WE ARE WESLEY

ANNUAL REPORT 2016–2017

WESLEY
URBAN MINISTRIES

Support, every step of the way

MESSAGE FROM

Daljit Garry

Executive Director

Leah Schwenger

Chair, Board of Directors

On behalf of Wesley Urban Ministries' Board of Directors and staff, we are pleased to share our 2016–2017 Annual Report with you. With the theme **We Are Wesley**, our report looks proudly back on the past year, sharing the diverse people who have been directly impacted by our programs and community initiatives.

We continue to be one of the longest-standing independent non-profits serving Hamilton, as well as Halton and Brantford. We work to decrease barriers by developing programs that address the needs of people of all ages and from all walks of life who are marginalized and battling the effects of poverty.

This past year we marked the first anniversary of Canada's Operation Syrian Refugee initiative. We would like to thank the staff and volunteers in our newcomer team for their significant contributions to the historic resettlement efforts in Hamilton. We also add our sincere thank you to all those who donated to Wesley's Syrian Refugee Fund. These donations have been invaluable in our efforts to support vulnerable children, youth and adults beginning their new lives in Canada.

The organization has continued to grow in response to community needs, such as increasing the number of staff who work mobile in the community, offering new supports for isolated seniors and expanding outreach to disconnected youth. We have also been able to expand programs for children through the Hamilton Community Foundation ABACUS initiative for families living in poverty. These initiatives were all only possible through the collaborative efforts of volunteers, community partners and funding partners.

Most notably, our dedicated volunteer team generously gave over 10,000 hours in the past year.

We are thankful for new support in the past year, especially through a record number of donations to our Knapsack Drive as well as donations through our Syrian Refugee Fund and the Welcome to Hamilton concert. We are grateful for all our funders and donors and we work diligently to maintain our high standards of customer service, financial responsibility and accountability.

Together, with the tremendous contributions of staff, volunteers, funders, donors, community partners and sponsors, lives have been changed and barriers have been overcome. This certainly isn't easy work and we want to take this opportunity to thank each individual and group who made it possible for us to respond with compassion and respect. To our clients, thank you for the opportunity to be part of your personal journey and we commend you for the steps you have made toward positive change in your lives.

Thank you again!

Sincerely,

D Garry

Daljit Garry
Executive Director

Leah Schwenger

Leah Schwenger
Chair, Board of Directors

We Are... Overcoming Barriers

595
Refugees Welcomed and Settled to Canada
Resettlement Assistance Program

65
Individuals Successfully Gained Full Time Employment'
Employment Services

1,350
Participants in Optimal Growth, Development & Positive Parenting Workshops
Family Home Visitors

95
Chronically Homeless Men Housed
Transitions to Home

578
Youth Connected with Mobile Staff
Youth Outreach Workers

2,436
Unique Children and Adults Received Food & Gifts
Christmas & Holiday Store

109,000
Hot Meals Served to Children, Youth, Adults & Seniors
Across the Organization

595
Children Attend Activities & Camps
School Age Children

61
Languages Spoken to Meet Client Needs
Across the Organization

Children, Youth & Family Services

765
Community Referrals for Disengaged Youth
Youth Outreach Workers

44,010
Visits by Young Children & Caregivers
Ontario Early Years Centres

103
Children Attend Quality Licensed Care
Wesley Child Care Programs

3,571
Home Appointments with Vulnerable Families
Family Home Visitors

740
Recreation and Social Hours for At-Risk Youth
Teen Drop In Centres

131
Children & Parents Ready for Kindergarten
School Readiness

Programs

- Beasley Community Centre
- Community Access to Child Health (CATCH)
- Family Home Visitors Program
- Ontario Early Years Centres
- School Age Programs
- School Readiness
- Summer Camp & March Break Programs
- Teen Drop-In Centres
- Wesley Child Care Centre
- Wesley Youth Housing Program
- Youth Outreach Workers

New This Year

Youth Outreach Workers (YOWs) support youth who are at risk of, or engaged in, anti-social, criminal or high risk behaviours or are disengaged from their community. Wesley has been involved for 9 years with YOWs Hamilton and last year launched YOWs Brantford. In Hamilton, a staff team of 7 works within the North, Central, East and Riverdale neighbourhoods of the lower part of the city, plus one YOWs works specifically with Syrian youth. In Brantford, the team of 2 work in 10 priority neighbourhoods within the City of Brantford, Town of Paris and Ohsweken.

