

# TRANSFORMING LIVES



**ANNUAL REPORT**  
**MAY 2009 – APRIL 2010**

Siloam  Mission



#### EXECUTIVE STAFF

**Floyd Perras** – Executive Director

**Dan Maxson** – Director of Operations

**Judy Richichi** – Director of Development

**Carmen Walker** – Director of Finance  
and Administration

## MISSION STATEMENT

A connecting point between the compassionate and Winnipeg's less fortunate, Siloam Mission is a Christian humanitarian agency offering programs and services at no charge to those experiencing homelessness.

Siloam Mission alleviates the hardships of the poor and homeless, assists in transitioning them into self-sufficient and generous lifestyles, and advocates nationwide on their behalf.





## MESSAGE FROM THE BOARD OF DIRECTORS

Most people experience homelessness for more than one reason – usually some combination of childhood abuse, generational poverty, addiction, mental illness, and other factors.

If people affected by homelessness are going to regain independence and self-sufficiency, they will need holistic support that cares for body, mind, and soul together. That's exactly what Siloam Mission provides.

This past year has been one of change and transition.

We faced challenges and difficulties, but because of generous friends and supporters we have continued to serve graciously and effectively to Winnipeg's less fortunate.

Once again, Siloam Mission partnered with social service agencies, health professionals, churches, and volunteers to provide for our inner-city neighbours' needs and offer a wide range of primary care services.

Through your support, we offered nutritional meals and a safe refuge. And we saw lives being transformed.

Thank you for partnering with us and serving those experiencing poverty and homelessness in your city.

**RILEY COULTER**  
BOARD CHAIR

### BOARD OF DIRECTORS

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Chancellor  
Ambrose University  
College  
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Vice President  
& Academic Dean  
William Booth  
University College  
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District Superintendent  
Canada West District  
Church of the Nazarene  
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Dr. Garry Corbett Inc.  
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**Colin Taylor**  
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Operations Manager  
e-Care Contact Centers,  
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Business Administrator  
Canada West District  
Church of the Nazarene  
Airdrie, AB

## MESSAGE FROM THE EXECUTIVE DIRECTOR

This is my first report as Executive Director, and I want to start off by thanking all of our supporters and volunteers who contribute to the good work of Siloam Mission.

It is a new beginning for me, but also for the organization.

Any time an organization faces tough times it takes stock of itself and determines what is important.

Several circumstances in the past year led to a decrease in expected donations. If not remedied with the generous support of the community, this would have meant a significant reduction in programs.

Although staffing levels were reduced across the organization, we were able to continue all the life-transforming services we offer: the meal and clothing programs, art program, Hannah's Place Emergency Shelter, Saul Sair Health Centre, transitional supports, and our employment training programs.

Along with assessing our resources, we have set a strategic framework that not only includes current programming, but also prepares us for the future.

Some of the key values drawn from our Mission Statement outline our new direction.

These include being Christ focused, a connecting point for Winnipeg's compassionate, advocates for the less fortunate, and a place of transformation where basic needs are met.

**Christ focused:** We want to increase our connection with local churches.

**A connecting point for Winnipeg's less fortunate:** We want to increase volunteer opportunities and volunteer leadership roles.

**Meeting basic needs:** We want to work towards developing housing options.

**Transforming lives:** We want to add individual case management and set goals for program areas.

**Building strength for the future:** We want to ensure that the mission of Siloam will continue to grow and expand.

These are just a few of the goals Siloam Mission is working toward. Our ministry has been blessed with resources, dedicated volunteers, and staff. The new beginning will build on that solid foundation.

I believe with a spirit of generosity, and working together, Siloam Mission will continue to grow and add to the number of changed lives.

Again, I want to thank everyone who has supported us. The faithfulness of the supporters continues to give hope to so many.



**FLOYD PERRAS**  
EXECUTIVE DIRECTOR, SILOAM MISSION





## VOLUNTEER SERVICES: UP AND UP

“When I stepped in the building a few weeks back I just felt like what you do there is so very important and pure and good. Bless you all!”

– Lani, Volunteer

This past year was a time of growth for volunteerism at Siloam Mission.

