



70 **MISSION SERVICES** *Years* 1956-2026



2025-2026 Annual Report





Our Mission

Restoring hope and empowering people to find their way forward.

Our Vision

We envision a resilient and healthy community that is compassionate, equitable and hopeful.

Our Values

Dignity
Innovation
Compassion
Excellence



A Message From *Leadership*

Another year has come and gone. A year of helping families, changing lives, and restoring hope across our city.

At Mission Services, we underwent some big changes this year. In September, the Board of Directors recommended Shawn MacKeigan as our choice for the new Executive Director of Mission Services.

It's not a decision we came by lightly. Shawn has shown exemplary leadership abilities throughout the decade that he has worked at Mission Services. His previous role as Associate Executive Director of Programs and his time working alongside Carol Cowan-Morneau have prepared him well to step up and fill this position.

I am incredibly grateful to my colleagues on the Board of Directors and the rest of the search committee, as we have found a thoughtful, compassionate, and innovative thinker to lead Mission Services into a bright and hopeful future.

Erika Morton
Board Chair



Executive Director. It's a big title. But organizations are not run by titles, they are run by people. People are the reason that our organization is here. At our core, people are what drives us, and people are who we serve with compassion every day.

When I accepted the role in September of 2025, I was honoured to be selected as the person to lead Mission Services into the future. Through my time with Mission Services over the past 10 years, I have seen first-hand the incredible impact we have with the people of our community.

2025-26 was a year of change at Mission Services, but it was also a year of growth.

For 70 years, Mission Services has been providing hope to the people of Hamilton, and this year, through food, shelter, and supportive programs, we saw countless people's lives changed. I'm excited to see what the future holds as we move forward together.

Shawn MacKeigan
Executive Director



Strategic Priorities- A Year in Review

Our 2025-30 Strategic Plan provides a roadmap for strengthening our impact and responding to the evolving needs in our community. Grounded in compassion, innovation, dignity, and excellence, our four Principles of Practice guide how we deliver services, strengthen our organization, empower people, and lead positive change. The following pages highlight some of the key accomplishments that we achieved this year in support of these strategic priorities. Join us for a look back at 2025-26 and the progress we made.

1

Brilliant at the Basics/Expanding Our Impact

We deliver high-quality, client centred services that meet people's needs with consistency and compassion. By continuously improving and expanding our programs, we increase our impact in the community.

Building Capacity Through Organizational Excellence

We strengthen our organization through effective leadership, sustainable resources, and strong operational practices. This foundation ensures long-term stability and the ability to grow our impact.

2

3

Leading and Innovating

We identify emerging needs and develop innovative solutions that improve outcomes for those we serve. Through collaboration and advocacy, we help shape stronger community systems.

Culture of Empowerment

We create an environment where people feel valued, respected, and empowered to thrive. By elevating diverse voices and building strong partnerships, we foster meaningful and lasting change.

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1. Brilliant at the Basics/Expanding Our Impact

