



S.S.W.B. ANNUAL REPORT

2024

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Introduction

At Support Services Wood Buffalo (SSWB), formerly known as The Support Through Housing Team (STHT), we embark on a transformative journey towards self-reliance and holistic well-being for every individual we serve. Driven by our core commitment to compassion, respect, integrity, collaboration, non-judgment, and hope, our purpose is to empower vulnerable individuals and communities by bridging the gap between present challenges and a sustainable, independent future.

As we navigate the evolving needs of our community, we remain diligently focused on enhancing life skills, dismantling barriers, and establishing meaningful connections to essential resources. As we look toward the horizon, we have expanded to encompass comprehensive navigation, supportive services, and the maintenance of sustainable housing solutions. Through a nuanced, person-centered approach, we are dedicated to fostering an environment where every individual has the support, resources, and confidence necessary to navigate their path to independence and well-being.

Guided by the spirit of our Vision Statement, "Enabling independence through connections and empowerment," we are committed to reimagining the scope of our support to meet and exceed the changing needs of those we serve. Our Mission Statement, "Identifying and supporting vulnerable people through a person-centered approach on their journey to self-reliance and well-being," further underscores our dedication to evolving with purpose, always mindful of the dignity, worth, and potential within each individual.

As we advance, integrating our foundational values—compassion, respect, integrity, collaboration, non-judgment, and hope—into every facet of our work will remain paramount. These values guide our interactions and shape the fabric of our organizational culture, ensuring that we remain a beacon of support and a catalyst for positive change within our community.

Message from the Board Chair

Dear Members of Support Services Wood Buffalo (SSWB),

As we gather today for our Annual General Meeting, I am both honoured and humbled to reflect on the progress and challenges we have faced together over the past year. It has been a year of both significant achievements and daunting obstacles, but through it all, our commitment to our mission and the people we serve has remained steadfast.

This year, SSWB has been faced with a rapidly evolving and often unpredictable environment. Changes in funding streams, coupled with shifting priorities across the sectors we serve, have made our work more complex and our resource planning more challenging than ever. The volatility in funding sources has required us to be agile, strategic, and proactive in our efforts to maintain the high standard of service that our community and clients rely on.

We have worked diligently to adapt to these changes, and while it has definitely not been easy, we are proud of how the board and staff have come together to navigate these challenges. We are also deeply grateful for the continued support of our donors, partners, and advocates who help ensure we can deliver the quality SSWB has become known for in our services and programs.

The need for our services has never been greater. Whether it is the ongoing economic pressures, societal changes, or other factors outside of our control, the demand for our services continues to rise, and we remain committed to addressing the most pressing needs with empathy, expertise, and dedication. Together with the tireless efforts of our team and the guidance of the board, we are working to ensure that SSWB is positioned to continue meeting the needs of the community.

I would like to express my heartfelt thanks to each and every member of our board, and a special mention to Deepak for all his years of service to SSWB. Your collective dedication, insights, and unwavering commitment to the mission of SSWB are invaluable. It is your leadership, collective expertise, and steadfast support that continue to guide this organization through even the most challenging of times. Your volunteer service is a gift that I do not take for granted, and for that, I am deeply appreciative.

I also want to take this opportunity to extend a profound thank you to our Executive Director, Nicole, and to her staff, Amy. Your professionalism, compassion, and tireless efforts are the foundation upon which this organization is built. Nicole, your leadership, vision, and commitment to our cause have been a beacon for all of us, especially in a time of such uncertainty.

The resilience, creativity, and passion displayed by our staff members, day in and day out, are the driving forces behind the success we've achieved this year.

To every member of the SSWB team – thank you. Your hard work makes a difference, and we are immensely proud of all you do.

Sincerely,



Brian Fung



Executive Director's Year-End Summary for 2024

As we conclude 2024, it is my privilege to present our annual report, which reflects both the achievements we celebrate and the challenges we anticipate in the coming year. Despite financial uncertainties and shifting funding landscapes, our dedication to service, community, and innovation remains steadfast.

Achievements and Strategic Developments:

- **Expanded Services and Rebranding Success:** Our rebranding to Support Services Wood Buffalo has been a pivotal milestone, opening new funding channels and reinforcing our identity within the community. Our enduring partnership with Pastew Place Detox Center demonstrates our commitment to collaborative success, particularly within the Drug Treatment Court Program.
- **Community Engagement:** Building on foundations laid in 2023, we have significantly increased our community presence through ongoing events and volunteer initiatives, thereby strengthening our networks and reaching more individuals in need.
- **Operational Advancements:** The implementation of Note House for database management has streamlined processes, enhancing client management and service delivery. Guided strategic planning, initiated with Fuse Social, continues to align our operations with long-term goals.

