

St. Michael's Homes Annual Report 2024-2025



About Us



For over fifty years, St. Michael's Homes has provided mental health and substance use services rooted in connection, dignity, and recovery. We offer a continuous-care model that includes 97 beds across five residential locations, along with outpatient counselling, psychotherapy, and community drop-in centres serving the unhoused and precariously housed. Our work supports individuals facing the greatest barriers to stability, health, and belonging.

Our team of more than 100 staff members shares a mission: to provide quality care to individuals living with mental health and substance use challenges, helping them build meaningful lives.

Our Mission

To provide quality care to individuals living with mental health and substance use challenges so that they can build their most meaningful lives.

Our Vision

Individuals with mental health and substance use challenges living healthy, meaningful, and connected lives.

Our Values

Client Focused

Responsive: Our programs are flexible and adaptive, empowering clients to make meaningful change.

Compassionate: We treat every person with respect, listen without judgment, and embrace difference.

Inclusive: We believe that all individuals deserve equitable access to supportive care.

Organization Focused

Evidence-Based: We use proven and innovative approaches to support recovery.

Recovery-Oriented: We believe every person can lead a life of dignity and hope.

Collaborative: We grow together—through teamwork, partnership, and shared learning.



Strategic Vision



Message from the Board Chairs and Executive Director

We would like to thank all of our staff, service users, donors, supporters and partners.

2024-25 has been an exciting year for St. Michael's Homes.

We spent the year working toward a merger with Haven Toronto, bringing the only homeless service focused on the vulnerable population of elder unhoused men to our growing drop-in and day programming along with other initiatives outlined below.

Among the exciting initiatives this year have been:

- Successful completion of our first accreditation process
- Continued leadership and active participation in Ontario Health Teams
- Organizing merger with Haven Toronto
- Developing and launching a new logo
- Enhanced program quality through our Quality Improvement Plan
- Implementing changes in staff compensation and wellness supports
- Transitioning to a new Client Management System

Read more about these and other accomplishments in the following pages!

Jessica Stansfield
Board Co-Chair

Dr. Leanne Tran
Board Co-Chair

Robin Griller
Executive Director

Service Growth, Partnership and Quality

Merger

In April, St. Michael's Homes merged with Haven Toronto. This merger allows St. Michael's and Haven to more effectively fulfill their missions of providing community mental health and addiction services to homeless and marginally housed, elder men.

Food Program Quality Improvements

Our Food Program continues to get better and better! Clients reported that the meals provided met or exceeded their expectations, with scores on the Ontario Perception of Care Tool that are well above the provincial average for bed-based services. This reflects our commitment to creating a comfortable, supportive, and respectful care environment that promotes overall well-being.

Ontario Health Teams

We are proud to be active participants in OHT implementations across Toronto, with membership of the Anchor Table of the East Toronto Health Partners OHT and of the Executive of the Mid-West Toronto OHT.

Improved Data Systems and Accreditation

Catalyst to EMHware Transition

This year, we successfully transitioned from the Catalyst client management system to EMHware. This transition enhances our ability to manage client information, streamline reporting, and improve overall service delivery.

The implementation of EMHware provides:

- Improved data accuracy
- Enhanced user experience for staff
- Compliance with various reporting standards

Accreditation Canada Results

We successfully completed the Accreditation Canada Primer. We look forward to building on this momentum as we continue to strengthen our quality and safety culture across all areas of our organization.



The people who work here

Team Expansion

Our team is growing! As a result, we've recently welcomed talented new staff members across several programs. This expansion strengthens our ability to deliver exceptional service, drive innovation, and meet the evolving needs of our clients and partners. In FY2024-25 we reached over sixty staff and to begin FY25-26 we grew to over 100 staff.

Launch of the Quality-of-Life Work Plan

This year, we launched our Quality-of-Life Work Plan to strengthen well-being and satisfaction across our organization. The plan focuses on four key areas:

- individual staff recognition
- group staff activities
- supports for staff in special circumstances
- workplace pay and benefits

New Logo



In November we launched our new logo. Our new look reflects who we are today and symbolizes our future growth and commitment to serving our clients better.

Financials

These are the summary financial statements, which comprise the statement of financial position as at March 31, 2025.

ST. MICHAEL'S HOMES

Summary Statement of Financial Position

| March 31 | 2025 \$ | 2024 \$ |
|--|------------------|------------------|
| ASSETS | | |
| Current assets | | |
| Cash and marketable securities | 938,196 | 854,374 |
| Accounts receivable and prepaid expenses | 629,987 | 519,364 |
| | <u>1,568,183</u> | <u>1,373,738</u> |
| Property and equipment | 2,414,537 | 2,401,511 |
| Marketable securities segregated for replacement reserves | 1,178,919 | 1,159,463 |
| | <u>3,593,456</u> | <u>3,560,974</u> |
| | <u>5,161,639</u> | <u>4,934,712</u> |
| LIABILITIES | | |
| Current liabilities | | |
| Accounts payable, accrued liabilities and deferred revenue | 1,299,033 | 1,038,172 |
| Long term debt - mortgages on properties | 148,382 | 295,246 |
| Deferred capital contributions | 595,428 | 618,446 |
| | <u>2,042,843</u> | <u>1,951,864</u> |
| NET ASSETS | | |
| Replacement reserves | 1,178,919 | 1,184,953 |
| All other | 1,939,877 | 1,797,895 |
| | <u>3,118,796</u> | <u>2,982,848</u> |
| | <u>5,161,639</u> | <u>4,934,712</u> |

