

# Mission Services of Hamilton

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## Annual Report 2018-19



## *Back to our Heart*



# ACT *justly*, show *mercy* & offer *hope*

*“For I was hungry and you gave me something to eat, I was thirsty and you gave me something to drink, I was a stranger and you invited me in, I needed clothes and you clothed me, I was sick and you looked after me...Truly I tell you, whatever you did for one of the least of these brothers and sisters of mine, you did for me.”*

Matthew 25: 35-36, 40

For 63 years, Mission Services has been dedicated to offering compassionate, wrap-around supports to everyone who comes through our doors. Beginning as a shelter for men, our organization and mission have evolved to meet the diverse and ever-changing needs in our community.

Thanks to the incredible generosity of our donors and volunteers, and the dedication of our staff, this year has been no different. We have seen our programs continue to adapt and develop to meet the complex needs of our community – needs which have grown. Despite the increasing requirements we have seen, we have also seen our community members demonstrate incredible strength and resiliency, overcoming obstacles to reach their personal goals. Women, men, and children have found safety, help, and hope through our shelters; men and women have celebrated milestones on their journey of recovery in our addictions programs; women have accessed wrap-around supports to help them survive, and thrive; and youth have accessed healthy meals, cooking skills, and have gained confidence in their academic abilities.

Our programs will continue to change, grow, and adapt to best help our community members, but our heart – our vision, mission, and goals – will remain the same. This year, with the help of our board members and community partners, we finalized our 2018-2021 Strategic Plan. We have begun to implement the priorities in our strategic plan which are to be Brilliant at the Basics, to be Leaders and Innovators, and to Act Justly, Show Mercy, and Offer Hope.

We strive to be Brilliant at the Basics by ensuring the basic needs of our community are met, including food, shelter, safety, care and engagement in community.

To continue being Leaders and Innovators, we will be experts at what we do. We will be advocates for the change we want to see, enabling Hamilton to better serve our community members, identify and follow best practices to build quality programs, and actively identify gaps in needs and services, finding innovative ways to fill those gaps.

Finally, Mission Services fulfills our mission to Act Justly, Show Mercy and Offer Hope in our relationships with our clients, staff, and volunteers by treating them with compassion and by providing support in an equitable way. We serve people where they are and continuously provide the services that are required by people in our community.

In order to achieve our strategic plan priorities, we rely on the financial support and feedback from our generous donors and volunteers, great community partners and staff, and our resilient community members.

This Annual Report highlights the growth we have seen in our programs, within the framework of our strategic plan priorities. You make these positive changes possible. Thank you for making a difference in the lives of our Hamilton neighbours. We are all stronger when we care for those most vulnerable among us!

**Carol Cowan-Morneau**  
*Executive Director*



**Jerry Bulthuis**  
*Chair of the Board of Directors*



## Board of Directors 2018-19

Jerry Bulthuis, Chair • Janet McKenzie, Vice Chair • Werner Plessl, Treasurer • Karen Mathewson, Secretary  
Monique Alderman • Sandra Antoniani • Beth Gibson • Sheila Lipke • Martin Marezki

# Brilliant at the Basics

Ensuring the basic needs of our community are met, including food, shelter, safety, care and engagement in community.

## Healthy Meals

We believe that hope starts with a meal, and that good food is a powerful tool for connection, healing, and building resiliency. This year, we have increased the types of opportunities to use food for hope, healing, and more.

In our Youth Food Programs, over 85 youth per day were fed a healthy dinner, and through our Mini Chefs program, over 20 youth learned healthy food skills.

Due to a growing need in our community, this past year we expanded our meal programs. At Willow's Place, staff now serve dinner four days per week, in addition to breakfast and lunch five days per week.



*Staff serving a meal at Willow's Place*



*A volunteer team from Prophix Software with the new walk-in-freezer*

## Offering Good Food

Our Food Services programs are dedicated to not only provide food to our community, but to ensure that healthy choices are available. As a member organization of Community Food Centres Canada, we are committed to follow their guiding principles. One of the principles which has been a primary focus this year is 'Believing and investing in the power of good food'.

