



**Supporting People To Grow
Towards Peace and Wholeness**

Annual Stewardship Report - 2022/2023

2022/2023 in Numbers

944

Number of unique individuals provided counselling sessions by Shalom this year. Last year we provided counselling sessions to 916 individuals.

16.3

Average number of total sessions a client attends. Short term therapy is often defined as 8 sessions or less. Last year the average was 15 sessions.

70%

The percentage of counselling sessions that were subsidized at Shalom in 2022-23. Last year 63% were subsidized.

733

Number of intakes of people reaching out interested in counselling at Shalom. Last year 648 people reached out.

A Record-Breaking Year

Executive Director Report: Susan Schwartzentruber, MSW, RSW

This past year we celebrated Shalom's 40th Anniversary marking "40 Years of Conversations". These conversations led to the creation of the organization, energized a faithful donor base and allowed for healing conversations within the counselling room.

Our 10,000 Steps for Mental Health event was an enormous success as we raised over \$56,000 with the support of eighty-seven walkers and 287 donors.

We have experienced a 13% rise in requests for counselling, a testament to the growing awareness of mental health issues experienced by those in our community. Additionally, Shalom has delivered an increase in counselling sessions by more than 150 hours, attempting to ensure that everyone who reaches out receives the care and attention they deserve. While the demand for our services has increased, we have faced a financial challenge due to a decrease in client fee revenue by more than \$8,500 in comparison to last year. The unique dilemma is that the more people we support, the less money we bring in.

While this financial reality can be daunting, we celebrate that we were able to allocate over \$44,000 from the Wanda's Counselling Care Fund to subsidize counselling for those facing financial hardships. This fund has made it possible for us to offer counselling to individuals and families who may otherwise be unable to afford the help they desperately need at an exceptionally low cost. Clients have expressed gratitude for the subsidy they receive to access the care they require.

At year end, we were running an anticipated and budgeted deficit. There are many factors that contributed to this reality, and we are looking to the future for a sustainable strategy to ensure we can continue to provide affordable counselling services.

As we look back on the past year, we find ourselves reflecting on the incredible support and commitment from individuals, foundations, businesses and churches. These contributions and support have played an integral role in living into our mission, allowing *us to provide inclusive and accessible counselling services, supporting people to grow towards peace and wholeness.*

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. The main reason for seeking counselling at Shalom continues to be primarily due to Mental Health Concerns such as Depression and Anxiety. Other reasons include Relationship Challenges, Family & Parenting Concerns and Stress Management.

Wanda's Counselling Care Fund

Shalom provides a sliding fee schedule based on annual family income. Using Wanda's Counselling Care Fund we were able to reduce our three lowest fees which align with those earning less than \$39,000 a year. This resulted in a direct saving to our clients of over 36% and benefitted more than 80 clients. In keeping with our mission and vision we attempt to be flexible with pricing and not all clients fit into our fee schedule. Some clients even refused the reduced rates because they felt they were able to continue at the regular rates.

Gross Annual Income	Fee Reduction
Less than \$20,000	\$35 → \$20
\$20,000 to \$29,000	\$40 → \$30
\$30,000 to \$39,000	\$50 → \$45

We also utilized Wanda's Counselling Care Fund to compensate Shalom up to the equivalent of a \$60 fee for all sessions below that mark. This has helped Shalom continue to provide subsidized sessions, while recognizing the value of our staff's work.

Wanda's Counselling Care Fund was created in 2018 and was planned to be utilized in the following three years. However, due to unforeseen events, the fund has not been utilized until now. The Board of Directors believes this plan, of reducing the lowest fees and topping up the lower paid sessions, will effectively utilize the fund in the three year timeline. Both the Board of Directors and Shalom Staff are grateful for the many generous donors who contributed to the fund. The clients who have benefited from the reduction in cost have described this as a gift.

Who We Are

After a strategic planning process leading up to this year, which incorporated staff, board and client input, Shalom implemented a revised Mission, Vision, and Values to better reflect Shalom where they are now, forty years and beyond.

Vision

“A community of peace and wellness where all can thrive”

Mission

“Shalom provides inclusive and accessible counselling services, supporting people to grow towards peace and wholeness.”

Values

Peace - We nurture peace with self, others, and God known by many names.

Excellence - We pursue excellence by implementing best practices and building partnerships that promote individual and community wellness.

Accessibility - We promote accessibility by removing barriers to ensure people can access our services.

