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Sojourn House provides Emergency Shelter and Transitional Housing services to refugees coming from all parts of the world. We provide a safe environment for newcomer refugees who have undergone difficult and traumatic pre-migratory experiences, including exposure to war, torture, violence, targeted persecution, forced migration and family separation. We are dedicated to provide the best possible care, services and programs tailored to effectively address their particular needs. Sojourn House has served thousands of refugees over our 30 years of service. With decades of experience, we take pride in being one of the first and largest refugee housing agencies in Toronto and a leading organization in refugee care.

**OUR MISSION**
To provide a safe place and create an inclusive environment where refugees are supported and empowered to pursue a life in Canada.

**OUR VISION**
A safe world and a better future for refugees

**OUR CORE VALUES**
- **Social Justice**: we advocate respect for human rights in the face of oppression and discrimination
- **Diversity**: we encourage and celebrate differences and inclusion
- **Compassion**: we support our clients in a caring, rational and informed manner
- **Mutual respect**: we treat others with dignity and hold one another accountable for how we act and behave
- **Client-centred approach**: we focus on inclusive, culturally-sensitive programming that values the right to self-determination and promotes independence
- **Integrity/Transparency**: we hold a privileged position of trust with our stakeholders. We act with honesty and professionalism, guided by the highest standards of ethical conduct
- **Entrepreneurial spirit**: we seek opportunities to learn, innovate, change and grow

In 2016 we served people coming from 55 countries including:

- Afghanistan
- Algeria
- Azerbaijan
- Bangladesh
- Brazil
- Burkina Faso
- Burundi
- Bahamas
- Cameroon
- Chad
- China
- Colombia
- Croatia
- D.R. Congo
- Egypt
- Eritrea
- Ethiopia
- Gabon
- Georgia
- Ghana
- Guinea
- Haiti
- Honduras
- Hungary
- India
- Indonesia
- Iran
- Iraq
- Israel
- Jamaica
- Japan
- Kenya
- Kuwait
- Mexico
- Nigeria
- Pakistan
- Rwanda
- Saudi Arabia
- Senegal
- Singapore
- Somalia
- South Korea
- St. Lucia
- St. Vincent
- Sudan
- Swaziland
- Syria
- Tanzania
- Turkey
- Uganda
- Ukraine
- Venezuela
- Vietnam
- Yemen
- Zanzibar
I was on the subway the other day on my way to a meeting and sat down beside a woman. There was something familiar and we both turned to look at each other at the same time. Expressions of curiosity turned to huge smiles as we recognized each other from Sojourn House leading to a big warm hug. So many times, have I experienced the love and gratitude from former residents. How privileged I am to have met some of the most courageous and resourceful people in all my years with this exceptional organization. Sojourn House is the people who have resided with us and those who are still arriving.

The past year saw an increase in arrivals of refugees unfortunately brought on by world politics, horrendous acts of war and terrorism and oppressive regimes. It is hard to imagine the journeys of many of our clients travelling through multiple countries over long periods of time to get to the haven of Canada. Or the stressful wait to have their asylum claim heard only to be told they must wait longer while their wives and children may be in peril. This is often the experience of asylum seekers as the capacity of the system cannot meet the existing demand. 2016 did see some positive changes to legislation affecting our clients and a renewed spirit of goodwill in Canada’s response to the Syrian refugee crisis.

I believe that Sojourn House in its own small way provides refugees with a space to rest, be safe and respected. Services are provided ensuring the dignity of the individual. The need is ongoing and growing. We are committed to our vision of enhancing services and working with our partner, the City of Toronto to ensure that refugees have shelter and supportive services as we welcome them into our city, their new home. Sojourn House would not be the agency it is without the support of the City of Toronto and for this we are most appreciative.

As in all agencies, staff move on and I would be remis not to acknowledge and thank a number of staff who left us this past year to move forward in their careers. Claudia Obreque and Fatima Mukai from the Transitional Housing Program team and Shannon McCready, Outreach Social Worker. They will be missed by all. Staff at Sojourn House create an environment of trust, an important factor in the successful settlement of refugees, many of whom have been living fearful lives abroad and during their journey to find a new home. It is this environment that makes Sojourn House exceptional.

