



**Mission
Services**

of London

Always an Open Door



ANNUAL REPORT
2009-2010
www.missionservices.ca



President's Report

by Debra Wiltshire

On behalf of the Board of Directors for Mission Services of London I bring you greetings for our 2010 Annual General Meeting. This has certainly been a year that we will all remember for some time. We have said goodbye to Fred Hagglund, our long standing and much beloved Executive Director who served Mission Services of London with passion for two decades. We were very fortunate to have Gordon Russell step into the role of Acting Executive Director for over a year, providing leadership through Fred's absence and after his retirement. As Gord resumes leadership for the Men's Mission in August, he will bring a new understanding of the needs of this organization and new skills and abilities that he developed while in the Acting Executive Director role. I wish to thank Gordon for taking on this significant leadership challenge at a very difficult time for Mission Services of London.

There have been many changes within our organization over the past year, with Dick Cockrill's retirement from Quintin Warner House, a new development role supporting the work of the Foundation and a new fresh look in our print and web materials. We have experienced many accomplishments as well. The Women's Auxiliary celebrates its 50th anniversary this year. Our fall banquet helped raise awareness and funds. Our clients indicate very strong satisfaction with the services they receive. Planning is underway to explore the need for on-site health services, encourage spiritual awareness, foster positive relationships with our neighbours, and create a business plan for The Mission Store just to name a few. We are looking ahead to the upcoming year with much excitement and anticipation. As we welcome our new Executive Director, Peter Rozeluk we also look ahead to participating in the National Conference on Women and Homelessness being held here in London in 2011, continued work with the Child and Youth Network, and collaborating with our partners at the City of London and others in London's Affordable Housing Strategy. The Board as well will be considering changes to the governance structure to ensure we are able to best serve this organization.

I have found the past two years as Board President rewarding and challenging. I want to thank the Directors and staff for their support during this time and for the excellent service they provide to our clients each and every day.

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who we are

Whether it's providing emergency shelter for an individual or family, or caring for those with mental health needs, Mission Services of London is there with a message of hope through faith. We are a Christian faith-based charitable organization committed to serving London and area. We do this within our mission and vision statements.

our mission

Mission Services of London opens doors of hope to those seeking emergency shelter and support, by offering safe shelter, food, and clothing and by facilitating rehabilitation as needed, in an atmosphere of compassion.

our vision

To be a self-directed sustainable charitable social service organization grounded in the Christian faith, proactively addressing and meeting the needs of the homeless and disadvantaged of the London area; well recognized and supported by the community.



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“...we offer services which are intended to meet the needs of the homeless or those “at risk” of becoming homeless...”

(Unknown)

Acting Executive Director's Report

by Gordon Russell

If the old adage “a change is as good as a rest” is true, then I have had a very good rest over the past year. Mind you, since I don't feel very rested, I would question the veracity of the adage. Mission Services of London, particularly on the front end, the end where we are serving the people that are our reason for being, is familiar with change as the standard, the norm.

We have people moving in and out of our services and our lives on an ongoing basis. Even the individuals and families that we have an opportunity to see over a longer period of time, bring a level of changing circumstances that would stagger some. It is not particularly difficult to sense a negative picture from this rant about ‘change’, but for a moment I'm drawn to change as an opportunity.

Over this past year we have changed the visual image of our printed materials. It doesn't sound like much, but it is refreshing, re-energizing and gives us an opportunity to see Mission Services of London in a new light. There have been changes in leadership and although there is a sadness associated with some of these changes, there is a bright opportunity for fresh insights and the excitement that comes with new roles. However, in all the promise that this past year of change holds for Mission Services of London, there is one change that I continue to long for; that each individual and family finds a home, a place of belonging. If you can imagine the very best that home means for you, now imagine what changes will need to happen to make it a reality for the homeless of our city. Thank God that Mission Services of London is a place of change to this end, homes for all!



Rotholme Women's & Family Shelter

Community Engagement Thrives Through Changes

When Londoners have had to make hard choices and adjustments due to tough economic times, many wondered if community support and donations would dwindle for our families who are homeless. Instead we are thankful for the blessing of ongoing generous donations from so many individuals in London who keep giving sacrificially to make sure that our vulnerable families can have a safe home when they have lost theirs. In addition, countless churches, businesses, service clubs and other types of groups have gathered to volunteer or donate needed items or raise funds for our ongoing costs and special projects. An amazing example of this is the 2010 graduating class from the Schulich School of Medicine that gave hundreds of hours of volunteer work with outstanding compassion and most recently \$5,000 from their graduation fund for the uncovered medical needs of the homeless families that live at Rotholme Women's and Family Shelter. We could go on and on listing similar blessings from friends in the community!

