



lumenus
Community Services

Where to Begin: A Practical Framework for Starting Your Enterprise AI Journey

March 2026



Lumenus Community Services

As one of Ontario's largest community service agencies, Lumenus supports our clients and their loved ones from infancy to adulthood through more than 40 programs. Our team of clinical experts provide wraparound care across mental health, developmental disabilities, and autism services, including EarlyON programming, youth mental health counselling, autism supports, and intensive live-in treatment programs.

Lumenus is a not-for-profit charitable organization that operates:

- 5** Site Locations
- 23** Classrooms Across Toronto
- 2** Walk-In Clinics
- 6** Live-in Treatment Programs
- 2** EarlyON Centres
- 1** Drop-In Centre

Lumenus Snapshot

- 11,000** Clients Served in 2024-25
- 500+** Lumenus Employees
- 163k** Annual Visits

Lumenus Service Model

Lumenus understands that many of our service users and clients have unique needs and may want to access more than one area of expertise. That's why programs and services are integrated and woven together in a meaningful way. Service users and clients also get the assistance they need to navigate services and programs end-to-end.

Our approach is to work with our partners to create seamless access to services while reducing barriers to care. In this way, we ensure everyone in Toronto has the opportunity to *be seen, be heard* and to *be well*.

101 Partnerships with other agencies

Lumenus services are offered where the client needs us: on site, at home, in the community or virtually.

- 0 - 25 years**: Children, youth, and young adults with mental health concerns
- 0 - 18 years**: Children and youth with developmental disabilities and autism
- 16+ years**: Adults with developmental disabilities
- Children 0 - 6 Years & their families**: Prevention programs and services

Service Distribution

- 44%** Early Years Intervention Services
- 34%** Mental Health Services
- 15%** Autism Services
- 7%** Developmental Services

CENTRALIZED Access Point

The benefit of a centralized approach is its focus on formulation of need, assessment, and/or the development of a consolidated service plan when:

- OR
- OR

At Lumenus, no matter which door you enter, you're surrounded by a compassionate **circle of care** that ensures you are seen, heard, and **guided toward the right path** for a brighter future.

“Lumenus has been a big part of my child's growth and ability to problem solve, work on positive ways to express emotions, better communicate challenges, and ask for help. All the positive steps taken forward would have never been possible without the support from the staff at Lumenus. Thank you from the bottom of my heart for caring and providing exceptional services to the community.” - Lumenus Parent from 2025 Client Survey

Age Distribution

- 59%** 10 years and under
- 27%** 11 years to 17 years
- 14%** 18 years+

Some programs and services offered by Lumenus include:

- Urgent Response Services
- Individual and Family Counselling
- Live-in Treatment for Youth and Adults
- Provincial Youth Outreach Worker (PYOW)
- Respite Services
- Day Program Education and Community Partnerships (for children and youth with mental health concerns, a developmental disability, autism, social/ behavioural challenges or complex special needs)

*Note: This is a sample of the over 40 various programs and services Lumenus offers to its clients.

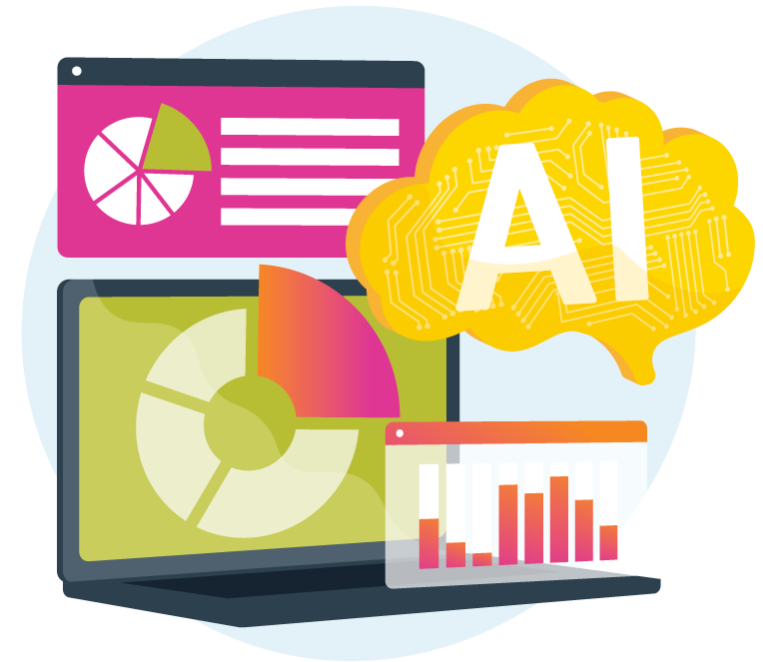
The AI Journey – Why Does it Matter?