Financial Landscape and Challenges:

- **Funding Constraints:** We face notable funding challenges due to reductions from key contributors such as United Way and RMWB. This highlights the urgent need for Support Services Wood Buffalo to maintain collaborations and support from other agencies to ensure sustainability. Creative and innovative partnerships are essential as we navigate these challenges.

- **Grant Application Efforts:** Our persistent pursuit of diverse grants in 2024 has underscored our commitment to operational sustainability. Yet, misalignments with categorical funding priorities underline the necessity for novel solutions and fresh approaches.

Strategic Initiatives and Future Directions:

- **Empowerment and Leadership:** Committed to our core values—compassion, respect, integrity, collaboration, non-judgement, and hope—we have cultivated a culture prioritizing empowerment over dependency. This ethos will guide us through challenges and help seize new opportunities as we embrace 2025.
- **Client Support and Operational Capacity:** Driven by a dedicated team, including members like Amy, we manage a high-needs client base with exceptional care. Expanding our capacity through targeted funding efforts remains essential for providing sustainable support.

Path Forward:

While celebrating our progress, it's vital to transparently acknowledge the potential threats posed by funding shortfalls. As Executive Director, I am committed to exploring creative avenues to bridge these gaps, foster new partnerships, and uphold our mission's integrity.

Conclusion:

Your unwavering support has been pivotal in our journey. Together, we can continue to strategize and innovate, ensuring Support Services Wood Buffalo thrives amidst adversity and continues to transform lives and strengthen our community. Thank you for your dedication and collaboration.

Nicole Stagg.

Executive Director



Mission

Identifying and supporting vulnerable people through a person-centred approach on their journey to self-reliance and well-being.

Vision

Enabling independence through connections and empowerment.

Purpose

At SSWB, our purpose is to empower individuals and communities on their journey towards self-reliance and holistic well-being.

Guided by our core values of compassion, respect, integrity, collaboration, non-judgment, and hope, we aim to bridge the gap between current challenges and a sustainable future by enhancing life skills and connecting individuals with essential resources.

We are dedicated to a person-centered approach that fosters independence and well-being, supporting vulnerable individuals on their journey. We strive to create a society where independence is achieved through strong connections and empowerment.

2024 Year in Review

In 2024, SSWB remained steadfast in our commitment to guiding individuals towards stability and independence. By pursuing strategic performance goals, we aimed to enhance client engagement and align our efforts with Sustainable Development Goals (SDGs) for broader societal impact.

Our client-centered approach, grounded in dignity and empowerment, prioritized increasing successful client transitions, improving service delivery through collaboration, and maintaining continuous contact with clients.

As you delve into the following pages of our annual review, you will see how these efforts have shaped our accomplishments and set the stage for future initiatives.

Highlight 1



Completed the official rebranding to Support Services Wood Buffalo, enhancing our visibility and community engagement.

Highlight 2



Despite challenges, we maintained a full caseload with complex needs, supported by team efforts and digital upgrades that improved management and data collection.

