



Support, every step of the way

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Hamilton Community Foundation

Tastebuds (Social Planning
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The Harold E. Ballard Foundation
The United Church of Canada
United Way of Burlington
& Greater Hamilton

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and Homelessness Services*

Special Events

Appleby Golf Tournament
Case for Kids Walk, Run, Ride

Dick Borthwick Memorial Golf Tournament
Hamilton Golf and Country Club

Raising the Roof Toque Campaign
Wesley Open Golf Tournament

Wesley - Support, every step of the way



Committed
to long term
impact



Improved education, successful employment,
supportive independence



Support, every step of the way

ANNUAL REPORT 2013 - 2014



Responding
to poverty
since 1955

MESSAGE FROM

Kathleen Bingham
Chair, Board of Directors
Daljit Garry
Executive Director

On behalf of Wesley Urban Ministries' staff and Board of Directors, we are pleased to report a very successful year at Wesley Urban Ministries, offering support, every step of the way, to children, youth, seniors and adults living in poverty in Hamilton. With a budget of over 8 million dollars, we thank our funders and donors for helping us fulfill our mission and vision. We are proud to be accredited with Imagine Canada's Ethical Code for the highest level of financial responsibility and continue to work with community partners to create financial efficiencies.

We were thrilled to receive our highest donation from a Foundation, The Harold E. Ballard Foundation, for our Special Care Unit for chronically homeless and addicted individuals. We thank The Harold E. Ballard Foundation for choosing Wesley Urban Ministries to make a difference for those most vulnerable. The Foundation's generous donation allowed us to open a new women's wing in the Special Care Unit, which previously had been a men's only program.

We launched a variety of new programming investments to better support at-risk individuals in our community. Most notably, we opened a new location at 52 Catharine Street North, now home to our Special Care Unit, new Reception Centre for government assisted refugees, and all staff in Newcomer Services and Administrative Services.

To increase service delivery, we opened several new programs, including Girls Only Teen Drop-In and Wesley Employment Services for youth, and began operating The Beasley Community Centre. We worked with community partners to create innovative and creative initiatives, such as with Hamilton's Social Navigator program.

We continue to rely upon research to guide our program planning and service delivery. This includes a Research Study of Wesley's Transitions to Home (T2H) program, made possible with funding from the Government of Canada's Homelessness Partnering Strategy.

We have highlighted these programs and partnerships in our Annual Report and the outcomes we are able to achieve, such as improved education, successful employment and supportive independence. We are proud of the ways our services develop life skills, promoting self-sufficiency and creating economic prosperity for individuals and the greater community.

Another accomplishment is our new tagline, **Support, every step of the way**, that captures our range of programs and services and the comprehensive supports we offer from babies to seniors. This re-branding was part of Wesley's Strategic Plan that continues to guide our organization.

We sincerely thank Wesley's Board of Directors, staff and volunteers, who generously contribute their expertise, compassion and dedication to Wesley Urban Ministries. We would not be able to offer the range of supports without such a team!

As you read our Annual Report, we hope you will be inspired to continue your support of Wesley or make a new investment. We always welcome new opportunities to collaborate with funding partners and donors to expand our services, begin new innovations and enhance our current programs.

Thank you again for your tremendous support!

