



**Mission
Services**
of London



His Presence You Can See

**Annual Report
2023-2024**

From the Board President & Executive Director

Reflecting on the 2023-2024 fiscal year, we were struck at God's faithfulness and what He has enabled to be accomplished at Mission Services of London (MSL). There were many moments we marveled at the extraordinary generosity of our community and were encouraged by your demonstrations of support.

This year, within a tough economic climate for all, we set out to deeply focus our efforts in order to achieve maximum positive impact, while remaining within our fiscal means and being faithful stewards of the resources we are blessed to receive.

This year has also been a year of deepened community collaboration for us; we continue to acknowledge that people experiencing homelessness, mental illness, addiction and/or poverty are best served by a network, rather than by any singular organization.

Knowing that we are unified with other organizations, businesses, government partners and compassionate neighbours to serve struggling individuals and families, is heartwarming. Thank you once again for coming alongside neighbours in need.

There have been a number of changes at MSL in 2023-2024. Among them, was a senior leadership realignment. Sue Fahner, former Director of Social Enterprise & Retail Operations, broadened her scope into the role of Director of Corporate Services. We also welcomed new Director of Finance, Shana Nyamandi, to the Senior Leadership Team.

We are delighted to announce that in this past fiscal year, the Mission Store achieved nearly \$1,080,000 in gross sales! This marks the Mission Store's first ever year of breaking one million dollars in gross sales, and represents an 11 percent increase from 2022-2023.

Reaching this milestone is a testament to the dedicated efforts of staff and volunteers, as well as to the faithful support of people like you – who continue to donate and shop at the Mission Store. As a social enterprise, the Mission Store operates not only as a thrift store (where inventory is sourced from donations of gently used clothing or household items), but also as a provider of programs. For instance, it offers the Emergency Voucher Program (EVP) to help folks obtain basic-needs items, including clothing, winterwear, linens, cookware, and more. In 2023-2024, the EVP issued more than \$148,000 in clothing and household items to participants – at no cost to them.

In regard to emergency shelter for men and families, demand remained high. We were full almost every night of the fiscal year. In addition, among other services inside and outside emergency shelters, Community Mental Health Programs regularly offered support in encampments. The team helps individuals obtain basic need items, assists in beginning a path to more stable housing, makes referrals to health care, and more.



Allen Page
Board President



Ericka Ayala Romson
Executive Director

Continued...

As far as addiction treatment goes, Quintin Warner House (QWH) moved into an expanded, renovated space in June 2023. Men continue to heal as a result of completing the four-month, live-in program. In the words of Christopher, a recent graduate: "May 16, 2022, was the first day I stepped into QWH, and in that moment, I honestly felt my soul healing. I felt welcome. I knew I was in the right place." It is a privilege and a blessing to be able to walk alongside men like Christopher and to do that in partnership with you.

We at MSL remain open to God's guidance, and we thank Him for the opportunity to show care to men, women and children in need in the London area.

We express our deep gratitude to staff, volunteers, donors, funders, sponsors, and many other supporters. Your partnership enables continued services that reach neighbours at a crucial time.

Thank you.



His Presence You Can See

The City of London Approves Additional Funding

MSL expresses gratitude to the City of London for its support via increased levels of funding for Men's Mission and Rotholme Family Shelter approved for fiscal years 2024-2025 and 2025-2026.

The partnership shown by the City of London at this pivotal time in homelessness prevention is vital. We are grateful for the City's willingness to bolster paths forward into a model of service centered on the intersection of health and homelessness, as well as the power of multi-disciplinary collaboration to effect change.

Thank you, from MSL's staff and volunteers.

"We would not have been able to survive the winter..."

Andres and Sofia are a young couple from Mexico. Upon their arrival in Canada in December 2023, they had no winter clothing and little money to survive.

They came to the Mission Store after hearing about the Emergency Voucher Program (EVP) from other students in their English as a Foreign Language class. Through the EVP, which provides basic-needs items at no cost to the participants, they were able to obtain warm winter clothing.

On their final visit, Andres was able to secure suitable clothing for a job interview he was attending that afternoon. He later informed us that they would not have been able to survive the winter without support from the EVP... and he got the job!



One Year Later...