The Level Set of Where We Are At

A small team over a few months at OpenAI, Anthropic, Google DeepMind, can produce an AI system that shifts the entire trajectory of the technology.

February 5th, two major AI labs released new models on the same day: GPT-5.3 Codex from OpenAI, and Opus 4.6 from Anthropic (the makers of Claude and a main competitor to ChatGPT).

AI labs deliberately prioritized coding. AI that can write software can help build improved versions of itself, accelerating progress through compounding capability. This focus on coding unlocked rapid advancement across other domains.





The AI Journey – Where is the Impact?

Microsoft Analysis Of Real Copilot 2025

High AI overlap reflects task alignment, not job replacement.

- Language-based (writing, editing, translation)
- Information-heavy (research, analysis, synthesis)
- Advisory or explanatory (teaching, customer interaction, sales support)

Highest crossover role clusters include:

- Writing & Communications (*writers, editors, technical writers, journalists, translators*)
- Research & Analysis (*historians, statisticians, mathematicians, market research roles*)
- Sales & Customer Interaction (*sales representatives, customer service, telemarketing*)
- Data & Coding-adjacent roles (*automatic machine coders, data scientists*)

Goldman Sachs – The Potentially Large Effects of AI on Economic Growth (2024)

Up to two-thirds of jobs will be partially affected by AI, 25% of work tasks in advanced economies could be automated over time.

Roles with highest exposure:

- Administrative & clerical roles
- Legal assistants and paralegals
- Financial analysts
- Back-office professional services

McKinsey Global Institute – Generative AI and the Future of Work (2024–2025 refresh)

Generative AI accelerates displacement in knowledge work, not manual labor, potentially shifting 30%+ of hours worked by 2030.

Roles with highest exposure

- Customer operations
- Sales & marketing
- Finance & accounting
- HR, recruiting,
- Policy drafting



The AI Journey – Least Amount of Impact

- 1 Physical Presence
- 2 Emotional Intelligence
- 3 Complex Judgment
- 4 Accountability Under Ambiguity



The AI Journey

Why This Matters Now?

Most organizations are experimenting with AI—but few are governing it well.

The risk today isn't "moving too fast,"
it's moving without intention

AI success is not about tools; it's about
clarity, discipline, and judgment



The AI Journey – Do We really Need a Policy?

Starting with the Policy lens:

- AI decisions are business and ethical decisions first
- “Responsible AI” is not a compliance exercise—it’s risk management + trust
- Every organization, regardless of sector, needs clear guardrails

Policies should guide judgment, not prescribe tools; If policies are too technical, they will be ignored. If they’re principles-based, they scale with innovation, universal AI principles (not prescriptive) that work:

- Human accountability always retained
- Transparency where AI influences decisions
- Privacy and data minimization
- Bias and harm awareness
- Appropriate use aligned with organizational values



The AI Journey – Do We really Need a Policy?

What Principle-Based Policies Are (and Are Not)

- Not a ban
- Not a tool list
- Not a 40-page compliance document

They are:

- Clear expectations for safe and ethical use
- Decision support for staff and leaders
- A foundation for scaling AI responsibly

Policy Principles

- **Purpose** – why the organization allows AI use
- **Scope** – who it applies to (staff, contractors, vendors)
- Acceptable vs. restricted use (high-risk areas)
- Human accountability – who owns outcomes
- Data protection expectations
- Escalation and review mechanisms

Policy is not about slowing AI down—it's what allows you to move safely



The AI Journey – AI Use Cases & Business Value

Introduce Three Universal Questions Leaders Should Ask:

1

Is there a real business or operational pain point?

