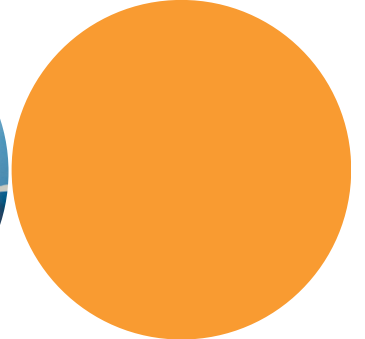
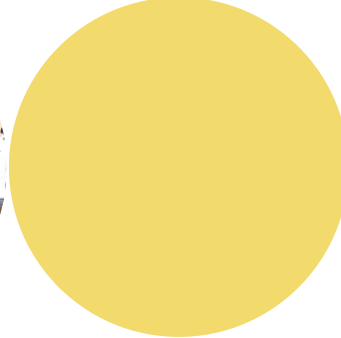
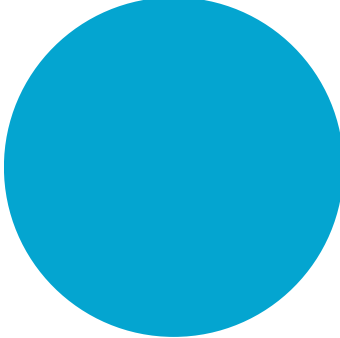
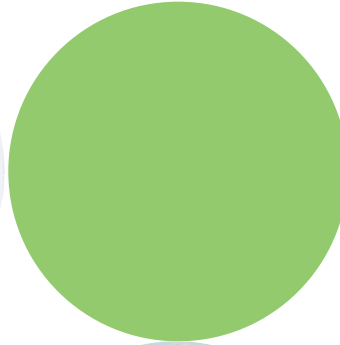
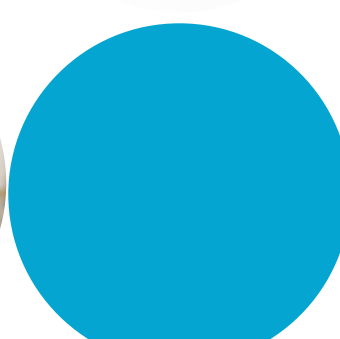
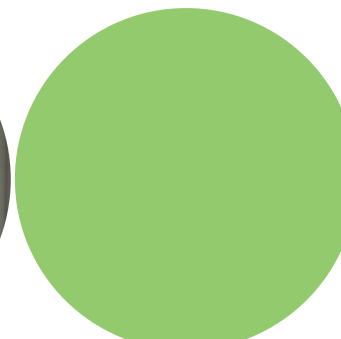
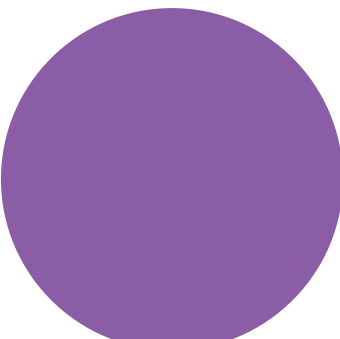




MISSION SERVICES 2024-25 Annual Report



Anchored in Compassion, Committed to Community

A Message from the Executive Director & Board Chair:

This year, Mission Services of Hamilton celebrates 69 years of unwavering commitment to our city—a milestone that speaks not only to our longevity, but to our deep connection to compassion, justice, and community care.

We are not just located in Hamilton—we belong here. Our work is shaped by the lived realities of our neighbours, informed by the voices of those we serve, and sustained by the generosity of those who stand with us. Every shelter bed, every meal, every moment of safety and dignity offered is a reflection of this shared commitment.

In response to our city's call, we added 50 new beds this year—because no one should be left outside. We transformed our food bank into an open market—because choice is a form of dignity. And in our second year of accreditation, we continue to hold ourselves to the highest standards—because excellence is how we honor the trust placed in us.

We stand with Hamilton. Through the challenges of homelessness, food insecurity, violence, and isolation, we remain steadfast—because our mission is not just to serve, but to walk alongside.

