OUR IMPACT 2024/25

SOAR
Community Services

ACHIEVE NEW HEIGHTS

LAND ACKNOWLEDGEMENT

We acknowledge that we live and work on land that has been inhabited by Indigenous Peoples for thousands of years. These are Treaty Lands and Territory of the Mississaugas of the Credit and the traditional territories of the Erie, Neutral, Huron Wyandot, the Haudenosaunee, and some of the Ojibway Nation. This territory is mutually covered by the Dish With One Spoon Wampum Belt Covenant, an agreement between the Iroquois Confederacy, the Ojibway, and other allied nations to peaceably share and care for the land and resources around the Great Lakes.

In the health and social services sector, we must also acknowledge the ways in which Indigenous Peoples have experienced - and continue to experience - systemic inequities and barriers in accessing care. This includes the legacy of colonialism, intergenerational trauma, and ongoing disparities in health outcomes.

Today, these lands remain home to many Indigenous Peoples, including the Six Nations of the Grand River and the Mississaugas of the Credit First Nation. We honour the enduring presence, resilience, and contributions of Indigenous Peoples on this land, and we strive to recognize, reconcile, and build respectful relationships in all that we do. We are grateful for the opportunity to live and work in these communities.

Message from the Executive Director & Board President

In 24/25, SOAR Community Services continued to make a profound impact as the largest social service agency in our region, supporting 11,000 individuals annually through a diverse range of programs. Our reach and responsiveness reflect our deep commitment to meeting the evolving needs of our community with compassion, professionalism, and innovation.

We also launched our new multi-year strategic plan, rooted in renewed purpose and principles, while identifying six strategic priorities to guide our work through 2028. Our refreshed direction builds on the momentum of recent years, where we've expanded programs, deepened partnerships, and amplified the voices of those we serve.

With a focus on measuring impact, enhancing workforce effectiveness, and streamlining access to services, we are laying the foundation for sustainable growth and meaningful outcomes.

We are proud of the progress we've made and energized by the path ahead. This report highlights the collective efforts of our dedicated staff, partners, and funders who continue to support people in achieving new heights. Together, we are advancing our purpose through quality care, empowered voices, and community-connected services. Thank you for being part of this journey.

Kim Baker
Executive Director

Mark Langdon
Board President

OUR
IMPACT
2024/25

OUR IMPACT 2024/25

CHIEVE EW EIGHTS

PROVIDING 65 UNIQUE PROGRAMS THAT SERVE MORE THAN **11,000** LOCAL RESIDENTS EACH YEAR.

Strategic Plan **2028**

We support people to achieve new heights. We do this by...

- Delivering quality services
- Coordinating care
- Partnering with others
- Supporting staff success
- Continuously improving our services

SOAR Principles

SOAR
Community Services

STRATEGIC Priorities

Workload Management

Enhancing workforce effectiveness by developing key performance indicators that guide capacity planning, prioritize high impact work, and inform coaching that supports staff and program success.

Implementation Planning for Streamlined Access to SOAR Community Services

Laying the groundwork for seamless service access by exploring a unified entry point that connects clients with the full spectrum of SOAR programs.

Develop and Implement a Strategic Communications Plan

Executing a comprehensive communications strategy that enhances our brand, amplifies the voices of those we serve, strengthens stakeholder relationships, and fosters a more informed and engaged internal culture.

Develop a Criteria Analysis Matrix for Program Decision Making

Implementing a structured approach to determining sustainability of existing programs and ensuring growth is strategic and viable.

Develop and Implement a Cohesive Retention Strategy

Grounding a retention strategy in data, research, and staff feedback to sustain a skilled and committed workforce.

Enhance Quality Care through Measuring Effectiveness of our Programs

Advancing quality care by measuring what matters; defining success through client outcomes, tracking progress, and turning insights into improvements.

Addictions & Mental Health

22,278 Crisis Line Calls Answered

2,418
People Served by Our Crisis programs

1,723
People Served by Our Concurrent Disorders Program

1,069
People Supported in Withdrawal Management and Treatment Services

OUR IMPACT 2024/25

"Always leaves me feeling less alone in my struggles

Through active engagement in the outpatient **Concurrent Disorders** program, a client reported maintaining abstinence from alcohol, upgrading their education, learning to set healthy boundaries with family and friends, improving their spiritual wellness, and successfully maintaining their small business. They report feeling more in control of their life and preparing to transition out of services successfully equipped with skills and tools to maintain their goals.