The addition of a full time Family Care Worker to the staff team of Rotholme Women's and Family Shelter has increased our ability to reach out into the community on behalf of the children dealing with issues connected to their poverty and homelessness. Through earlier pilots funded by grants and contracts, we demonstrated that the children in shelter and their parents benefit from one worker who will advocate for their needs with schools, outside agencies and day cares. We also learned that parenting skills improved with supportive modeling and coaching and the children's activity hour volunteers and special summer workers thrived better with the mentoring and direction provided. Unfortunately, another pilot project was not continued. The Hostels to Homes Pilot Project had seen 20 families in the first phase and 17 high risk families in the last 18 months who received support and care from our amazing outreach worker in their homes after they left shelter. Funding ended in spite of positive outcomes, so we will have to keep advocating for this dream as identified families were provided the skills and resources needed to stay in their homes and not return to the streets or shelter. *(Written by Leaurie Noordermeer, Director)*

"The need never stops. Its rise is alarming in our cities, compassion leads to the act of giving, which can profoundly change lives..."

(Unknown)



Statement of Operations / Changes in Net Assets		
For The Year Ended March 31, 2010		
	2010	2009
Revenue		
Government	4,202,163	3,904,540
General Donations	1,975,245	1,861,113
Other Revenues	459,019	672,508
Total Revenue	6,636,427	6,438,161
Expenses		
Program Expense	5,671,644	5,255,467
Administrative Expenses	1,132,623	1,167,811
Total Expenses	6,804,267	6,423,278
Net Revenue (Expenses) for the Year	(167,840)	14,883
Net Assets (Deficit) Beginning of Year	17,777	16,038
Transfer From (To) Property Funds	(59,171)	(106,185)
Transfer From (To) Restricted Funds	227,013	93,041
Net Assets (Deficit) End of Year	17,779	17,777

Condensed	
March 31, 2010	
Assets	
Operating Funds	
Property Funds	
Restricted Funds	
Total Assets	
Liabilities	
Operating Funds	
Property Funds	
Long-Term Debt	
Net Assets	
Operating Funds	
Property Funds	
Restricted Funds	
Total Liabilities & Net Assets	

These financial statements are...
Financial Statements. Audited...
upon request from Mission Se

The Mission Store

Change and Growth

The Mission Store has a team of four staff and 68 volunteers. With such a small staff team, the departure of one member inevitably creates 'a big ripple in the pond'. So it was with the departure of our Warehouse Clerk, Cheryl Armstrong, who resigned in November 2009, after 19 ½ years service. The position was filled by Michele Senese, who has been a very positive and energizing influence on the staff and volunteers. Michele has implemented several subtle changes that have helped to improve our services and staff/volunteer morale. Other important developments this past fiscal year relate to our sales volume, the number served through our voucher program, and the value of merchandise provided on vouchers. We focused considerable attention on merchandising, and developed better promotion and display strategies that enabled us to increase total sales by 3% over the previous year. With this improvement, we strongly believe we are moving in the right direction. The demands on the voucher program have also greatly increased from the previous year. In 2010, we served 11,399 voucher clients, an increase of 15%, and we provided \$225,830 in merchandise to these clients, an increase of 17%. By further comparison, just 4 years ago (2006-07), we served 8,848 clients and provided \$113,916 in merchandise. With the achievements of 2009-10 behind us, we are looking forward to 2010-11 with enthusiasm and determination for continued growth and success. *(Written by Carol Ristine, Store Manager)*

