



2024



ANNUAL REPORT

Our Mission



Interfaith Counselling Centre strengthens the fabric of our community by empowering individuals, couples, and families to realize their emotional wellness and triumph over life's challenges.

ICC Staff

Matthew Isert Bender, Executive Director

Leslie Allaby, Clinical Director

Gail Roth, Counsellor

Irina Markovich, Counsellor

Jennifer Helmuth, Counsellor

Cathi Watson, Counsellor

Danielle Lancaster, Counsellor

Manshi Pandya, Counsellor

John Dinner, Counsellor

Vanessa Pierson, Counsellor

Jay Jakobs, Grief Care Services

Wendy Lantz*, Counsellor

Chip Bender*, Counsellor

INTERNSHIPS:

Sadie Hammer, MSW Intern

Emma Kell, BSW Intern

Administration:

Andy Kirkland, Bookkeeper

Kristin Oliver, Administrator

Derek St. Amore, Maintenance

Shen Dreer*, Awareness & Engagement
Coordinator



Board of Directors

ED Janzen

Valerie Troy

Jenn Pfenning

Jon Franchetto

Carol-Ann Hadland

Amy Domitrovic*

Andrea Laughlin*

*Individuals concluded their role with ICC in 2024

Reflecting on 2024 ... anticipating 2025!



Do not despise these small beginnings, for the LORD rejoices to see the work begin, to see the plumb line in Zerubbabel's hand. (Zechariah 4:10)

A journey of a thousand miles begins with a single step. (Chapter 64 of the Tao Te Ching ascribed to Lao Tzu)

ICC's dedicated professional staff team is committed to supporting the small steps clients are taking toward healing, change and transforming their pain. We create a safe space for conversation, help identify habits and thought patterns that will support transformation, and provide the encouragement an individual needs to begin walking one step at a time. I am daily inspired by the commitment to the small steps toward change individuals make as they work with our counselling team.

I have the privilege to work with our caring and dedicated board of directors as we lead ICC, leaning into dreaming big and then the discipline of taking the small, steps toward being the agency we desire to be. The success of our not-for-profit agency continues to be grounded in the guidance and contributions of our volunteer Board of Directors. We are always recruiting board members who are committed to this local community and the work of ICC, so please reach out to express your interest or to nominate an individual.

ICC 40th Anniversary Gala was a joyful celebration featuring local musical talent on June 19th a wonderful way to conclude our 40th celebrations, recognizing our humble beginnings and strong presence we have today in our community. June 2025 we will host another formal Fundraising Gala, this year featuring Waterloo Oxford musical talents.

In 2024, 1250 individuals received counselling support through 4216 hours of counselling. The direct counselling is delivered by our professional caring staff through individual, couple and group sessions offered through a mix of in-person (75%) and virtual (25%). In addition to direct counselling work, we remain invested in mental health articles in local papers, social media and presenting workshops when requested.

At ICC our commitment that cost is not a barrier to accessing mental health counselling continues to place a financial strain on the agency finishing with a deficit for the third consecutive year. Together with the board fundraising and donor engagement was a key focus in 2024 and continues to be in 2025. We are indebted to the generosity of our local community which makes it possible to subsidize our work. We live in a generous community.

ICC continues to take small steps into the future, ensuring that all in Wilmot and surrounding rural communities have access to local professional and affordable clinical services which respects and values the diversity of all individuals in our community.

Matthew Isert Bender
Executive Director



Board of Director's Report



It's a peculiar thing to have felt a wave of affection - but maybe not so much. Some Board members joined ICC staff for a Christmas potluck. The joy and pleasure around the lunch table were strong. The good nature and hospitality were pleasant. The food was spectacular! Our staff enjoy each other's company and it's not hard to see. In organizational behaviour, that's called high morale. ICC staff have a strong sense of purpose and confidence in their work and take great satisfaction in doing it. What a team!! This is the foundation of how Interfaith Community Counselling strengthens the fabric of our communities. The townships of Wilmot, Wellesley, Perth East, Blandford-Blenheim and East Zorra are better for the care of mental health and the resources to meet life's challenges that ICC provides.

Last year saw good and growing reports of service, ongoing community presence and continued work on our tried-and-true fundraising efforts: the annual calendar lottery and the Silent Auction. We're thankful for support from Erb Transport, local businesses, Rotarians, various organizations of Wilmot, some great grants and continued confidence of individual donors. We celebrated our 40th Anniversary with a great Gala – great food, good entertainment and a lovely community spirit. It was such a good time that we're planning to host it again. Truly, ICC is a fantastic example of 'it takes a village...'

