

2021-22 ANNUAL REPORT



MESSAGE FROM THE BOARD CHAIR & EXECUTIVE DIRECTOR

The past year has been a time of transition and change at Daya. Like other organizations in the non-profit sector, Daya continues to face and rise to the challenges posed by Covid-19. Our community is facing a mental health crisis that has been further intensified by the pandemic and access to affordable and accessible mental health care has never been more important. Our reality as a community is that we're seeing our front-line workers burning out in unprecedented numbers; a devastating increase in intimate partner violence; mental health and substance use concerns of increasing acuity; and people struggling to reemerge from isolation and locate supportive communities.

This past year we've experienced more clients in need than ever before and we're working hard to increase our capacity to meet this growing demand. We're working to thoughtfully grow our counselling team by partnering with new contract counsellors to reduce our waitlist. Offering people, the care they need and deserve when they need it. We're also investing in our team by offering fair and livable wages to the caring and qualified professionals we partner with after years of falling behind market standards and inflation. We care for our team so they can continue to care for the community.

In response to the pandemic, we began offering virtual counselling services and are proud to add this as a permanent addition to our service offerings. Counselling at Daya has historically only been offered in-person, and yet we're noticing many clients find virtual counselling more convenient and more accessible. We've experienced an increase in demand for virtual sessions and find that for some of our clients its improved session attendance resulting in an increased impact on their wellbeing.

We also took this year to modernize our practices, go paperless and create automation in our backend processes that have created a much-needed foundation for our business moving forward. We're ready for the future.

This year, a total of 6,553 counselling sessions were offered! 4,376 of these were at no cost to our clients. We have invested time, energy, and resources to support our clients when they need us most. We're grateful to our donors and partner agencies for their unwavering support of our work. As we look toward the coming year, we remain committed to advancing our mission of fostering a culture of wholeness, health, and mental wellness within our community through counselling and education by increased efforts to build community capacity through education and advocacy. Keep an eye on our work moving into the coming year. We're excited to create even more impact.

On behalf of the Board of Directors, our team, and the clients that we serve, thank you for supporting Daya Counselling Centre.

Jared Dalton, Board Chair

Chris Moss, Executive Director



TREASURER'S REPORT

It is my pleasure to report the financial statements of Daya Counselling Centre. Not dissimilar to the 2021 fiscal year, this year was marked with great uncertainty as we continued to navigate the COVID-19 pandemic and explore new ways of providing service to our community.

This year we continued to see increased demands for mental health services within our community. Further, we started to feel the impact of inflationary pressures and decreased COVID-19 funding from the federal government while demand for service increased exponentially. We are forever grateful to the counselors providing service at Daya Counselling Centre, who were instrumental in our ability to preserve through these challenges and develop new strategies to address the growing need for mental health support to those who need it most.

As we look ahead to fiscal 2023 we're excited about many new opportunities. With a new Executive Director and energized and ambitious management team we're looking at driving new revenue streams to increase the resources available to provide support to our community.

Jaclyn Cairns, CPA, CA Treasurer

2021-22 FINANCIALS

Revenue

Client Fees	\$ 301,228
United Way	\$ 201,217
City of London/OW	\$ 141,292
Partner contribution	\$ 40,835
MAG/Victim Services	\$ 38,261
Donations	\$ 34,307
Government Assistance	\$ 26,913
City of London, Grant	\$ 23,750
Small contracts	\$ 19,893
Partner faith community contributions	\$ 11,800
Amortization of deferred contributions	\$ 10,254
Bereavement services	\$ 6,600
Interest	\$ 2,062
Total	\$ 858,412

Net revenue (expense) \$ **(42,281)**

Net Assets, Beginning of year \$ **305,624**

Net Assets, End of year \$ **263,343**

Expenses

Contract Counselling	\$ 321,296
Wages & Benefits	\$ 253,650
Acting ED fees	\$ 70,856
Rent	\$ 70,543
FSTV/OW/City	\$ 65,795
Client database support	\$ 26,094
Office	\$ 24,082
Repairs & Maintenance	\$ 15,344
Amortization of capital assets	\$ 13,447
Professional Fes	\$ 10,333
Bereavement Services	\$ 7,932
Telecommunications	\$ 7,134
Insurance	\$ 5,613
Bank charges & interest	\$ 3,917
Membership & licenses	\$ 2,142
Hospitality & client access	\$ 1,142
Professional development & training	\$ 1,075
Advertising & promotion	\$ 298
Total	\$ 900,693



