



SOAR
Community Services

Our Impact

2023-2024

Achieve **New** Heights



Land Acknowledgement

We acknowledge that we live and work on the Treaty Lands and Territory of the Mississaugas of the Credit and traditional territories of the Erie, Neutral, Huron-Wyandot, the Haudenosaunee, and some of the Ojibwa Nation. The territory is mutually covered by the Dish with One Spoon Wampum Belt Covenant. We are grateful to have the opportunity to work in this community, on this territory. We also acknowledge that the settler population has been able to benefit from this beautiful land. We are all treaty members and will strive to act in solidarity with Indigenous Peoples and centre their voices.



Message from the Executive Director & President of the Board

The past year has marked a period of exceptional success and transformation for our organization. We achieved significant impact. Our dedicated teams served over 10,000 community members through 65 programs and over 120,000 points of contact. We empowered people to achieve their goals, including stable housing, recovery, and employment. We share these successes with our funders, partners, community members, and, most importantly, our clients. We also bid farewell to Brad Stark, who led us as Executive Director for a decade, guiding us through substantial stabilization and growth. His departure presented an opportunity to reflect and build sustainable structures

for future success, and we are confident that our restructured leadership team will continue to advance our mission effectively.

We are excited to announce our transition from St. Leonard's Community Services to SOAR Community Services. This new identity, developed with key stakeholder input, better represents our diverse services and our professional, optimistic approach. **SOAR—Support, Opportunity, Achieve, Resilience**—encapsulates our mission and values. We eagerly anticipate the future impact of SOAR Community Services.

Kim Baker
Executive Director

Mark Langdon
President, Board of Directors



Together we served over
10,000 community members through
65 programs and over
120,000 points of contact.



Our Mission

Empowering people to achieve their vision of independence, health and wellbeing.

Our Vision

Everyone leading meaningful and healthy lives.

Our Sectors



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Our Values



Inclusive
We value everyone and their unique perspectives and journeys.



Compassionate
We care about our clients, our staff, our partners and the communities we serve.



Collaborative
We work together to support our clients and community.



Integrity
We hold ourselves accountable and are fair, trustworthy, and dedicated to our mission.



Innovative
We are open to change and continuous improvement.



Genuine
We are honest, respectful, and authentic with our clients, each other, and our partners.



Optimistic
We believe that everyone can accomplish their goals

Our Addictions and Mental Health Team



1,889 people served by our Concurrent Disorders programs

1,183 people served across Withdrawal Management and Day and Bed-Based Treatment

2,765 people served through our Crisis programs



A youth accessing Concurrent Disorders services recently attended a transition appointment to mark their successful completion. The youth has maintained their substance use goals, is doing well at work, and is in a healthy relationship. They reported being proud, confident, and able to cope with life's challenges.

Crisis Line
answered
18,841
calls



9-8-8
launched in January

Our Employment Team



1,903 total employment intakes

838 clients attained stable employment

Invested \$216,000 on skills upgrade training for local employers through Canada Ontario Job Grant

Work Readiness Awareness Program (WRAP) met intake targets, exceeded workshop completion goals, and hit 98% of placement targets



A client arrived from Ukraine as a refugee, with no income, home, or supports. Employment services helped them secure employment and referred them to housing supports. They have maintained employment, and now have secure housing. They rated our services a 5 out of 5!

Cause for Celebration

Our WRAP program was honoured with the Innovation Award from First Work, as a creative and inspiring service model.



Canada

EMPLOYMENT
ONTARIO

Ontario



Our Housing Team



Emergency Shelter Intake Services launched in January and supported over 665 people in the first three months of operations

The Housing Resource Centre launched in February and served 463 clients in the first two months

Station and Cornerstone House supported 378 youth in our Shelter Programs, an increase of 181 youth compared to last year

Cornerstone Transitional Housing Program supported 58 clients

Supportive Housing programs helped 203 people find stable housing

A pilot of evidence-informed shelter diversion has achieved a 30% successful diversion rate, increasing shelter bed availability in the community



★ A client and their infant child came to the Housing Resource Centre to secure housing. They were receiving social assistance and struggling to secure a home due to their limited income. The client accessed the motel program and was connected to the Tax Clinic, Brant Access to Housing, and Supportive Housing. Despite barriers, they worked on their goals and were successfully housed in a 2-bedroom unit through the Supportive Housing program.

Our Justice Team



Over 1090 clients supported through the Adult and Youth Justice programs

Delivered the Back on Track program to 280 individuals

Peter Willis Residence reviewed 144 cases through the Brant Community Assessment Team and supported 28 people in the program

★ A 15-year-old client completed the SNAP program. Through developing a positive rapport and adapting the program to their unique needs, staff facilitated their ability to successfully complete. The youth celebrated this achievement with staff and earned a gift certificate from the Child Development Institute for their completion of their pre and post program surveys.



SOAR Community Services offers a comprehensive continuum of health and social services!