To our staff, volunteers, donors, and partners: thank you for being part of this journey. Your belief in our work allows us to keep growing, keep reaching, and keep showing up.

Here's to the next 69 years—grounded in hope, flourishing in love, and anchored in the heart of our community.

Gratefully,



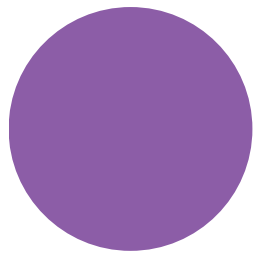
Carol Cowan-Morneau
Executive Director



Sheila Lipke
Board Chair



Dignity



20,176

Households accessing
grocery assistance

18,860

Visits to Willow's
Place

When a client comes to Mission Services, they are often at their most vulnerable-- no place to sleep, hungry, or embarrassed about having to ask for help. Many people express fear or trepidation about coming to Mission Services for the first time, but from the moment they

step through our doors, we do everything we can to treat them with dignity and respect. Whether at a shelter, the Good Food Centre, or in one of our addictions or housing programs, every person is treated as we would want to be treated ourselves.

We believe that those accessing our service should be given the dignity of selecting the food that is best suited for their family's needs, so this year, our Good Food Centre transitioned to a choice-based model of service. Much like shopping at a market, clients can choose how much food and what kinds of food they can use.

At Willow's Place and Emma's Place, our Systems Navigators help guide women through the process of ensuring they have the documentation and support they need to apply for housing. This includes referrals for mental health or addiction supports, recommendations for financial assistance, and assistance in their housing search. This past year, they were able to help 22 women become housed. Emma's Place also opened 15 new bed spaces, doubling its capacity and allowing more women a dignified stay in shelter.

Innovation



153
People Connected to
Housing

101
Beds at the Men's
Emergency Shelter

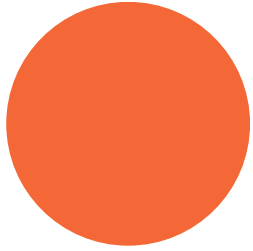
When you look at the outside of the Men's Emergency Shelter on King Street East, you see a simple brick building. Step inside, and you'll see a beacon of hope and a pathway to housing led by a spirit of innovation.

This innovation is led by two programs-- Early Intervention and Housing UP! These programs work at different times in the shelter experience, with Early Intervention working when a client first comes to shelter, and Housing UP! working with clients who are already in shelter. Both programs work hand-in-hand towards the common goal of helping clients return to housing as soon as possible.

When a client enters the shelter for the first time, they are immediately referred to our Early Intervention team. The goal of this team is to help mitigate the factors that have caused the client to become unhoused. They work to help restore the client to their previous living situation and prevent them from becoming fully unhoused.

If a client ends up entering the shelter, they are referred to our Housing UP! team, who utilize an innovative housing system to create the conditions for people to succeed. As each housed client moves into a different unit, the previous unit is rented to someone at an earlier place in their housing journey, as their success opens the door for the next person's opportunity.

Compassion



207

Women and Children
sheltered at Inasmuch
House

1,667

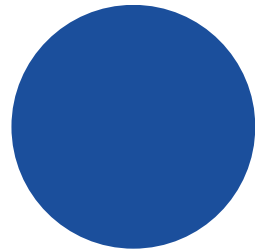
Addictions Services
Interactions

For a woman escaping domestic violence, being welcomed by a compassionate staff member at Inasmuch House can be a life-changing moment. Knowing that someone is there for them and cares for them is the first step towards reclaiming their independence and finding their way forward. Those compassionate staff members will be with them each step of the way, to lend a supporting hand or a listening ear.

Similarly, for clients entering one of our addiction treatment programs, they can often feel isolated from family and friends. Just when they feel like everyone has given up on them, they are introduced to a compassionate member of our addictions team. Each staff member operates with a compassionate, client-centred focus. Joined with accountability, compassion is key to building trust and rapport with a client, consistently encouraging them that they can make positive progress in their lives, even when it feels like an impossible hill to climb.