OUR PEOPLE

COUNSELLORS

- Jordyn Banks
- Laura Beres
- Jennifer Carscadden
- Brian Darnell
- Kevin Elliott
- Alanna Grogan
- Elizabeth Hardy
- Katy Harold
- Nidaa Khalil
- Robin Koop-Watson
- Sheila Linseman
- Rebecca Machado
- Carey Main
- Antonia Marroquin
- Marietta Minett
- Ty Nguyen
- Alex Rodriguez
- Anne Toth
- Da Qing Wang
- Larissa Webb

INTERNS

- Jennifer Wagenman
- Laura Howes
- Melinda Mathes
- Ryan Gulyaprak
- Simrat Tung
- Amrit Kaur Gill
- Carlie Wyton

VOLUNTEERS

- Vita G-L.
- Nadin V.
- Jessica V.
- Lauranne N.

STAFF

- Andrea Cole
- Jeff Coombes
- Kelly Greene
- Chris Moss
- Christine Ward
- Kate Stewart
- Andrew Vincent
- Da Qing Wang

BOARD OF DIRECTORS

- Jared Dalton, Chair
- Stephen Karchut, Vice-Chair
- Jaclyn Cairns, Treasurer
- Lindsay Reid
- Jennifer Wall
- Melissa Jean
- Rachel Oegema
- Steven Slowka
- Patrick Lozon
- Iva Gavanski

We couldn't have done it without you!

2021-22 SERVICE HIGHLIGHTS



1,021 Unique Clients Served



6,553 Total Hours of Counselling Offered



3,244 Sessions Fully or Partially Subsidized by Donations and Grants



1,179 Sessions Funded by a Community Partner Agency/Referring Agency



2,130 Sessions Funded by Clients Out of Pocket or Through Private Insurance



Daya Counselling Centre is proud to have provided mental health counselling to support over **1,021** individuals, couples, and families in 2021-22.

70% of Clients Addressed Experiences of Depression/Anxiety



55% of Clients Addressed Relationship/Family Challenges



40% of Clients Addressed Recent or Historical Trauma



TESTIMONIALS

“At the advice of my counsellor, I decided to formulate a plan with clear steps detailing what I needed to do to achieve my goals. I am going back to school and [am] taking a program that will serve as a meaningful steppingstone.”

“The results of the counselling I have received have been: improved self-awareness, improved self-esteem, an understanding of how my thoughts can be a major factor in depression, an untangling of my past and its influence on my life today, and a kinder self-talk and awareness.”

“I have been unemployed for an extended period of time. My anxiety has kept me from following through on employment. I now feel, for the first time in a long time, excited by the idea of becoming employed and functioning on a level that I have wanted to for a long time.”

COMMUNITY PARTNERS AND DONORS

We are sincerely grateful to the generosity of our donors and supporters, all of whom enable our provision of expanded mental health supports in our community.

Angie Wiseman
Anonymous Donors
Anne Toth
Arlene McComish
Andrey Mae Proconier
Canada Life Insurance, Mid-West Team
Calvary United Church
Canada Helps
Chalmers Presbyterian Church
Cheryl Bois
City of London Community Grant Program
Congregation of the Sisters of St. Joseph
Daniel Lockwood
Doreen O'Brien
Finch Auto Group
General Dynamics Land Systems
Goodwill Industries, Ontario Great Lakes
Harrison Pensa LLP
Hutton House
Jeff & Rebecca Machado
Jennifer Martino
Jennifer Murray
Jon Copple
Lindsay Reid
Lisa Machado

Lynne Cram
London Defeat Depression
Lori Vejvoda
Lutheran Social Services of London
Margaret Bennett
Marvin and Pauline Shank
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Middlesex Mutal Insurance
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St. Georges Presbyterian Church
St. Peter's Seminary
Stephanie Soltz
The Church of Latter-Day Saints
United Way Elgin Middlesex
Valleyview Mennonite Church
Vicky Baroudi
Westminster College Foundation

OUR FUNDERS



thank you 