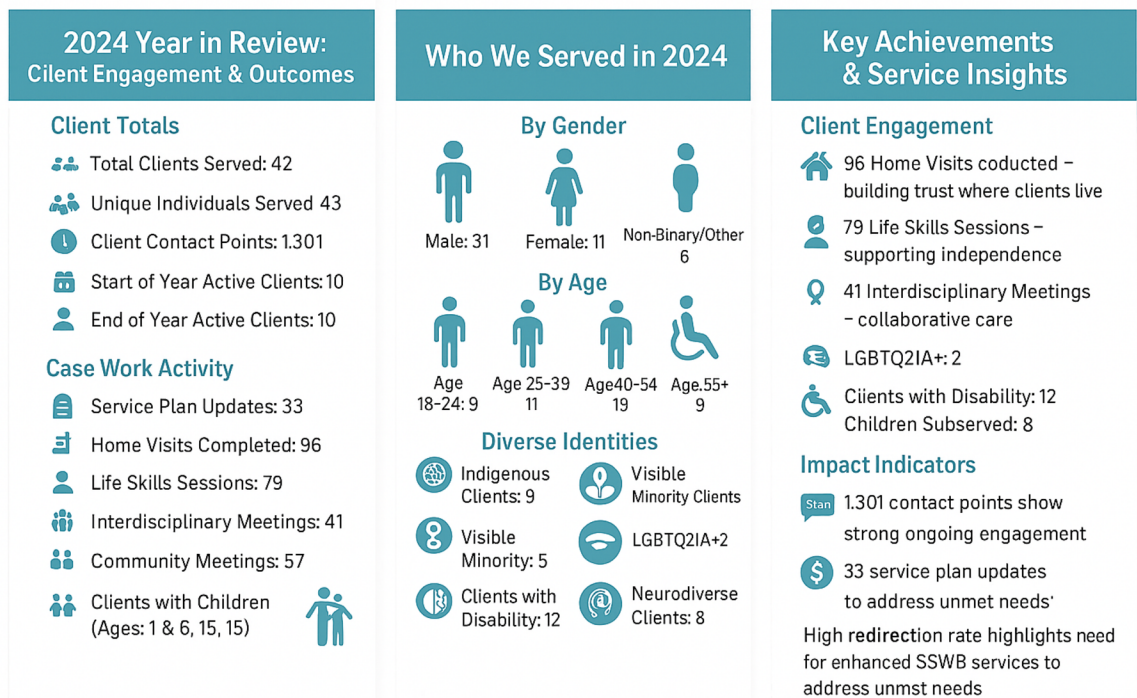
Highlight 3

Hosted the successful "Comedy for a Cause" fundraiser with Lisa Baker, along with several Paint Nights led by Amy Janes.

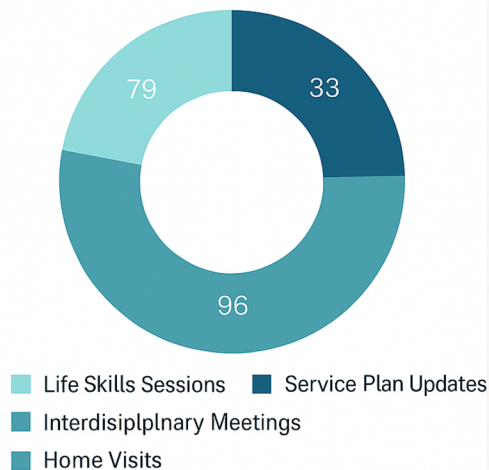


Client Engagement Overview

The infographics display our commitment to personalized support and successful outcomes, highlighting key performance indicators like total clients served and unique engagements. Our focus on economic stability and community inclusion aims to reduce inequalities and empower individuals in the Wood Buffalo region.

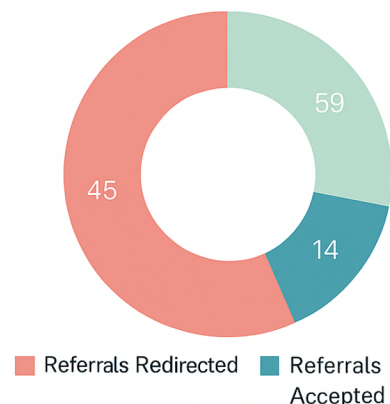


Agency Activities:
Total Records*



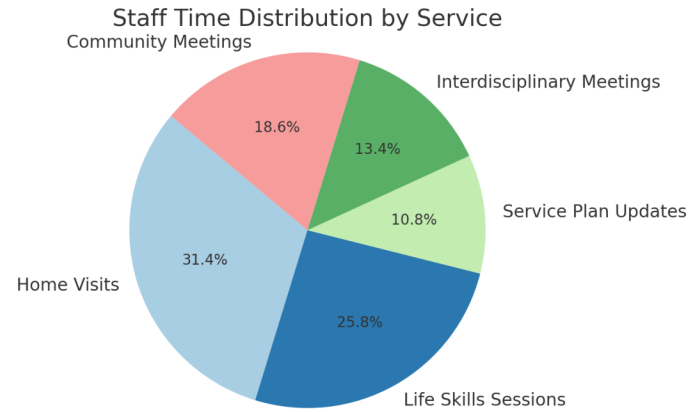
*Client file notes from the all of 2024

Referrals and Direction:
Addressing Client Needs

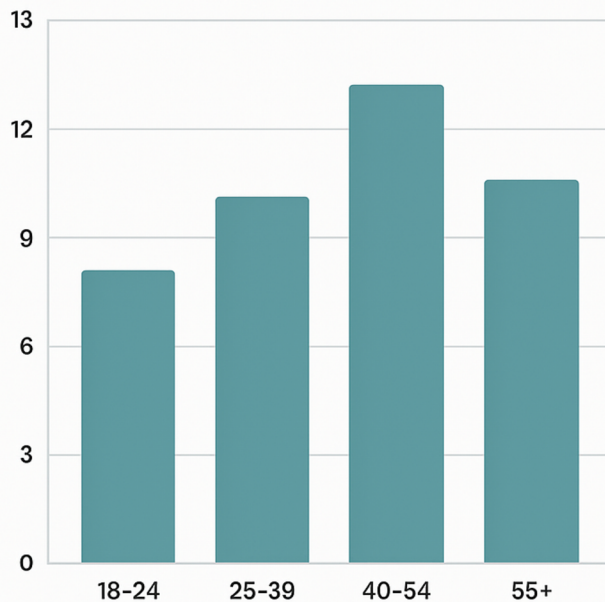


High redirection rate and referrals may suggest gaps and the need for enhanced SSWB services to address unmet needs.

