



**Helping People Grow
Toward Peace and Wholeness**

Annual Stewardship Report - 2021/2022

2021/2022 in Numbers

916

Number of unique individuals provided counselling sessions by Shalom this year. This is an increase of 10% from last year.

15

Average number of total sessions a client attends. Short term therapy is often defined as 8 sessions or less. Last year was 13 sessions.

63%

The percentage of counselling sessions that were subsidized at Shalom in 2021-22. Last year 60% were subsidized.

↑34%

Increase in the percentage of in-person sessions this year. Shalom is averaging 50% in-person and 50% virtual.

Reconnecting to Navigate the Future

Executive Director Report: Susan Schwartzentruber, MSW, RSW

At the Shalom Spring Brunch in May 2022 our theme focused on reconnection. This theme continued to resonate throughout the rest of our fiscal year. While there was a sense of renewal, reconnection became a necessary anchor to help navigate through ongoing challenges. Although the pandemic has waned, the effects continue to impact our community as many clients experience exhaustion, burnout, and elevated mental health symptoms.

The current economic landscape has also added to the stress levels for many. Shalom holds strongly to the value of offering affordable counselling so that this does not become a barrier for people who need counselling support. This past year, Shalom provided counselling to as many people paying the full fee as to those paying the lowest subsidized fee. This again resonates with our values to offer excellent and equitable service to all members of our community who seek support regardless of their income level. Many of our clients are also thankful that we provide long-term counselling to support therapeutic needs in their healing journey.












The staff felt renewed, as we were able to spend more time together as a team when we returned to the office building to work. We now meet with approximately half of our clients in person again. We continue to give clients the option of accessing counselling by video, phone or in-person which may be typical service delivery model going forward. Some staffing changes occurred this past year as we welcomed a new full-time counsellor, Melanie, said goodbye to Steven and welcomed Greg as the new Business and Operations Director to fulfill this role.

Opportunities to connect continued at our 10,000 Steps fundraising event in September. We were thrilled to surpass our fundraising goal, thanks to the energy and commitment of some of our new board members. This event, alongside the regular gifts from a faithful donor community placed us in a stable financial position at year end. Thank you for helping us to support and live out Shalom's mission and vision.

Counselling Services

At Shalom we provide a safe, welcoming and non-judgemental environment for conversation and problem-solving. Our experienced, accredited counsellors support individuals, couples, families, and groups from age 16 and up as they work through emotional and relationship concerns.

In the past year the following were reasons for seeking counselling at Shalom (please note more than one could be identified):

Mental Health Concerns (Depression, Anxiety, etc.)	47%	
Relationship Challenges	12%	
Family & Parenting Concerns	10%	
Stress Management	8%	
Personal Growth, Spirituality, Self-Esteem & Sexuality	7%	
Health, Aging & Other	6%	
Grief & Loss	5%	
Work & School Challenges	5%	
Abuse & Trauma	5%	
Anger Management, Communication & Conflict Resolution	4%	
Substance Abuse & Addictions	2%	

What we Value

Grounded in Christian faith, we value the following:

Peace - Peace as described by the word Shalom - peace with self, others and with God.

Wholeness - Counselling is a safe place for addressing any dimension of a person's experience - mental, emotional, physical, sexual, social or spiritual.

Compassion - Empathy and care for all persons.

Respect - Diversity of backgrounds and beliefs within our community is respected. We endeavour to be ethical, welcoming & inclusive in all aspects of our work.

Accessibility & Affordability - All persons should have access to professional counselling services when needed. Cost should not be a deterrent to obtaining professional counselling.