Our faithful volunteers donated 60,339 hours of their time to alleviate the hardships of those experiencing homelessness and poverty. That’s an increase of nearly 14% from last year.

Without volunteers, Siloam Mission would be unable to offer the programs and services that we do – **the hours that volunteers donated are equivalent to 29 full time staff.**

Volunteers continue to contribute in all areas of the Mission. They willingly peel potatoes in our kitchen, serve coffee in the meal program, sort through bags of donations in the basement, assist those in need with picking out a shirt color they like in the clothing program, assist with intake at Hannah’s Place Emergency Shelter, and patiently provide healthcare at the Saul Sair Health Centre.

But volunteers also share their skills and expertise in countless other ways.

Some share their administrative skills with us; others share their knowledge and education with our employment training program participants; still others offer free haircuts and assist in filing taxes.

As well, volunteers share their love of arts and crafts with those who use our services while others provide tours of our facility and go to schools to share about what Siloam does.

Looking forward, we continue to strive to create meaningful and fulfilling volunteer opportunities.

It’s always exciting to see so many people come together from so many different backgrounds and unite their compassion to serve those in our city who find themselves less fortunate.

### IN THE LAST YEAR

337

GROUPS  
VOLUNTEERED

1,632

INDIVIDUALS  
VOLUNTEERED

5,008

TOTAL NUMBER  
OF VOLUNTEERS

60,339

TOTAL NUMBER  
OF VOLUNTEER HOURS





"If you give up hope,  
things are only going  
to get worse. Siloam  
Mission has given  
me hope. There's  
always hope."  
– Brad, 62

## FRONTLINE SUPPORT SERVICES



### IN THE LAST YEAR

295

INCOME TAX  
FILING HELPS

736

HAIRCUTS PROVIDED

3,520

EMERGENCY FOOD  
HAMPERS

11,983

CLOTHING ROOM VISITS

254,857

MEALS SERVED

### DROP-IN CENTRE

Open every day of the week, our drop-in centre is the central hub of activity at the Mission. Here, we serve three daily meals, provide clothing, give referrals, and run the expressive arts program.

Not only is it a gathering place for the community, it's also the first point of contact for anyone in need of assistance.

Staff at our drop-in centre continually assess the needs of those we serve.

This year, we took stock of not only the immediate needs of Winnipeg's less fortunate, but also the long-term solutions to some of their hardships.

For the first time ever, we held a public forum open to everyone who uses our services. We invited people to share their concerns, needs,

thoughts and suggestions on what we can do to better serve and help them.

As a result, we will be expanding our hours of operation on the weekends.

As well, we will make available more volunteer opportunities in the drop-in centre to help build relationships between the compassionate with Winnipeg's less fortunate.

Thanks to a significant donation by the Paul Longtin family, we will rejuvenate and renovate our resource room. The makeover will expand the scope of our expressive arts program and allow for computer training, a library, A.A. meetings, and a quiet setting for workshops and meetings.

## SAUL SAIR HEALTH CENTRE

Siloam's mandate to be a "connecting point between the compassionate and Winnipeg's less fortunate" was at the heart of the daily operations at our Saul Sair Health Centre this year.

It was a year of growth – we saw a record number of volunteer healthcare professionals donate their time and resources to provide quality medical attention with dignity to people using our services.

Throughout the year, our health centre acted as a hub for students in the healthcare field eager to apply their expertise.

It was also a year of many firsts:

- This summer, we established a running club to promote fitness and healthy lifestyles among those we serve. Looking forward, we are developing the club into a comprehensive fitness program. This will include a gym, complete with weight-lifting gear and treadmills.

- We established a partnership with Mobile Crisis Services, giving us access to mental health service providers.
- We partnered with the Winnipeg Regional Health Authority (WRHA) for a day of random Diabetes testing.
- We were able to offer free dental care, every day, for three weeks thanks to a volunteer dentist from the U.S.A. This was in addition to our regular dentist hours.
- We held forums with both our volunteers and patients to hear their feedback on the services we offer.

