



**ANNUAL
REPORT
2023**

Hope

LETTER FROM THE BOARD



“Hope is being able to see that there is light despite all of the darkness.”

Bishop Desmond Tutu

These last few years have certainly brought a lot of darkness to our world. We have seen sharp increases in those in our community who are either experiencing, or at risk of experiencing homelessness. Food security continues to be a significant challenge for record numbers of people in our community. The skyrocketing costs of rental units has put affordable housing out of reach of many families and individuals in Welland. With inflation impacting everything, but particularly the cost of food and housing, more in our community are having to make difficult choices in order to meet their basic needs.

At The Hope Centre, we have continued to work hard to provide light for those vulnerable members of our community. Last year we expanded our food bank which allowed us to better serve the increasing needs for food security programs in our community. This year we expanded our housing support programs so that we can better support people who are homeless or at risk of losing their housing in Welland.

Thanks to a grant from the Ontario Trillium Foundation, we were able to welcome a full time Homelessness Prevention Coordinator, tasked with supporting people in our community at risk of experiencing homelessness. Additionally, we were able to relocate

our emergency shelter back into the City of Welland after a seven-year absence. We also provided leadership and staff resources to run a seasonal shelter to meet the community’s immediate needs during the winter months with a goal to work towards longer term solutions.

Another grant from the Ontario Trillium Foundation allowed us to welcome a full-time volunteer coordinator. This came at a key time as we re-opened our doors for in-person service coming out of the Covid 19 pandemic and welcomed back volunteers. Volunteers are genuinely the backbone of The Hope Centre, and we are so pleased to reinvigorate our volunteer program after a two-year absence.

As we continue to expand our services we do so with our vision of a community where every person has their basic needs met through support and compassion. We could not do this without the collective efforts of the Welland community our community partners, funders, donors, volunteers, and staff. Thank you for your dedication and ongoing support.

Jon Braithwaite
CEO

Stephanie Anger
President



Thank You



Hope Heroes



OUR PEOPLE

2023 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>Program Coordinator</i>
Gina Couldery	<i>Food Security Coordinator</i>
Mike Digiglio	<i>Community Coach - Energy</i>
Anthony Gatti	<i>Return2Hope Program Supervisor</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>
Mikaela Predote	<i>Return2Hope Counsellor</i>
Jennifer Sinclair	<i>Community Engagement Coordinator</i>
Miles Slauson	<i>Emergency Bed Program Worker</i>
Kimberly Strongitharm	<i>Emergency Bed Program Worker</i>
Melissa Vieira	<i>Food Bank Coordinator</i>



2023 BOARD OF DIRECTORS

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

VOLUNTEERS

The Hope Centre depends on our volunteers for the ongoing success of our organization. Over the past 12 months we have been fortunate to be able to revitalize our volunteer program creating a strong, caring and committed team of volunteers who champion our work and care about our clients and community.

We are powered and inspired by our team of volunteers who have many different roles and responsibilities. With 9,441 volunteer hours fulfilled in various positions, from our board of directors, kitchen, food bank, drivers, office, bingo, grounds, maintenance and special event volunteers. We could not accomplish the good work we do in the community without their dedication and continued support.

The Hope Centre team of volunteers over this past year has grown, come together, thrived, and created friendships. It has been an exciting journey for us to be a part of and we are eager to watch continue. We are so grateful to you, our volunteers, for being part of The Hope Centre team.



Strategic Plan 2022-2025



Mission: To assist, support, empower and advocate for the most vulnerable members of our community.

Non negotiable values: Respect • Inclusivity • Collaboration • Accountability • Equity • Humility

Vision: A community where every person has their basic needs met through support and compassion.

The Hope Centre provides Service with Compassion and Understanding

EXCELLENCE IN SERVICE

Continual review of programming to ensure that we are meeting the needs of our community.

Ensure that all those who may be in need of our programming are aware of them.

Anticipate future needs and pursue funding to meet anticipated needs.

Seek out appropriate and sustainable options to re-locate Emergency Shelter to Welland.

EXCELLENCE IN COMMUNITY HUB

Work closely with partners in our Community Hub to ensure warm and appropriate referrals.

Seek out partners to provide:
 Employment Training
 - Educational programming
 - Technology resources

ORGANIZATIONAL EXCELLENCE

Increase awareness in our community about programs available at The Hope Centre.

Ensure programs are sustainably funded through introducing a signature annual fundraising campaign.

Board succession planning - ensure that board composition is diverse and reflective of our community.



