

Our Programs & Services

Within our 4 priority service areas, Wesley delivers and collaborates to provide the following programs and services:

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|--|---------------------------------|
| CATCH Program | Summer & March Break Camps |
| Christmas Assistance Program | Teen Drop-In Centres |
| Claremont House Special Care Unit | Transitions to Home Program |
| Employment Ontario Program | Wesley Centre Drop-In |
| HBHC, Family Home Visitor Program | Wesley Child Care Centre |
| Multicultural Seniors Outreach Program | Wesley Neighbourhood Centre |
| Ontario Early Years Centres | Wesley Youth Housing Program |
| School Age Programs | Youth Outreach Workers-Hamilton |

Benchmark Supporters

Wesley Urban Ministries relies on the generous contributions from individuals, corporations, public and private foundations, employee groups and service clubs to help us achieve our mission. The following are lead community supporters of our organization. Without their benchmark support we would not be capable of investing in programs to support the people of Hamilton.

- ArcelorMittal Dofasco Inc.
- Audrey S. Hellyer Charitable Foundation
- Charity Intelligence Canada
- Charles Johnson Charitable Fund
- CHML Y108 Children's Fund
- Dofasco Employees Donations Fund
- Hamilton Community Foundation
- Hamilton Food Share
- Kingsview Financial Assurance Inc.
- The KPMG Foundation
- The Law Foundation of Ontario
- The Malloch Foundation
- The Martin Foundation
- McCallum, McBride Fund
- McMaster University
- NASCO Employee's Credit Union
- Ontario Credit Union Charitable Foundation
- Raising the Roof
- RBC Foundation
- Realtors Association of Hamilton-Burlington
- Romarah Inc.
- Rotary Club of Ancaster AM
- Spectator Summer Camp Fund
- Spectator Employees' Charitable Donations Fund
- Steelworkers Humanity Fund
- United Church of Canada Foundation
- United Church of Canada Mission & Service Fund
- United Church of Canada Vision Fund
- United Way of Burlington & Greater Hamilton
- WSIB Staff Association Charity Trust Fund

Wesley Urban Ministries would also like to recognize the many churches, service clubs and individuals for their kind contributions that allow us, as well as our dedicated staff to invest in vital programming for those in need and less fortunate than us. Thank you.



Volunteer Impact

Through the many valued gifts of time and talents, Wesley Urban Ministries is capable of continuing to support those in the community that need our help.

In 2009/2010, volunteers contributed over 10,000 hours to help us achieve our mission. These hours translate to over \$165,000 in volunteer gifts. We could not continue to provide over 15 programs and collaborate in community development without our volunteers and their expertise. Thank you to all of our volunteers.

To contribute your time or talents with Wesley Urban Ministries visit us at wesleyurbanministries.ca or contact us at 905.528.5629 today.



Board of Directors

2009/2010

- John Duffey, Chair
- Jack Maga, Vice Chair
- Edward R. Della Maestra, Treasurer
- Rev. Margot Feyrer, Secretary
- Rev. Gregory Dickson, Director
- Assad Hoosein, Director
- Debra Kigar, Director
- Michael Kirkopoulos, Director
- James Mackenzie, Director
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- Tom Rouse, Director
- Linda Welstead, Director
- David Dawson, Ex-Officio
- Rev. Marilyn Leuty, Ex-Officio
- Tosh Nanba, Corresponding Member

 Recommended Charity 2010



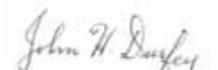
2009/2010 A Year of Achievements

This past year saw Wesley Urban Ministries soar to new heights after being awarded and recognized for achievement after achievement. We continue to be strategic with all of our programming investments and proud of the impact they have in our community. One of only a few charities to be so recognized, Wesley earned a "2009 Recommended Charity" status through Charity Intelligence and was awarded the 2009 Not-For-Profit Outstanding Business Achievement Award through the Hamilton Chamber of Commerce. Most importantly, our many participant successes solidified our desire to continue to provide the level of expertise, service and transformational programming we deliver every day to people who need our help.