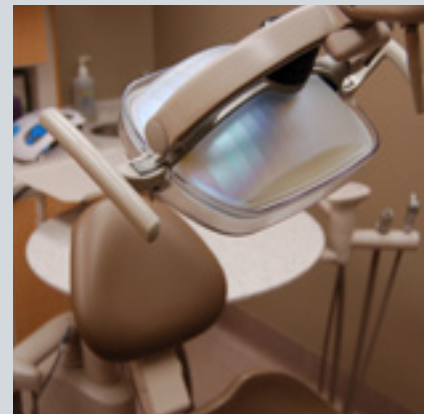
Looking ahead, we are excited to continue offering holistic primary care services, dental services, foot care, optometry services, chiropractic services and health education to those experiencing poverty and homelessness.

## IN THE LAST YEAR

**600**  
DENTAL VISITS

**4,162**  
MEDICAL VISITS

**4,762**  
TOTAL VISITS





IN THE LAST YEAR

312

WOMEN USED  
OUR SHELTER

1,306

MEN USED  
OUR SHELTER

37,978

TOTAL  
SHELTER STAYS

## HANNAH'S PLACE EMERGENCY SHELTER

Over the last year we have seen a strong sense of community form within the walls of our Hannah's Place Emergency Shelter.

Our team of dedicated staff has remained constant and stable, allowing us to slowly gain the trust of those using our services, build meaningful relationships, and foster a positive, safe environment.

If there is one thing we hope to have achieved this year, it's that people know we care about them.

The aftermath of the financial recession continues to affect employment opportunities for low-income individuals and families. Coupled with the lack of affordable and safe housing, our shelter was at full capacity almost every night.

We experienced a small rise in female guests, as well as entire families making use of our facilities.

We have also seen a sharp rise of undiagnosed mental health illnesses among the people using our shelter.

Looking ahead, we will continue to work with this specific segment of our guests and explore avenues to help them move towards stable housing.

In the coming year, we are implementing a few changes to the structure and workflow of our operation.

To better serve our guests, we will also place a stronger focus on personal hygiene and healthy lifestyles.

### 3 QUESTIONS WE ASK EVERY PERSON

What brought you here?

What's keeping you here?

What do you want to accomplish?





# TRANSITIONAL SUPPORT

## PROGRAM DEVELOPMENT

It's been a year of many changes at Siloam Mission.

We were blessed to be able to purchase the neighbouring building on 288 Princess Street.

The 24,000 square foot, 3-storey building stands just south of our main building at 300 Princess Street. This close proximity will have many benefits as we begin to plan future development in the coming years.

Shortly after possession of the building in February of 2010, one

of our employment training programs, Building Futures, moved from its initial location on Jarvis Ave. to set up shop at 288 Princess Street.

Since then, there have been some changes to Building Futures. We are currently in the process of charting a new direction for this program.

As we look to the future and consider how we can best utilize the space next door, we are very excited and hopeful. Our vision is to provide dry, transitional housing for those experiencing homelessness. This will be a very supportive environment where residents,

volunteers and staff will all be a part of the community.

Preliminary thoughts are that we may be able to build 40 housing units on the 2nd and 3rd floors. The main floor and basement would serve as space for applicable programming.

The timeline for development will be based on the success of capital fundraising initiatives.

We are still looking for people to partner with us in this exciting venture.



**MOST**  
MISSION: OFF THE STREET TEAM

## EMPLOYMENT TRAINING – M.O.S.T. (MISSION: OFF THE STREET)

The year for the M.O.S.T. Program got off to a good start.

In November we were awarded with The Exchange District Biz Award of Excellence for Image Enhancement.

The award honoured our ongoing commitment to beautifying downtown Winnipeg in addition to providing essential life, employment, and financial training.

Our participants have worked very hard this year, taking courses in life skills, grief and loss. For the

first time ever we also offered an introduction to computer class.

Participants started the computer class at the very basics, taking the computer apart and building it back up. Along the way they learned some computer language, keyboarding and Internet skills. They will receive certificates upon completing the course.

Most of our participants are moving onward and forward, renting their own apartments, and looking to enter the professional workforce.