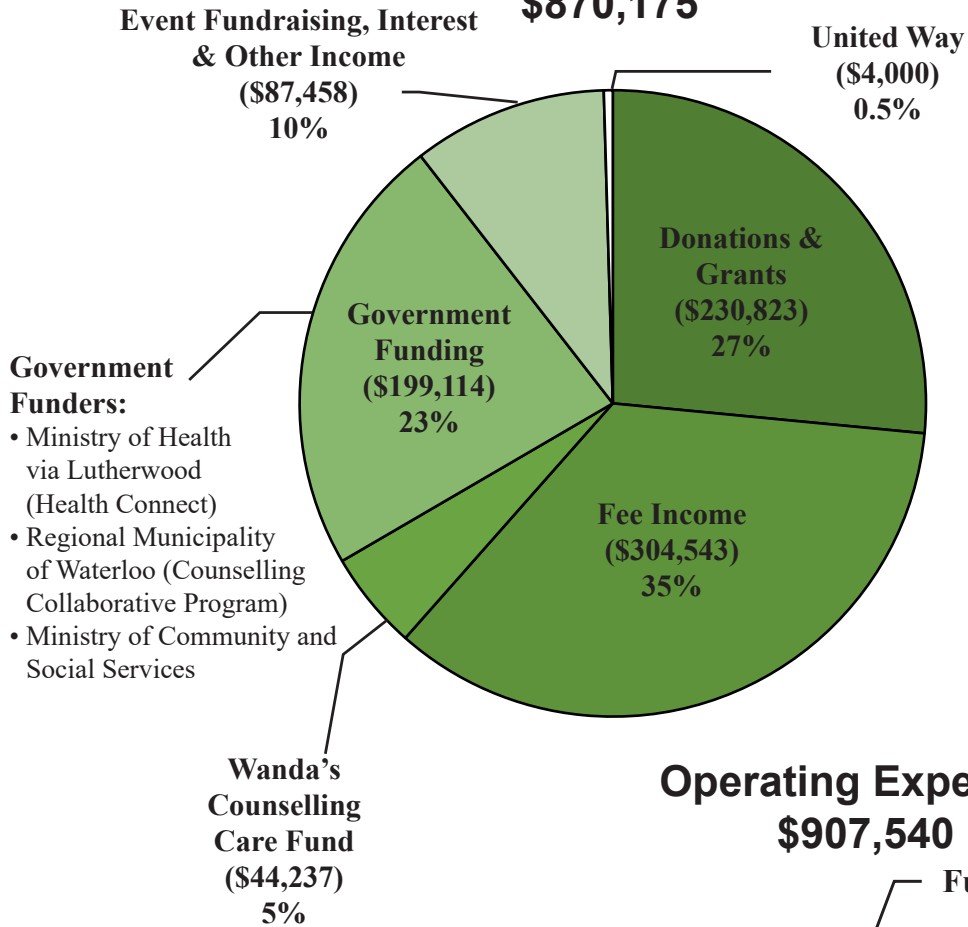
Diversity & Inclusion - We foster diversity and inclusion, and endeavour to be ethical, anti-oppressive, welcoming, and inclusive in all aspects of our work.

Financial Update

(2022/2023 Fiscal Year Ending September 30, 2023)

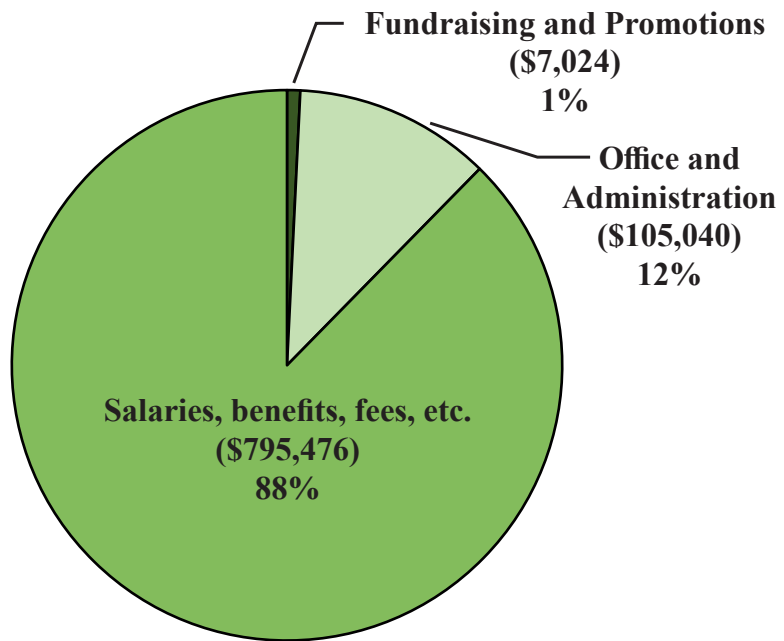
Operating Income

\$870,175



Operating Expenses

\$907,540



2022/2023 Operating Deficit: (\$37,365)

* Complete audited financial statements are available upon request.

Our Staff

Name and Credentials	Start Date	Name and Credentials	Start Date
Jeanne Kelly, MA (AAMFT, Registered Psychotherapist)	1988	Greg Chandler Burns, BEng <i>Business & Operations Director</i>	2022
Susan Schwartzentruber, MSW, RSW	2010	Andrea Areguy, MSW, RSW	2023
Paula Quarrie, MSW, RSW	2012	Tracey Saulesleja <i>Office Coordinator</i>	2023
Melody Martin-Schelling, MA <i>(Registered Psychotherapist)</i>	2014	Jane Wardell, MSW, RSW	2023
Joëlle Martin-Root, MSW, RSW	2016	Riley Goltz, <i>Student Intern</i>	2023
Mark Gedcke, MA <i>(Registered Psychotherapist)</i>	2018	Simon Massicote, <i>Student Intern</i>	2023
Maria Geleynse, MSW, RSW	2021	Coverage Receptionists:	
Melanie Ferrier, MA <i>(Registered Psychotherapist)</i>	2022	Carol Lichti	
		Dru Morrison	
		Ingrid Regier	

Board of Directors (2022/2023)

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

Upcoming Events



**Shalom Spring
Brunch**
May 4, 2024



**10,000 Steps for
Mental Health**
September 14, 2024

Thanks to our partners



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



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