Over the past 5 years, a 40-year-old gentleman accessed **Withdrawal Management** multiple times, navigating a complex path marked by personal and systemic challenges. Despite facing barriers, he remained committed to seeking support and pursuing treatment. The team worked closely with him to address key challenges. Together, they set incremental goals to support his eligibility for treatment, while advocating to re-establish community supports and ensure continuity of care. He recently successfully completed bed-based treatment and transitioned into stable housing with a family member. He is connected to ongoing services and continues to build on his progress. His journey demonstrates remarkable perseverance and resilience.

Employment

887 Clients Attained Stable Employment

2,354 Job Seekers Registered

Employment Services Leveraged $681,904.00 to Support Job Seekers

OUR IMPACT 2024/25

"Services provided were excellent, and all my needs were met.

Bob, a visually impaired individual receiving ODSP, overcame employment barriers with support from the **Employment** team at SOAR Community Services. Enrolled in 2021, he pursued his dream of becoming a fitness instructor, graduating from Mohawk College in 2024. With tailored guidance, certifications, and job coaching, Bob secured a role with the City of Hamilton in June 2025. His achievements have earned him speaking opportunities at Canfitpro and Mohawk College, where he advocates for accessibility and inclusion in fitness.

ANNUAL FED CAP AWARDS

The Team's Dedication to Excellence was Recognized by Fedcap Canada With Their Annual Awards.

- **Service Provider of The Year**
- **Frontline Employee of The Year - Hazel Pollock**
- **Power of Possible Facilitator - Kim Crowther**
- **Employment Leader of The Year - Malcolm Whyte**

Housing

1,518 People Supported by Emergency Shelter Intake

279
People Were Supported Across Our Bed-Based Housing Programs

387
People Obtained Independent Housing With Help From Supportive Housing

1,026
People Found Stable Housing With Support From The Housing Resource Centre

OUR IMPACT 2024/25

> *Helpful with goals, showed respect, acknowledged concerns and responded.*

A client joined the **Station House** program in April 2024, initially withdrawn and hesitant to speak or seek help. Over time, they became one of the most social participants, sharing their life and culture openly - a personal goal tied to reducing anxiety around new people. Once reluctant to access medical care, they now actively seek support and take required medication for a health condition. Academically, they overcame challenges by collaborating with staff and teachers, proudly passing all four classes last semester. As their confidence grew, so did their initiative - they navigated the long process of obtaining essential identification documents, a milestone that reflects their growing independence and commitment to building a stable future.

Upon successful completion of our Withdrawal Management program, a client was connected to **Cornerstone House** Shelter. They worked collaboratively with Cornerstone staff, meeting all program expectations and moving into Cornerstone's Transitional Housing program. While in the program, they resolved pending legal matters, secured full-time employment with the help of SOAR's Employment Services, and addressed mental health challenges by attending the RAAM Clinic. The client successfully graduated from Transitional Housing and moved into SOAR's Supportive Housing program, continuing their progress with ongoing support from SOAR staff.

Justice

604 Clients Were Supported Through Our Community Justice Programs

360
Were Served Through Back on Track

37
People Reintegrated Into The Community Through Peter Willis Residence

OUR IMPACT 2024/25

> *My counsellor was great to work with. Very kind, compassionate, knowledgeable & very calming.*

A young woman engaged in our **Community Justice Programs**, was supported through the Youth Justice Family Counselling and Youth Mental Health Diversion programs to make significant strides in life. This included successfully completing her diversion and learning skills in healthy relationships. Consequently, her family relationships strengthened, and she has built positive self-esteem. She has continued to move forward on a positive path in life.