Thank you to the support of the Board of Directors and the commitment and skill of the management team that ensure the strategic vision and values of Sojourn House impact greatly on the lives of newly arrived refugees.

In closing, I quote Sadako Ogata, Former High Commissioner “I wish to call on you to join hands in the building of a world in which less people will be forced to flee, and in which refugees are protected until they can safely return home one day.”

“We can’t defer people from fleeing for their lives. They will come. The choice we have is how well we manage their arrival and how humanely.”

Antonio Guterres, Secretary – General, United Nations

MESSAGE FROM THE EXECUTIVE DIRECTOR

DEBBIE HILL-CORRIGAN
Executive Director

OUR STRATEGIC PLAN
Sojourn House’s Board of Directors undertook a strategic planning session in September 2015. It was through this strategic planning meeting that 5 outcome goals were identified. Through the years of 2016-2018 we will work towards implementing the following:

1. We will provide more housing and shelter to refugees.
2. We will meet emerging needs by providing responsive programs, with partners where appropriate.
3. We will increase and diversify our funding to better respond to emerging refugee needs.
4. We will effectively advocate for refugee rights.
5. We will strengthen our organizational capacity to achieve our goals.
This is my last report as President/Chairperson at Sojourn House. I am happy to know that after 6 years on the Board of Sojourn House, I am leaving at a time when the organization is in a stronger position in terms of excellence in the delivery of housing and services to newly arrived refugees. None of this would be possible were it not for the excellent leadership provided by the Executive Director, Debbie Hill-Corrigan and the management team who continuously work with the needs of the refugees as a priority.

Sadly, the need for temporary and transitional housing for refugees in Toronto is greater than ever. Sojourn House is well placed to meet these increased needs; having successfully added 17 new beds to the shelter at an off-site location at 250 Queen St. E, and continues to seek out new off-site locations as per our strategic plan.

Sojourn House is well placed to expand its capacity for housing refugees. It is in a secure financial position, having renewed its mortgage with CIBC for another 10 years at a more favourable interest rate. The organization underwent a major shift in its funding formula with the City of Toronto and moved from funding the shelter on a per diem basis according to the number of beds occupied to a block funding model. The change has not had any adverse impact on the organization's operations.

The Board continues to evolve in strengthening its committees and oversight. It participated in a Governance Workshop in August which led to an action plan in updating committees' terms of reference, a risk management plan, new board orientation procedures, and a more robust board calendar. The policy Audit Committee in particular, began review and updating of organizational policies including the Accessibility for Ontarians with Disabilities Act (AODA) and all policies required by the City of Toronto Shelter Standards.

Change is always in the wind at Sojourn House. This past year, the Board bid farewell to Rene Jorgensen, Hue Nguyen and Laura Mandelbaum. After undertaking a needs and skills assessment for new members, Gabriela Polanco-Sorto, Natalie Reisman Breger and Michael Isaac were all elected to the Board in 2016. We are most fortunate to have a diversity of skills among the board members that meet the needs of our current strategic vision moving forward.

At the end of the year, the Board created a work plan for 2017 and struck a committee for celebrating Sojourn House’s 30th anniversary later in 2017.

I am proud to have been a part of this amazing organization, and cannot count the number of times I have met people in the community who comment on the great work of Sojourn House. My greatest wish is for a more just world in which shelters for the homeless and refugees are words which disappear from our vocabulary. Until that happens, I will continue to support this wonderful organization in spirit, and through my pocket book, with monthly donations which everyone can make through the newly improved Sojourn House website.

So long for now and I hope to see you all at the 30th anniversary celebration!
Since it opened its doors for refugees almost 30 years this year, Sojourn House has been a “home away from home” where thousands of asylum seekers are given support as they start a new life in Canada. The demand for beds to accommodate asylum seekers has been increasing exponentially since Sojourn House’s inception. In the last 4 years alone, Sojourn House increased its bed capacity by 32% and yet there are many refugees who are turned away and end up in other homeless shelters where they may not be familiar with this type of environment.

