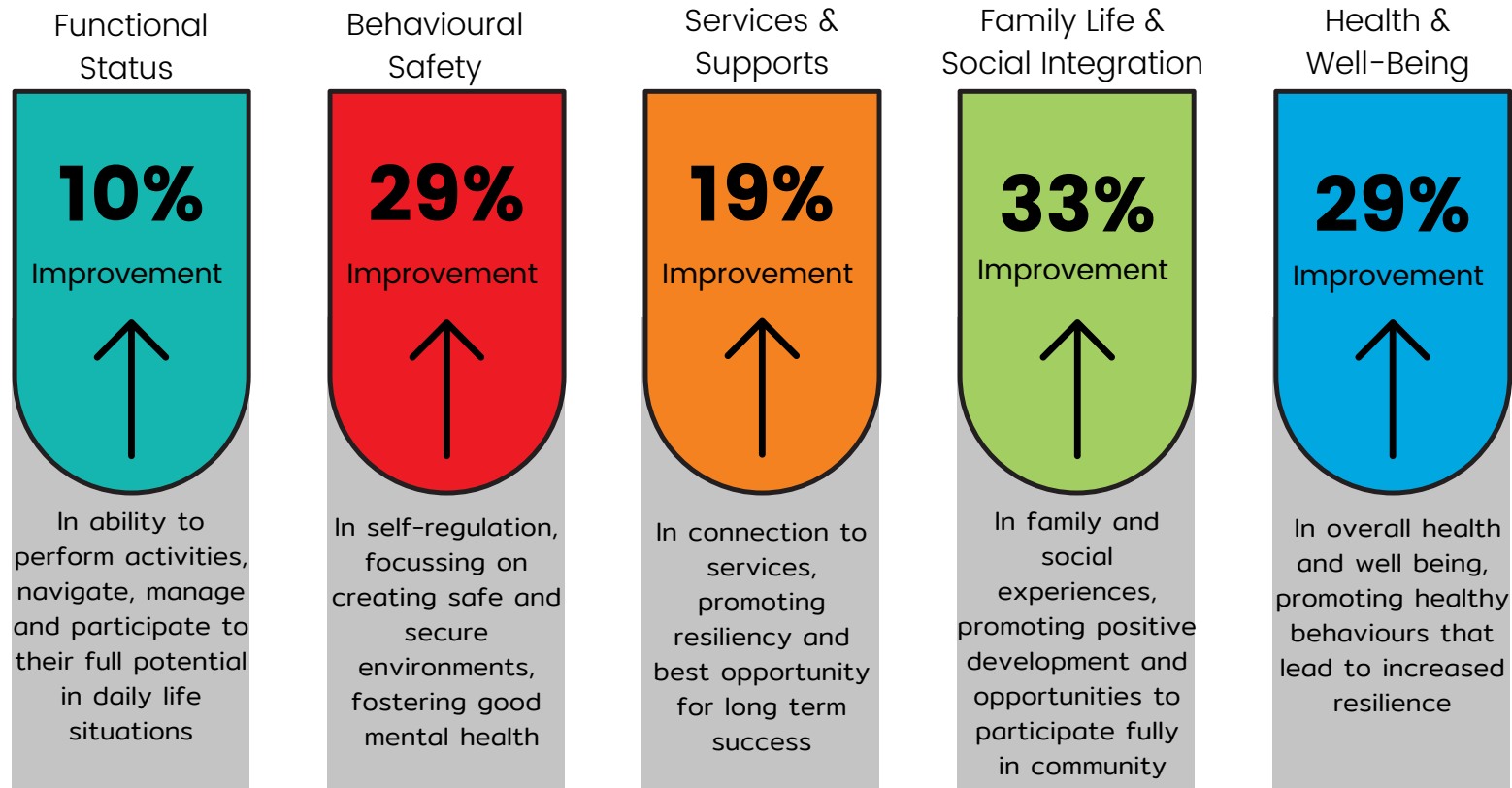




# OUTCOME MEASUREMENT

In 2016, Anago and WAYS began utilizing the InterRAI Child and Youth Mental Health (ChYMH) Assessment, a comprehensive standardized instrument for evaluating the strengths, needs, and preferences of children and youth ages 4-18 years, with mental health needs who are receiving related services. Since implementation, Humana has completed a combined total of 2,150 assessments. Humana strives to utilize this important data to demonstrate Service Excellence, as well as continue to implement the InterRAI tools across all service streams of the organization. To date, InterRAI