OUR HOPE VOLUNTEERS

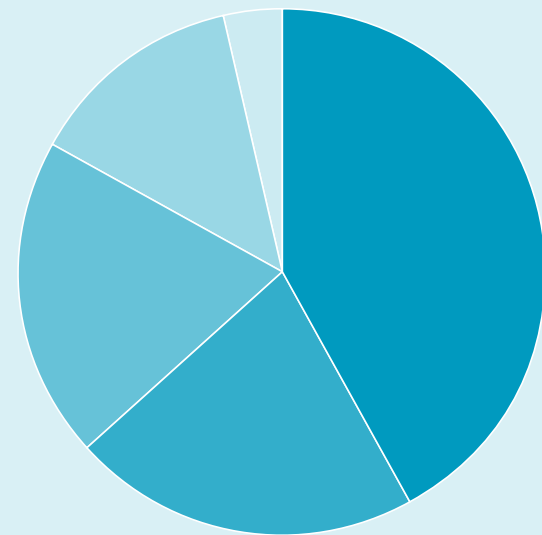


Hope



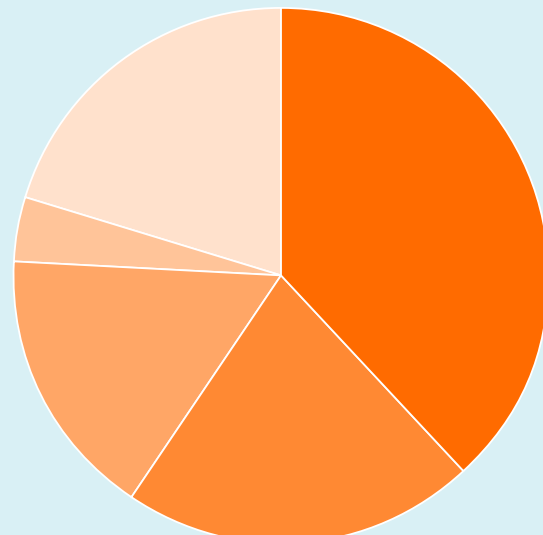
THE FINANCIALS

OVERVIEW



INCOME

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



EXPENSES

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

FINANCIAL INFORMATION

Year End March 31, 2023

Income	
Homelessness Prevention Funding	\$798,952
Grants	\$403,206
Donations	\$376,855
Fundraising	\$248,586
United Way of Niagara	\$63,040
Total	\$1,895,939

Expenses	
Housing Programs	\$633,198
Food Security	\$352,591
Prevention Programs	\$269,202
Assistance to individuals	\$66,373
Occupancy	\$330,737
Total	\$1,652,101

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

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

HIGHLIGHTS

 **13,667**
Total visits to our food bank

 **1,659**
households were served

 **19%**
were single parent households

 **3,602**
individuals were served

 **57%**
of individuals served used our food bank for the first time

 **32%**
of individuals served were children (under 18)

FOOD SECURITY PROGRAMS

Food Bank

- Emergency food for individuals and families in Welland facing food insecurity.
- Distributed **208,482 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.
- Housed 4 men in our transitional housing units.

Emergency Bed Program

- Emergency accommodations for people experiencing homelessness.
- Sheltered 66 households (136 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 266 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 138 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 684 hours of one-on-one psychotherapy and supportive 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

SERVICE HUB PARTNERS

CASON - Community Addiction Services of Niagara	905.684.1183
Canadian Mental Health Association	905.641.5222
OATC - 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



SNACKS 'N SNEAKERS

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

OUR MISSION

TO ASSIST, SUPPORT, EMPOWER AND ADVOCATE FOR THE MOST VULNERABLE MEMBERS OF OUR COMMUNITY.

The *Hope* Centre

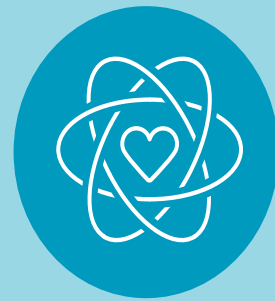
OUR VALUES



RESPECT



INCLUSIVITY



INNOVATION



COLLABORATION



ACCOUNTABILITY



EQUITY



HUMILITY

OUR VISION

A COMMUNITY WHERE EVERY PERSON HAS THEIR BASIC NEEDS MET THROUGH SUPPORT AND COMPASSION.

The *Hope* Centre

OUR FUNDING PARTNERS:



United Way
Niagara



WE ARE PROUD MEMBERS OF:





Contact Information

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

Office Hours:

Mon, Tues, Thurs, Fri 8:30 am to 4:30 pm
NEW Wednesday 11:00 am - 7:00 pm

Food Bank Intake Hours:

Mon, Tues, Thurs, Fri 9:00 to 11:30 am & 12:00 to 3:00 pm
NEW Wednesday Intake 11:30 am - 6:15 pm

Community Lunch Hours:

Mon – Fri 11:00 am to 1:00 pm



📘 @HopeCentreWelland
📷 @TheHopeCentreWelland
🐦 @TheHopeCentre