In 2016, the program served 241 clients (173 males, and 68 females) from 41 countries. The asylum seekers came from Africa, Asia, East Europe and Latin America. Countries with most asylum seekers were from: 56 from Nigeria, 49 from Ethiopia, 28 from Eritrea, 16 from Uganda, 9 from Tanzania, 6 from Rwanda and 77 from 35 different counties. Staff supported clients with immediate needs such as supportive counselling, guidance during their refugee determination process, housing searches and referrals to specialized services.

The Housing Stabilization Social Workers assisted 31 separated youth to find housing. Many of the separated youth were housed in the community and others were lucky to get units in our Transitional Housing Program where they joined our Skills for Life program. All the separated youth faced emotional challenges due to separation from their families and were given additional supports by the Youth Social Worker.

The biggest challenge last year was to find housing for clients in the community, given the lack of rental space in Toronto. However, our Housing Program was able to house 236 clients using many resources such as transitional housing and private landlords. Finding supportive housing for our clients with mental health issues remains a major challenge.

The Outreach Social Workers provided support to the in-house clinic which provided medical services to 360 clients. The program served 241 exited clients with more than 1400 contacts with the Outreach Social Worker. The services included outreach to clients, follow-ups, referrals to other community services and support to exited clients with emotional, mental and physical health issues. Other clients needed support with settlement related challenges such as completing forms (work permit, PR applications, etc), information, counseling and guidance.

Sojourn House worked in partnership with the following organizations: Women’s College Hospital (Crossroads Clinic), CCVT, TD Bank, City of Toronto, Regent Park Community Health Centre and others to provide many services to our clients in order to ease the challenges they encounter during the settlement process.
Our story in Canada started at Sojourn House in December 2014, and we are so thankful for all the support we received from the team.

Coming to Canada as internationally educated professionals, we were so confused and worried about starting a new life in Canada, but the counselling and guidance in community integration provided was incredible. I was so blessed to receive professional coaching from a manager and within a few months after our work permit arrived, I landed a job in a community centre in Toronto. Through his guidance and encouragement, I decided to go back to school and get a competitive degree. I am currently completing a Master’s degree in Public Policy and Global Affairs at the University of British Columbia where I will be graduating from in May 2018.

Today we are able to see our future becoming more and more brighter because of the love and passion of serving newcomers that we received at Sojourn house.

We came to Sojourn House with a two week old baby and left with our two kids in July 2016. It is always a pleasure for us to call Sojourn House a home because we believe that our future is built on love, services and guidance we received from the team here.

The passion and love we received from Sojourn House staff encouraged me to apply for my Master’s degree in Public Policy, so I am currently learning to help the most in need as we were helped upon arrival to Canada.

Thank you to Sojourn House
From Odette, Olcay, Ohanna and Olivier
The Transitional Housing program (THP) offers a two year subsidized, and supportive housing program to high trauma refugees who need more time and services to stabilize in order to transition from shelter to more permanent housing. Through our community building, partnerships, and integrated services the program was able to provide housing stability and services tailored to address the complex needs of our residents. They receive a range of specialized support services which include an individualized case plan, settlement services to help them with their refugee/immigration case, referrals to medical and legal services, information on education, employment and all aspects of life in Canada in order to facilitate a successful integration into Canadian society. In addition, the THP offers recreational programs for children and youth, homework support for school age children, and one-on-one assistance by volunteer teachers to support our youth and adults who are enrolled in ESL, secondary and post-secondary education.

The THP has 52 furnished apartments: 24 single bachelors (single occupancy), 12 double bachelors (double occupancy) and 16 two bedroom apartments (for families of minimum three, maximum five people). On average the THP occupancy rate is 90 residents at any given time and most people stay for the full two years in the program. Due to the high demand and the nature of the program Sojourn House is unable to keep a waiting list. A specific referral process is put in place whereby, referrals to the THP come from refugee serving organizations and shelters.