Wesley's dedicated employees continue to lead innovative and successful programming, just as we have done since 1955. Our path paves new models of service delivery, systems change, neighbourhood and community development with a collaborative approach, ensuring we invest in the "greater good". By genuinely knowing the people of Hamilton and those who need our help, we can ensure our programs and services meet unique needs, address unique challenges, and help people to reach their full potential by offering a true measure of success.

We hope you join us as we look ahead to a year of new investments, challenges and opportunities.


Paul Johnson
Executive Director


John H. Duffey
Chair, Board of Directors

Investments in Children, Youth & Families

Helping children, youth and families to achieve their full potential.

8 early learning centres delivered by Wesley in many neighbourhoods in Hamilton are working to give the **best possible start in life** to children. We also know the value of investing in programs that support parents and caregivers as they become engaged in their child's development.

5 after school programs are also supporting youth with literacy, academics, health, social skill development and recreation. Wesley knows that by investing in literacy and academic skill development we can help to build a foundation for long term success.

Wesley works to engage neighbourhoods, often those that are at risk, by identifying their strengths and challenges. By building on neighbourhood assets, Wesley now **delivers an array of support services at 6 neighbourhood community centres across the City.**

2 teen drop-in programs offer safe, engaging centres that help to develop academic, social, literacy and life skill development. While providing recreational and social activities, our dedicated team can provide mentorship and guidance **paving a healthy pathway for youth and teens** in our community.

Wesley's Summer Camp Programs provided **90 spots every week for children and youth this past summer** as well as **employed 10 new summer students with first hand skill development.**



Critical service collaborations help to ensure a wrap around service delivery approach that affects many aspects of a family's life. Partnerships with schools and public health for example, allow us to provide increased access to services and help to ensure children receive the best possible support and start in life.

4,360 home visits were made by a dedicated team of Family Home Visitors. They meet with parents and caregivers to ensure they are supported, educated and able to access services that help to support the healthy growth and development of the whole family unit.

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. To achieve our vision, we will use our resources to: **DECREASE BARRIERS** by developing and delivering programs that address the needs of people who are marginalized; **INCREASE OPPORTUNITIES** by providing services that help individuals achieve their full potential; and **BE A MODEL AND CATALYST** for social transformation.

Investments in Transitional & Supportive Housing

Helping people to find and keep their home.

Wesley's Youth Housing Program assists approximately **35 youth every year** who are homeless or at risk of homelessness. These youth learn the skills to live independently through practical experience obtained while living in a multi-staged transitional housing program. Residents of Wesley Youth Housing work to achieve educational, employment, various life skills and personal goals while in the program for up to two years.

From April 2009 to March 2010 Claremont House **served 28 different individuals who required an average of 11 medications per participant in order to manage their complex health problems.** In the past year, Claremont continued to demonstrate successful diversion from emergency rooms (**96% decrease in ER visits** from baseline) & decreased hospital utilization rates (**95% decrease in hospitalizations** from baseline) as well as reduced client contact with the criminal justice system (**95% decrease in police contact** from baseline). Over the past year, staff in the program observed that clients, after prolonged engagement with the program, begin to self-moderate alcohol consumption, some achieving extended periods of abstinence (average abstinence rate of 31% last year). As a result, **researchers from McMaster and Athabasca Universities** are engaged in interviews of both clients and staff for the purpose of **better understanding the program elements that are linked to successful self-management of alcohol consumption.**

Investments in People, Counselling & Employment

Because everyone has unique challenges.

Life happens to all of us. And sometimes things don't go as planned. Wesley works with individuals of all ages by providing a hand up, not a hand out. We know that by working with individuals and families, and building a trustful relationship, our team can understand their unique circumstances, provide guidance and offer sources of support and long term solutions.

Wesley collaborates with many human and social service partners to deliver unique solutions to those in need. By offering services such as **alcohol and drug harm reduction support, connections to the Mental Health Outreach Team, primary health care services, employment training and placement,** as well as other critical support services, Wesley is able to ensure we impact every aspect of a person's life.