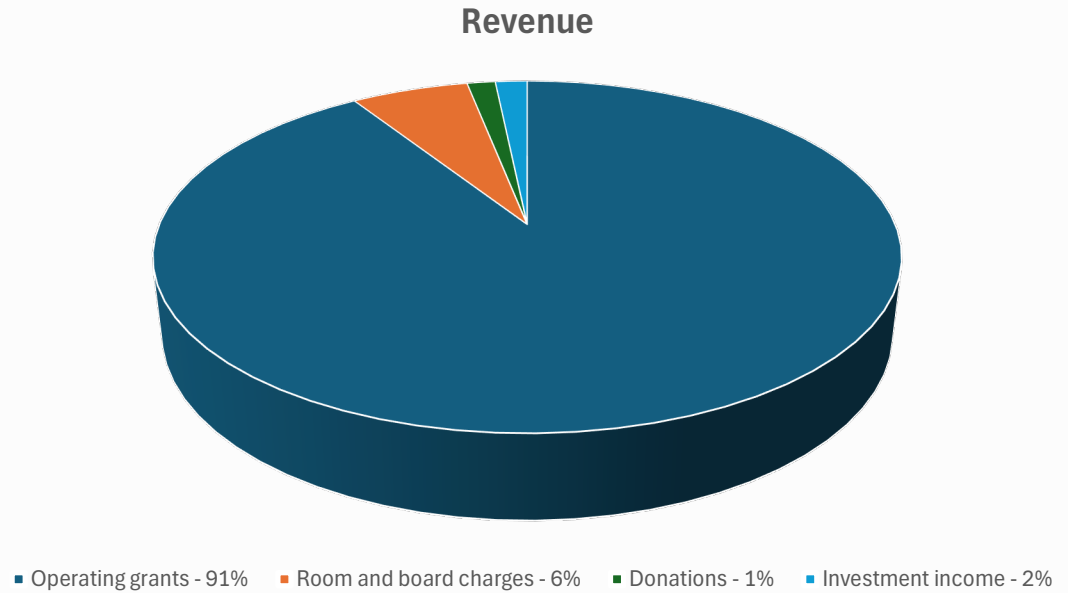
Financials

ST. MICHAEL'S HOMES

Summary Statement of Operations

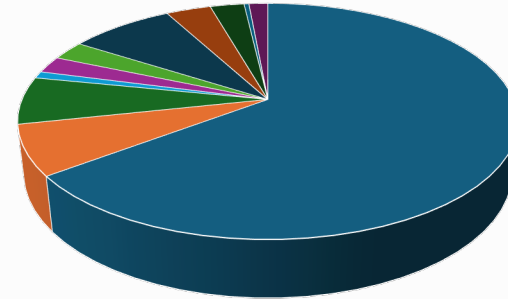
| Year ended March 31 | 2025 \$ | 2024 \$ |
|---|------------------|------------------|
| Revenue | | |
| Operating grants | 3,812,204 | 3,502,645 |
| Room and board charges | 253,109 | 265,661 |
| Investment income and donations | 129,944 | 82,643 |
| Government assistance | - | 20,000 |
| | <u>4,195,257</u> | <u>3,870,949</u> |
| Expenses | | |
| Salaries and employee benefits | 2,629,038 | 2,241,655 |
| Food services | 279,008 | 275,485 |
| Occupancy costs | 178,356 | 144,968 |
| Mortgage interest | 15,127 | 24,539 |
| Depreciation | 94,032 | 87,267 |
| All other operating expenses | 863,748 | 847,627 |
| | <u>4,059,309</u> | <u>3,621,541</u> |
| Excess of revenues over expenses for the year | <u>135,948</u> | <u>249,408</u> |

Financials - Highlights



Financials - Highlights

Expenses



| | | |
|--------------------------------------|--------------------|---------------------------------------|
| Salaries and employee benefits - 65% | Food services - 7% | Maintenance and repairs - 7% |
| Rent - 1% | Depreciation - 2% | Personal needs - 3% |
| Professional fees - 8% | Utilities - 3% | Office, telephone and stationery - 3% |
| Mortgage interest - 0.4% | Insurance - 1% | |

Our Impact

1,965

Clients served

16,243

Days people housed in transitional
housing

9,677

Days people housed in treatment beds

2,804

Psychotherapy direct visits this year

Thank you!



We express our gratitude to all of you who have made our work possible over the past year. None of our programs could be successful without your continued support. Thank you to Catholic Charities of the Archdiocese of Toronto and the ShareLife campaign, Ontario Health, and the Ontario Ministry of Health and Long-Term Care, as well as the Ontario Lottery and Gaming Corporation for your ongoing support.

Thank you especially to our individual donors and to donors who support the Share Life campaign, without your contributions our programs would not be the same.

For the many people participating in fundraising activities, we are very grateful for your commitment and support!

Get in touch

St. Michael's Homes

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**St. Michael's
Homes**

Substance Use
Mental Health
Services Toronto