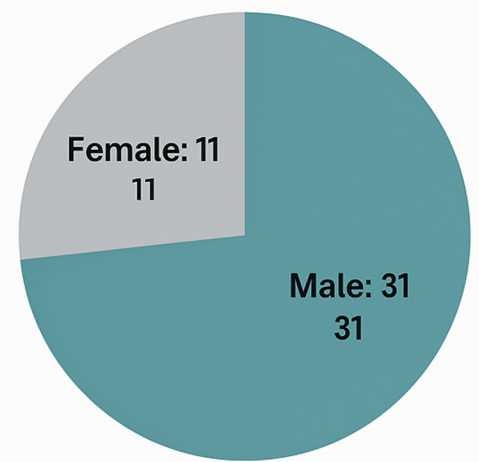
Representing the diversity in staff time allocation for each client served, and by age and gender.



Clients By Age Group



Clients By Gender



Tracking our Impact

SSWB's core services are designed to meet people where they are and walk alongside them toward greater stability and independence.

We offer hands-on, trauma-informed assistance that helps individuals overcome barriers, build confidence, and develop the tools needed to thrive.

Each service stream is flexible, client-centered, and rooted in dignity, empowerment, and long-term impact.

Key Focus	Activities	Outcomes
Life Skills Programming	Hands-on support in areas like budgeting, emergency preparedness, goal-setting, and self-care.	<ul style="list-style-type: none">• 79 life skills sessions and workshops offered
Systems Navigation & Advocacy	Helping individuals access services such as housing, addiction recovery programs, income assistance & more.	<ul style="list-style-type: none">• 57 meetings in the community• 41 interdisciplinary meetings attended• 59 referrals received
Reintegration & Prevention Support	Strengthened partnership with DTC, working closely to help clients reintegrate and reduce recidivism.	<ul style="list-style-type: none">• 7 DTC participants accepted onto SSWB caseload.

Highlights of a Year Well Spent

This year has demonstrated the strength of our collective efforts in supporting our community. Through dedicated partnerships, active community engagement, and successful fundraising initiatives, we have fostered hope, resilience, and growth for those we serve. Together, we've made meaningful progress, making this year a significant step forward in strengthening our community's overall well-being and connection.



Testimonial



I really can't thank you guys enough for all you've done during my transformation from homeless to being a gainfully employed pillar of my family and, hopefully soon, of my community.

Impact

Client A found themselves at a crossroads, grappling with the triple burden of financial instability, mental health issues, and limited mobility. This trifecta created a daunting reality for Client A, making everyday life a series of uphill battles. Client A was facing considerable financial hardships, which cast a shadow over their overall well-being. The daily stress of making ends meet affected their mental health and physical abilities. Battling mental health challenges added another layer of complexity to Client A's journey. The emotional toll of financial strain exacerbated their mental health issues, creating a cycle that seemed insurmountable. Client A also faced mobility concerns, further hindering their ability to engage in physical activities. This not only impacted their physical health but also contributed to a sense of isolation and dependency.

Recognizing the immediate need for financial stability, we assisted Client A in applying for the Assured Income for the Severely Handicapped (AISH) program. This application was recently approved, providing Client A with a stable income and alleviating the financial burdens they had been carrying. The recent approval of AISH has provided financial relief and opened doors to a more stable and secure future. To address the mental health concerns, we facilitated connections with community mental health resources, including the new 9-8-8 crisis line. We provided a personalized set of basic stretches and exercises to enhance Client A's mobility. Additionally, we informed them about Alberta Health Services (AHS) exercise classes available via Zoom, offering an accessible and convenient way to stay active.

Client A's success story is a testament to the power of holistic support and community collaboration. By simultaneously addressing financial, mental health, and mobility concerns, we've uplifted Client A's spirits and paved the way for a brighter and more promising future. Only two months later, this client, who had been on the STHT caseload since 2022, successfully transitioned from the STHT caseload. This success story reinforces our commitment to positively impacting the lives of those facing diverse challenges.

