



# Mission Services of Hamilton

2014 - 2015 Annual Report

Act Justly, Show Mercy, Offer Hope



# We're writing a new chapter at Mission Services of Hamilton

Mission Services is in a period of renewal and this agency is doing incredible things. The past year has seen changes made and a vision articulated that guides Mission Services today and into the future...

Our "Super U" youth program teaming up with Mohawk College to help kids learn about post-secondary education and how it can open doors for their future. Kids participated in hands-on activities at the Fennell and Stoney Creek campus covering everything from business, welding, engineering and nutrition. This pilot program was generously funded by the Hamilton Community Foundation.



Lying at the heart of it all is our firm commitment to the precept "there but for the Grace of God, go I". We are quietly and constantly determined to be "doers of the Word" seeking more and better ways to reach out and walk alongside the most troubled and marginalized of Hamilton's people. With this overarching goal as our guide we have restructured many of our programs this year, to better respond to the needs we encounter. The challenges of poverty. The loneliness and alienation of homelessness. The ache of hunger. The heartbreaking deprivation of children. The hurt of addiction.

We couldn't do this work without the remarkable support of our provincial funders (Ministry of Community and Social Services, Local Integrated Health Network) and the City as well as - believe it or not - the 17,000 individual, family and corporate donors who contribute annually. How amazing.

On behalf of the Board of Directors, the staff, volunteers and above all the more than 2,500 people we helped this year, we extend our gratitude to all those who support this special place and for helping us make Mission Services of Hamilton a place of mercy, justice and hope.

Paddy Bowen  
CEO/Executive Director



Daniel Peace  
Board Chair



## BOARD OF DIRECTORS

Dan Peace  
CHAIRPERSON

Jerry Bulthuis  
TREASURER

Henry Schilthuis  
SECRETARY

## DIRECTORS

Tom Ferns  
Sister Shelley Jeffrey

Karen Mathewson  
Brian McHattie

Janet McKenzie  
Elizabeth Parker

Werner Plessl

# Show Mercy

“The quality of mercy is not strain’d, It droppeth as the gentle rain from heaven. Upon the place beneath: it is twice blest; It blesseth him that gives and him that takes.” (William Shakespeare)

Our volunteers helping a friend in need. Lewis picked out his first suit ever from Mission Services’ donation centre and thanked everyone with a hug.

See the full story on Facebook 



Thanks to donors like you, we gave out over 60,000 articles of clothing this year!

## The choice of one, the power of many

In 2014 Mission Services committed to radically growing our volunteer program. Our agency has always involved people who want to help out, but with a concerted effort around recruitment, assignment, support and recognition strategies we are now well on the way to our 1,000-volunteers-a-year goal.

Through contributions as diverse as chopping carrots for a hearty soup for the hungry, to helping plan a fundraiser or sit on an advisory committee, people step forward every day here to enact the quality of mercy. Each one would agree with Will Shakespeare and tell you how much they take away from their time as volunteers. There is something that touches our hearts when we see the relief, happiness and ray of hope, that happens when we help another person.



Mission Services is incredibly blessed. In addition to our growing family of amazing volunteers, we have hundreds of donors who make the powerful decision to support our work financially, every year. From cheques as small as \$3.69 to a single donor who gives us more than \$40,000, it is in the pooling of these gifts that we achieve an inspiring impact – on individuals and on our whole community.

Mary and Elisabeth review the entrance requirements of a new adult education program.

**Did you know?**  
Over 150 youth participated in our new "Mohawk Mentors" program in 2015 in collaboration with Mohawk College.

# Act Justly

There is no finer justice than to treat another as you would be treated yourself. Defined as a dynamic reflecting respect for others and the pursuit of peace, the work we do at Mission Services to help the most marginalized and troubled people of our city, is the embodiment of justice in action.

## Justice in Action

Acting justly challenges older traditions of "helping" by removing the barriers between the helper and the helped - sometimes literally. We are changing our food bank, for example, from a place where someone hands a person in need a box of groceries to one where people browse shelves and make food choices of their own. We have created a safe and welcoming space for women to spend time where they define and design the program for themselves. We are revamping our addictions programming toward an approach that enables our staff to walk with the person on their journey of recovery instead of providing them with the map.

At the heart of our commitment to act justly is a deep sense of shared humanity. When a woman flees an abusive relationship and arrives at Inasmuch House in the middle of the night with her three frightened children, she could be our sister. When a homeless man lashes out in anger and desperation, afraid and aggressive in the face of a life so mixed up as to seem irretrievable, we know that there are days, moments, when any one of us can feel just as lost.



The philosopher John Stuart Mill answered his own question "What is a Just Society?" by calling on citizens to work collectively to build communities and programs that contribute to the good of others. At Mission Services we are working hard to fulfill that same vision, playing our part, in the city of Hamilton, to make that better world.

## #bethehope

See more ways you've inspired change this year by searching this hashtag on Facebook, Twitter and Instagram

Pat and Jaelyn taking a break from serving lunch at our new drop-in space for women, Willow's Place. The name was chosen by women who come to the drop in and refers to the qualities of the Willow Tree that makes it one of the most adaptable and resilient trees around - a great metaphor for the lives of the women themselves.