Justice

Helping people in conflict with the law to address the root causes, and avoid further issues.



Addictions & Mental Health

Supporting people who use substances to stay safe and meet their individual recovery goals.

Responding to people experiencing crisis 24/7, 365 days a year.



Employment

Engaging with employers and job-seekers to achieve a capable workforce and stable employment.



Housing

Providing safe, short-term shelter and helping people find stable, long-term housing.



Client Impact

"I felt like I was a person as opposed to an issue." - Concurrent Disorders

"It was well organized and covered important topics." - FedCap Justice Training Program

"Staff talked me through things I struggled with and helped me through a lot." - Crisis

"It's been a pleasant stay at Withdrawal Management. They were extremely helpful."

- Withdrawal Management

"They helped me get my place. Staff were very patient with me. Staff were there when I have questions and support me with what to do." - Supportive Housing

Did you know?

The Agency's name is an acronym, built from four powerful words that describe a client's journey: Support. Opportunity. Achieve. Resilience. SOAR provides **support** which creates **opportunity**. With opportunity, clients are empowered to **achieve** their goals and in turn build and retain **resilience** for the challenges.

Support.
Opportunity.
Achieve.
Resilience.

Our Current Leadership

Board of Directors

Mark Langdon, President
Claire Morris, Vice-President
Jodie Konior, Secretary-Treasurer
Angela Coxe
Sharon Livingstone
Rita Mallais
Kedar Patel
Nicole Tuczynski
Lynn Wardell

Management Team

Kim Baker, Executive Director
Katie Curtis, Senior Director of Services
Derek Chechak, Senior Director of Operations
Malcolm Whyte, Director of Services
(Employment & Justice)
Sheryl Henry, Director of Services
(Withdrawal Management & Treatment Services)
Julie Smith, Director of Services
(Concurrent Disorders, Crisis & Staton House)
Danielle Airdrie, Director of Services (Housing)
Becky Norman, Director of Human Resources
Gbenga Fasakin, Director of Finance & Reporting
Alan McSpadden, Manager of Operations

We would like to thank our outgoing Board Members and leadership, in particular Kirk Mackenzie, Board President and Brad Stark, Executive Director. We are grateful for all you have done to advance our Agency.

Milestones

5 Years

Anisha Deol
Amanda Hanson
Sheryl Henry
Clarissa James
Mezinet Memedovski
Melanie Moses
Carrie Sims
Malcolm Whyte
Danielle Woodman

15 Years

Mark Andersen
Breanne DeLeye
Barbara Draper

40 Years

Susan Hardy



Thank you to our partners and donors, who support us in achieving our mission.



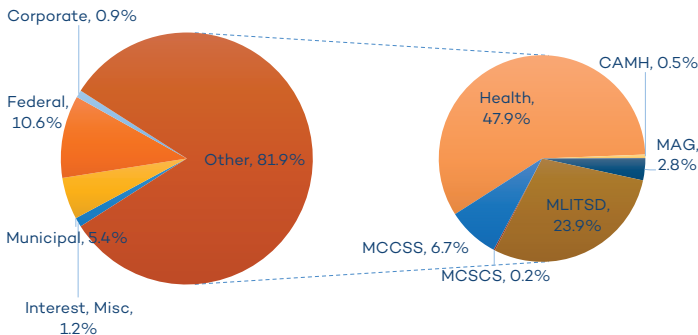
Financial Report

Year ended
March 31, 2024

SOAR’s revenue totaled \$16,767,276, reflecting a 10.7% increase over the previous fiscal year. Performance-based funding in the employment sector contributed to the surplus, which has been reinvested in programs for this fiscal year. SOAR is proud to work with funders from all levels of government, and its positive financial position underscores the organization’s effective management and operational efficiency throughout the year.

Audited financial statements are available upon request. Thank you to our donors and funders for their continued support that allows the organization to provide a vast array of programs and services for our community.

Sources of Revenue



Unaudited Financial Statement

Balance Sheet

	2024	2023
Assets	\$7,404,179	\$7,009,661
Liabilities	\$4,837,209	\$4,744,773
Net assets	\$2,566,970	\$2,264,888
Liabilities and Net Assets	<u>\$7,404,179</u>	<u>\$7,009,661</u>

Statement of Operations

Revenues		
Government funding	\$16,479,901	\$14,893,052
Other community agencies	\$86,393	\$73,421
Interest/sundry	\$200,982	\$184,100
	<u>\$16,767,276</u>	<u>\$15,150,573</u>
Expenses		
Salaries and benefits	\$11,823,718	\$10,973,609
Operating expenses	\$4,656,351	\$4,164,271
	<u>\$16,480,069</u>	<u>\$15,137,880</u>
Surplus (Deficit)	<u>\$287,207</u>	<u>\$12,693</u>





SOAR
Community Services

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More than a donation

A gift helps us support your
neighbours and community
towards a healthier, happier,
safer place to be.



Charitable Registration # 108027558RR0001