Collaboration

Collaboration is at the heart of SSWB's work. By partnering with key organizations such as Drug Treatment Court (DTC), Wood Buffalo Housing (WBHDC), and the Canada Revenue Agency (CRA), we're able to extend our reach, strengthen support, and meet people where they're. These partnerships allow us to deliver more effective, integrated services that promote stability, independence, and long-term success for our clients.



PASTEW PLACE
— DETOX CENTRE —

Pastew Place – DTC

SSWB's partnership with Drug Treatment Court (DTC) plays a vital role in supporting successful reintegration for individuals exiting the justice system. By providing life skills development, housing navigation, and personalized support, we help clients build stability and reduce the risk of relapse or reoffending.



Wood Buffalo Housing

Through our partnership with Wood Buffalo Housing, SSWB supports residents at Centennial House, a 7-unit building designed for individuals transitioning to independent living. With dedicated office and workshop space on-site, this collaboration allows us to offer consistent, in-house support, life skills programming, and responsive system navigation.



CRA – CVITP Program

Through CVITP, SSWB hosted and assisted with free tax clinics for low-income individuals. With support from Service Canada, we helped individuals apply for and access benefits and credits, file their taxes, and complete important paperwork.

Strategic Plan Progress Update – Year Two 2023 – 2026

Support Services Wood Buffalo is currently on track with our strategic plan, now in Its Second Year of implementation.

We have made solid progress in evaluating and optimizing our programs, refining intake and assessment processes, and strengthening our community partnerships.

Our efforts are focused on enhancing service effectiveness, improving client outcomes, and promoting organizational sustainability.

As we continue to work toward these goals, we remain adaptable and responsive to the evolving needs of our community.

Our focus is on building resilience and exploring diverse funding opportunities to support ongoing and future initiatives.

We are committed to maintaining transparency, refining our strategies, and fostering collaboration as we navigate the path forward, continually with the best interests of our clients and community at the core of everything we do.

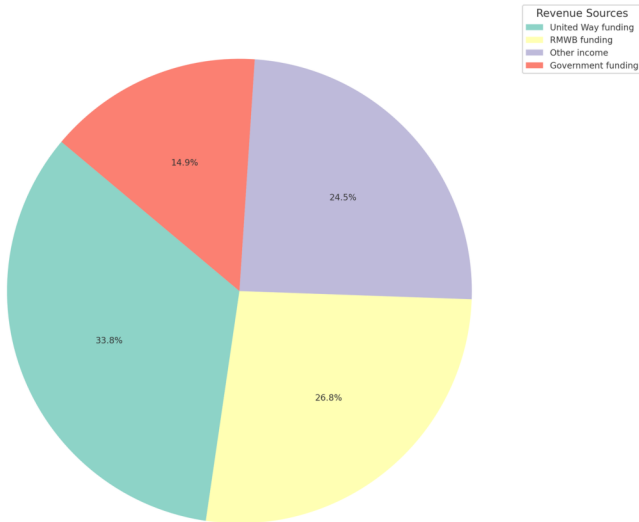
Financial Report

We are dedicated to upholding the highest standards of fiscal responsibility and transparency in managing our resources. We sincerely thank Gallo LLP for their thorough and professional review of our financial statements for 2024. Our financial statement for 2024 is included below, reflecting our commitment to accountability and responsible stewardship of our funders' support.

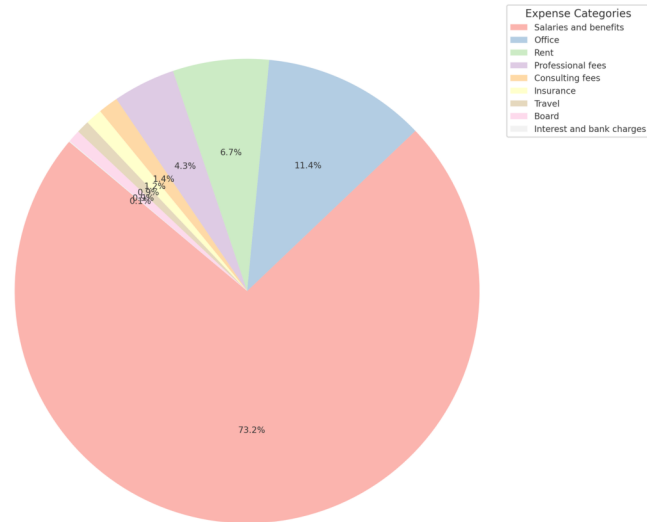
SUPPORT SERVICES WOOD BUFFALO SOCIETY
Statement of Revenues and Expenditures
Year Ended December 31, 2024