We have done this by expanding our meal programs, increasing our community members' access to quality food and building connections with community donors, organizations, and food suppliers. Thanks to funding from the Harold E. Ballard Foundation, Prophix Software's CSR Fund, and the J.P. Bickell Foundation, we were able to purchase a new walk-in-fridge and walk-in-freezer.

Increasing our ability to store food, and building more relationships with suppliers, allows us to offer more choice to our community members, including culturally diverse and dietary sensitive options.

This year, thanks to procurement efforts, and the incredible increasing generosity of our community through donations, drives, and new partnerships we received *over 635,000 pounds of food*. Much of that was due to an increase in fresh produce! Last year, we procured just over 163,000 pounds.

*Thank you for increasing our neighbours' access to healthy food.*

# Leaders and Innovators

Following and developing best practices to build quality programs, and actively identifying gaps in needs and services, finding innovative ways to fill those gaps.

## Filling the Gap - Willow's Place

Women's homelessness continues to be a crisis in Hamilton. During this crisis, the services found at Willow's Place program are filling an immediate need. Willow's Place acts as a critical stop-gap for all women who are experiencing homelessness, insecure housing, social isolation, and the associated risks of gendered violence by providing safe spaces, healthy meals, showers, laundry, and more.

The participants we see at Willow's Place come from all places and backgrounds, and have varying needs. Staff work with every person in a caring manner to find solutions best suited for their situation.

After other emergency overnight services ended in March, Willow's Place stayed open for 20 hours per day in April to provide a safe place for women to stay overnight during the still cold and dangerous conditions. In addition, we have extended hours Monday to Thursday, until 8:30pm year round to better meet the needs of women in our community.



*Diane and Pat at Willow's Place*



*The "path" men take at the shelter*



*Enjoying a meal at the Men's Shelter*

## Developing Best Practices - Men's Services

In January 2019, Men's Services hired an Early Intervention Worker (EIW). The EIW meets with every new entrant to the shelter to assess their situation, identify the client's options, and find a solution that best fits their circumstances to try and "divert" them from the emergency shelter.

Early intervention practices include: prevention (assisting individuals in preventing housing loss), access to alternative resources, or staying in shelter for a short time while they participate in early intervention case management. Thanks to these efforts, 20-30% of people presenting were able to find alternative solutions to staying at the shelter.

These practices were shaped and informed by two years of data collected by our Men's Shelter staff to ensure activities were tailored to Hamilton's conditions. After rolling out this pilot project, and continuing to capture data, the practices are being used to inform policy city-wide.

Though the daily total occupancy rate appears relatively the same, the efforts of the EIW and case-management staff have seen our capacity to serve grow significantly. Since the introduction of this effort, the Men's Shelter has been able to serve three times as many individuals.

*Thanks to you we are creating change by filling gaps in services and developing best practices.*

# Act Justly, Show Mercy, Offer Hope

Serving people where they are by treating people in a fair and equitable manner, providing the services that are required by people in our community.



*Alan, a former resident at the Men's Shelter, featured in our Winter Newsletter*



*Youth from Inasmuch House at Ripley's Aquarium*

## Our Commitment to our Core

When Enos Beringer began Mission Services over 60 years ago, he committed to meeting people where they were and providing food, shelter, addiction services, and hope. Over sixty years later, our programs have expanded, but we continue to meet the same needs Enos saw, and provide services to our Hamilton neighbours.

The Men's Shelter continues to provide emergency shelter, food, addiction services, and participant-specific solutions through dedicated staff. Based out of the Men's Shelter, our chaplain provides emotional and spiritual support for all programs

Addiction Services and Alternative Justice staff are committed to providing evidence-informed best practices to help men and women on their journey to meet their specific self-identified recovery goals.

