

**How You Help us Provide
Stability. Safety. Support.**



**2022 - 2023
Annual Report**



A Sense of Safety and Stability in Difficult Times

Dear Friends,

The fiscal year 2022-2023 was tough. After two years in pandemic lockdowns and insecurity, the rising costs of living made everything more difficult for our service users, and for Mission Services. But with your unwavering support, we have been able to continue to offer safety and stability for those we serve.

Shelter and Housing

As you know, one of our primary goals is to provide safe and stable shelter spaces for men and women facing homelessness. Emma's Place experienced its first full fiscal year (after opening in October 2021) and provided overnight beds for 15 women. Every night, the space was full.

The Men's Services team continued its work in downtown Hamilton while we made progress renovating a new building for the shelter and transitional housing spaces. And through Housing Up! we continued to see individuals successfully transition into stable housing.

Feeding Hope, One Meal at a Time

Food insecurity remains one of the most urgent issues in Hamilton. In 2022-2023, we distributed more food than ever through the Good Food Centre and East Hamilton Food Centre. The need grew more than the year before once again and we see no end without serious improvements in government services. Our kitchens continued to

be busy, serving meals to our shelter and drop-in programs as well as our neighbourhood youth.

Safety and Stability

We are committed to providing resources, support, and a safe haven for those facing domestic violence, abuse, or unsafe living conditions. Through our work at Inasmuch House and Willow's Place, we continue to assist individuals in accessing the supports they desperately need.

Financial Stewardship

Included in this report is our financials for 2022-2023. We take our responsibility as stewards of your generous donations seriously and in 2022-2023, 84.5% of every dollar donated went directly into our programs, ensuring that your contributions have maximum impact.

Our mission to offer hope remains as strong as ever. We know the challenges we face are ongoing, but with your continued support, we can make an impact in the lives of Hamiltonians.

On behalf of the staff and volunteers of Mission Services, we extend our thanks to all who have played a role in making 2022-2023 a year of safety and stability. Together, we are building a brighter future for all those we serve.

With heartfelt thanks,

Carol Cowan-Morneau
Executive Director



Sheila Lipke
Chair of the Board of Directors

Food Services



96,008
meals were served
throughout our shelters
and drop-in programs

24,000
grocery packs provided
to food-insecure
neighbours (a 26%
increase from 2021-2022)

Food Services is linked to every program at Mission Services. Whether an individual is coming to the Good Food Centre to receive grocery assistance or eating meals at one of our shelters during their stay, they are being supported by the Food Services team.

For housed individuals, the support they receive at the food bank is essential to their stability.

“We know our clients’ incomes are precarious and if they lose one more thing, like grocery assistance, they could become homeless. Our support is really helping keep them housed, which is more important now than ever with the increase in food costs and rents.”

– Sue Smith, Director of Food Services

As pandemic restrictions continued to ease, staff were able to increase their level of service and have more face-to-face time with families. Food Services staff pride themselves on making solid connections with their clients, and ensuring they feel safe and comfortable while visiting the Good Food Centre (GFC). Last year, Mission Services provided support to 13,134 individuals at the GFC.

The East Hamilton Food Centre (EHFC) is open two afternoons a week and provided grocery packs to 1,850 individuals last year. The number of new clients was staggering with 67% of those clients visiting EHFC for the first time.

By removing the uncertainty of where their next meal is coming from, clients are able to focus on getting their other needs met.

Youth Programming



After two years of supporting youth at home through virtual activities and porch drop-offs, The 196 was fully in person once again in 2022.

The program also expanded to include program graduates who were starting Grade 9. This new program is called The 196+. *“The 196+ students have just left the 196 program and they’re in a new school with new peers. This program provides a space where they can come back to people they know and are comfortable with while they transition into high school.”* – Adalia, The 196 Coordinator

The 196 and The 196+ provide a safe space on weekdays for youth to access an afterschool meal, homework help, and activities organized by staff and volunteers. For The 196+ students, it’s also an opportunity to mentor their peers, obtain high school volunteer hours and prepare themselves for finding part-time work after school.

The afterschool meal program provides stability to families at home, ensuring their child will be fed a nutritious meal each day, as well as a school lunch.