	2024	2023 (Audited)
REVENUES		
United Way funding	\$ 101,074	\$ 159,027
RMWB funding	80,000	80,000
Other income	73,297	16,251
Government funding	44,678	51,884
	<u>299,049</u>	<u>307,162</u>
EXPENSES		
Salaries and benefits	236,654	198,336
Office	36,745	59,715
Rent	21,607	12,417
Professional fees	14,019	16,264
Consulting fees	4,498	11,473
Insurance	3,751	3,039
Travel	2,878	2,205
Board	2,811	1,638
Interest and bank charges	219	137
Donations	-	4,500
	<u>323,182</u>	<u>309,724</u>
DEFICIENCY OF REVENUES OVER EXPENSES FROM OPERATIONS	(24,133)	(2,562)
OTHER INCOME		
Interest income	1,356	1,326
DEFICIENCY OF REVENUES OVER EXPENSES	<u>\$ (22,777)</u>	<u>\$ (1,236)</u>

2024 Revenues Breakdown



2024 Expenses Breakdown



SUPPORT SERVICES WOOD BUFFALO SOCIETY
Statement of Financial Position
December 31, 2024

	2024	2023 (Audited)
ASSETS		
CURRENT		
Cash	\$ 159,192	\$ 192,103
Goods and services tax recoverable	1,436	2,107
Prepaid expenses	288	2,265
	\$ 160,916	\$ 196,475
LIABILITIES AND NET ASSETS		
CURRENT		
Accounts payable	\$ 13,308	\$ 15,087
Wages payable	4,517	4,790
Employee deductions payable	3,454	-
Deferred income (Note 3)	82,941	97,125
	104,220	117,002
NET ASSETS	56,696	79,473
	\$ 160,916	\$ 196,475

Next Steps

Looking ahead, our focus remains on strengthening community partnerships, building capacity, and leveraging local resources to support ongoing resilience. As we navigate ongoing financial challenges, we are committed to maintaining transparency and adaptability in our efforts.

Our goal is to continue providing impactful programs that foster hope, independence, and support, with a shared commitment to making a meaningful difference in the lives of those we serve now and in the future.



Partnerships/ Collaborations

- Build new collaborations to diversify support.
- Foster joint initiatives that promote community well-being.
- Improve program effectiveness and sustainability.



Program Development

- Creating innovative partnerships and programs to attract sustainable funding.
- Build adaptable programs that respond to changing landscapes and expand our reach.



Commitment

- Committed to empowering our clients with dignity and compassion.
- Focused on building trust, resilience, and long-term well-being for clients.
- Actively collaborating to strengthen community capacity and foster inclusivity.

Acknowledgements

We extend our heartfelt gratitude to all our Volunteers, Board Members, Funders, and Donors — without your unwavering support and dedication, none of our achievements and community impact would be possible.

Thank you for being an essential part of our journey.

Volunteers

Amber Schmidt	Jane Barter	Lisa Stewart
Amy Janes	Jason Stagg	Nnaomie Amefule
Brian Fung	Jessica Perry	Rita Dizak
Caitlin Clarke	Joanne Hammond Wall	Stephanie Boland
Brian Fung	Jonathon English	Tiffany Stagg
Caitlin Clarke	Katie Sullivan	Toni Anderson
Brian Fung	Kevin Boland	Venus De Lemios
Deepak Jhanwar	Laiza Delosa	

Total # Volunteer Hours in 2024	315.5	
Total # of Volunteer Opportunities in 2024		24
Total # of Unique Volunteers in 2024		16

BOARD OF DIRECTORS 2024



Brian Fung
Board Chair
Board Member since 2018



Dr. Jane Barter
Board Vice Chair
Board Member since 2019



Jessica Perry
Treasurer
Board Member since 2019



Katie Sullivan
Secretary
Board Member since 2023



Rita Dizak
Member
Board Member since 2019



Deepak Jhanwar
Member
Board Member since 2019



Joanne Hammond Wall
Member
Board Member since 2023

2024 Exiting Director

A heartfelt thank you to Deepak Jhanwar, who has been a valued and dedicated Board Member and Treasurer since 2019.

His unwavering commitment and contributions have greatly benefited our organization, and he will be sincerely missed.

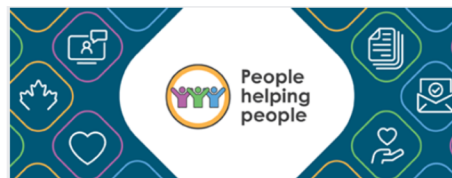
Funders, Donors and Sponsors



Community Services Recovery Fund



Funded by the
Government of Canada's
Community Services Recovery Fund



Taunya Kooiker – Silver Icing Monica Ackerman –Scentsy Cait Sacrey – Cait Clean Co.