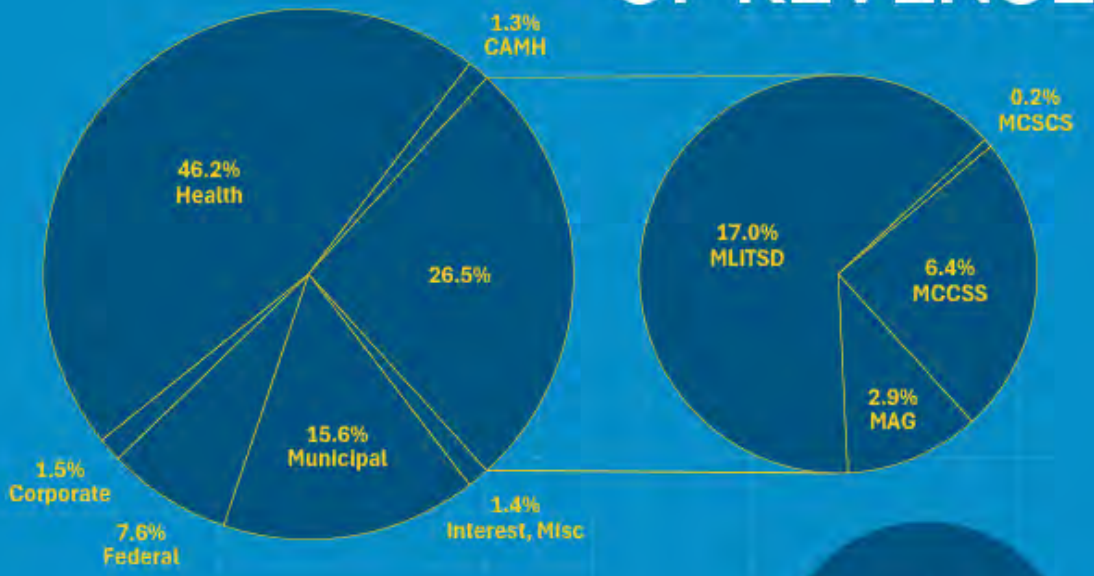
*I am very blessed for **SOAR** and everyone in it. They saved me and helped me turn my life around.*

***SOAR** has always had the doors open offering help to anyone, anywhere.*

FINANCIAL STATEMENT

SOAR is proud to work with funders from all levels of government. SOAR's revenue totaled **$17,466,663**, reflecting a **4.2% increase** over the previous fiscal year. This includes increased funding from provincial government ministries and municipal government partners, as well as successful grant applications. Increased salaries and benefits reflect expanded services and workforce investment. Our debt ratio decreased slightly, indicating a modest improvement in financial leverage, and our net assets ratio increased. Despite the year-end deficit, SOAR maintains strong net assets and an overall positive financial position. Audited financial statements are available upon request. Thank you to our donors and funders for their continued support that allows the organization to provide extensive programs and services for our community.

SOURCES OF REVENUE



ACHIEVE NEW HEIGHTS

OUR IMPACT 2024/25

Description	Percentage
Interest, Misc	1.4%
Municipal	15.6%
Federal	7.6%
Corporate	1.5%
Health	46.2%
CAMH	1.3%
MAG	2.9%
MLITSD	17.0%
MCSCS	0.2%
MCCSS	6.4%

SOAR Community Services

Unaudited Summary Financial Statements
For the year ended March 31, 2025

Balance Sheet	2025	2024
Assets	$6,997,129	$7,404,179
Liabilities	$4,465,111	$4,837,209
Net assets	$2,532,017	$2,566,970
Liabilities and Net Assets	$6,997,129	$7,404,179
Statement of Operations		
Revenues		
Government funding	$16,968,709	$16,479,901
Other community agencies	$259,675	$86,393
Interest/sundry	$240,893	$200,982
	$17,469,277	$16,767,276
Expenses		
Salaries and benefits	$13,055,291	$11,823,718
Operating expenses	$4,522,296	$4,656,351
	$17,577,587	$16,480,069
Surplus (Deficit)	($108,310)	$287,207

ACHIEVE NEW HEIGHTS

Follow. Like. Share.

SOAR Community Services
SOAR Community Services
@soar_cs
soarcs.ca

SOAR
Community Services

More than a donation

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

Charitable Registration#
108027558RR0001