Sincerely,



Kathleen Bingham
Chair, Board of Directors



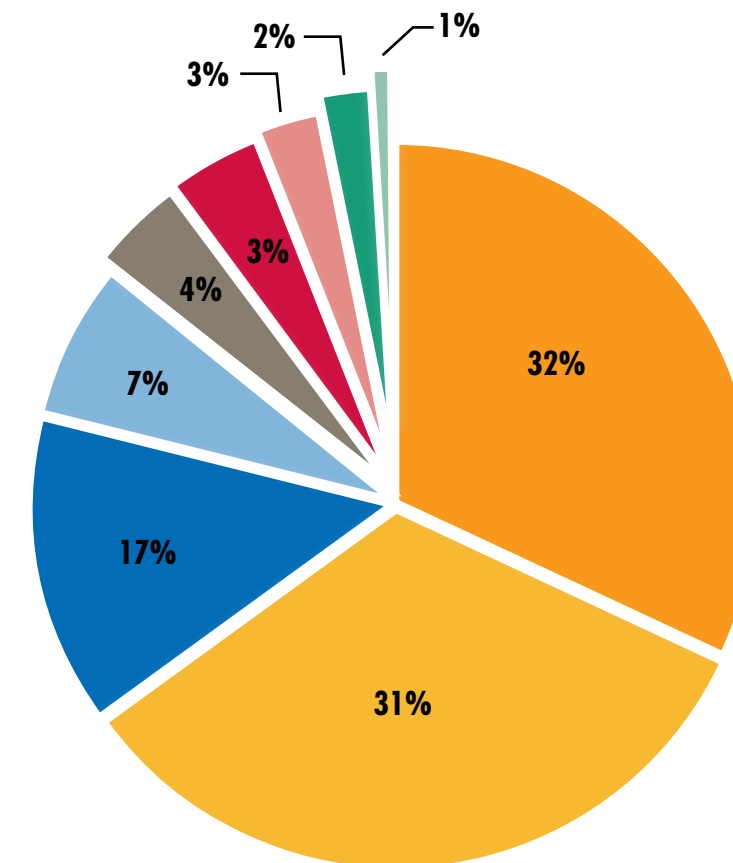
Daljit Garry
Executive Director

Financial Information

Revenues for the year ended March 31, 2014

TOTAL REVENUES

- Government of Ontario
- City of Hamilton*
- Government of Canada
- Foundations, Corporations and Groups
- Other**
- Church and Individual Donations
- Special Events
- United Way of Burlington & Greater Hamilton
- The United Church of Canada

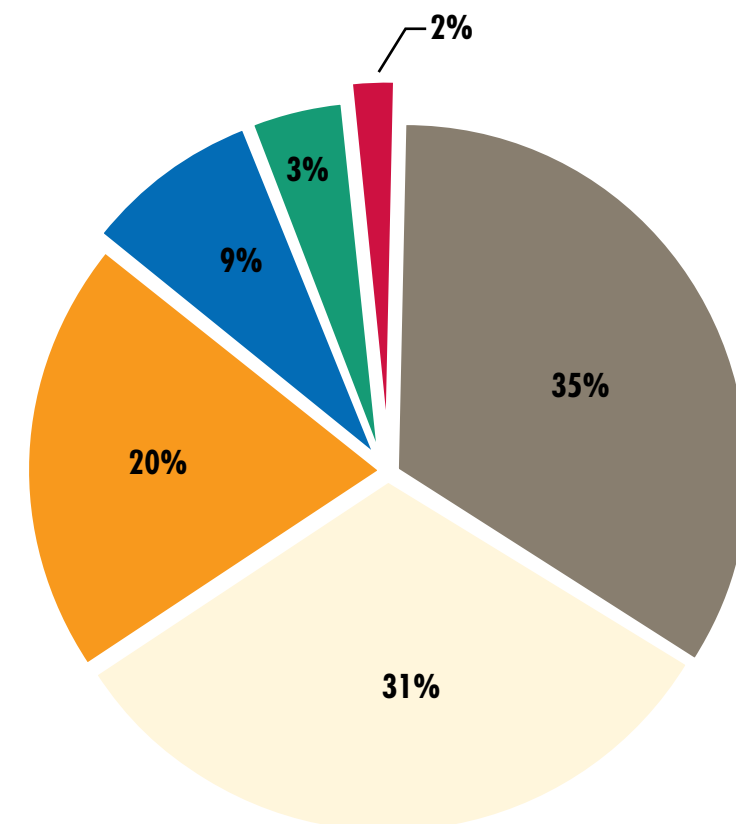


* Includes shared funding with the Government of Canada and the Government of Ontario.

** Includes interest and investment income, rental revenues, amortization of deferred capital contributions and participant fees.

TOTAL EXPENSES

- Children, Youth & Family
- Housing & Homelessness
- Neighbourhood & Newcomer
- Administration
- Fundraising
- Amortization



Fundraising expenses a low 3%

Charitable Registration Number: 11929 1946 RR 0001

**WESLEY SUPPORTS
1,250 CHILDREN, YOUTH,
ADULTS AND SENIORS
LIVING IN POVERTY EACH DAY**

Vision

Wesley Urban Ministries has a vision of community, where justice and compassion guide the way we live, where all members are treated with respect and dignity.



Mission

Decrease Barriers by developing and delivering programs that address the needs of people who are marginalized

Increase Opportunities by providing services that help individuals to achieve their full potential

Be a model and catalyst for social transformation

Working Together to directly make a difference to individuals in need!