By embracing compassion, we can ensure that clients feel they are in a safe place with trustworthy staff. They can be sure that they have come to a place where they will be welcomed with open arms, open hearts, and a confidence that comes from knowing that someone truly cares for them.

Excellence



5,917
After-School Meals
Served

100%
Awards rate amongst
196 graduates

In 2024, Mission Services achieved accreditation from the Canadian Centre for Accreditation for the first time in our history. This four-year certification keeps us accountable and reinforces our commitment to excellence and best practices in our programs and amongst our staff for years to come. Similar to how kids in school receive a report card, it's an opportunity for use to see what areas we are excelling in, and what areas we can improve in.

This year, we saw incredible strides of excellence from the youth that we serve. Each day, kids in the 196 Program come to Mission Services for an after-school meal, homework help, and community supports. This year, each student in the program, despite having to navigate difficult circumstances, graduated grade 8 with either honours, a scholarship, or an award. We are proud to see such tangible results that show the impact that consistent access to nutritious food has on the lives of youth as they grow up!

At Mission Services, we strive for excellence every day-not only in our programs, but also in the lives and futures of those we serve.



Financial Report

For the year ending March 31, 2025

WHERE THE MONEY COMES FROM

REVENUE:	2024-25	2023-24
Donations- operations	\$2,885,687	\$3,226,288
Donations- designated	\$1,254,684	\$1,609,851
Donations- in kind (receipted)	\$91,553	\$128,960
Government funding	\$9,631,760	\$7,882,405
Other income	\$120,724	\$114,077
TOTAL INCOME	\$13,984,408	\$12,961,581

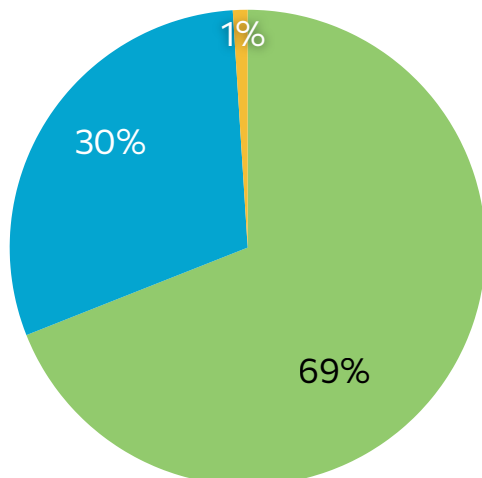
141,298
Meals Served



WHERE THE MONEY GOES

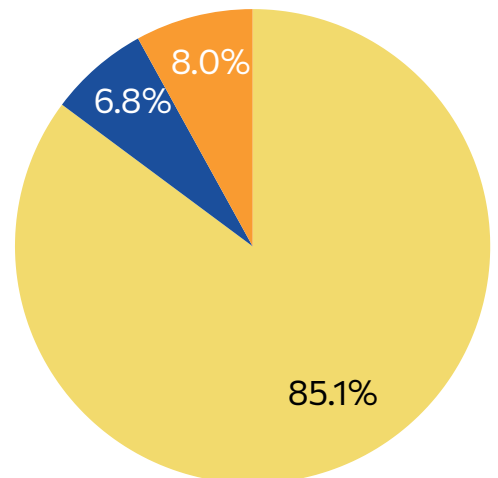
EXPENSES:	2024-25	2023-24
Administrative	\$405,788	\$564,152
Amortization	\$421,136	\$330,717
Occupancy	\$1,588,196	\$1,232,254
Program Costs	\$779,292	\$1,031,544
Personnel	\$9,239,871	\$8,951,472
Resource Development	\$408,632	\$572,983
TOTAL EXPENSES	\$12,842,915	\$12,683,122

-  % Government Funding
-  % Donations
-  % Other



INCOME

-  % Programs
-  % Administration
-  % Fundraising & Public Relations



EXPENSES