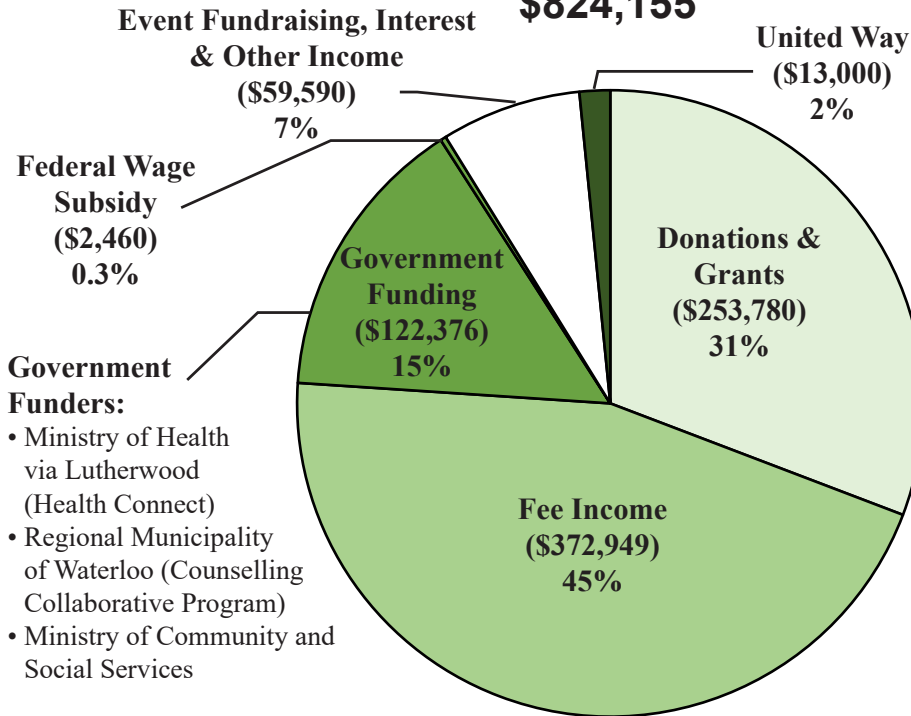
Accountability & Excellence - Ongoing monitoring and implementation of best practices in all aspects of our work.

Financial Update

(2021/2022 Fiscal Year Ending September 30, 2022)

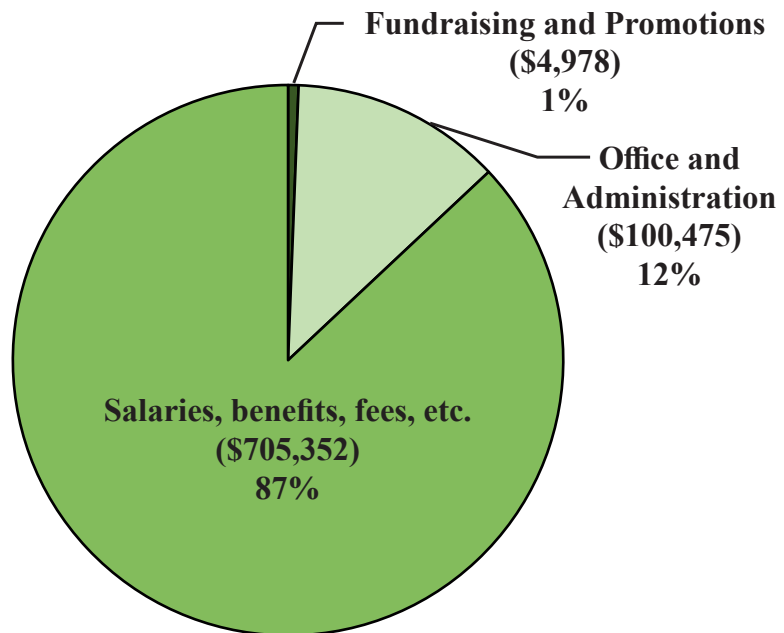
Operating Income

\$824,155



Operating Expenses

\$810,805



2021/2022 Operating Surplus: \$13,350

* Complete audited financial statements are available upon request.

Our Staff

Name and Credentials	Start Date	Name and Credentials	Start Date
Jeanne Kelly, MA (<i>AAMFT, Registered Psychotherapist</i>)	1988	Katie Redekopp, BA <i>Office Coordinator</i>	2019
Rod Miller, MSW, RSW	2001	Maria Geleynse, MSW, RSW	2021
Susan Schwartzentruher, MSW, RSW	2010	Melanie Ferrier, MA <i>(Registered Psychotherapist)</i>	2022
Paula Quarrie, MSW, RSW	2012	Greg Chandler Burns, BEng <i>Business & Operations Director</i>	2022
Melody LeClair, MA <i>(Registered Psychotherapist)</i>	2014		
Joëlle Martin-Root, MSW, RSW	2016		
Peter Boulatta, MDiv <i>(Qualifying Psychotherapist)</i>	2018		
Mark Gedcke, MA <i>(Registered Psychotherapist)</i>	2018		
		Coverage Receptionists:	
		Zoe Andres	
		Ingried Regier	
		Carol Lichti	

Board of Directors (2021/2022)

- Kaye Rempel (*Chair*)
- John Lougheed (*Vice-Chair*)
- Allan Sauder (*Treasurer*)
- Margaret Andres (*Secretary*)
- Amanda Geiger
- Dena Moitoso
- Brent Zоргdrager
- Paul Fast
- Leanne Lobe
- Helen Eby

Upcoming Events



**Shalom Spring
Brunch**
May 6, 2023



**10,000 Steps for
Mental Health**
September 16, 2023

Thanks to our partners



Thanks for supporters, congregations and foundations who make the work of Shalom possible.



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