Community Support

A record 1,102 knapsacks were distributed to children and youth to start school ready to succeed, doubling the number from the past year. Community members were inspired by Sabih Ottawa, a recent Ryerson University graduate who grew up near our Queen Street North location. Sabih remembers, "Like so many other newcomer families, we had little money, no family close by and a lot to learn. My father was a single parent to my sister and I. There was very little I could count on growing up, however come September, my sister and I would choose a knapsack filled with school supplies for the new school year."

I am... Iain

Iain began living at Wesley Youth Housing with a heavy dependence on alcohol. "I was unemployed and didn't have any aspirations towards finishing high school. I was depressed and I felt alone. It felt like I had no one in my corner," he said.

Iain credits the staff at Wesley Youth Housing for offering him, **"unconditional support and a helping hand.** They always assured me of my potential and pushed me to try to do a little bit better every day." He worked hard and achieved sobriety in September 2015. Iain proudly shares that he is now eating healthy, working out, employed and, "most importantly – I'm still sober."

"Wesley provided me with an opportunity that I thought I'd never get - to believe in myself and shoot for a better life." Congratulations to Iain and the 26 youth that lived at Wesley Youth Housing this past year on improving their lives!

We are... Yakou and Fatime

Two years ago, Yakou and her husband separated. She moved into the Beasley neighbourhood with her 10 year old daughter Fatime. Fatime started a new school and Yakou began working. Despite all these significant life changes, Yakou says, **"It was really a great transition for us with Wesley's after school and summer programs."**

"As an only child, my daughter was really shy, but since coming to Wesley, she is more independent and happy with lots of friends. The staff helps with math and teach good manners too."

Yakou is a personal support worker and loves her job working in a nursing home. "I feel happy taking care of others," she says. We're glad our programs have helped Yakou maintain her employment and be a great role model for her daughter who dreams of being a teacher or a lawyer.

Housing & Homelessness Services

568
Vulnerable Adults Receive Support
Central Library Outreach Worker

21
Memorial Services to Remember Those Passed Away
Wesley Chaplain

1,008
Marginalized Adults Received Meals & Support
Wesley Day Centre

3,318
Overnight Stays for Men and Women with Addictions
Special Care Unit

8,804
Recreational Therapy Engagements with Older Adults
Transitional Beds Program

67,820
Emergency Hot Meals Served
Wesley Day Centre

Programs

- Christmas & Holiday Store
- Community Outreach Workers
- Halton Housing Services
- Special Care Unit
- Transitional Beds Program
- Transitions to Home
- Wesley Day Centre

New This Year

Hamilton had the most significant drop in chronically homeless across Canada and we're proud to have contributed to this outcome. The number of individuals who have experienced homelessness for six months or longer in Hamilton dropped 35%, according to the Canadian Alliance to End Homelessness. Through the Transitions to Home program, 150 chronically homeless individuals are supported with a 95% housing retention rate. We were also able to successfully house 10 families and 3 youth in the Halton Region.

Community Support

Jalen, a student at Queen Mary School, wrote an essay titled "Helping the Community" in which he nominated Wesley Urban Ministries as the charity to receive their Halloween dance money. Jalen wrote in his essay, "Wesley doesn't just help homeless people, they also help people living in poverty and the refugees that arrive here in Hamilton as well." Jalen describes Wesley as an "awesome non-profit organization… that sees the potential in people." Jalen's essay was so convincing that his classmates voted to have it win the top prize!

I am… Murray

"I was 18 and I was homeless. I was living on the street. One day, some guy came up to me and was like, 'Go to the Wesley Centre – they feed you, you can shower, you can do this and you can do that..'

I said, 'OK, I'll go try it. So I tried it, and I liked it. They provided everything I needed. **Wesley is good, because it's for everyone.** It's important to have places like that.

I've been going to [Wesley] for 12 years. It's essential. I am now living in an apartment in Hamilton." In the past year, Wesley Day Centre helped 1,008 vulnerable adults with housing, meals, healthcare, recreation and harm reduction groups. This is an increase of 185 adults helped from the previous year, showing the increase of need in our community.

I am… Rodney

For the first time in his life, Rodney moved into his own one-bedroom apartment. For almost ten years, he lived in a series of shelters and unsuccessfully rented a room with other people.

"I didn't want to do it no more," Rodney shares. "I thought the people I was living with were my friends," remembers Rodney. "But they were abusive, made threats and took my stuff - even my favourite lazy boy chair."

When a Wesley housing worker met Rodney, **it took time to build a relationship of trust.** Trained as a heavy equipment operator, Rodney has worked a variety of jobs including in the auto industry, but has lost his job many times through cutbacks. But Rodney proudly shares, "I work for what I got."

We are proud of Rodney and will continue to support him and his landlord to ensure successful tenancy and avoid the cycle of shelter use.