**Status at Intake**

<table>
<thead>
<tr>
<th>Immigration Status/Decisions</th>
<th>Accepted</th>
<th>Convention Refugees</th>
<th>Pending</th>
<th>Legacy/Pending</th>
<th>Denied/Appeal</th>
<th>Government Assisted Refugees</th>
<th>Permanent Resident</th>
<th>Canadian Citizens*</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accepted</td>
<td>47</td>
<td>5</td>
<td>22</td>
<td>1</td>
<td>50</td>
<td>19</td>
<td>10</td>
<td>23</td>
<td>176</td>
</tr>
</tbody>
</table>

* Canadian Citizens represent the number of children/newborn residents born in Canada.

**Expressive Art Therapy for children**

Many of the children in the THP may have been exposed to their parents’ refugee journey, and therefore need support to reduce the effects of emotionally disruptive experiences.

The Expressive Art Therapy for children is offered and presented by a group of dedicated and generous students from the Centre for Expressive Arts Therapy Education, once a week. This therapy provides nurturing, and a safe environment for the children to express themselves through music, dance, and visual arts.

In addition, the children have the potential of developing other skills such as cooperation, teamwork, creativity, confidence, sense of self, and respect.
BISMARK’S STORY

I came to Canada in 2012 from Ghana. I was accepted as a Conventional Refugee in 2015. At first, I was living in the Sojourn House Shelter but moved upstairs to Transitional Housing.

The workers from the shelter and the Transitional Housing Program are very nice to me, and give me advice. I was going through a hard time, and the staff here are always helping me. They would even knock on my door to make sure I was eating and doing well and they would advise me about my immigration process as it was a stressful time for me.

Sojourn House is my home. It’s my new country. If Sojourn House was not here, I would not be doing well and I would be alone. They are all my family. They have helped me so much and I thank God that I had the opportunity to come here.

I am now waiting for my Permanent Residency and soon my family will join me. I have finished Hospitality School Training and am now working part-time in a kitchen of a nice hotel.

Sojourn House is happy for me and I appreciate the way they treat me here!

In December 2015, facing housing, immigration and health concerns, Bismark was referred by a local hospital to Sojourn House. Through the support of staff, Bismark was nurtured back to health. Once Bismark moved into Transitional Housing, the staff worked tirelessly to provide Bismark with the structure he needed to settle, integrate and transition in Toronto. A year and a half later, Bismark has improved his health, found employment, and is waiting for his family to join him.
I came to Canada in 2016 from a country where I never had freedom. The freedom I have now in Canada is not comparable to any other place I have visited. There is safety as well, and this comes with the freedom.

When I came to Sojourn House, I concluded that Sojourn House is an extension of Canada. I came here with many problems such as health, and immigration. Immediately when I arrived at Sojourn House, I was welcomed with open arms and care. All the counselors were ready and willing to help me and as I continue to receive help, all my fears disappeared, and I started feeling safe to live my life.

A big thank you to Sojourn House for always ensuring that I am happy, for finding me an apartment to enjoy freedom to be myself, confidence, safety and for always treating me like a human being. Sojourn House is an amazing place and so is the staff. I will never forget all the amazing work of the counselors, and the Management team here.

Miss. Avia came to Sojourn House as a man who identifies as a woman. She presented herself as isolated, fearful, and untrusting. Counselors and the Management Team quickly provided her with the immediate safety, support, and care she urgently needed emotionally, physically, and medically. Miss Avia has now evolved into a person who seems to be happy, fearless, vibrant, sociable, and working cooperatively with the counselors on her refugee claim. Through our Transitional Housing Program, Miss Avia is enjoying stability as she continues her journey in pursuit of asylum in Canada.
The Skills for Life Program was created for youth ages 16-24 years old, who fled to Canada with no family or support. It is an experiential life skills program that employs one Youth Social Worker and one Youth Worker who organize weekly activities and workshops for the youth to attend to support their settlement process. There were 104 programming events for youth this year which included workshops on various topics such as cooking, budgeting, education, financial literacy, mental health awareness and public speaking. In addition, youth in the program are able to create friendships while participating together fostering a peer to peer learning environment. The Skills for Life Program is open to all refugee youth in the Shelter and the Transitional Housing Program as well as those staying in other shelters across the city. This gives space for youth to connect and make friendships, participate in workshops and receive additional settlement support.