Community Mental Health Programs

Program Grows with Change

Program objectives remain the same; however there are always changes within, and 2010 was no exception. We worked with our community partners to offer better coordinated Outreach Services to those who are street involved experiencing addiction and mental health maladies in our London CARE's Program. We engaged in a University and Community Educational Partnership to offer placements for Nursing, Social Work, Psychology and Occupational Therapy students. Further, we continued our placement program with Fanshawe College Social Service Workers. We are blessed to have such experience. Hopefully we have provided a positive learning opportunity for all. Internally, we had staffing changes, saying good bye to four staff, hiring replacement staff and adding to our relief pool. With such growth, we restructured and enhanced three existing positions to Team Leads that will assist us to better meet the needs of staff and clients. Given all the big picture changes within our program and Mission Services of London, we still managed to provide support to 1616 clients that experience homelessness, substance use and mental health illness. Our work is dependent on relationships within the formal Mental Health and Addiction Systems, the LHIN, the City of London, the Ontario Federation of Mental Health and many others. These bodies help us to inform our practice, shape our services, provide guidance, offer education opportunities and set performance measures and outcomes. The Community Mental Health Programs' Team, be they full-time, part-time and relief staff, have done a great job. The continued affirmation for their efforts from our clients, community partners, and the Women's Auxiliary is appreciated. Thank you to all who have supported us over the last several months and years! *(Written by Martha Connoy, Director)*



By the Numbers

April 2009 - March 2010

Balance Sheet

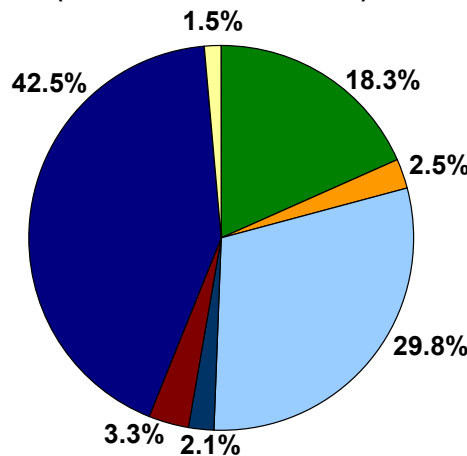
March 31, 2010

2010	2009
858,251	1,085,914
7,327,528	7,430,375
2,046,158	2,134,535
10,231,937	10,650,824
840,472	1,068,137
1,900,314	1,885,717
548,300	583,194
17,779	17,777
4,878,914	4,961,464
2,046,158	2,134,535
10,231,937	10,650,824

The condensed from the unaudited Financial Statements are available at the Mission Services of London.

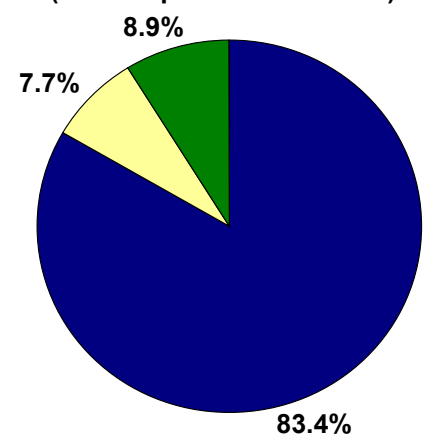
Where the Money Comes From & Goes To

(Total Income 2009-2010)



- City of London
- Miscellaneous
- Provincial Subsidy
- Federal Subsidy
- Donations
- Mission Store
- Room and Board

(Total Expenses 2009-2010)



- Program
- Administration
- Fundraising/Promotion



The Men's Mission & Rehabilitation Centre

2009-2010
QUICK FACTS
(all branches considered)

The Value of Friendship

My window opens out onto one of the higher traffic areas of the Mission; and as such, I am often privy to residents' conversations, most of which are quite benign in nature. One afternoon I overheard a statement by one of our younger guys. This young man is known in Mission circles as being quite a handful, having committed thefts, vandalism, and assaults on other residents and having been institutionalized for most of his life. He was defending himself to another young resident when I heard him say, "Bro, you're the only friend I've had since I left the group home." He has been on his own for around five years.

While this past year has had its challenges for staff here at the Men's Mission, with regard to not having a Director for part of the year and an interim lead for the rest, and with regard to typical physical plant and personnel issues, this heartfelt confession by a singularly difficult client highlights what achievement means to Mission Services of London. The people we serve did not get here overnight, nor will they be "cured" overnight, but our calling, our success, and our growth is based upon healthy and encouraging relationships with them. While accountability may require numerical quantification, statistics alone cannot compute the value of walking with a man in friendship and consistency whenever he needs it until the cycle of poverty can be broken.