In addition, The 196 teaches valuable cooking skills in the Mini Chefs program. Through education and hands-on learning, participants become confident cooking meals for themselves and their families.

Over the last year staff worked hard to provide a safe space for kids to learn how to deal with their strong emotions, while also discussing how their actions affect others.

“One of the things that The 196 has taught me is to be less direct and how to say things to others in a kinder way.” – Program participant

20

youth were supported through The 196 and 196+ program

46

individuals were provided Christmas Care support through The 196

Willow's Place and Emma's Place



17,854
visits were made
to Willow's Place

341
individuals were
provided safe
shelter overnight at
Emma's Place

Willow's Place is a daytime drop-in program that provides shelter, basic amenities like shower and laundry facilities and meals to unhoused and precariously-housed women. Staff also work with clients to connect them to other internal resources like housing support and harm reduction workers, or external community partners like Public Health.

During 2022, our community partners were welcomed back to the space which allowed Willow's Place to once again operate like the "one-stop-shop" service that it was intended to be.

"Our collaboration is what creates a lot of stability for some folks. Women can connect to programs that they need and it ensures they are receiving wrap-around support. Even if we're not partnered with a specific organization, they are always welcome to come into our space to meet with a woman who needs to access their services."

– Sheryl Bolton, Director of Community Services

On average Willow's Place saw 280 unique women per month last year.

Emma's Place, a 15-bed emergency shelter for women and gender-diverse folks, operates continuously and provides access to all of the services provided at Willow's Place. This fiscal year was the first full year that the program was in operation and there were 5,472 total visits to the shelter.

At both program sites, we saw an increase in seniors accessing services.

Safety is top priority at both Willow's Place and Emma's Place whether it's ensuring a woman has a safe place to sleep (overnight and during the day), a safe place to escape abuse when the Violence Against Women shelters are at capacity, and as a distribution site; the programs are a safe place to access harm-reduction and safe-sex supplies, which helps decrease diseases and harm.

Inasmuch House



Making the decision to leave an abusive relationship can feel like the least stable time in a woman’s life. Fortunately, Inasmuch House is there to provide a sense of structure and support during a very difficult period – and continues to offer support even after leaving the shelter to ensure families remain safe in their new home.

As soon as someone reaches out to Inasmuch House, our staff work to ensure that a woman, and her children, are never in an unsafe situation. Even when the shelter is at capacity, our staff will problem solve with them, in person or over the phone, and will assist in finding a safe space for them.

Once a family has reached safety at Inasmuch House, staff provide client-centered support to families through a wide range of services and connections to community resources with a key focus on understanding and planning for potential outcomes and risks. Some women just need a place to talk, while others need a full range of support including a safe space to stay and counselling.

As Covid restrictions eased over the course of the year, the shelter was able to provide a true sense of community once more, as families were able to engage and interact during meal times again.

“The sense of community has increased because we can have more people engaging through meal times. All sitting together and interacting with one another,” remarked our Manager of Shelter Logistics.

Virtual options were introduced during the pandemic, and Inasmuch House continues to offer that type of individualized, flexible support as well if that is better suited to the client’s needs.

Thanks to grant funding we were able to update vital spaces for teens and groups that increased participants’ comfort and safety.

141
women and children
sheltered from abuse

9,505
crisis calls received

Men's Services



634
men received
emergency shelter
on James St N.

Throughout this year staff provided support and stability to their clients through coordinated care and access to resources. Men's Services staff aim to connect individuals with the resources they need to divert an individual from a shelter setting, find them a space in emergency shelter or transitional housing, or find a safe, permanent, affordable space in the community through Housing UP!.

320
men have secured
safe housing since
the inception of
Housing UP!

With the climbing cost of living it is more important than ever to find safe, affordable housing for individuals in our community. The Housing UP! team was able to secure housing for 100 men in our community last year, while continuing to provide case management to another 102 clients previously housed through the program. This case management ensures that clients remain housed once they find a permanent, stable place to live.

Men's Services also spent much of this fiscal year planning for the future. Renovations at the new, purpose-built Men's Services building at 400 King St E began in the Fall of 2022 and staff and clients moved in July 2023. This location was built to offer shelter for up to 108 individuals through emergency spaces and transitional housing opportunities.