Community Partners

Across all Wesley programs, we work to develop innovative collaborations with partner organizations to improve service delivery and create financial efficiencies. A great example is the Social Navigator program, a partnership between Hamilton Police and Emergency Services to support at-risk individuals who have repeat encounters with police.

“By referring at-risk individuals with mental health and addiction issues to agencies like Wesley Urban Ministries, we have seen a 13% reduction in crime rate, creating lasting impacts in the lives of individuals and high-priority neighbourhoods.”

– Hamilton Police Inspector Scott Rastin

Volunteer Support

Volunteers play a critical role in the success of Wesley! Each year, 1,000 individuals volunteer with program support and delivery, administration, special events, leadership, serving meals and sorting donations. A unique group of volunteers are the 50 different students who annually complete their post-secondary school placements at Wesley Urban Ministries, gaining hands-on workplace experience in social service, nursing, child, youth and early childhood educators, journalism and health care.



Dedicated Staff

Wesley’s staff members are dedicated, knowledgeable, compassionate and integral to each participant’s success. Wesley’s staff speak over 35 languages to ensure we best meet participant needs. Wesley employs over 200 individuals in permanent and/or full-time positions, with the majority in front line positions. Congratulations to staff who celebrated service milestones: 1 staff marked 20 years, 5 staff marked 10 years and 13 staff marked 5 years!

MAKING A DIFFERENCE TO 12,000 DIFFERENT AND UNIQUE PARTICIPANTS

Wesley - Support, every step of the way

Children, Youth & Family Services

- After School & School Age Programs
- Beasley Child & Family Centre
- Community Access to Child Health (CATCH)
- Healthy Babies, Healthy Children, Family Home Visitor Program
- Ontario Early Years Centres
- Summer Camp & March Break Programs
- Teen Drop-In Centres
- Wesley Child Care Centre
- Wesley Neighbourhood Centre
- Wesley Youth Housing Program
- Youth Outreach Workers



Our Outcomes

- 1,500 vulnerable parents and caregivers attend parenting workshops, now equipped with enhanced parenting skills in the areas of play based learning and child development
- 400 school-aged children living in poverty access recreational, social and academic activities, levelling the playing field for future success
- 86 pre-school children participate in school readiness programs and begin full-day kindergarten, ready to succeed
- 28 former homeless youth learn key life skills to prepare for future independence, with 5 graduating from high school
- 561 at-risk newborn babies and moms receive early interventions resulting in increased knowledge, referrals and future cost-savings
- 520 disengaged youth make positive community connections, decreasing alienation and learning new skills

The Beasley Community Centre is now operated by Wesley Urban Ministries, in partnership with the City of Hamilton Recreation Department and the Hamilton-Wentworth District School Board. The Centre is connected to Dr. J Edgar Davey Elementary School, in the heart of the Beasley neighbourhood. This is one of Hamilton’s high priority neighbourhoods and has a per capita income of just over \$6,000*. The Centre offers play-based activities for young children, nutritious family meals, parenting and caregiver supports, after school programs, summer camp and programs for youth and seniors.

8,330 children, parents and caregivers annually visit Beasley Child and Family Centre

“Beasley has great literacy and play activities. And the hours are great too so my son’s Dad can come with us after he gets off work.”

– Mom Deidre with 2 year old son Leighton

Wesley’s Teen Drop In Centres expanded to include a new weekly girls-only program. The program was developed after community consultation explored why more boys were attending the programs. The girls-only programming includes recreational activities, life skills and a safe place for teen girls from a variety of ethnic and cultural backgrounds. Wesley Urban Ministries operates additional supports for at-risk youth through Youth Outreach Workers and Wesley Youth Housing.

520 unique at-risk youth participate annually in Wesley’s Teen Drop-In Centres

“It’s so exciting to have all this space in the gym without the boys and have fun.”