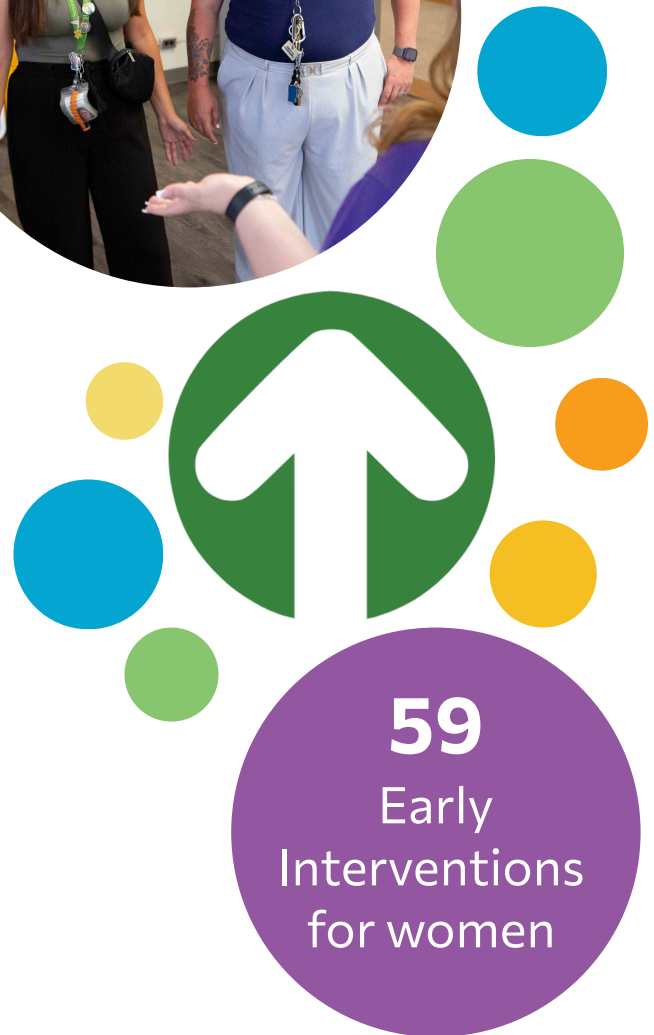
For the past 70 years, Mission Services has provided people with safe shelter, hot meals, and care and support during the most vulnerable time in their life.

In 2025-2026, we continued to expand our outreach through housing and community support that empower people to move forward.

Recognizing that not every woman experiencing housing instability requires an emergency shelter stay, we introduced an Early Intervention Worker role to our women's emergency shelter, Emma's Place. This position helps women identify housing options and community supports earlier in their journey, preventing homelessness whenever possible and ensuring women can access the right level of support at the right time.

In 2025, we also expanded the capacity of our PITCH (Post Incarceration to Community Housing) program, increasing our ability to offer stability and support to more men on probation and parole as they re-enter the community.

With a strong foundation of the basics established, now is the perfect time to build upward and expand our impact for the next 70 years and beyond.



“

“From the first day that I arrived here, they supported me like I never expected.”

- Liz, Client



2. Building Capacity Through Organizational Excellence



The 2025-2026 fiscal year was one of change, growth, and development at Mission Services. We focused on building upon the strengths of our staff, preparing them to take the next step in their development as professional and compassionate leaders.

In October of 2025, Mission Services celebrated the retirement of our long-time Executive Director, Carol Cowan-Morneau, and welcomed Shawn MacKeigan into the role.

Shawn brings with him an extensive knowledge of Hamilton's social service landscape, having been with Mission Services for a decade. He has served in various roles across the organization, including leading our Men's Shelter and overseeing all programs during his time as Associate Executive Director of Programs.

Prior to becoming Executive Director, Shawn helped to oversee Mission Services' transformation from a traditional shelter provider to a housing-focused shelter model. This change has been one of Mission Services' longest running and most exciting service enhancement efforts.

As our services have expanded, we continued to invest in the ongoing learning and development of our staff, ensuring that they have the knowledge, skills, and tools they need to deliver high-quality services every day.

In addition to mandatory cybersecurity, first-aid, and crisis training, staff also have the opportunity to develop their skills through participating in sector specific education and leadership development opportunities. This helps to keep them informed of emerging trends and strengthening their expertise so that they can deliver the highest standard of care.

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Years of Service
from Carol
Cowan-Morneau



“I’ll be cheering for all of you from the sidelines as you carry on this important work.”