The Youth Social worker is available to meet on an individual basis for counselling support and advocacy within the settlement process, to speak about any issues they may face and acts as their support for school, Ontario Works and medical appointments. On average 90-100 counseling sessions take place per month.

In 2016 the Skills for Life Program served 44 youth. 14 youth moved into transitional housing while 9 successfully moved into the community with 2 starting post-secondary studies and 4 completing their last year of high school.

Of the 44 youth who accessed the Skills for Life program, 22 were enrolled in secondary school, 4 were employed full time and 4 were enrolled in ESL classes. As for the remainder, their primary focus was securing their legal status pending in Canada.

Outreach continues to be an integral part of the Skills for Life Program as many youth return for follow-up support once in the community. Services include education, housing, and mental health support.

Food insecurity continued to be an ongoing experience for youth in the Skills for Life Program. This year we received a generous donation from the Rotary Club of Toronto and we used this donation to buy much needed equipment for our kitchen as we have on average 20 youth who join us weekly for dinner. Food vouchers are available and provided as needed as all of the youth struggle to survive on an extremely limited income.

We continue to work with and search out community partners and donors to help support youth in their settlement process in Canada.
MISTURA’S STORY

Sojourn House has had a great impact in my life because without them, I don’t know where I would be today. I moved into Sojourn House in May 2016 because of some personal issues and trauma I was experiencing at that time.

The staff is very friendly and welcoming, and made sure I was very comfortable both physically and mentally. They helped me with everything I needed, and provided endless support and encouragement. I see them as my role models and parents because even though I was not living with my parents, I still had people who cared for and treated me as their own child. When I moved into transitional housing I was in my first year at George Brown College. Due to personal crises at that time, my GPA dropped significantly but with the help of the staff and God, and most especially my Youth Worker who I cannot ever forget, I am proud to have graduated from the Social Service Worker program with a GPA of 3.55. My Youth Worker tutored me, and made sure I was doing well in school as well as being able to balance the stress of school and work together.

Sojourn House also has different programs for youth which are very helpful such as outings, workshops, cooking classes, movies, swimming lessons and drumming classes, and they make sure we all come together as one. Before moving into Sojourn House, I was working at a grocery store and I always dreamt of working in a specific retail store. With the guidance of my Youth Worker who encouraged me strongly to apply, I was able to get help with my resume and interview, and now I finally work at this retail store!

I hope the government will continue supporting Sojourn House as well as the Transitional Housing Program, because they are doing a great job with the youth and people in the shelter. I am proud to share my story and be a member of Sojourn House.
THANK YOU TO OUR 2016 DONORS!

The following individuals and organizations made contributions to Sojourn House in 2016. To all of our supporters, we express our sincere gratitude. With your assistance we have been able to care for those refugees who rely on our services!

Core funder
City of Toronto

Government of Ontario
Ministry of Citizenship, Immigration and International Trade - Newcomer Settlement Program

City of Toronto
Homelessness Partnering Strategy
Shelter Support and Housing Administration

Organizations
St. Marcellinus Secondary School
The Plastic Surgery Clinic Inc.
Tannis A. Waugh Professional Corporation
York Heritage Management Ltd.
Sawmillsid, Inc.
Eleanor Graham
Falconers LLP
Viana Roofing & Sheet Metal Limited
TELUS Corporation
Ursuline Religious Diocese of London
York Heritage Properties - Tenants at 10 Alcorn BBQ
Toronto Immigration Bail Program
Rotary Club of Toronto
Market Lane Social Club
St. Lawrence Supper Club

