



# ANNUAL REPORT 2022

*Hope*

# LETTER FROM THE BOARD

*Empathy is seeing with the eyes of another, listening with the ears of another and feeling with the heart of another*

**Alfred Adler**

The past two plus years have been very challenging for everyone in our community. The uncertainty of what we were heading into, the helpless feeling as we entered an unfamiliar concept of a 'lock down', challenges finding some essential items in stores (remember the great toilet paper shortage of 2020?), the anxiety of ourselves or a loved one catching a virus that we didn't know much about, and on and on. Regardless of your socio-economic status, you were impacted.

However, that impact wasn't always equitable. Many of us were able to weather the lock downs with our families, streaming Tiger King, learning about curbside pickups and online grocery orders and connecting with family and friends via video conference calls.

Unfortunately, this wasn't the case for a significant portion of our population. The pandemic was, and continues to be, particularly harsh on the most vulnerable amongst us. Lack of access to internet (wifi), supports that were closed during the pandemic, precarious employment, food insecurity, isolation and many other factors were, and continue to act as, barriers and challenges for the vulnerable in our community.



At The Hope Centre, we are proud to say that, while the service delivery may have looked different than normal, we were able to stay open throughout the entire pandemic. Thanks to supports from our community, funders and government, we were well positioned to continue to provide food security programs, homelessness prevention services, counseling programs and continue to provide emergency shelter for those experiencing homelessness.

We owe a huge debt of gratitude to our engaged board of directors, dedicated and passionate staff, our wonderful volunteers and most of all, to the Welland Community who has continued to support the work we do. Thank you! We could not have weathered the storm without you!

**Jon Braithwaite**  
CEO

**Stephanie Anger**  
President

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Thank You



# Hope Heroes



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# OUR PEOPLE

## 2022 STAFF LIST

NAME	POSITION
Sarah Andrews	<i>Return2Hope Psychotherapist</i>
Samantha Babin	<i>Client Intake Support</i>
Jon Braithwaite	<i>Chief Executive Officer</i>
Jessica Coons	<i>Community Coach - Energy</i>
Gina Couldery	<i>Food Security Coordinator</i>
Anthony Gatti	<i>Return2Hope Program Manager</i>
Samantha Hill	<i>Business Operations Manager</i>
Christine Hurtubise	<i>Volunteer Coordinator</i>
De-Shawn Lett	<i>Homelessness Prevention Coordinator</i>
Tracey Masanzu	<i>Finance Manager</i>
Tapiwa Masanzu	<i>Emergency Bed Program Worker</i>
Colleen McMillan	<i>Program Coordinator</i>
Mikaela Predote	<i>Return2Hope Counsellor</i>
Jennifer Sinclair	<i>Community Engagement Coordinator</i>
Miles Slauson	<i>Emergency Bed Program Worker</i>
Kimberly Strongtharm	<i>Emergency Bed Program Worker</i>
Melissa Vieira	<i>Food Bank Assistant</i>





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## BOARD OF DIRECTORS

Stephanie Anger	<i>President</i>
Paul Turner	<i>Vice President</i>
Mike Hrycusko	<i>Secretary</i>
Barb Ryerse	<i>Treasurer</i>
Chandra Hardeen	<i>Director</i>
Ronald Kretchman	<i>Director</i>
Jodi Fitzgerald	<i>Director</i>
Susan Mifsud	<i>Director</i>

## VOLUNTEERS

The Hope Centre depends on our volunteers for the success of our organization. We are grateful for our long-term volunteers who persisted throughout the pandemic - we couldn't have done it without you! A warm welcome to our new volunteers as well.

A special thank you to our dedicated kitchen volunteers who prepare meals for hundreds of clients each week in our Community Lunch Program. Our food bank volunteers who organize the pantry shelves and assist our clients, our volunteer drivers who pick up food donations, bingo volunteers who help us raise funds and office volunteers who provide administrative support - thank you for being part of our team!

We would also like to thank our volunteer board of directors who support and champion the work of The Hope Centre and the welfare of our clients.

*Volunteers like you help make our community a better place. Thank you!*

# OUR VAN IN THE COMMUNITY







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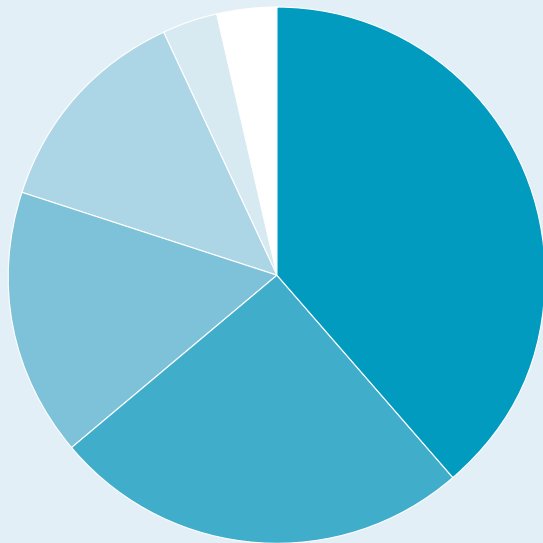
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# THE FINANCIALS