Spiritual Care Program Relaunch

It has been just over a year since I began my work with MSL as the Chaplain. Throughout the last year, I have been developing and adapting spiritual care programming with a trauma-informed lens, and according to the needs of participants, volunteers, and staff in an environment of choice (i.e., participation is strictly voluntary).

Raising awareness of MSL's enhanced spiritual care program begins with making everyone feel reassured. Meeting participants, volunteers, and staff where they are at is a priority—specifically with their belief, their understanding of faith, their comfort level discussing spirituality (or not), and their physical location in a multi-sited organization.

I want every participant, volunteer, and staff member to know that I am always there as a support through hard times, as a listening ear, and as a familiar face. I am also there as a bridge to faith communities and partners in London.

I thank all the donors who have contributed to the Chaplain's Challenge to date in order to support the spiritual care program's relaunch. I am grateful to be chosen as a co-labourer in this great work.

Harry Soedarmasto
Chaplain



Participants Attending Service



Harry Soedarmasto, Chaplain

Visits from Elected Officials

Whether it be for a tour to learn more about our programs and sites, or for attendance at one of our events, we are appreciative of each individual's time and interest MSL.



Team of Elected Officials at Coldest Night of the Year 2024

Quintin Warner House Expansion

One year has passed since MSL was blessed with the means to expand Quintin Warner House's (QWH) addiction treatment beds and relocate to 457 York Street.

The participants and alumni share their gratitude for the expansion because it allows us to open the doors to double the number of men who are seeking help to change their lives. It also enables us to provide additional spots in our Annexes, where graduates can stay for up to a year (after they complete the program) for additional transitional support.

With the expansion and relocation came a celebratory barbeque, the first event QWH had hosted since the pandemic. Because of the great turnout, we then hosted a Christmas party in December 2023. The Christmas party brought back alumni and their families, previous staff members, and supporters of QWH. Altogether, nearly 100 people attended.

We are enthusiastic about the impact of QWH's expansion, and look toward the future with optimism and excitement. Participants, alumni, and staff remain grateful to the Ontario Ministry of Health, and to the donors who made it possible for QWH to continue the steadfast support of men struggling to break free from addiction.

Thank you.

Lisa Misselbrook

Director of Mental Health & Addiction Programs



Thank you to the following Members of Parliament (MP), Members of Provincial Parliament (MPP), and City Councillors who took the time to tour and see the unfolding work of MSL:

- MP Arielle Kayabaga
- MP Karen Vecchio
- MP Lindsay Mathysen
- MPP Peggy Sattler
- MPP Terence Kernaghan
- MPP Teresa Armstrong
- Mayor Josh Morgan
- City Councillor Hadleigh McAlister (Ward 1)
- Deputy Mayor Shawn Lewis (Ward 2)
- City Councillor Susan Stevenson (Ward 4)
- City Councillor Jerry Pribil (Ward 5)
- City Councillor Corrine Rahman (Ward 7)
- City Councillor Steve Lehman (Ward 8)
- City Councillor Anna Hopkins (Ward 9)
- City Councillor Skylar Franke (Ward 11)
- City Councillor Elizabeth Pelozo (Ward 12)
- City Councillor David Ferreira (Ward 13)

With Gratitude

Arcangelo Rea Family Foundation: School Lunches and Back-to-School Supplies

Thank you to the Arcangelo Rea Family Foundation for their big-hearted gift of \$27,691 to cover the cost of school lunches for the children at Rotholme Family Shelter.

The Arcangelo Rea Family Foundation also donated an additional \$3,000 to Fill the Bus, ensuring each school-aged child had new back-to-school supplies.

The kindness of the Arcangelo Rea Family Foundation helped ensure the children at Rotholme Family Shelter had nutritious lunches and essential supplies to start the school year off right, despite challenging circumstances. *Thank you.*

London St. Thomas Association of REALTORS® Walks Alongside MSL

We are grateful to the London St. Thomas Association of REALTORS® (LSTAR) for choosing MSL as a recipient of their 2023 LSTAR Charity Golf Tournament and for their generous gift of \$26,280.79.

LSTAR's donation will have a profound and lasting impact on the lives of the individuals and families we serve. *Thank you.*



Thank You for a Fantastic Coldest Night of the Year 2024!