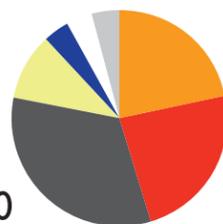
Whether it is the loss of employment, housing crises, mental health issues, emotional and physical challenges, or financial need, our dedicated staff work to provide mentorship, counselling, and a support network that helps people achieve positive life improvements.

Last year, **512 individuals accessed our case management and counselling services for assistance.** 129 people participated in employment workshops and through case management work, 58 program participants secured meaningful employment.

An additional **65 individuals** had counselling and worked on a needs assessment with a **Return To Work Action Plan.**

Expenses for the year ended March 31, 2010

● Child, Youth & Family Programs	22%
● Supportive & Transitional Housing Programs	24%
● Emergency & Human Support Services	32%
● Case Management, Counselling & Employment	10%
● Administration	4%
○ Amortization	4%
● Resource Development	4%



Financial Information

Revenues for the year ended March 31, 2010

City of Hamilton*	\$2,902,686
Government of Ontario	\$2,122,100
Foundations, Corporations & Groups	\$720,137
Church & Individual Donations	\$381,770
United Way (Greater Hamilton)	\$201,135
Special Events	\$175,512
Mission and Service Fund	\$114,250
Government of Canada	\$29,250
Other**	\$393,281

Total Fiscal Year Revenues: \$7,040,121

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

** Interest and investment income, rental revenue, amortization of deferred capital contributions and participant fees.

Evidence shows that for every dollar invested in the healthy growth and development of children and youth, a return of up to 17 times can be achieved in the long term.

Literacy remains the basis for long term success. That is why Wesley invests in literacy-based activities in our programs.

Nearly half of our 15 programs directly supports children and youth as well as caregivers in their nurturing role. We know this can truly help to prevent further poverty.

We invest. Join us in our journey.

DECREASING BARRIERS... INCREASING OPPORTUNITIES



Investment Breakdown

Wesley invests in four community priority areas:

1. Emergency & Human Support Services
2. Child, Youth & Family Programs
3. Supportive & Transitional Housing Programs
4. Case Management, Counselling & Employment Services

At Wesley Urban Ministries, we know the value of investing in neighbourhoods and the people that need support. We support children, youth and families as they grow and develop; provide guidance and mentorship to adults and families as they deal with life circumstances; offer emergency and crisis case management; and senior outreach to help people in our community. By providing a wrap-around support system approach to the many human, social, recreational and life skills programming we offer, Wesley can help to make positive impacts in the Hamilton community.

Emergency & Human Support Services

Crisis support now. Long term goals tomorrow.

2009/2010 saw Wesley Centre effectively working to provide critical emergency support services to **250 homeless, at-risk, marginally housed and vulnerable men and women every day.** Wesley's continued and consistent engagement of the people accessing our supports allow us to develop relationships with an opportunity to connect people to additional services. We know the value of getting to know people and working on the ground floor to connect at-risk men and women with appropriate opportunities to make positive life changes. Our Hot Meal Program, providing **126,578 meals last year alone,** often provides a unique and level playing field to connect with people in our community.

Wesley Centre continues to invest in a hand up through skill development and offers support with hot meals; access to housing workers; counselling and guidance; access to income assistance; health services; employment and social and recreational opportunities.

In 2010, Transitions to Home consolidated 3 formerly separate programs to create a system wide housing-first program for long term shelter users and people living on the streets. The program now **supports over 200 former long term shelter users and street dwellers to live independently.**

Whatever the issue is, Wesley is there to support people and guide them as they move toward healthier independence.

"I have children ages 2, 5 and 8. At one of their centres, Wesley had programs for each one of my children as well as programs that helped me to understand the needs of my children and how I could help them. Thanks to the staff I was able to get my 2 year old assessed for speech delays and receive therapy, all right on site.



Thank you."