(Written by Mike Toth, Intake Supervisor)

Quintin Warner House

Change, Growth and Healing Make Us Stronger

2009 -2010 has indeed been a year of many changes at Quintin Warner House! While our small staff has experienced changes, we continue to look to each other for encouragement and support, cake and laughter! Each day we walk with people who are battling addiction and putting their lives back together after a lifetime of abuse, neglect, and crime. Our staff are always striving to find new tools to help these men who come for help. We carry on meeting people at their point of need and helping those individuals suffering with addiction. The gifts that we receive are watching people evolve from suffering to soaring and enjoying the life that change and growth have offered them. A question that is asked at Quintin Warner House from time to time is "Is there a God? And if there is a God how could He have let these awful things happen to me"? Sometimes the common answers like "just wait and you will see" or "you have to ask for a sign" aren't suitable. Looking beyond the obvious and pointing out their own strength, spiritual growth and personal achievement is needed to get them to continue connecting with a Power Higher than themselves. Staff are often heard saying that there is no such thing as coincidence, there are only "Godincidents". We ask for their trust while guiding them from recovery through healing. We also ask that they recognize the goodness and willingness of many people in this world that offer help and safe harbour to many. There are so many aspects to working with people who are suffering with addictions and sometimes we do not always see the whole picture until a major event happens or upon reflection. i.e., hearing stories of fathers reconnecting with their children and grandchildren after many years of estrangement make this work rewarding and helps us see how God is working through us to help others. The changes that have occurred at Quintin Warner House are not unique to just this branch. We recognize that Mission Services of London is in the midst of change as a whole and we appreciate the support of our leadership team and the staff from all the branches. Surviving this time of transition as an agency shows that Mission Services of London is not only meeting our community at the point of need, but we are also doing that for each other! Is there always growth with change? In the end can we say that we have achieved something? We have absolutely grown stronger through our changes, we have achieved solidarity within our branch and we have helped those in need. *(Written by Christy Cuyler, Program Counsellor)*



Night Shelter
80,235 nights
of accomodation



Warm Meals
223,933
meals served



Clothing
11,399 people
on the voucher program



Helping Hands
22,900 hours of
volunteer service

"Too often we underestimate the power of a touch, a smile, a kind word, a listening ear, an honest compliment on the smallest act of caring - all of which have the potential to turn a life around..."

(Leo Buscaglia)



Development and Communications

Mission Services of London would like to thank all the sectors of our community for their partnership, for sharing our message with others and for support both financially and through volunteers services. We are blessed and encouraged by the response of the London community during the difficult economic times we experienced. It is comforting to know that we live in a city that has demonstrated how much it values helping those in need, and recognizes Mission Services of London as one of the organizations at the forefront of meeting that need.

Last year we were inundated by calls and emails of people wanting to volunteer their time and resources in any of the 5 branches of Mission Services of London. The results were staggering with over 22,900 hours of volunteer services provided in the year with an average of 132 volunteers each month. The community support was also eminent in last year's acquisition campaign. Mission Services of London received financial donations from over 3500 new donors and approximately 20% have continued to donate. Although the need still exists we are grateful for the many individuals who generously reached into their pockets to share with the many individuals struggling with homelessness and poverty in our community. *(Written by Irma Haggith-Fonseca, Donor Relations Coordinator)*

"...an open door signifies the acceptance of people..."

(Unknown)

Women's Auxiliary

The year ending March 31 has been especially exciting for the Women's Auxiliary to Mission Services of London, as 2010 marks our 50th Anniversary. Plans had been underway all year for the celebration planned for May 2010; the first of which was the *50th Anniversary Challenge Calendar*, which took place in February.

Members contributed money daily for that month as they counted items in their homes that were missing in the lives of homeless individuals.