## IN THE LAST YEAR

# 26

PEOPLE EMPLOYED

# 1,731

TOTAL BAGS OF GARBAGE  
CLEANED UP

# 4,797

TOTAL POSTERS REMOVED  
FROM POLES

# 1,338

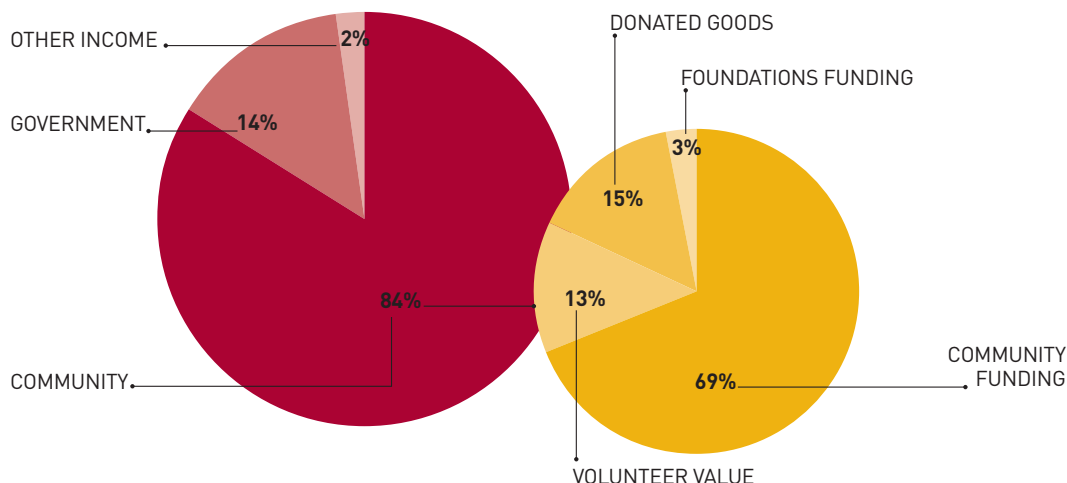
TOTAL DAYS WORKED  
BY PARTICIPANTS

# 8,642

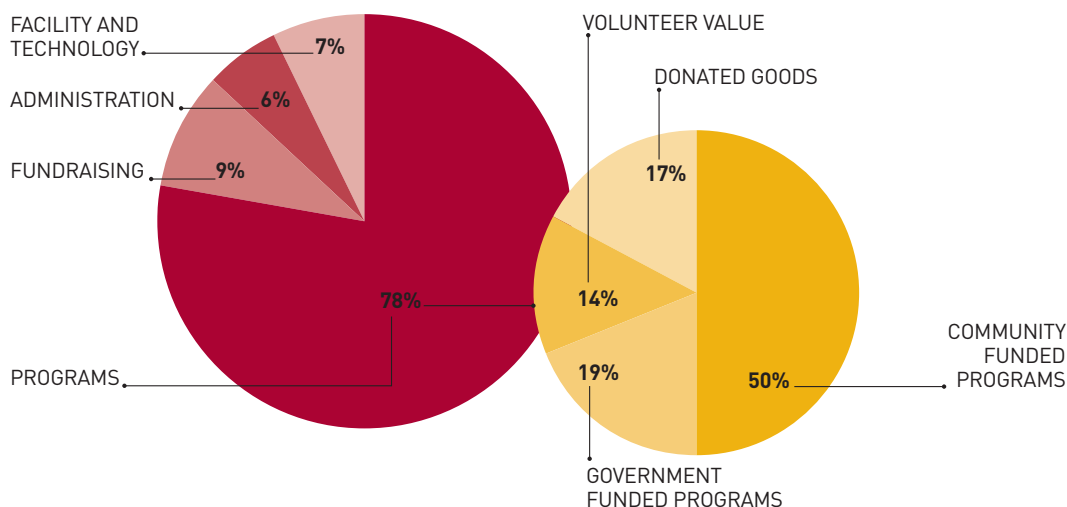
TOTAL HOURS WORKED  
BY PARTICIPANTS

# FINANCIAL SUMMARY MAY 1, 2009 – APRIL 30, 2010

## RESOURCES 2009-2010



## EXPENSES 2009-2010



### **MONETARY RESOURCES 2009-2010**

Community	4,133,077
Government	1,013,589
Foundation	121,344
Other Revenue	12,036

### **NON MONETARY RESOURCES**

Gift In Kind	104,805
Donated Goods	929,980
Volunteer Value	775,282

### **DEFERRED CONTRIBUTIONS**

Amoritzation of Prior Years	147,167
Less Current Years	(33,491)

