



2022-2023 Annual Report

A MESSAGE FROM THE CEO AND BOARD CHAIR

The past year has been one of growth and opportunity as we successfully implemented the plans established for Humana Community Services (Humana) at its inception in 2021. We are encouraged by our service numbers that confirm we are on track to accomplish all that we set out to achieve – simplifying the path to services and serving more people, better.

To better connect with individuals and families and improve access to information, we launched a new, accessible website, this year. With a focus on the needs of visitors, Humana’s website was thoughtfully designed to be easy to navigate and has been enhanced with increased accessibility and translation options to allow everyone equal access to information.

Humana is an enthusiastic supporter and participant in the emerging community strategy to address health and homelessness – **Whole of Community System Response**. As advocates for inclusive solutions to community needs, we are keenly aware of the experience of young people and adults with specialized needs striving to live and participate in community with well-being and dignity in an era where access to healthy, supportive, and sustainable housing is not available. While the priority focus of the strategy is on the most marginalized people in our community, the long-term impacts of this transformative system change will benefit the people who access services and supports from Humana. In the meantime, Humana has optimized its own housing resources and positioned itself to expand as we grow in service of more people across the lifespan.

Earlier this year, we began an assessment process to evaluate each of Humana’s properties. We examined the location, layout, condition, and costs of each physical space to determine its suitability for supporting the needs of current and future participants. As a result, we sold and bought real estate, and repurposed or relocated programs to best meet



the needs of the people we support. We share with you in the coming pages, one inspiring story of housing success achieved through the move of our Point Reyes program to a bright, new, accessible home.

To lead Humana forward in our work, the board of directors has embarked on a consultative process to collect feedback and ideas from staff, participants, families, and community stakeholders. Through a combination of focus groups, interviews, and surveys, we will gather crucial insight to guide us in the development of our next three-year strategic plan. We look forward to sharing outcomes with you throughout the year.

We are proud of everything we have accomplished this year. Through the collaborative efforts of our staff, board, participants, and partners, we continue to grow and achieve to best serve our community.

With gratitude,

Kathryn Eggert, CEO

Dave Ward, Board Chair

MILESTONE ANNIVERSARIES

Congratulations to Humana Community Services' staff who celebrated 20- and 25-year milestone anniversaries during the past year.* Thank you for your outstanding dedication and years of service!

Cindy Crow – 25 years
Ryan Sheppard – 20 years
Christina Wilson – 20 years

*April 1, 2022 – March 31, 2023



CONNECTING

We are excited to announce the launch of a bright, new, and fully accessible website for Humana. Designed with the needs of participants and their families in mind, this user-friendly site provides visitors with easy navigation options and quick access to the information they need.

With the click of a button, visitors now have the ability to translate the website to their language of choice and can customize their viewing experience with a wide range of accessibility options built into the site.

Humana's website fully meets the Accessibility for Ontarians with Disabilities Act (AODA) compliance standards.

**Visit our website and follow
Humana on social media for
news and updates**

New Website Launch

www.humanacs.org

- Find Services
- Browse Careers
- Get Involved
- Donate



accessiBe

Greenhouse Academy*

When we first learned about Greenhouse Academy's employment-readiness program, we immediately began planning for our participants to take part. After several COVID-imposed delays, we were finally able to make it happen in 2022.

GROWING

Over the summer, 20 participants from across Humana, had the opportunity to sign-up for this unique skill-building program. Through hands-on learning, they enjoyed a positive work experience and were provided an up-close view of careers in green industries.

While COVID kept some participants from attending every session, we are proud of the effort they showed each day they were on-site. Over the course of the program, all were successful in their individual learning, gaining practical skills and increasing confidence in their abilities. Four individuals earned employment-readiness certificates, with two participants receiving offers of employment from the on-site landscaping company.

We are grateful to the funders who turned an opportunity into reality for those we serve. Thank you to Westminster College Foundation for sponsoring the training costs and Lawson Foundation for supplying the necessary safety equipment. Grant funding also provided Humana with a Greenhouse Academy membership and workshops which will allow participants to continue building their skills and provide opportunities for more participants to experience the greenhouse for themselves throughout the coming year.



**Greenhouse Academy is a not-for-profit social enterprise providing hands-on skills development programs that empower participants to nurture a community legacy and equip youth to be future-ready.*



LAWSON
FOUNDATION

THRIVING

There's No Place Like Home

For adults living at Point Reyes, this sentiment certainly rings true. The community-based, six-adult program in Strathroy, Ontario, has served many individuals over the years, including Gary, (pictured here), who has called Point Reyes home for the past 37 years.

As staff planned for the future needs of participants like Gary, it became clear that the current property would not provide the best fit. Finding the ideal property that would allow participants to remain at home became a top priority. And find it, we did!

Orchestrating a household move involving six participants required a great deal of planning and coordination. Staff engaged families, caregivers and participants along the way with conversations and visits to their future home. While staff focussed on establishing routine and making the new home feel familiar, it became evident that equally important to participants was the assurance that staff and fellow housemates were all coming along. We assured them everyone was coming on this journey, together.



Keeping participants safely away from the chaos of the move included a day trip to a local Airbnb. By day's end, all six participants were sleeping comfortably in their new rooms and new home.