– Girls-only program participant

*SPRC (The Social and Planning Research Council of Hamilton)

Wesley - Support, every step of the way

Housing & Homelessness Services

- Community Outreach Workers
- Special Care Unit
- Transitions to Home Program
- Wesley Day Centre
- Christmas Store



Our Outcomes

- 100,000 meals prepared with community kitchen classes and emergency groceries offered, improving nutrition and ability to independently cook at home
- 250 different men and women monthly access supports for drug and alcohol addictions and street health care clinics, finding help to create positive life choices
- 81 homeless adults moved into new housing, ending their use of emergency shelters, decreasing use of emergency services and creating cost savings
- 16,607 personal visits and phone calls by case management workers, contributing to 85% of participants successfully maintaining independent housing
- 1,557 therapeutic recreational groups and sessions, such as baseball, bowling and community gardening, increasing well-being and decreasing isolation
- 5,428 including 2,607 children, receive food and gifts at Christmas, providing generosity to the economically vulnerable and isolated

The Special Care Unit moved to a new location at 52 Catharine Street North, providing space for an increased number of residents, a dining area, health clinic space and resident recreational lounge. While the program initially began as palliative care for chronically homeless and addicted men, due to early interventions, many participants are now moving back into the community with restored health and improved community supports.

26 men and 4 women access supports in the Special Care Unit to stabilize, manage addictions and prepare for future

“The program has provided me with shelter, proper diet, exercise and help to make decisions. I can now see things with a clear mind.”

– Special Care Unit, female resident

A Research Study of Wesley’s Transitions to Home (T2H) Program was possible with funding from the Government of Canada’s Homelessness Partnering Strategy. This research was conducted by the Collaboratory for Research on Urban Neighbourhoods, Community Health and Housing at McMaster University, with researchers Dr. Julia Woodhall-Melnik and Dr. Jim Dunn. T2H supports individuals experiencing long-term shelter use and homelessness to acquire and maintain safe, affordable and long-term housing. The study is an example of how we rely on current research to inform program planning, best practices and program evaluation.

300 former chronically homeless adults maintain their own housing in the community

“This study focused on gaining a better understanding of the T2H program, what circumstances led individuals to long-term homelessness, and how people cope with and resolve mental health and addiction issues. As one of the first non-experimental studies of Housing First in Canada, we were able to provide scientific evidence of the real world effectiveness of these types of rehousing programs.”

– Dr. Julia Woodhall-Melnik, Researcher, T2H Study

Wesley - Support, every step of the way

Neighbourhood & Newcomer Services

- Client Support Services
- Interpretation Services
- Multicultural Seniors Outreach Program
- Newcomer Youth Support Services
- Resettlement Assistance Program
- Wesley Employment Services



Our Outcomes

- 134 youth and adults successfully secure employment, increasing financial self-sufficiency and the potential for future sustainable employment
- 282 refugees learn skills to positively integrate into Canadian life and live as independently as possible
- 850 different supports offered through Newcomer Youth Support Services, ensuring at-risk youth access community help to promote their optimal development
- 1,600 annual visits with isolated seniors to access community services, improving mental and physical health and help to maintain independent housing
- \$7,000 revenue generated for community supports through Wesley’s Interpretation Services, a social enterprise providing interpretation and translation
- 14 individuals with limited education enrol in literacy training, academic upgrading, high school or post-secondary education to improve skills and knowledge capacity

Wesley Employment Services, an existing program for adults, expanded to include the Youth Employment Fund, providing youth between the ages of 15 and 29 with an entry to long-term employment. By providing job placements to youth with subsidies for employers, youth have the opportunity to learn work skills while earning income. In the first year of the program, employers were given \$50,268 worth of training incentives for hiring youth.

134 youth and adults achieved successful employment

“Upon my arrival to Canada, I encountered many obstacles such as language, foreign educational credentials and work experience. I graduated from ESL and continued with Dental Office Administration course. It was not until I met a Job Developer from Wesley Urban Ministries that I realized that there is help available in job searching. I was introduced and applied to the Youth Employment Fund that opened an exciting opportunity for me to start working in a dental office. Upon completion of my six months of placement, I was offered a full time permanent position in a dental clinic.”

– Marina, Employment Services participant

Wesley’s new Reception Centre for government assisted refugees was possible through capital costs from Citizenship and Immigration Canada. The Centre accommodates refugees for the first ten days in Canada, a much welcomed stability after fleeing war, violence and traumatic experiences. The new Centre improves the quality of service delivery as the staff have on-site offices, a nearby health clinic and the stability and cost efficiencies of one location.

282 refugees were welcomed to Canada including 125 children and youth

“It’s war (in Iraq)... I came to Canada because it’s a good country. I have rights here and it’s more secure and more quiet.”

– Farooq, Reception Centre resident

Wesley - Support, every step of the way