assessments are utilized in our Community Programs, Live-In Intensive Treatment, Receiving, Transitional Programs and in Developmental Services Supportive Independent Living (SIL) and Transitional Aged Youth (TAY) programs.

## 42 Full Initial to Discharge InterRAI ChYMH Assessments were completed April 1, 2020 – March 31, 2021

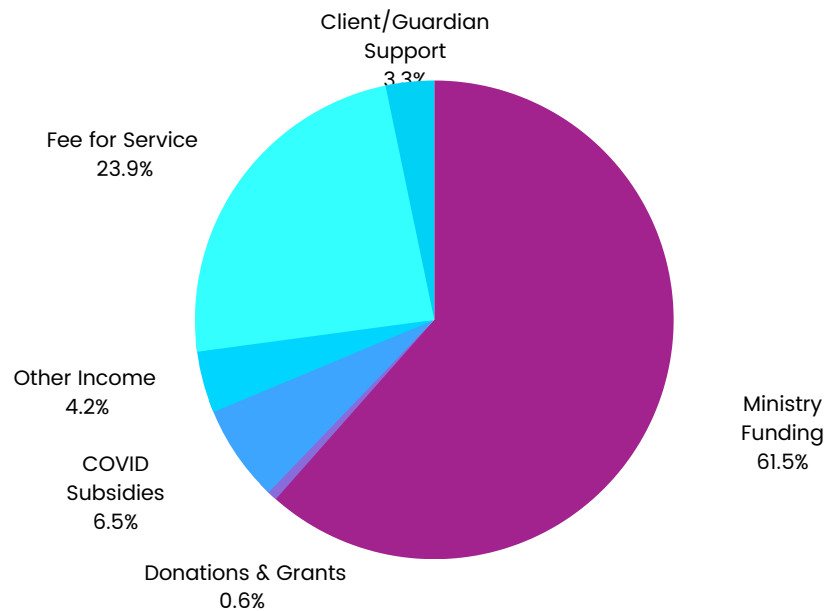


# FINANCIALS

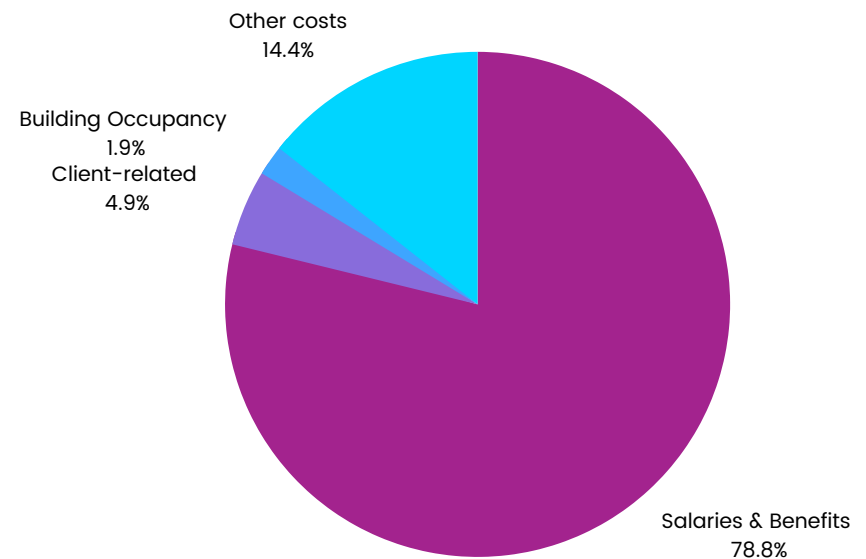
Year ended March 31, 2021

Audited financial statements are available on the Humana Community Services website. If you require a printed copy please contact us at [info@humanacs.org](mailto:info@humanacs.org)