You made it happen! 2024 was Mission Services of London's best Coldest Night of the Year (CNOY) yet. You surpassed the ambitious goal of 400 walkers and raised more than \$132,000. With 66 registered teams and 48 volunteers, we could not be happier with the turnout. Thank you to every walker, volunteer, donor, partner, and sponsor who participated in February.



LEWKOWITZ
F I N A N C I A L
Lead Sponsor

Made Possible: Rotholme Family Shelter's 2023 Summer Camp

Thank you to:

- Canada Summer Jobs (CSJ)
- Kids Mental Health Optimist Club of Canada
- Kiwanis Club of Middlesex
- Knight of Columbus Council 12996
- London Police Association
- TD Bank Group
- The May Court Club of London
- Ursuline Sisters of Chatham

Thanks to these eight donors, the children at Rotholme Family Shelter had the opportunity to participate in enriching activities, build friendships, and create memories that can last a lifetime. These contributions instill a sense of hope and belonging during a time that can be particularly difficult.

Thank you.





Supporting Quintin Warner House 24/7 Care: Ironstone Building Company

We are deeply grateful and honoured to have been selected as a recipient of Ironstone Building Company’s \$10,000 Impact Week donations in 2023.

Thank you for believing in the men at QWH and for recognizing the need for addiction treatment and 24/7 support.

Going Above and Beyond: Karen’s Commitment to Scan Away Hunger™

Karen, a cashier at Compass Foods, single-handedly raised \$5,000 for meals prepared at MSL’s kitchens.

With a personal goal of raising \$2,000, Karen was ecstatic with her final total.

Thank you.

New Partnerships

King’s Community Support Centre:

In 2023-2024, MSL partnered with King’s Community Support Centre (KCSC). The King’s School of Social Work Field Education program created and delivers KCSC’s services. KCSC provides social work support to London’s most vulnerable people, including neighbours at risk of, or, experiencing homelessness.



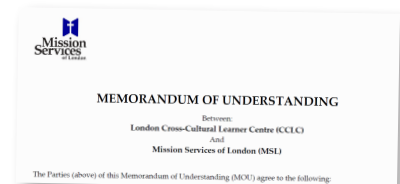
Students from both the Bachelor of Social Work (BSW) and Master of Social Work (MSW) programs began visiting MSL’s sites weekly to deliver one-on-one therapy sessions of all types to our participants, including various forms of counselling with a trauma-informed, strengths-based approach.

Cross-Cultural Learner Centre:

MSL signed a memorandum of understanding with London Cross-Cultural Learner Centre (CCLC) to work together to better meet the unique needs of asylum claimants who access emergency shelter and outreach services from MSL.

Under the new partnership, CCLC will offer services to MSL participants such as document translation, access to certified language interpreters, general immigration and settlement-related sessions, and more.

MSL is excited to better meet need at the point of need through the formalization of the partnership with CCLC. We look optimistically at the future as we jointly serve newcomers in need of emergency shelter and settlement services.



Breaking Bread

In June 2023, Men's Mission reworked its strategy towards meal service for the first time since the COVID-19 pandemic. Men's Mission has returned to the sharing of tables during meal times.

"The men being able to eat together again has been great. It promotes fellowship and creates a very positive atmosphere. Enjoying your food with another makes it that much better."

- Len Devost, Food Services Supervisor (Shelters)



Along with the sharing of tables, Men's Mission returned to reusable eating dishes, including plates, bowls, and silverware.

We are grateful for the increased connection that sharing our meal times once again allows and for the reduced environmental impact of utilizing reusable dishes.



Members of Men's Mission's Kitchen Team

Making a Difference

2023-2024



76 single beds

&

20 family rooms

of emergency shelter offered every night

65 families

were successfully diverted from entering Rotholme Family Shelter, or any shelter, through Rotholme Family Shelter's Prevention of Homelessness Among Families (PHAF) program



Thousands of Community Mental Health Programs interactions with, or on behalf of participants



More than

175,000

nutritious meals provided across Mission Services of London kitchens



6,014

days of live-in addiction treatment provided at Quintin Warner House

44%

of participants who used the Emergency Voucher Program offered at the Mission Store only accessed it once

Financials 2023-2024

MSL closes the year with a total revenue of \$10.7 million, reflecting an 11% decrease in total revenue realized in comparison to the previous fiscal year. Despite the challenging economic conditions, we are thankful to donors and funders for their unwavering support for MSL during the year.

