



*Grounded in Faith.
Motivated by Love.
Moved by Compassion.*

**Annual Report
2022 - 2023**

From the Board President and Executive Director



Allen Page
Board President

Our 2022-2023 fiscal year proved to be one of passing on the baton from one group of leaders, to the next. We stand on the shoulders of those who went before us; we also carry on the responsibility to continue the great work of Mission Services of London (MSL) as a beacon of hope among our neighbours.

We thank Past Board President Wendy Broadhead, for her leadership through the creation of a new strategic plan that celebrates our faith-based roots. We are also grateful for the heart, wisdom and determination that Peter Rozeluk brought to his tenure as our Executive Director. He led our organization through the unpredictability of the COVID-19 pandemic; along with staff, volunteers and partners, he ensured that vital services continued for struggling neighbours who looked to us for help and hope. We congratulate Peter on his well-deserved retirement.

This is our first fiscal year serving together as Board President and Executive Director. We recognize the challenging times in which we live: with increasing costs to provide services; limited opportunities for affordable housing for participants; a post-pandemic recovery journey still in early stages; and the multi-faceted crisis that the combination of poverty, homelessness, mental illness and addiction presents. Yet, we are excited about the opportunities that lie ahead, with our community's concerted, ongoing efforts to improve living conditions and services to neighbours who struggle, so they can have a different tomorrow.

We have been busy living out our Strategic Action Plan: Refining our Identity, Reimagining Services, and Rethinking Resourcing. This is a large endeavour and it seems fitting that we should reflect on, and be anchored in, our roots. Moored to our Christian faith base, we are motivated by love to make a difference and walk alongside neighbours who need help, treating them with compassion and dignity. We remain open to God's guidance toward opportunities to serve individuals and families in the London area.

We welcome team-mates who have answered the call to serve as Senior Leaders at this time of transformation in the homelessness prevention sector, and in our organization. Lisa Misselbrook is our new Director of Mental Health & Addiction Programs; she oversees Quintin Warner House

(QWH), our live-in treatment centre for men struggling with addiction, and Community Mental Health Programs (CMHP). Our new Director of Shelters, Chris Medland, manages the Men's Mission and Rotholme Family Shelter, while Tara Saunders, new Director of Development & Communications, leads fundraising and marketing efforts. Harry Soedarmasto joined MSL as Chaplain in November 2022. He holds a newly created position that supports our desire to enhance spiritual care programming; with his guidance and through the services he is building out, we can offer a more holistic approach to caring for neighbours in need: mind, body and spirit. Last but not least, we are grateful to have Fawzia Karim join us as Interim Director of Finance while we continue the search for our next full-time Director of Finance & Corporate Services.

One of the most exciting developments was the expansion of Quintin Warner House's four-month addiction treatment program – from 10 to 20 beds. These 20 beds are in addition to the men benefiting from the Annex (transitional housing), which is part of our Aftercare services.

The CMHP Team is dispersed throughout the different MSL locations, allowing us to offer integrated services across the agency and providing a valuable benefit to participants, regardless of which door they opened to find us.

Demand for services was high this past fiscal year. Men's Mission was full almost every night and, because affordable housing options are limited and the rental market is fierce, average stays for families at Rotholme grew longer.

The Mission Store continued to serve the needs of our community with its Emergency Voucher Program. The Warm Hands – Warm Hearts Program kept many little hands warm at 45 London and area elementary schools.

Without the support of faithful donors and funders, dedicated volunteers and staff, and valued community partners, this labour of love we call Mission Services of London would not be possible. It is your support that provides crucial services with compassion, hope, integrity and diligence.

Thank you!



Ericka Ayala Ronson
Executive Director

Meeting Need at the Point of Need

~ Alvin Roth

Many years after Alvin Roth first amplified these words, Mission Services of London is still meeting the needs of neighbours when and where the need arises.

Community Mental Health Program

Among other services, CMHP offers access to a nine week Transitional Case Management program for people who have experienced a sudden and detrimental mental health crisis. CMHP staff support people like 'Sam'.



Sam was experiencing drug-induced psychosis at the time a member of the Transitional Case Management outreach team offered him the opportunity to enroll in the TCM program. Prior to being admitted to hospital, Sam experienced homelessness for over five years, had

lost his health card, had no support to help him in accessing his doctor, his psychiatrist or medication.

Once enrolled in the TCM program, he had access to a CMHP team member. They would help Sam get access to, and navigate, through much needed support systems. Sam would also receive help to develop a treatment plan and set and attain his goals.