# Offer Hope

“For I know the plans I have for you,” declares the Lord, “plans to prosper you and not to harm you, plans to give you hope and a future.” Jeremiah 29:11

## Where next...

Perhaps it is true to say that certainty is the opposite of hope. The author Margaret Drabble put it this way: “when nothing is sure, everything is possible”. We see this in our work with people and in our planning for Mission Services. So much of what we do with the people who come to us for help is give them a sense of the possible. You cannot hope for more when you don't even have the basics - enough food, clothes and shelter for the night. But when these things are provided, when that small certainty is guaranteed, you can begin to think about more. To hope. And so many possibilities are there. We help people find housing, a job, a way forward. We offer the supports to make their hope a reality such as safe spaces, counselling, guidance.

With the arrival of a new Executive Director late 2014, many things were uncertain at Mission Services. We have completed a year of review, analysis and internal program and management changes. Building a new certainty on which to move into the future. As we look ahead we have a number of exciting dreams in mind:

- The dramatic redesign of our Suntrac addictions program, carried out in partnership with St. Joseph's Hospital, funded in part by the Local Health Integration Network (LHIN) and resulting in a strong, evidence based, person-centred program of help and hope for people living with addictions.
- The opening of a new home-based residential support program for men living with addictions.
- Contributing 18 Long Stay rooms to the housing stock available to Hamilton's homeless, reaching out to provide a safe and supportive home and caring community life for older men who have lived on the street for years.
- Building a community kitchen at our Wentworth location and opening a daily meal program available to all.
- Continuing in our goal to be an employer of choice and to steadily increase wages, Mission Services became a certified Living Wage employer this year.

Of course, all of these efforts are only possible because of the generosity of our supporters - our partners, funders, volunteers and donors. Thank you for making this a year of powerful renewal and reaffirmation of our mission.

# All Thanks To You...



**1,618 nights of stay in men's shelter**



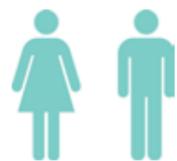
**24 homeless men connected to health clinic**



**738 one-to-one recovery sessions**



**63 recovery program graduates**



**950 volunteers**



**89,563 hot meals served to homeless men**



**2,563 monthly community meals served**



**9,286 food hampers distributed to households**



**14,353 volunteer hours**



**Over \$545K in donated food, clothes and toys**



**164 abused and homeless women sheltered**



**27 homeless women transitioned into new housing**



**248 crisis calls for women in abusive situations**



**153 abused and homeless children sheltered**



**52,563 hot meals for women and children**



**250 boys and girls attended free after-school programs**

For the year ended March 31

## Revenue

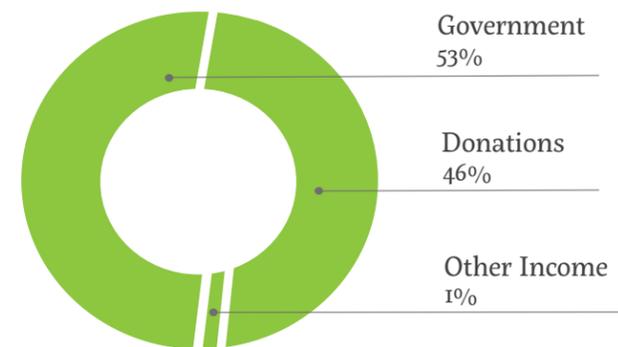
Donations - operations	\$2,698,736
Donations - designated	\$136,043
Donations - in kind	\$95,640
Government funding	\$3,416,016
Other income	\$94,823
	<b>\$6,441,258</b>

## Expenses

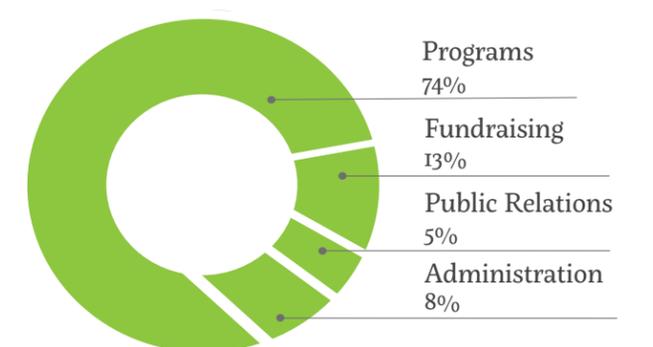
Administrative	\$340,546
Amortization	\$200,489
Occupancy	\$671,510
Program supplies	\$413,246
Personnel	\$3,987,082
Resource Development	\$722,855
	<b>\$6,335,728</b>

## At a glance:

Where the money comes from



Where the money goes



## A note on our financials

A copy of our full financial statements are available for Mission Services of Hamilton and Mission Services of Hamilton Foundation on our website



Thank  
you



## Mission Services of Hamilton

**Mail** PO Box 368 196 Wentworth St N, Hamilton, ON L8L 7W2

**Phone** (905) 528-4211 **Email** [admin@mission-services.com](mailto:admin@mission-services.com)

**Web** [www.mission-services.com](http://www.mission-services.com)

### Food & Clothing Drop Off Locations

196 Wentworth St N & 325 James St N

**Twitter & Instagram** @MissionHamilton

**Charity Number** 11904 3206 RR0001

Mission Services of Hamilton is a registered Canadian charity.

To support Mission Services, please call 1-877-542-2732, donate online at [mission-services.com](http://mission-services.com), or donate with online banking (RBC, BMO and Central 1).