Carla Nash – Thickwood Sobeys

Betty Hodder – Aunt B's Sweet Treats

Conclusion

2024 has been a transformative year for Support Services Wood Buffalo, marked by significant achievements and resilient efforts amid ongoing challenges.

Our strong community partnerships, dedicated team, and collective commitment have established a solid foundation for ongoing growth and impactful change.

While the path ahead contains uncertainties, we are proactively exploring innovative approaches to navigate financial pressures and uphold our vital work.

As heartfelt gratitude goes out to our board, staff, partners, funders, donors, volunteers, and community members—your unwavering support and inspiration are the driving forces behind the progress of our mission.

We also wish to express deep appreciation to the clients we have had the privilege of working with; your resilience and trust inspire us every day.

The dedication and compassion of our team are the cornerstone of our success, ensuring that no one is left behind.

Looking toward 2025, we remain steadfast in our commitment to empower individuals, foster resilience, and nurture hope within the Wood Buffalo community.

Through continued collaboration and community support, we will adapt, innovate, and work collectively to build a brighter, more inclusive future for all.

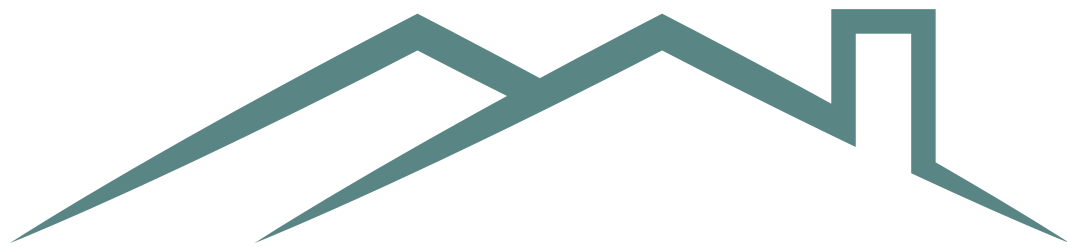
CONTACT

Nicole Stagg
Executive Director
executivedirector@sswb.ca
780-381-8614

Amy Janes
Program Navigator
pn@sswb.ca
780-838-8484







2023

SUPPORT THROUGH HOUSING TEAM SOCIETY

ANNUAL REPORT





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Mission

Identifying and supporting vulnerable people through a person-centred approach on their journey to self-reliance and well-being.

Vision

Enabling independence through connections and empowerment.

Core Values

Compassion: STHT prioritizes understanding, empathy, and support for individuals in need.

Respect: Every individual is treated with dignity and courtesy regardless of background.

Integrity: STHT values honesty, ethical conduct, and consistency in actions.

Collaboration: Working cooperatively with clients and partners to enhance well-being and communities.

Non-Judgement: STHT promotes acceptance and open-mindedness without negative biases.

Hope: Nurturing a positive outlook for change and growth, inspiring hope in clients and communities.



A Message from the Chairperson

2023 proved to be a pivotally important one for STHT. We started the year with a forecasted slight operational deficit, but due to the immensely needed work done by a Leadership Wood Buffalo cohort the previous year, we secured additional funding that set the Agency up for the coming year. I want to thank all of our funders for their continued support and commitment to the Agency; your contributions make a very real difference to the community we all call home.

During the summer of 2023, we also undertook the crucial exercise of updating our strategic plan over several days. We looked at STHT, our mission and values, the services we offer, and really dug deeply into what the current needs are in the community, what our core services are, and maybe most importantly, what STHT is not meant to do. This was a significant step in bringing our caseload down to sustainable levels, ensuring a healthy environment for our clients and staff alike. I'd like to take a moment here to express our heartfelt thanks to Christopher for his invaluable guidance through the strategic planning process, and for making himself available for in-person and virtual sessions.

I'd like to take a moment here to acknowledge the unwavering dedication of my fellow board members who have worked tirelessly to ensure STHT is well supported. We welcome new member Katie Sullivan to her first AGM with STHT, as well as returning members Deepak, Jane, Jessica, Joanne, and Rita. Your support means the world and makes my job that much simpler! I also want to especially acknowledge a former board member that stepped down at the end of last year. Janene Hickman has been a constant support and presence as a board member, serving in multiple capacities on the board, including Board Chair. She saw the agency through very trying times of wildfire, drought, and other disasters, both natural and otherwise. And although she has been missed sorely from the Board since stepping back, I've been assured that she will still support STHT in whatever way she can, and I wish her all the very best on behalf of the Board in her future endeavours.