Neighbourhood & Newcomer Services

547
Isolated Seniors Reached
Multicultural Seniors Outreach Program

1,742
Newcomer Participants in Health & Wellness Workshops
Client Support Services

864
Youth & Adults Accessed Employment Support
Wesley Employment Services

116
Private Sponsorship Groups Receive Support
Private Sponsorship Specialist

771
Workshop Attendees Gain Sponsorship Knowledge
Private Sponsorship Specialist

350
Home Visits with Isolated Seniors
Community Connections Program

Programs

- Client Support Services
- Interpretation Services
- Multicultural Seniors Outreach Program
- Newcomer Youth Support Services
- Private Sponsorship Program
- Resettlement Assistance Program
- Seniors Community Connections
- Shopping By Bus Program
- Wesley Employment Services

New This Year

As our population ages and the need increases, we have increased our supports for seniors. This is particularly critical for seniors who are low income, living alone, have a disability or are in poor health and without social support. In the past year, we launched a new Seniors Isolation Project with six other Hamilton organizations, increased the Shopping by Bus program in Hamilton and Burlington and marked our first full year of the Transitional Beds Program for individuals with responsive behaviours like dementia.

Community Support

Our Syrian Refugee Fund has been invaluable in our efforts to support vulnerable children, youth and adults beginning their new life in Canada. Donations to this fund have provided children's recreation activities and workshops, as well as practical supplies such as food, hygiene items, medical care, furniture, and housing staples. In particular, we were pleased to help many adults who required critical dental care not covered by the government. Donations also made possible pre-employment assessments and training, such as a 12-week pre-employment program for women who had worked as children's educators in Syria.

I am... Donna

"I use the Shopping by Bus program every week to get my groceries. I don't have to push my buggy up the big hill to my apartment building or on the sidewalks in the winter. It really helps me keep my independence."

Donna is an active participant in our Seniors Outreach Program, which has 150 unique monthly participants. Wesley staff visit her City Housing apartment building weekly to offer advocacy, income support, information and community resources. We provide such support at three senior apartments, one downtown Hamilton and two located on the east Mountain.

Donna faithfully attends Laughter Yoga at her building and SIT (Sit to be Fit exercise class) at Beasley Community Centre. **These programs help sustain her positive well-being, both physically and mentally.** When Donna's husband died at age 46, she began working in fire restoration to provide for her four children. "It wasn't easy but it was a long time ago now" she shares softly.

I am... Yazen

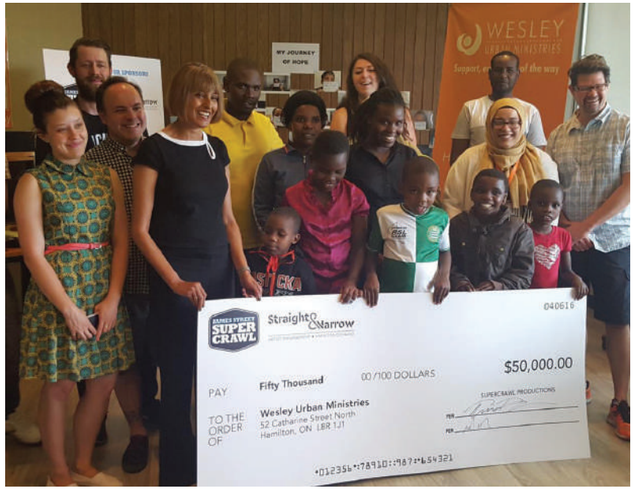
During the historic influx of refugees in December 2015 to December 2016, we welcomed and settled 379 refugee families with a total of 925 children and youth, 90% from Syria. With such a great number of children and youth, we used almost one quarter of donations to the Syrian Refugee Fund for kids' activities. This has included recreation activities, lessons, workshops and entertainment.

A highlight for many children, including Yazen, was a visit from the Harlem Globetrotters player Scooter. "I liked seeing Scooter's basketball tricks! It was my first time seeing a basketball player in real life. I have only seen on television. I love basketball!" **These arts and recreation opportunities are critical for children who have fled war, violence and such personal instability.**

We Are Thankful

Welcome to Hamilton benefit concert in June 2016 featured The National along with sets by Hayden, Kevin Drew and Terra Lightfoot. On World Refugee Day, the Supercrawl and Straight & Narrow Artist Management teams, along with Terra Lightfoot, stopped by to make a $50,000 donation from the concert in support of newcomer youth in Hamilton. Thank you Straight & Narrow Artist Management, Supercrawl Productions, The National & all participating artists, community partners & concert attendees for directly supporting 925 children and youth from 379 refugee families in Hamilton.