- Carol Cowan-Morneau

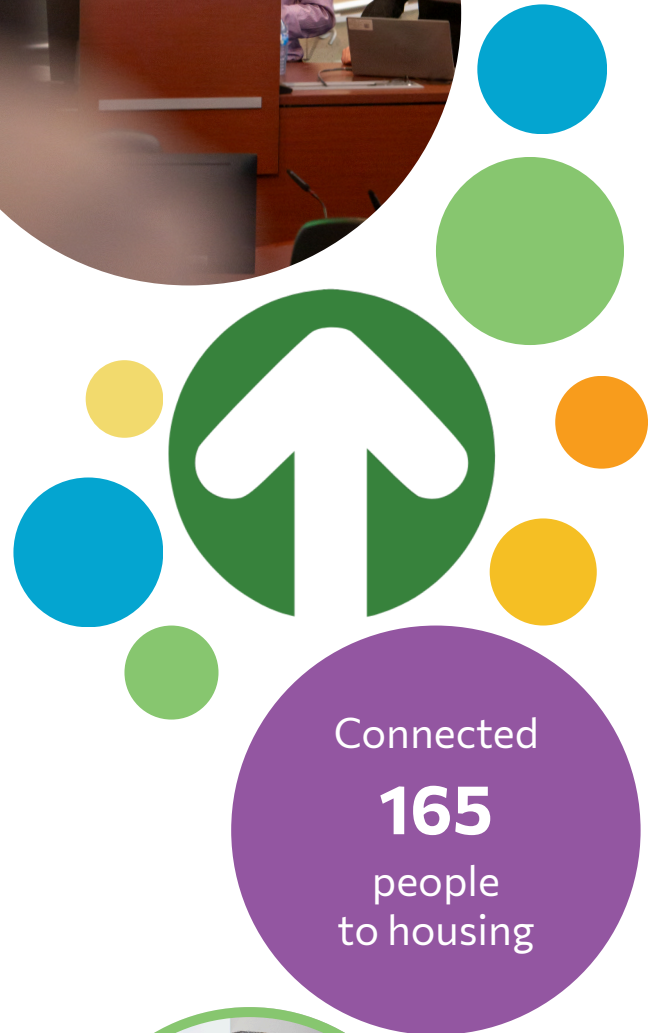
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3. Leading and Innovating

Mission Services continued to be recognized as a trusted voice in housing and homelessness conversations throughout 2025. As communities across Canada grapple with growing housing challenges, our leaders contributed their expertise to important discussions about solutions, system coordination, and innovative approaches to both homelessness prevention and housing stability.

Executive Director, Shawn MacKeigan, delivered the keynote address at the City of Hamilton's National Housing Day event in November 2025, sharing insights on the importance of housing-focused supports, community collaboration, and creating coordinated access to services for individuals experiencing homelessness in our city.

Mission Services also shared its expertise at the National Alliance to End Homelessness conference in Washington D.C. through presentations highlighting the innovative Housing UP program, and its success in helping move individuals from homelessness to permanent housing. By participating in conferences and sector discussions, staff helped elevate frontline knowledge and contribute to broader conversations about housing solutions across North America.



“

“We develop a case plan specifically for working with each client, and that’s what has helped make it so successful.”

- Reinaldo, Director- Housing UP



4. A Culture of Empowerment

At Mission Services, we are working hard to create an environment where people feel valued, respected, and empowered to thrive. Everyone deserves to have their voice heard, and by elevating diverse voices and building strong partnerships, we foster meaningful and lasting change throughout our organization.

In 2025, we continued to grow our volunteer program. Last fiscal year, we began the process of rebuilding our volunteer program, and we continued that progress this year, welcoming 96 new volunteers and ensuring our current volunteers are in the role that allows them to truly shine.

We also continued to give the people we serve a voice in the conversation about their care, empowering them as co-creators on their journey of healing and growth. We hold regular town hall meetings, and invite clients to participate in helping develop curriculum and activities for programs that impact them.

This year, we expanded our reach beyond the walls of our programs into the greater Hamilton community. The leadership team at our Men's Shelter was invited to participate in the Program Advisory Committee at Mohawk College. Through our involvement with the Social Work, Concurrent Disorders, and Disability Management programs, we are able to share our frontline experience and insights into emerging trends and gaps within the homeless service system. This collaboration helps inform curriculum and prepare the next generation of compassionate, skilled professionals who will bring hope, support, and positive change to Hamilton and communities beyond.