Foundations
Just Energy Foundation Canada
Shoppers Drug Mart Life Foundation

Individuals
Angie Joyce-McKinnon
Blandford Gates
Catherine Lang
Celia Chandler
David Walker
Debbie Hill-Corrigan
Dr. Edith Lorimer
Fred and Bonnie Martin
Greg George
James Mair
Joyce McKeough
Kenneth Allen
Lindsay McIver
Mark Rosenblatt
Marlon Cunningham
Michael Isaac
Nancy Donnaperna
Nicola Mansworth
Olumide Akerewusi
Patricia McNama
Rachel Spitzer
Reginald Kowalchuk
Rob Norquay
Stephen Allen
Sophia Weber

Partners
Second Harvest
Daily Bread Food Bank
Chef and Somm

Brands Canada
The Furniture Bank
Women’s College Hospital
Regent Park Community Health Centre
Kids Up Front Foundation
The image contains the financial statement for Sojourn House for the year 2016. The statement is divided into sections for assets, liabilities, and net assets. The table includes details for current and capital assets, current and long-term liabilities, and net assets. The financial details are presented in two columns for 2016 and 2015. The statement is prepared by Pennylegion Chung LLP, Chartered Accountants, and is available from Sojourn House.
**STATEMENT OF OPERATIONS**

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<thead>
<tr>
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<th>2016</th>
<th>2015</th>
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<tbody>
<tr>
<td><strong>REVENUE:</strong></td>
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<td></td>
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<tr>
<td>Government Funding (Note 11)</td>
<td>$3,086,344</td>
<td>$2,659,037</td>
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<tr>
<td>Donations to General Operations and Other</td>
<td>$329,832</td>
<td>$351,345</td>
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<tr>
<td><strong>Total Revenues</strong></td>
<td>$3,416,176</td>
<td>$3,010,382</td>
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<tr>
<td><strong>EXPENSES:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Programs</td>
<td>$1,989,022</td>
<td>$1,772,549</td>
</tr>
<tr>
<td>Building</td>
<td>$816,634</td>
<td>$798,096</td>
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<tr>
<td>Administration</td>
<td>$266,877</td>
<td>$186,973</td>
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<tr>
<td><strong>Total Expenses</strong></td>
<td>$3,072,533</td>
<td>$2,757,618</td>
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<tr>
<td>Excess of revenue over expenses before non-operating revenues and expenses</td>
<td>$343,643</td>
<td>$252,764</td>
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<tr>
<td>Non-operating revenues and expenses:</td>
<td></td>
<td></td>
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<tr>
<td>SCPI capital grant recognized (Note 7)</td>
<td>$89,000</td>
<td>$89,000</td>
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<td>Investment income</td>
<td>$18,493</td>
<td>$18,451</td>
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<tr>
<td>Amortization</td>
<td>($277,468)</td>
<td>($271,096)</td>
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<tr>
<td><strong>EXCESS OF REVENUE OVER EXPENSES FOR THE YEAR</strong></td>
<td>$173,668*</td>
<td>$89,119</td>
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</tbody>
</table>

* Note: $129,566. Transferred to mandatory reserve fund.

**TOTAL EXPENSES**

- Salaries and Benefits: $1,815,977
- Interest and Bank Charges: $332,648
- Repairs and Maintenance: $278,747
- Utilities: $192,239
- Food: $112,950
- Office and General: $84,697
- Consultants: $73,975
- Rent: $73,848
- Refugee Support: $53,569
- Telephone: $27,236
- Mortgage Renewal Fee: $13,000
- Professional Fees: $7,121
- Transportation: $6,526

**PROGRAMS EXPENSES**

- Salaries and Benefits: 91%
- Food: 5%
- Refugee support: 3%
- Transportation: 1%

**BUILDING EXPENSES**

- Interest and bank charges: 41%
- Repairs and maintenance: 34%
- Utilities: 23%
- Mortgage Renewal Fee: 2%

**ADMINISTRATIVE EXPENSES**

- Office and General: 32%
- Consultants: 28%
- Rent: 27%
- Telephone: 10%
- Professional Fees: 3%
Getting involved

Sojourn House believes in the power of the community, we believe in working together with partners, volunteers and friends to build an inclusive community where we can all thrive together. If you would like more information about how you can get involved with us contact Sojourn House at info@sojournhouse.org or visit our website.