A special thank you to all our donors, funders, community partners and volunteers for their generous support!



centre[3]
for print and media arts

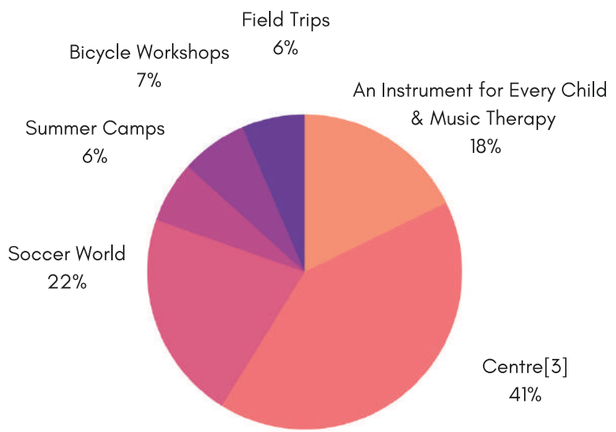
Centre [3] ran four weeks of summer camp, plus 8 separate art sessions and the Fananeen Art Show.

Soccer World

Newcomer youth attended summer soccer camp at Soccer World, and participated in Fall soccer league programming with weekly matches and team jerseys.

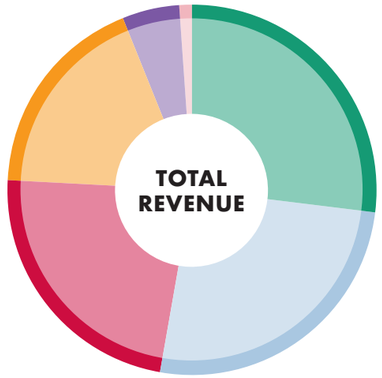
an instrument for every child

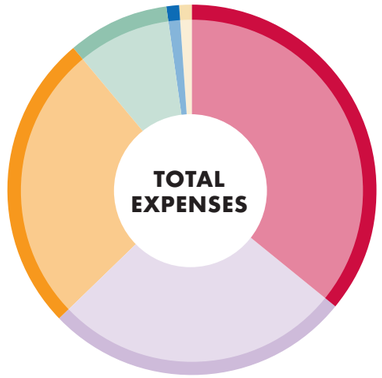
An Instrument for Every Child has opened its programs to newcomers interested in learning a musical instrument.



Financial Information

For the year ended March 31, 2017





27%	**Government of Canada**	$3,621,532
26%	**Government of Ontario**	$3,482,709
23%	**City of Hamilton**	$3,026,593
18%	**Donations & Fundraising**	$2,366,693
5%	**Other**	$624,026
1%	**United Way Halton & Hamilton**	$156,146
	Total	$13,277,698

36%	**Neighbourhood & Newcomer Services**	$4,798,436
27%	**Housing & Homelessness Services**	$3,550,300
26%	**Children, Youth & Family Services**	$3,419,941
9%	**Administration and Fundraising**	$1,269,594
1%	**Amortization**	$122,569
1%	**Surplus/Deficit**	$116,858
	Total	$13,277,698

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.

Values

Compassion, Respect, Responsiveness, Stewardship

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.

Charitable Registration Number: 11929 1946 RR 0001

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**For part of 2016/2017*

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Elizabeth Doesborgh-Mathers, *Director, Finance and Property*
Daljit Garry, *Executive Director*
Gillian Kearns, *Director, Newcomer Services*
Denise Scott, *Director, Children, Youth & Family Services*
Stephanie Taylor, *Senior Director*
Dean Waterfield, *Director, Housing & Homelessness Services*

Funding Partners

Ableliving Services
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ArcelorMittal Dofasco
ArcelorMittal Dofasco, Employee Donations Fund
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Hamilton Food Share
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Medical Staff Association, Hamilton Health Sciences
Mischa Weisz Foundation
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Social Planning Research Council
St. Andrews United Church
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Straight & Narrow Artist Management
Supercrawl Productions
The Children's Fund
The John and Ellie Voortman Charitable Foundation
The Plansky Arc Foundation
The United Church of Canada Foundation
The United Church of Canada
United Way Halton & Hamilton
Victoria Park Community Homes

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Steve Strongman
Julie Thomson
Victoria Walzak-Mosca & Dean Mosca
Brain and Cathy Warry
Erna Whetham
D. Jean Wilson
Sandy Yuen
John and Susanne Zinkie

Special Events

Case for Kids Walk, Run, Ride
Gala Dinner
Raising the Roof Campaign
Retro Rock & Bowl
Steve Strongman Christmas Show
Wesley Open Golf Tournament
Westdale Secondary School Trivia Night

WESLEY URBAN MINISTRIES
Support, every step of the way

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