Once Sam completed the nine week program, he was referred to Mission Services of London's Streetscape team. The Streetscape staff supported him with legal matters, applying for income support, finding an apartment and stocking it with food and household necessities. Sam finally has a home of his own!

Rotholme Family Shelter

Direct Care staff completed training opportunities to add to their skills and abilities toolbox:

- * Cognitive Behaviour Therapy
- * Grief on the Frontlines: Fostering healthy grief in ourselves and those who we support
- * Rent SMART Train the Trainer
- * Trauma-Informed Approaches to Working with Children and Youth Survivors of War and Torture
- * Indigenous Perspectives on the Mental Health of Children and Youth
- * Immigrant and Refugee Mental Health Training
- * 2SLGBTQ Foundations Course
- * CAS (Children's Aid Society) Duty to Report Training

The Mission Store Emergency Voucher Program

The Emergency Voucher Program experienced an increase in access, seeing over 5,300 and distributed more than \$168,000 worth of clothing and household goods provided at no charge.

The Mission Store introduced a new way to access the program. It now provides previous recipients a more flexible, highly discounted shopping experience to help them move into a post-emergency state. Many past emergency Voucher participants enjoy the Voucher value discounted shopping experience!



Warm Hands - Warm Hearts Program

Our Warm Hands - Warm Hearts program reached 45 schools throughout the region this year, including schools from Thames Valley District School Board and London District Catholic School Board, as well as Standing Stone School in Oneida Nation of the Thames, and Antler River School in Chippewas of the Thames First Nation.

Children received a total of 1,476 hats, 1,797 gloves and 1,720 socks!



The Mission Store saw a tremendous year of community engagement and support. With over 20,000 volunteer hours of busy hands and hearts, the Mission Store thrived with the return of many volunteers after the pandemic.

This year the Mission Store team carried out over 1000 residential donation pick-ups for donors unable to bring their pre-loved goods to the store. The team also created a new display area with some beautiful cabinets to showcase unique items and to honour the true value when they're sold.

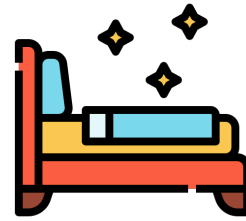
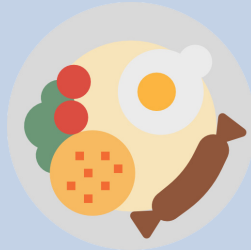
"Best not for profit thrift store in London. Reasonably priced and great deals to be had. The staff are friendly and happy and always eager to help!!!! My favourite pick if you love to thrift!!!!". ~ Mission Store Customer



Making a Difference 2022-2023

NEARLY 170,000 MEALS SERVED

across all sites of service and community service partners



76 SINGLE BEDS & 20 FAMILY ROOMS

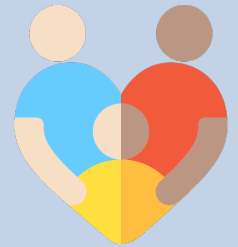
of emergency shelter available every night



Thousands of CMHP interactions with or on behalf of participants

67 EMERGENCY SHELTER DIVERSIONS

achieved for families through the Rotholme Prevention of Homelessness Among Families program



MORE THAN 5300 INDIVIDUAL VISITS to the Mission Store for emergency vouchers



OVER \$168,888 IN VOUCHER GOODS issued by the Mission Store at no cost to participants

We Thank Our Volunteers

130

Average volunteers per month

Total volunteer hours

25,264

Approx. \$456,015

Value of volunteer hours*

Value to our mission

Priceless



4,334 DAYS of live-in addiction treatment at Quintin Warner House

Warm Hands—Warm Hearts Outreach Program



Number of Participating Schools:

45



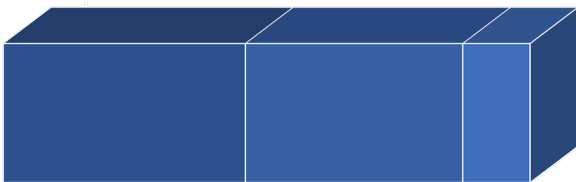
*We are a Living Wage Employer. This value is calculated using the living wage for London, ON (as of the end of the 2022-2023 fiscal year) as the base.

Financials 2022-2023

Mission Services of London closes the year with total revenue of \$12.1 million, an increase of 14 % compared to the prior year. Our financial position continues to be robust, and we are thankful to our incredible donors for their continued support.