**TOTAL RESOURCES 7,203,789**

### **MONETARY EXPENSES 2009-2010**

Programs	3,640,786
Fundraising	606,986
Administration	439,600
Facility and Technology	502,352
Amortization	251,880

### **NON MONETARY EXPENSES**

Gift in Kind	104,805
Donated Goods	929,980
Volunteer Value	775,282

**TOTAL EXPENSES 7,251,671**

**EXCESS REVENUE OVER EXPENSES (47,882)**

Regular Volunteer Value is calculated as 56,398.50 hours at \$12.00/hour  
Professional Volunteer Value is calculated as 3,940 at \$25.00/hour  
Donated goods is valued at 464,990 pounds of goods at 2.00/lb

**Complete Audited Financial Statements  
are available at [www.siloam.ca](http://www.siloam.ca)**



# COMMUNITY AWARENESS



## EVENTS

Many valuable community connections were made through our various events this year.

Once again, we held our in-house events: the annual CJOB 68AM and CHVN 95.1FM radiothons, and our annual Gala that raised over \$100,000 combined.

We also partnered with groups and individuals through third party events. A number of golf tournaments, concerts, fashion shows, craft shows, and art shows helped raise funds and awareness for Siloam.

## ADVOCACY

The addition of Larry Updike as Senior Spokesperson enhanced our corporate and church community connections.

Larry spoke at over 120 awareness and advocacy presentations, along with numerous impromptu-speaking engagements that helped educate the general public on the issues surrounding poverty and homelessness.

Larry shared what we are doing at Siloam and was able to erase some of the stereotypes about the people we serve. As a result, many of the places he spoke at got involved with Siloam through volunteerism or fundraising.

## EDUCATION

Our Community Education Coordinator held awareness presentations at more than 200 schools, teaching students about inner-city issues.

As well, more than 50 schools toured Siloam Mission. Students were amazed not only at the work being done, but also at the kindness and generosity of our guests. By the end of each tour, initial apprehension gave way to create young advocates eager to share with family, and friends what they had learned.

Schools also got involved through sock, coffee and spice drives along with hygiene items, gloves and toothbrush collections.

## UNDER THE RADAR

Who is under the radar of our society? That was the driving question behind the new series of workshops, mission team experiences and inner-city youth camps we launched this year.

Geared at both youth and adults, our “Under The Radar” programs covered a variety of topics relating to domestic poverty and homeless in Winnipeg.

Mission teams and church groups from as far as Saskatchewan and Minnesota participated.

Each program included service opportunities on the frontline and practical ways for participants to experience what it’s like being without a home.

## THANK YOU

- Downtown Winnipeg Biz
- The Thomas Sill Foundation Inc.
- Boeing Winnipeg
- The W. Garfield Weston Foundation
- Government of Canada HRSDC
- Ms. Jennie Folmes
- The Hutterite Colonies of Manitoba
- Winnipeg Harvest
- Sobey's – St. Anne's
- Fast Air Ltd.
- Schumacher Realty Ltd.
- Manitoba Family Services and Consumer Affairs
- Manitoba Health
- All Charities Campaign
- World Financial Group
- Carl & Heather Fast
- Stewart & Tracey Silagy
- Employees of Maple Leaf Consumer Foods – Lagimodiere Plant
- Credit Union Central of Manitoba
- MD Martens Medical Corp.
- MediaScene

## MAJOR FUNDERS AND DONORS

As part of our ongoing mission to connect the compassionate with Winnipeg's less fortunate, we not only spoke at lunches, dinners, and events but also connected with the corporate community. As a result, we gained tremendous financial and volunteer support.

The corporate and church community accounted for 15% of our overall community support, and approximately 20% of our donated goods.

Individual donors and Foundations contributed 70%. Government support made up 14% of our funding.

We are so grateful for all of our donors! We truly cannot do what we do without each one of you. Your generosity, humanity and compassion is helping us alleviate the hardships of poverty and give hope to those experiencing homelessness.

We look forward to making more connections in the upcoming year. Together, we are making a difference in building a stronger community as we give.

We encourage you to come in for a tour to see what your contribution and investment is doing for our inner city.



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