As we move into the year ahead, the Board has two significant priorities. First, we have embraced the importance of promotion and development as Board priorities. We are learning and doing those things that are essential for good fund-raising. This is necessary for the ongoing fiscal health of ICC. We want to do our part to sustain this very important service in the region. Second, as we come to the end of our '21-'25 Strategic Plan, we are looking at how to move into our next strategic phase. While no major shifts in strategy seem imminent, it's important to reflect on and keep the foundations of ICC strong. Intentional reflection on where we're going and how we're going to get there are an important part of these foundations. We want to do all of this well.

Finally, if you'd like to be part of the work of ICC; be in touch with Matthew or Kristin. They will be able to offer some options for ways you might be able to help.

**On behalf of the Board,
Ed Janzen, Chair**



Treasurer's Report



It was my pleasure to join the Interfaith Counselling Centre's Board of Directors as Treasurer in November 2024. I have observed the heart of the board members and I'm thrilled to partner with them to continue ICC's mission to serve the community to empower individuals, couples, and families to realize their emotional wellness and triumph over life's challenges.

2024 continued to be a successful year for ICC and we were able to increase our revenues by over 11%. This was done thru obtaining other grants from Community Care Concepts, Waterloo Region Community Foundation and the Do More Agriculture Foundation.

ICC is a very lean organization with over 80% of the expenditures being paid to our qualified and dedicated staff. We ended 2024 with a smaller shortfall than budgeted.

In 2025, the Board of Directors have committed to continuing to expand our donor base to ensure ICC as a going concern and that everyone has access to quality mental health services in our local community.

Carol-Ann Hadland, Treasurer



Financial Summary



Revenue

\$623,245

Expenditures

\$648,126

2024 Operating Deficit

(\$24,881)