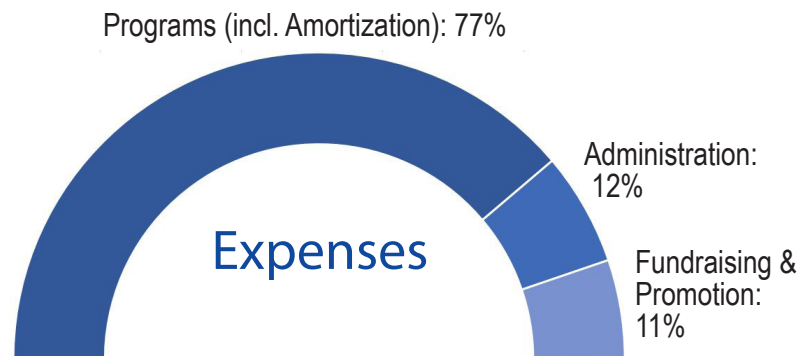
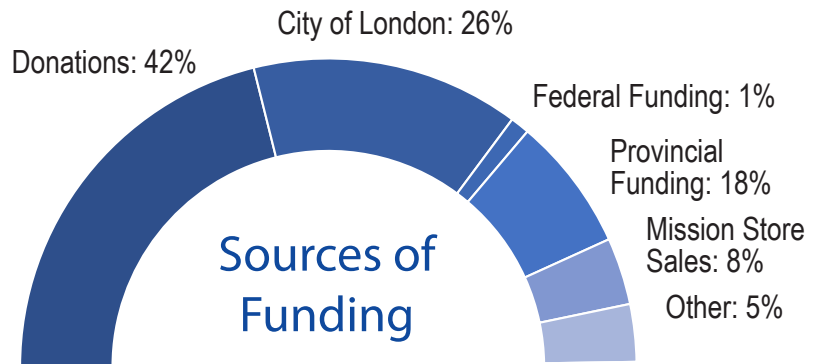
Total Revenue

- Government Funding: \$5.4 million
- Donations: \$5.1 million
- Other Sources: \$1.6 million (including Mission Store sales)



Total expenses at year end were \$12.0 million, an increase of 12 % compared to the prior year due to higher costs of providing services (including inflation).

Fawzia Karim
Interim Director of Finance



With Gratitude

At Mission Services of London, there are always plenty of things to be grateful for. We are grateful for thousands of donors, hundreds of volunteers, community partners and funders – thank you for your continued compassion, generosity and support of Mission Services of London! You make a difference in the lives of neighbours experiencing homelessness, poverty, addiction and mental health illness.

We thank the Board Members of Mission Services of London for their leadership and commitment to building upon the vision and values (compassion, hope, integrity, and diligence) of MSL founders, Alvin and Madeline Roth.

To the many talented and skilled staff members – thank you for your focus, resilience and confidence in the programs you provide and the people you help.



Giving back to the London community is proud tradition of the Sifton Family Foundation.



In honour of Ironstone's 12th year of operations, they donated **\$10,000** to the renovation of the new Quintin Warner House location.



A **BIG** thank you to those who supported the Coldest Night of the Year walk. With your help, you raised over \$130,000!



The Arcangelo Rea Family Foundation donated over \$36,000 to Rotholme Family Shelter and the Quintin Warner House expansion.

Statement of Financial Position

(As at March 31)	2023	2022
Assets		
Current Assets	5,017,632	4,774,740
Tangible Capital Assets	6,160,259	5,800,293
Total Assets	11,177,891	10,575,033
Liabilities		
Current Liabilities	1,456,440	925,790
Long-Term Debt	0	0
Net Assets		
Operating Fund	2,307,086	266,369
Property Fund	6,156,153	5,747,868
Restricted Fund	1,258,212	3,635,006
Total Liabilities and Net Assets	11,177,891	10,575,033

The financial information has been extracted and summarized from the 2022-2023 audited financial statements.

A complete set of audited financial statements is available online at missionservices.ca.

Statement of Operations & Changes in Net Assets

(Year ended March 31)	2023	2022
Revenue		
Government	5,382,638	4,892,695
Donations (incl. MS Voucher)	5,158,241	4,366,241
Investment Income	30,049	9,494
Gain (Loss) on Disposal of Tangible Asset	499	0
Other Revenue (incl. MS Sales)	1,523,568	1,361,277
Total Revenue	12,094,995	10,629,707
Expenses		
Programs & Amortization	9,348,682	8,317,089
Administration, Fundraising and Promotion	2,674,105	2,431,523
Total Expenses	12,022,787	10,748,612
Net Revenue for the Year	72,208	(118,905)
Net Assets Beginning of Year	9,649,243	9,768,148
Net Assets End of Year	9,721,451	9,649,243



In the 2022-2023 fiscal year, 67 families were supported by our Shelter Diversion Worker.