The total receipts from this fundraiser as well as the major part of the Nellie-Anne Fund will be presented to Mission Services of London in May. As is our custom, we met for luncheon meetings ten times during the year. Our host churches for this year were Byron United Covenant Church, Lambeth United Church, Wesley-Knox United Church, East London Anglican Ministries,

Community of Christ Church (Woodfield Congregation), Trinity Lutheran Church, Westmount Presbyterian Church and St. Jude's Anglican Church. Our thanks to these and all the churches who host our luncheons in rotation. To these luncheons, our members (80+ of 100+ total attend each month) brought funds and items according to the expressed needs of the Branches. Our monetary gifts totaled over \$7000, which included \$3,500 at our October Thank Offering. Donated goods filled more than 50 large totes. We heard reports from all the Branch Directors regularly, and from a few as special speakers throughout the year. We thank them all for their time, and for the stories and messages they regularly bring. And together we look forward to supporting Mission Services of London, not only in 2010-2011, but for many more years to follow. *(Written by Gail McCall, WA Board President)*

Mission Services of London Foundation

A Firm Foundation for the Future

The work of Mission Services of London carries on through many years and constantly changing circumstances. Indeed, when economic times are most difficult is when Mission Services of London's help is most needed for its clients.

Mission Services of London Foundation exists to receive Legacy gifts and major gifts, to invest those gifts prudently and wisely and to support the ongoing and expanding work of Mission Services of London into the future through the maintenance of endowment and special purpose funds. Ensuring that there are sufficient resources for the ongoing work of Mission Services of London can be compared to a three-legged stool. We need sufficient operational funds for the day-to-day operation of the branches, capital funds to provide and maintain our physical resources of buildings and equipment for our shelters and branches, as well as endowed "foundation" funds to ensure that the necessary work may carry on in the future regardless of changing circumstances. If one of these "legs" is missing, the essential work of Mission Services of London may be jeopardized.

Making a legacy gift or major gift to Mission Services of London Foundation is a way that you can help ensure that Mission Services of London remains on a "firm foundation for the future." Please call 519.433.2807 or visit www.missionservices.ca for more information on the Foundation and how you can help.

David A. Broad – President, Mission Services of London Foundation



Men's Mission & Rehabilitation Centre

459 York Street

519.672.8500

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Rotholme Women's & Family Shelter

42 Stanley Street

519. 673.4114

*

Quintin Warner House

477 Queens Avenue

519.434.8041

*

The Mission Store

300 William Street

519.438.3056

*

Community Mental Health Programs

519.672.8500

*

Streetscape

519.439.7700

*

Mission Services of London Foundation

415 Hamilton Road

519.433.2807

*

Administrative Offices

415 Hamilton Road

519.433.2807

*

Charitable Registration

#119302578RR0001

www.missionservices.ca

Fred Hagglund Bursary Fund

In early 2010, the Fred Hagglund Youth Bursary was created to honour Fred Hagglund, former Executive Director of Mission Services of London, for his 20 years of dedicated service to the homeless and poor. The Bursary is intended to assist children and youth with one of the following needs:

- Assisting with the expenses related to attending a summer camp or special recreational opportunity (i.e., day camps, overnight camps, transportation costs can be included).
- Assisting with the expenses related to one-time costs for aide related to children with special needs (i.e., assistive devices, assessments, dietary needs, etc).
- Assisting with the expenses related to one-time expenses for youth entering college or university or recognized training program (i.e., tuition fees and curriculum expenses).

Children and youth who have resided at Rotholme Women's and Family Shelter (Rotholme) within 12 months of when an application was received or who are currently residing at Rotholme will be eligible to apply for this bursary.

Board of Directors (2009-2010)

The following persons were either elected or reconfirmed to our Board at the Annual General Meeting on June 25, 2009. The standard term for Board Members is three years up to a limit of two consecutive terms.

John J. Allen
Mike Caskanette
Stephen Hebden
Debra Miller
Paul Pickering
Kathy Wilkins

Peter Beerda +
Bill Fox
Christine Henderson
Terry Olver
Doug Steinburg
Deb Wiltshire

Diane Bewick
Susan Gowan
Yvonne Hill
Karen Perkin
Karen Stone +

Gordon Russell, acting ex officio
Donna Gordon, recording secretary

+Retiring Members

Legacy Gift Giving Program

During this fiscal year, Mission Services of London gratefully acknowledges receipt of legacies from:

- Charles Douglas Wilson
- James Hubert Wallace
- Margaret Aleen Weis-Bell
- John J Vitali
- Lenie Vareka

Along with the ongoing Olive J. Stewart Fund and the Beattie Memorial Fund, these generous gifts allow the Board of Directors to enhance current and/or future services beyond the normal budgeted operating expenses.

Questions?
Need More
Information?
519.433.2807

www.missionservices.ca