"By opening up more transitional housing rooms it means we can provide more stability and more safe places for individuals to stay longer, to work on their plans, to get them where they need to be, so they can integrate back into the community." – Tiffany May, Director of Men's Emergency Services

Addiction Services



Addiction Services continues to provide a safe space for those looking to change their substance use habits, achieve abstinence, or support partners in recovery. During this year, the program expanded to support women in our community.

During the pandemic Addiction Services began offering a small amount of treatment services to women over the phone. Initially it was to fill in the gap until other services in the community returned, but as we continued to see the need rise, a full treatment program for women was developed and launched.

Addiction Services also expanded their harm reduction services across all sites. Harm reduction workers see a variety of clients, from those who aren't ready to make any changes to their substance use, to those looking to learn how to do things in a less harmful way.

"We're providing this education so no matter what stage a client is at, or what they are looking to get out of their Addiction Services interactions, we're presenting people with options that will help them reach their goals when it comes to their substance use, whatever those goals may be."

– Greg Croft, Assistant Director of Addiction Services

When individuals come to Addiction Services it's often because their life has become unstable due to their substance use. Our purpose is to provide people with the information and tools they need to re-stabilize.

432
individuals received
addictions support

1,092
groups were hosted

Finances

For the year ending March 31, 2023

Revenue

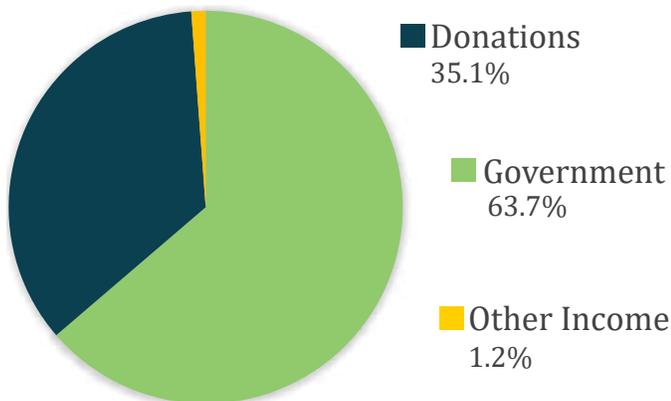
	2022-23	2021-22
Donations - operations	\$3,213,964	\$3,450,293
Donations - designated	\$910,600	\$856,802
Donations - in kind	\$140,316	\$125,730
Government Funding	\$7,733,537	\$8,092,298
Other Income	\$142,127	\$103,625
	\$12,140,544	\$12,628,748

Expenses

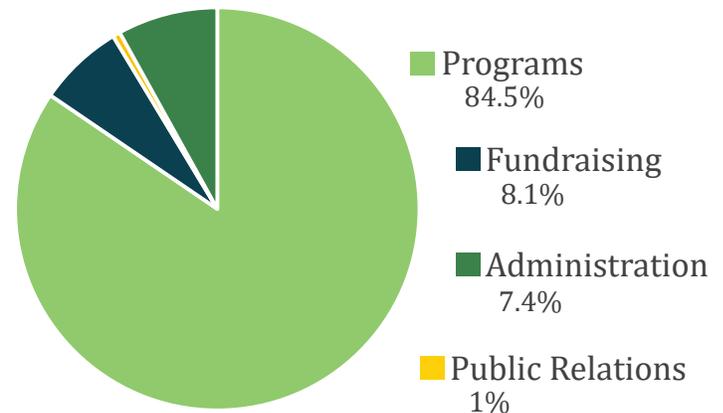
Administrative	\$488,106	\$384,663
Amortization	\$200,653	\$193,646
Occupancy	\$1,157,460	\$1,112,696
Program Costs	\$1,145,021	\$806,916
Personnel	\$8,683,444	\$8,809,058
Resource Development	\$496,497	\$478,935
	\$12,171,181	\$11,785,914

At a glance:

Where the money comes from



Where the money goes



A note on our financials

Copies of our full financial statements are available for Mission Services of Hamilton and Mission Services of Hamilton Foundation on our website: mission-services.com.



Thank you!

For another year of offering hope.

To make a donation in support of Mission Services of Hamilton please visit mission-services.com or call 905-528-4211 x 2222

Connect with us on social media!



Mission Services of Hamilton



@MissionHamilton



@MissionHamilton

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