9,116
Volunteer
Hours



“I am so thankful for the incredible volunteers we have at Mission Services. Every hour you give is a gift, and every act of kindness shows our neighbours you care.”

- Cherrise, Volunteer Coordinator

Finances

For the year ending March 31, 2025



Copies of our full financial statements are available on our website: mission-services.com.

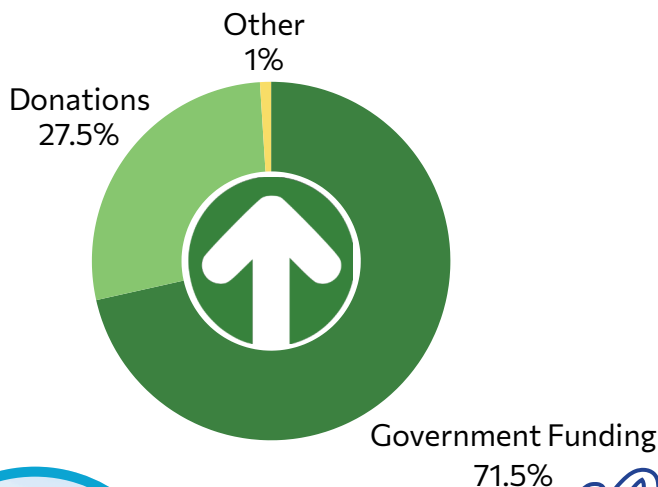
Revenue

	2025-26	2024-25
Donations - operations	\$3,753,705	\$2,885,687
Donations - designated	\$305,059	\$1,254,684
Donations - in kind	\$77,320	\$91,553
Government Funding	\$10,744,397	\$9,631,760
Other Income	\$145,776	\$102,231
TOTAL INCOME	\$15,026,257	\$13,965,915

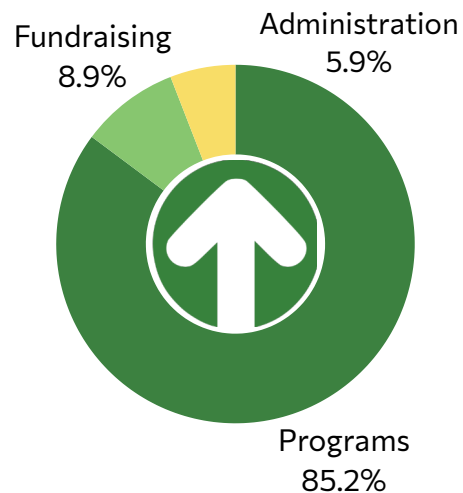
Expenses

Administrative	\$641,435	\$405,788
Amortization	\$389,768	\$421,136
Occupancy	\$1,822,156	\$1,588,196
Program Costs	\$899,996	\$779,292
Personnel	\$9,427,958	\$9,239,871
Resource Development	\$524,173	\$408,632
TOTAL EXPENSES	\$13,705,486	\$12,842,915

Where the money comes from



Where the money goes



Thank You *Donors*

We could not do what we do without the incredible support of our donors. Thank you for helping us provide strength and stability when our city needs it most!



A Word from *Our Clients*



"Going to Willow's Place was the beginning of my recovery. They were such a caring community and connected me to the resources I needed."

-Patricia,
Willow's Place client

Scan to read her story



Scan to read his story



"From the first day they heard my story, they were there for me, and they worked hard to help me get a place."

-Bob,
Housing UP client



"I was so used to an atmosphere of loneliness, but when I arrived at Inasmuch House, I finally felt at peace."

-Josephine,
Inasmuch House client

Scan to read her story





19,450
Households
Accessing Grocery
Assistance



141,298
Meals Served

61,678
Overnight
Shelter Stays

1,648
People
Accessed
Addiction
Services



25,802
Visits to
Willow's Place

914
Inasmuch House
Crisis-Line
Interactions





70 MISSION SERVICES *Years* 1956-2026

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