At Inasmuch House, women and children have a safe place to stay, heal, grow, and connect with community supports in order to help them survive and thrive. Through LEAF (Learning Effective Anti-violence in Families), women and children learn anti-violence practices, and staff find innovative, unique ways to help every family in ways that are tailored to their circumstances.

Thanks to you - our donors, volunteers, and staff - we have seen amazing stories of healing, hope, and change. Stories that echo Enos Beringer's vision of a community coming together to Act Justly, Show Mercy, and Offer Hope to our neighbours in need.

# Your Impact 2018-19



**11,602**  
Food Packs  
Given Out

**8,440**  
Unique individuals  
Used the Good Food  
Centre

**93,511**  
Healthy Meals  
Served Across our  
Programs

**510**  
Youth Learned  
Healthy Food  
Skills



**190**  
Women and  
Children  
Sheltered

**35**  
Learning Effective  
Anti-Violence in  
Families (LEAF)  
Classes

**428**  
Participants at  
Willow's Place

**25**  
Women in  
Addiction  
Treatment



**623**  
Men Sheltered

**112**  
Men Housed

**732**  
Men in  
Addiction  
Treatment

**6**  
Drug Treatment  
Court Graduates



**1,754**  
Volunteers

**15,305**  
Volunteer Hours

**72**  
Friendship  
Room Events



**1,654**  
Chaplaincy  
Engagements

**5,175**  
Referrals to other  
Services such as  
Mental Health +  
Medical Services

**280**  
Addictions-related  
Community  
Outreach  
Engagements

# Finances

For the year ending March 31, 2019

## Revenue

	2018-19	2017-18
Donations - operations	\$2,677,485	\$3,012,570
Donations - designated	\$586,938	\$435,414
Donations - in kind	\$79,084	\$57,931
Government Funding	\$3,511,923	\$3,394,510
Other Income	\$91,975	\$119,253

**\$6,947,405**    **\$7,019,678**

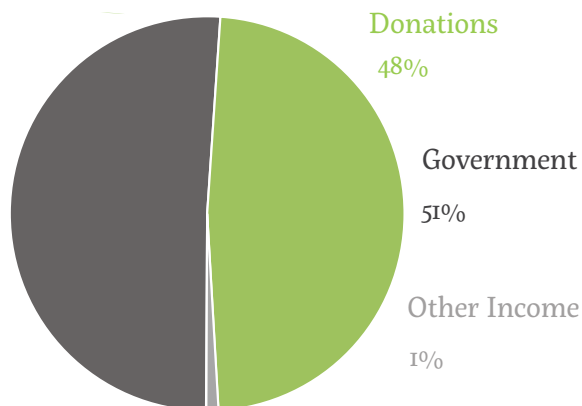
## Expenses

Administrative	\$250,736	\$263,909
Amortization	\$150,430	\$159,536
Occupancy	\$736,574	\$728,415
Program Costs	\$323,872	\$422,848
Personnel	\$4,858,349	\$4,730,442
Resource Development	\$518,073	\$546,662

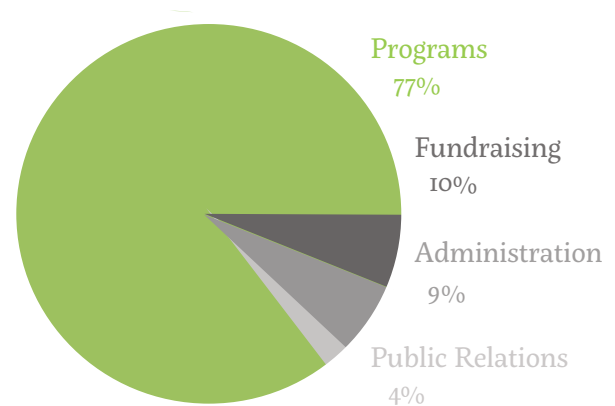
**\$6,838,034**    **\$6,851,812**

## 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](http://mission-services.com).



# *Thank you!*

For another year of changing lives

To make a donation in support of Mission Services of Hamilton please visit [mission-services.com](http://mission-services.com) or call 1-877-542-2732

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