This bright, beautiful home is nestled in a family neighbourhood and offers participants so much more than the increased accessibility we were seeking to provide. Sidewalks bring foot traffic past the front door, allowing for people and puppy watching, and community connection. The wrap-around deck out back allows participants to be outdoors independently and has quickly become a favourite gathering space for social time with one another. There is so much to love about Point Reyes!

home Sweet home

Congratulations to the Community Housing team for the vision, planning and effort extended to make this dream happen. Because of you, adults living at Point Reyes will continue to thrive as they age in place for years to come.



UNIQUE INDIVIDUALS SERVED



142

**CHILDREN
AGES 0-12**

358

**YOUTH
AGES 13-17**

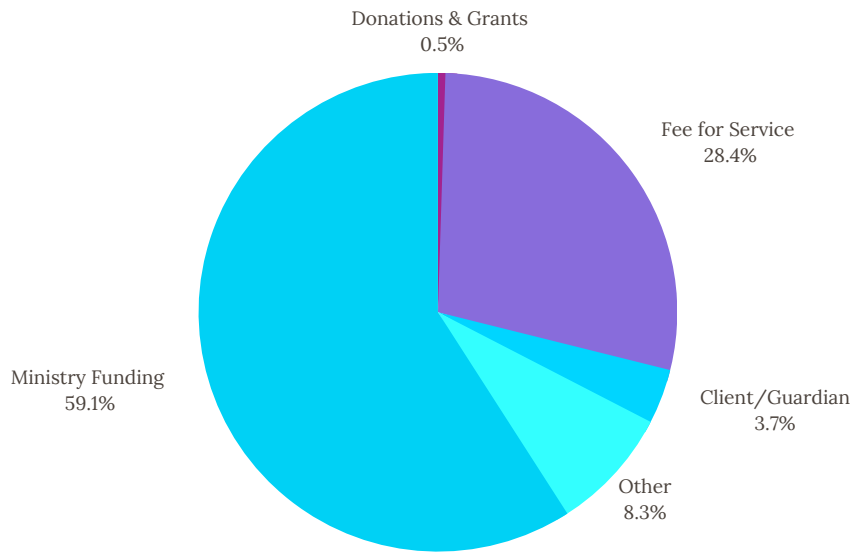
138

**ADULTS
AGES 18+**

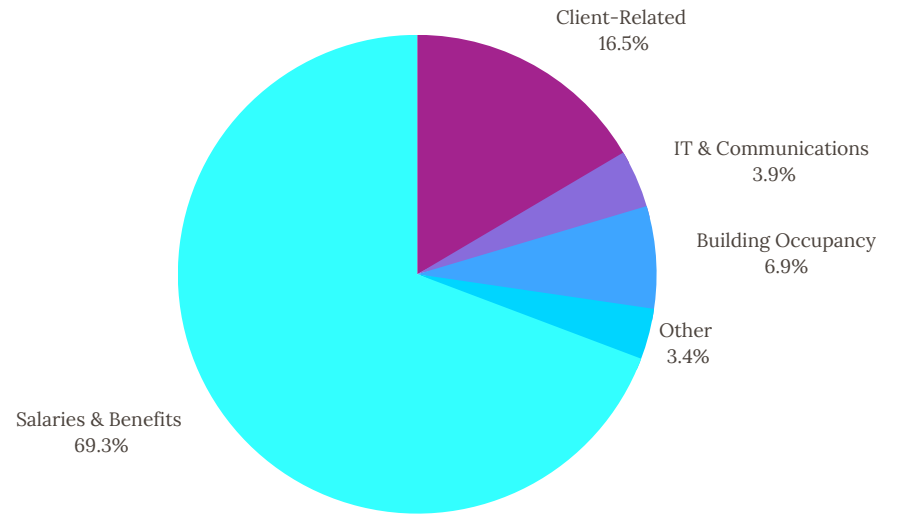
FINANCIAL OVERVIEW

Year ended March 31, 2023

Revenues



Expenses



These figures are extracted from our Audited Financial Statements provided by Graham Scott Enns, LLP. Statements are available at www.humanacs.org



A FOND FAREWELL

Thank you for your leadership and
years of service!



Lisa Madter
2014-2023



Jennifer Noel
2018-2023



Sunali Swaminathan
2015-2023

This year, we say good-bye and thank you to three outstanding board members as their terms of service come to an end. Each joined Humana Community Services' board of directors in 2021, having served many years in leadership roles on our legacy boards. We are grateful to Lisa, Jennifer and Sunali for their wisdom, passion and dedication to our mission throughout their years of service.

BOARD OF DIRECTORS

Humana Community Services is governed by a 12-member volunteer Board of Directors. Humana seeks candidates that broaden the diversity of the board in areas such as ethnicity, race, culture, gender, gender identity, age, and ability. We value members who speak from lived experience to bring varied perspectives to important board discussions and decision-making processes. We are grateful for the leadership of our board members and their commitment to our mission.

2022-2023 Directors

Diane Amaral

Adrienne Bennett

Michelle Farquhar

Steve Fitzhenry

Dinah Frank

Lisa Mader

Jennifer Noel

Jacqueline Radix

Dana Saunders

Kirby Skinn-Jones

Sunali Swaminathan

Dave Ward



THANK YOU TO OUR 2022-23 FUNDERS



The
Orange
Door
Project



Ministry of
Children, Community &
Social Services



Westminster College Foundation

The
Agency
Real Estate Brokerage

Marshalls[®]



LAWSON
FOUNDATION

Digital Extremes
Enterprise Holdings
Sisters of St. Joseph



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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