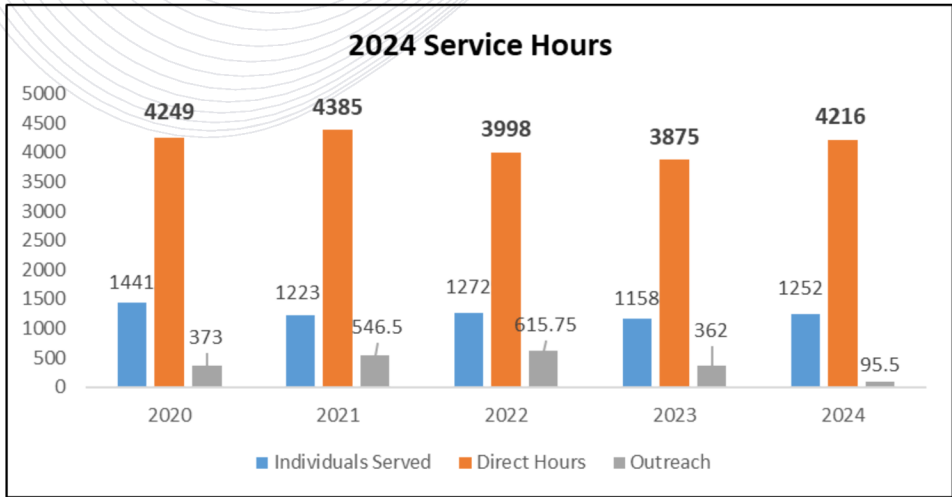
Year End Reserve

\$161,172

Reserve Fund Goal

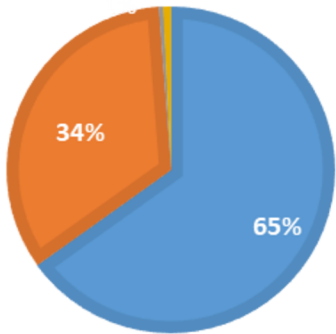
\$300,000

Annual Service Details

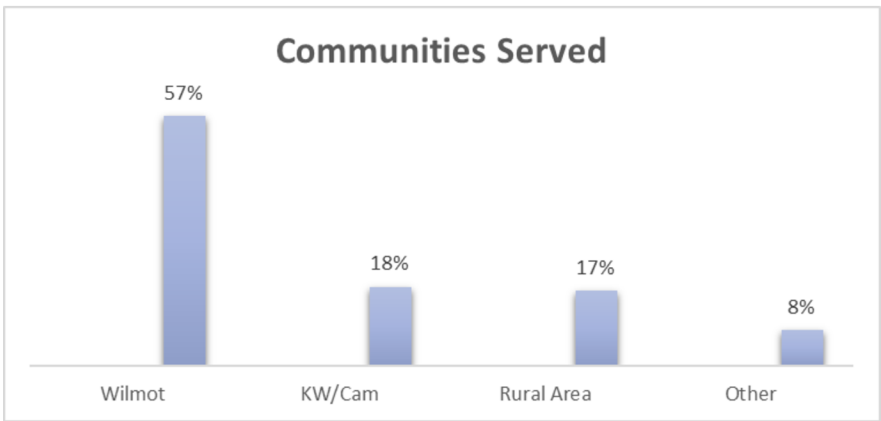


GENDER IDENTITY

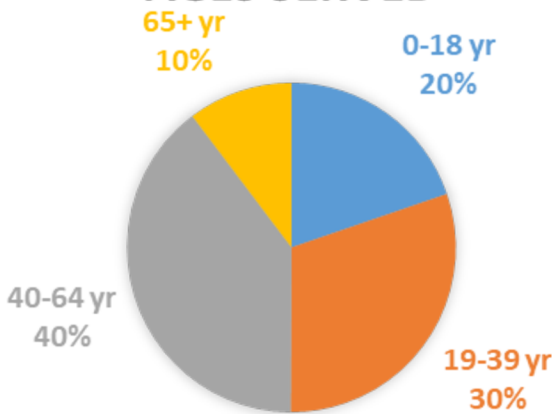
Female Male Other Unknown



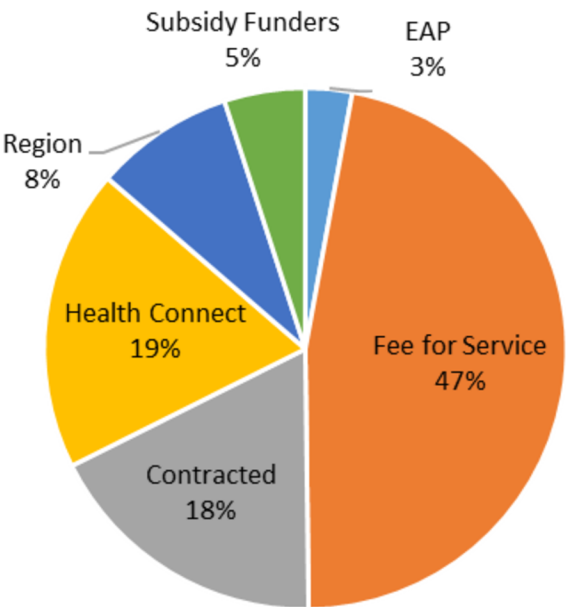
Communities Served



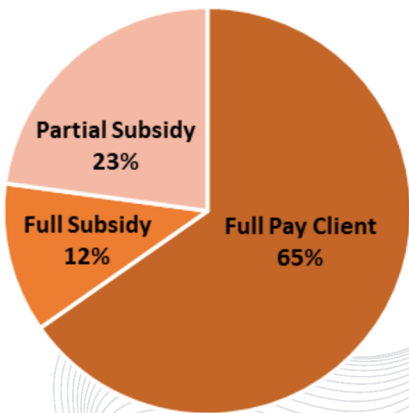
AGES SERVED



Main Funding Source



Fee for Service Breakdown



Complete financial statements are available upon request



2024 Honorable Donations



Ron Montgomery
Susan Cressman
Scott Wagler
Steve Wagler
Susan Hammer
Colin Wiebe
Gail Hansen Cunningham
Greg Leis
Joan Berge
Rosemary Plummer
David Pfrimmer
Scott Cressman
Dan Cressman
James Watson
Norm Harrison
Elvira Mantei
Ed Janzen
Andy Kirkland
Nith Valley Mennonite Church
Hillcrest Mennonite Church
Trinity Lutheran Church
Zion United Church

Dale and Cheryl Brubacher-Cressman
Jeffrey Regehr
Marie McNabb
Howard and Kim Dolman
John and Linda Wagner
Mike Bisch
Norma Lichti
Steven Martin
Jerry Penner
ERB Golf Tournament
Josslin Insurance
TLC Pet Food
New Hamburg Home Hardware
Coleman Equipment Inc.
Kindred Credit Union
Puddicombe House Restaurant
Baden Outlook
BW Feed & Supply
SAF Drives
Bikefest
McDonalds-McHappy Day
Waterloo Running Series

Thanks to the local service clubs for their support both
financially and through volunteer hours

Wilmot Optimist Club

Rotary Wilmot

Plattsville Lions Club

New Hamburg Lions/Lioness Club





Proud Member of

**Counselling
Collaborative**
WATERLOO REGION



Community Member

ICC continues to be supported by the following community partners. Thank you for helping us fulfill our mission.



Government of Canada / Gouvernement du Canada

Canada



United Way
Waterloo Region
Communities



Region of Waterloo



**COMMUNITY
CARE
CONCEPTS**
of Woolwich, Wellesley and Wilmot



**Wilmot Family
Resource Centre**



**Midwestern
Region**



**The
Do More
Agriculture
Foundation**