Lastly, of course, I want to thank all of our staff, and especially our ED, Nicole, who continues to go above and beyond, taking all the changes in staff turnover, reduced funding, client caseload, and more in stride to ensure that our clients get the custom service that they need and deserve. I know it's been a challenging year from an operational standpoint, but please know that the Board appreciates your efforts and energy.

With a renewed strategic plan, and more comprehensive processes in place, I believe STHT is very well positioned in 2024 and beyond to adapt and take on the challenges of an increased need from the community for our services, as well as an environment of continued cuts to funding from traditional funding streams.

Thank you again to everyone for all your efforts!
Sincerely,
Brian Fung





Strategic Developments

Review of Outcomes and Processes: Completed a review and update of outcome measures, the logic model, and processes to better align with the mandate.

IT Infrastructure: Continued cleaning and archiving old information as needed.

Database Setup: Secured Note House for database services and are currently utilizing the software.

Strategic Plan Development: Engaged with an external organization for strategic planning and retained professional services, resulting in a strategic plan for the next three years.

Staffing Changes: Multiple staff members have moved on to other positions in the community. We now have a new Program Navigator who has been doing well in the role.





Financial Contracts

United Way: Presented and participated in the 2023 UW Grant funding meeting, securing \$143,000 for 2022-2023.

RMWB Multi-Year Grant: Approved \$80,000; \$60,000 received, with the remaining \$20,000 to be disbursed in six months.

CIP – GOA: Funding of \$60,000 concluded in January 2023; Application for CIP grant ongoing for future cycles.

Grant Applications: Secured a \$56,000 grant from the Community Services Recovery Fund along with another operating grant through Suncor.

Financial Management and Reporting of the 2023 Annual Audit completed by Gallo LLP.



REGIONAL MUNICIPALITY
OF WOOD BUFFALO

**Community Services
Recovery Fund**



Canadian
Red Cross



COMMUNITY
FOUNDATIONS
OF CANADA



United Way
Centraide
Canada



**United Way
Fort McMurray
and Wood Buffalo**

Support Services

Client Needs: There have been increased client needs, with notable complexity in presenting issues. Staff are working within capacity, but ED has frequently provided additional support.

Caseload Management: Efforts to reduce the caseload to a more manageable number, continuous, detailed file reviews, and client intake improvements.

Operational and Capacity Challenges: We have had to operate in crisis mode, and insufficient staff support due to funding constraints has impacted our ability to manage increasing client needs and complex cases.

Success Stories

Client A has faced legal issues and multiple illnesses, including mental and physical limitations. They experienced the loss of their last surviving parent, who was their primary support. Despite these hardships, they have shown remarkable resilience. With the help of STHT, a family member, and their probation officer, we have supported their journey.

Client A has successfully moved from Centennial House to community outreach. They eagerly participate in community events, volunteer, and use public transit, overcoming past barriers. Their confidence has grown, enabling them to seek professional assistance and handle various situations. They are on the path to an independent and prosperous life.

Client B's journey showcases the power of addiction recovery and holistic support. After months dedicated to sobriety and personal growth, Client B's progress in the Drug Court program is inspiring. Referred to STHT, they gained housing and life skills programming, moving into Centennial House just before Christmas. The community's gift of a tree and decorations made the holiday special, allowing Client B to celebrate in their new home. Their commitment extends to regular volunteering at local agencies like the Food Bank. Actively participating in STHT programs, Client B's story is a beacon of hope, demonstrating the potential for positive change with motivation and support.





2023 Agency Statistics

3043 points of contact with clients

68 Life Skills Events / Activities held in 2023 (with STHT Staff and Interdisciplinary Partners)

173 Verified Income Tax Returns completed (Jan-June, as per CRA June-Dec data unavailable to date)

22 active clients

Subserved

6 infants (0-12 months)

16 children (1-11)

10 Successful transitions into independent living

1 Eviction

1 client requested a file closure.

1 Death

14 file closures (no contact / unable to contact)

20 Referrals

184 Agency inquiries to refer to our program.

39 Unique Individuals accessed and participated in STHT support services



STHT Staff

Nicole Stagg
Executive Director
executivedirector@stht.ca
780-838-9988

Amy Janes
Program Navigator
pn@stht.ca
780-838-8484

STHT Board Members

Brian Fung, Board Chair

Jane Barter, Vice – Chair

Deepak Jhanwar, Treasurer

Jessica Perry, Secretary

Rita Dizak, Member

Joanne Hammon Wall, Member

Katie Sullivan, Member

Volunteers

We deeply appreciate our volunteers for their dedication and invaluable contributions, which make a significant impact on our community.



executivedirector@stht.ca



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