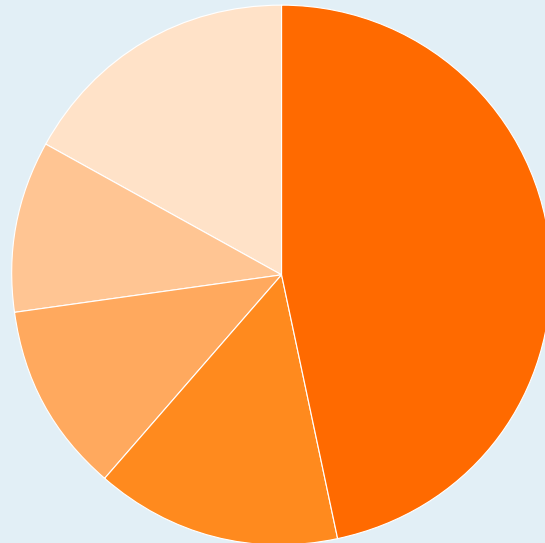


## OVERVIEW



## INCOME

- Homelessness Prevention Funding
- Grants
- Donations
- Fundraising
- City of Welland
- United Way of Niagara



## EXPENSES

- Housing Programs
- Food Security
- Prevention Programs
- Assistance to individuals
- Occupancy



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## FINANCIAL INFORMATION

Year End March 31, 2022

### Income

Homelessness Prevention Funding	\$719,784
Grants	\$467,289
Donations	\$296,223
Fundraising	\$239,603
City of Welland	\$65,000
United Way of Niagara	\$63,040
<b>Total</b>	<b>\$1,850,939</b>

### Expenses

Housing Programs	\$811,723
Food Security	\$253,363
Prevention Programs	\$200,823
Assistance to individuals	\$176,097
Occupancy	\$292,218
<b>Total</b>	<b>\$1,734,224</b>

[CLICK HERE TO SEE OUR GOVERNMENT FILINGS](#)

If you would like a copy of our audited financial statement, please contact us.

# HIGHLIGHTS



**8,386**

Total visits to our food bank



**1,187**

households were served



**54%**

were single parent households



**2,472**

individuals were served



**27%**

of individuals served used our food bank for the first time



**30%**

of individuals served were children (under 18)

## FOOD SECURITY PROGRAMS

### Food Bank

- Emergency food for individuals and families in Welland facing food insecurity.
- Distributed 168,136 pounds of food & items.

### Community Lunch

- Take-out lunch served daily Monday to Friday to anyone in need.
- Served an average of 450 meals a week.

## HOUSING STABILITY PROGRAMS

### Housing Stabilization

- Assist prospective tenants to find and keep affordable housing by providing information, life skills resources, emotional and mediation support.

### Transitional Housing

- Supportive housing services where clients are supported by our staff to set goals that will lead to more independence and housing stability.
- Transitioned 10 people into independent housing.

### Emergency Bed Program

- Emergency accommodations for people experiencing homelessness.
- Sheltered 59 households (128 individuals).

## FINANCIAL STABILITY PROGRAMS

### Utility Assistance Programs

- Support clients at risk of utility disconnection to liaison with utility companies and access financial support to ensure utility services are maintained.
- Assisted 192 households to maintain their services.

### Ontario Electricity Support Program

- Assist low-income households with access to a monthly credit to reduce electricity bill charges.
- Helped 166 households access the OESP credit.



## COUNSELLING PROGRAM

### Return 2 Hope Counselling

- Provide free psychotherapy and supportive counselling to improve the emotional and mental health of clients.
- Provided 733 hours of counselling.

## ADDITIONAL PROGRAMS & SERVICES

Brushed Aside Program

Christmas Support Program

Clothing Vouchers

Good Food Box

Income Tax Clinic

ID Clinic

Kacey Lynn Fund

Koats for Kids and Families

Mail & Message Service

One Sight Program

REACH Clinic

Resource Services

Trusteeship Program

## SNACKS 'N SNEAKERS

Provided 315 kids with back to school snacks and sneakers in partnership with Canadian Tire Financial Services.

## SERVICE HUB PARTNERS

CASON - Community Addiction Services of Niagara 905.684.1183

Canadian Mental Health Association 905.641.5222

Ontario Addiction Treatment Centre 289.820.8730

STEP Empowerment Centre 289.668.0667

YWCA Niagara 905.650.6883

Women's Place South Niagara 905.356.5800

**Contact Information**

📞 905.788.0744  
📍 570 King Street  
Welland, ON  
thehopecentre.net

**Office Hours:**

Mon – Fri 8:30 am to 4:30 pm

**Food Bank Intake Hours:**

Mon – Fri 9:00 to 11:30 am & 12:00 to 3:00 pm

**Community Lunch Hours:**

Mon – Fri 11:00 am to 1:00 pm



Our mission is to assist, support, empower and advocate for the most vulnerable members of our community.  
Our vision is a community where every person has their basic needs met through support and compassion.  
Our non-negotiable values: *Respect, Inclusivity, Collaboration, Accountability, Equity & Humility.*

📘 @HopeCentreWelland  
📷 @TheHopeCentreWelland  
🐦 @TheHopeCentre