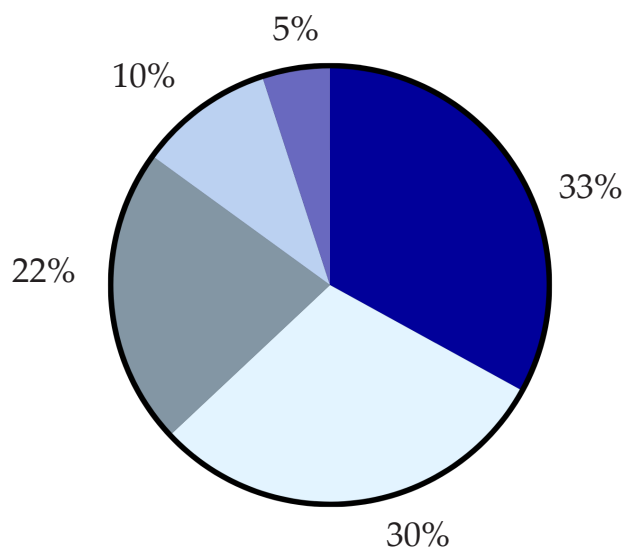
Total Revenue

- Government Funding: \$5.6 million
- Donations: \$3.5 million
- Other Sources: \$1.6 million (including Mission Store sales)



Sources of Funding

- Donations (33%)
- Municipal Funding (30%)
- Provincial Funding (22%)
- Mission Store (10%)
- Other (5%)



Total Expenses

MSL ended the year with total expenses of \$11.9 million, slightly lower than the \$12 million incurred during the previous fiscal year. Total expenses incurred include program costs for additional bedding, amortization costs (no cash impact), depreciation costs for our property and equipment, as well as costs incurred due to repairing and maintaining our sites.

Expenses

- Programs (incl. Amortization): 76%
- Administration: 12%
- Fundraising & Promotion: 12%



Statement of Financial Position

(As at March 31)

2024

2023

Assets

Current Assets	3,082,674	4,716,446
Non-Current Assets	6,598,034	6,461,445

Total Assets	9,680,708	11,177,891
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Liabilities

Current Liabilities	1,144,049	1,456,440
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Net Assets

Operating Fund	1,192,632	2,307,086
Property Fund	5,838,447	6,156,153
Restricted Fund	1,505,580	1,258,212

Total Liabilities and Net Assets	9,680,708	11,177,891
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Mission Services of London is committed to stewarding all the economic resources entrusted to it by various stakeholders. The financial information shown in this report has been extracted and summarized from the 2023-2024 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)

2024

2023

Revenue

Government	5,579,359	5,382,638
Donations (incl. MS Voucher)	3,497,518	5,158,241
Investment Income	76,047	30,049
Gain (Loss) on Disposal of Tangible Asset	447	499

Other Revenue (incl. MS Sales)	1,558,626	1,523,568
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Total Revenue	10,711,997	12,094,995
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Programs & Amortization	9,095,115	9,348,682
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Administration, Fundraising, & Promotion	2,801,674	2,674,105
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Total Expenses	11,896,789	12,022,787
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Net Revenue for the Year	(1,184,792)	72,208
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Net Assets Beginning of Year	9,721,451	9,649,243
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Net Assets End of Year	8,536,659	9,721,451
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His Presence You Can See

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 2023-2024

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Allen Page

Vice-President

Catharine Campbell

Treasurer/Secretary

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Wendy Broadhead

Suzanne Larouche

Tyler Stiller

Tom Timmerman

Alex Verdun

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For a digital version of this report, visit: missionservices.ca/impact/finances

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Chris Medland

Director of Shelters

Lisa Misselbrook

Director of Mental Health & Addiction Programs

Shana Nyamandi

Director of Finance

Tara Saunders

Director of Development & Communications

Harry Soedarmasto

Chaplain



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Thank you to our municipal and provincial funders:



"The steadfast love of the Lord never ceases; His mercies never come to an end; they are new every morning; great is your faithfulness."

Lamentations 3:22-23 (ESV)