Of these families, 42 were successfully housed without needing to come into emergency shelter.

The other 25 families accessed emergency shelter.



Mission Services of London actively took part in London's Health and Homeless Whole of Community System Response. MSL was one of 70 local organizations offering feedback, ideas and assistance to establish a better delivery of healthcare and housing for the most marginalized community members.



MSL has been working to strengthen our community partnerships.

We're building better relationships with London Police Services, Community Home and Care Support Services, and Patient Care Facilitators from London Health Sciences Centre to ensure the needs of participants are better recognized and understood.



Men's Mission Shelter and Rotholme Family Shelter, took part in Cultural Safety Training.

The goal of the program is to inform and improve relationships with partner agencies so that Indigenous peoples who are experiencing homelessness can have better, more culturally relevant intakes and assessments.

Thank You Wes Suchard

MSL would like to recognize Wes Suchard for his 7 decades of service to Mission Services of London. Wes has been volunteering in a variety of capacities from being an integral part of the 1988 and 2002-2003 capital campaigns to expand/renovate Men's Mission to founding the Mission Services of London Foundation Board.



Men's Mission Expansion Opening Day
Left to Right: Wes Suchard, Brayl Copp, Ronald Logan,
Fred Hagglund

When Wes met Alvin Roth, the founding Executive Director of MSL, he was immediately interested in Alvin's endeavours to provide shelter and meals to those experiencing homelessness in London. "It was very, very crucial work that he wanted to accomplish," he noted.

Initially, Wes contributed by way of his musical talents. "They always had a gospel meeting on Saturday nights. The men would have dinner and then I played piano for them". As time went on, he was drawn to Quintin Warner House where he conducted a Bible study for men overcoming addiction. "One of these men ultimately bore a son and he

named him after me," he divulged. This is one of Wes' most treasured memories of his time with MSL.

Wes served on the Mission Services of London Board of Directors until 2009 and then started serving on the Mission Services of London Foundation Board of Directors that same year. He is now stepping down from his role with the Foundation Board.

We can look to Wes as an example of someone who has dedicated decades giving of his time, treasure and talents to help demonstrate God's love to those we serve, to our staff and to our volunteers.

Thank you, Wes for your incredible legacy of a servant's heart. May God bless you for all you have given and invested in MSL. May we continue to build on the foundation you have helped to lay. We look forward to the harvest to come.



Weston Suchard and other participants of the musical program at London Rescue Mission (later Mission Services of London)

Meet Our Chaplain



At the last Annual General Meeting, the Board of Directors introduced Mission Services of London's latest Strategic Plan. Within that plan, MSL made the commitment to 'refine our core identity and celebrate the faith-based values that inform the work of MSL'. In November 2022, Mission Services of London hired Harry Soedarmasto to fulfill the role of Chaplain.

Harry Soedarmasto grew up in a Christian family in New York City. After finishing university with an Aerospace Engineering degree, he worked for two airlines. Harry is married to Cherry and has two beautiful daughters, Yunesta and Yunike.

Harry moved to London, Ontario, in April 2004. While working for a nursing home, God wanted a closer relationship with Him. God called Harry to a pastoral ministry and chaplaincy environment. He went to Tyndale University and graduated with a Master of Divinity degree. A short time later, Harry became an English Ministry Pastor in a local multicultural church. While there, he was called to Mission Services of London to serve as a Chaplain, which he loves.

With God's help, Pastor Harry has been dividing his time, providing spiritual care to all Mission Services of London sites. He has been helping MSL's staff team and participants with worship and devotional services, foundational biblical teachings and spiritual care programming that is in alignment with our mission and values.

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Moved by Compassion.

Our Vision

That all people are accepted, valued, and can thrive in a caring community.

Our Mission

We actively respond to people experiencing need, affirm human dignity, and inspire hope.

Our Values are Grounded in Faith:

Compassion. Hope. Integrity. Diligence

Board of Directors 2022-2023

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Allen Page

Vice President

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Treasurer/Secretary

Peter Dale

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Suzanne Larouche

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Executive Director

Chris Medland
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Lisa Misselbrook
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Tara Saunders
Director of Development & Communications

Fawzia Karim
Interim Director of Finance

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Director of Human Resources

Susan Fahner
Director of Retail Operations & Social Enterprise
Mission Store
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Thank you to our municipal and provincial funders:



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London
CANADA

"A new command I give you: Love one another. As I have loved you, so you must love one another. By this everyone will know that you are my disciples, if you love one another."

John 13:34-35 (NIV)

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