2

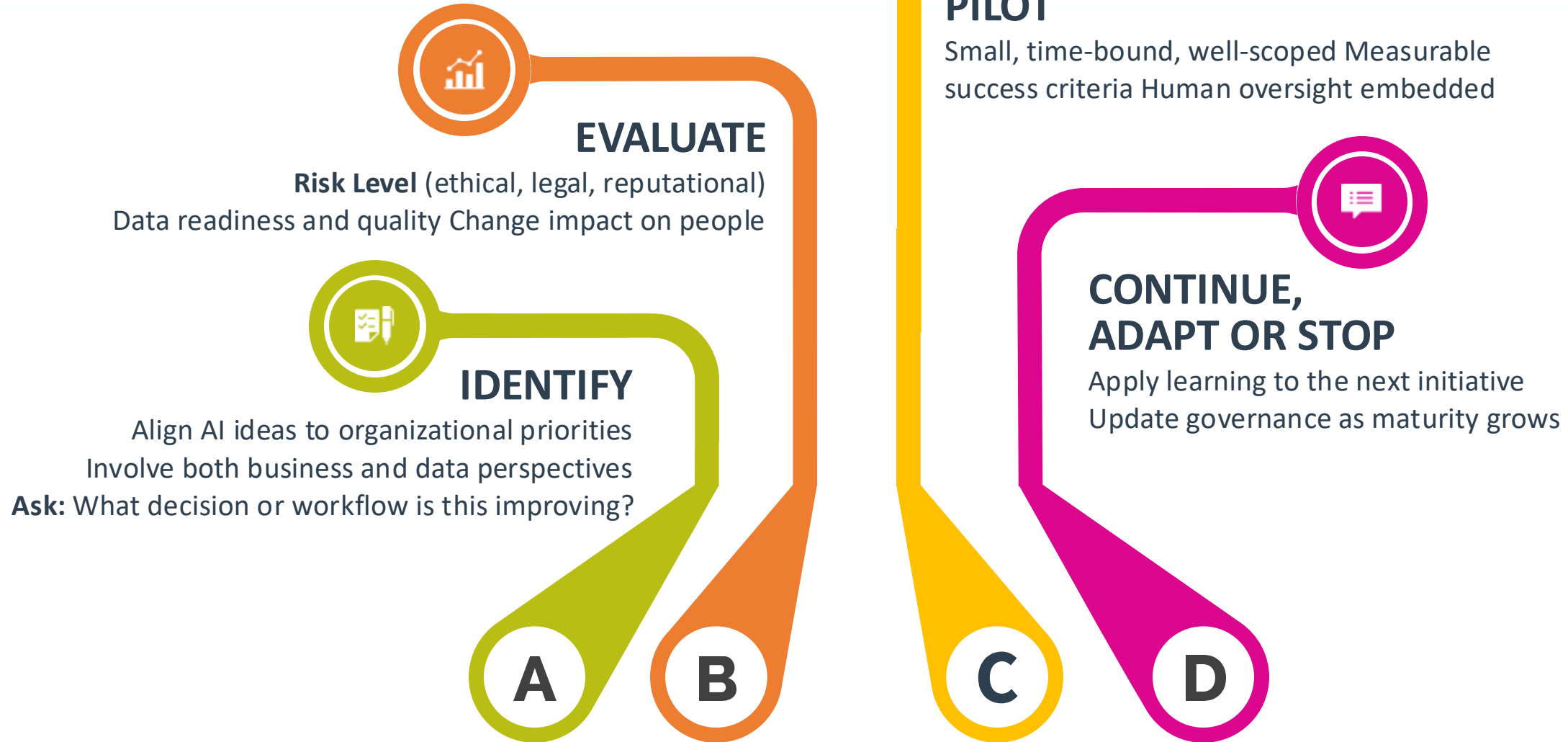
Is the decision or process repeatable and structured enough?

3

Would AI materially improve outcomes, quality, or speed?



The AI Journey – AI Framework





The AI Journey – Where Do You Go From Here?

Three Practical Actions:

- 1 Establish or refresh AI guiding principles
- 2 Inventory current and informal AI usage
- 3 Select one low-risk, high-value pilot with clear accountability



Questions