

Made me aware of the effects on my life.

Five star review *****

Thank you for your help, YOU ROCK!

Facilitators were not condescending or judgemental & showed empathy. Thanks.

Great experience, great course, friendly/helpful instructors. Learned a lot!

Quite impressive & really educated me.

Keep up the good work! Very appreciated.

Thank you for helping me through this tough time in my life.

Inclusion:

- ⇒ Created *Check Your Choices* ([Click Here](#)) averaging 511 visits per month.
- ⇒ Completed training on working with racialized youth and other populations
- ⇒ Set up encrypted digital systems for client forms and signing
- ⇒ Invested in IT infrastructure, software & laptops to support remote work during the pandemic

Resiliency:

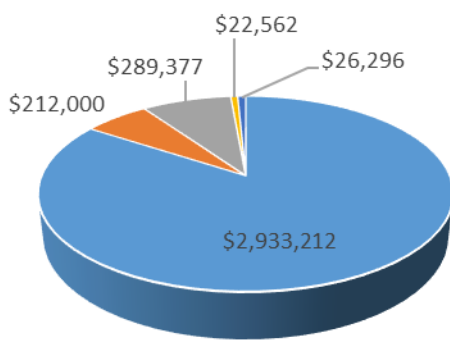
- ⇒ Continued to provide all services and programs during the pandemic including adapting assessments, intakes and programming for phone and virtual delivery formats to serve 11,236 people in 2019-2020 & 7,911 people in 2020-2021.
- ⇒ Provided trauma counselling to 48 people in 2020-2021
- ⇒ Implemented staff surveys as part of organizational analytics in keeping with being a learning organization
- ⇒ Rejigged operations including shutting down our Guelph site to find budget efficiencies

Collaboration:

- ⇒ Piloting a new digital referral process for police officers
- ⇒ Increased number of staff trained in Violence Threat Risk Assessments with school staff
- ⇒ Obtained funding for supports for youth connected to the child welfare system
- ⇒ Hosted 27 post secondary student placements
- ⇒ Modified Community Service Order placement activities for the pandemic context

Revenue

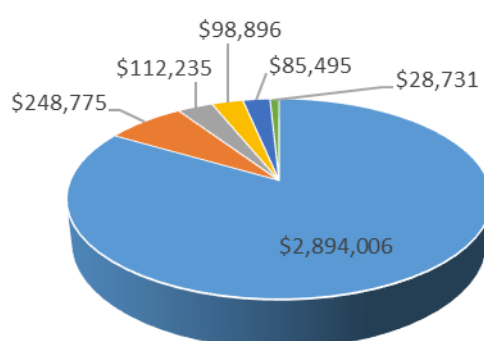
Year Ended March 31, 2020



- Government program grants
- United Way Funding
- Program fees
- Other program contracts or grants
- Donations, other income & interest earned

Expenses

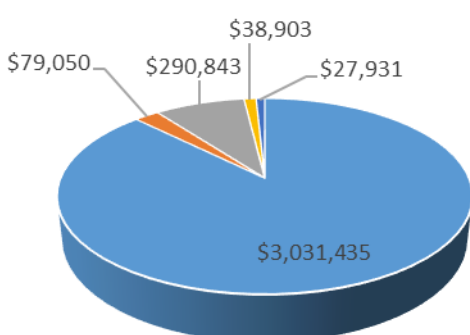
Year Ended March 31, 2020



- Staffing
- Program fees
- Building occupancy
- Equipment/computer/technology/phones
- Office/general/travel/advertising
- Contracted services/professional fees

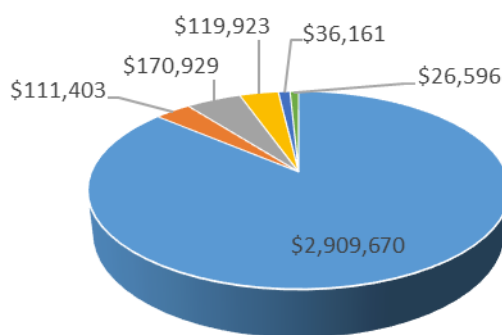
Revenue

Year Ended March 31, 2021



Expenses

Year Ended March 31, 2021



Special thank-you to all our Volunteers & Board Members

Thank-you to our funders and donors who assist us in providing programs and services that transform lives and impact our communities

- Centre for Addiction & Mental Health
- Corporate & Private Donors
- Family & Children's Services of the Waterloo Region
- Government of Ontario
- Ross & Doris Dixon Foundation
- Sifton Foundation
- United Way of Guelph Wellington Dufferin
- United Way of Waterloo Region