## Revenues



## Expenses



# DONOR IMPACT

COVID may have stopped us from participating in many of our usual activities and events, but it didn't stop donors from being amazing! Through the generosity of individuals, corporations, service groups and foundations, our cash and in-kind donations totalled more than \$200,000 this year. Thank you!

Gifts included cash, gift cards, food, clothing, and personal hygiene items for those we serve, as well as Christmas presents and funding to support renovations and programming. We are grateful to the businesses and individuals who were able to source and donate unique gifts of masks, face shields and hand sanitizer to keep our people safe.

The pandemic brought new donors to our door. We were inspired by the number of youth who reached out to ask how they could help - recognizing the impact the pandemic had on at-risk and vulnerable people their own age.

Thank you to every donor that helped us through a most challenging year. You made a significant difference.

To learn more about the impact of your gifts and how you help children, youth, adults and their families, contact Dawn Fulmer, Director of Philanthropy & Communications [dfulmer@humanacs.org](mailto:dfulmer@humanacs.org)



# THANK YOU TO OUR 2020-21 FUNDERS



# CONGRATULATIONS

On behalf of the Board of Directors and staff, we congratulate Joanne Johnston, on her retirement following an extensive 40+ year career as a skilled therapist, mentor and leader.

After graduating with a Master of Social Work degree from Wilfrid Laurier University, Joanne immediately began working in child and family therapy. Throughout her career, Joanne contributed greatly to improving the child and youth mental health system through her work in policy change and advocacy.

Joanne joined WAYS in 2014, and with her arrival, began leading us through strategic changes and into new directions. With a vision for what the future could be, Joanne and Kathryn Eggert worked tirelessly to bring our two agencies through a two-year collaborative process that culminated in the co-creation and launch of Humana Community Services.

I want to thank Joanne for pouring her heart and soul into WAYS. Her leadership and commitment to the cause, right up until her final day on the job, was unmatched, and both WAYS – and the unified Humana Community Services – are richer for her significant contributions.

Best wishes for a fulfilling retirement!

Ryan Done  
Former Board Chair, WAYS Mental Health Support  
Board member, Humana Community Services



Joanne Johnston, MSW, RSW  
Executive Director  
WAYS Mental Health Support  
2014 - 2021

# Staff Anniversaries



Congratulations to the Humana Community Services staff members who celebrated a milestone anniversary this past year.

Thank you for your outstanding service.

Jean Gieber – 30 years

Azra Mutapcic – 20 years

Sara Powley – 15 years

## Same Number – Same Service – New Name

Humana Community Services wasn't the only re-branding project that we participated in this year. Our long-standing 24/7 Crisis and Intake Team, a partnership of Craigwood Children, Youth, and Family Services, and Vanier Children's Mental Wellness, is now called Tandem.

Tandem continues to serve London-Middlesex with 24/7 crisis phone support and expanded after-hours, in-person support until 10 pm Monday to Friday. In the evenings, Tandem is co-locating at the CMHA Middlesex Crisis Centre.



Humana Community Services continues to provide 24/7 Crisis phone support for families in Chatham-Kent. To access service please call 519-354-4095.



connecting  
growing  
thriving

## Board of Directors

Diane Amaral

Brian Klassen

Cameron Arksey

Lisa Madder

Adrienne Bennett

Jennifer Noel

Frances Brennan

Kirby Skinn-Jones

Ryan Done

Sunali Swaminathan

Steve Fitzhenry

Dave Ward



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