



2019 END OF YEAR UPDATE



Kerr Street Mission
Oakville's Mission of Hope



To our Kerr Street Mission Friends

Thank you for making 2019 a great year! Donors, volunteers and community partners continually inspire me with their compassion and generosity. I can't begin to tell you the number of times that I have shared the need of a family, or a desire to improve the care we provide, or maybe a dream to make a greater difference for the people we serve - and the response comes back "what can I do to help?" It is so encouraging to have such faithful support from our community.

I consider my position as Executive Director a great privilege and a BIG responsibility. The trust you have shown Kerr Street Mission (KSM) through your financial gifts is something that I truly value. The trust that our neighbours in need have shown us by coming and sharing their struggles is also something that I have tremendous appreciation for. And so, I remain completely committed to improving the help we provide, maximizing the value of every dollar spent and keeping our clients' needs at the forefront of all we do – they are the reason we are here.

In the pages that follow we have tried to provide you with a glimpse into our programming and community. We hope that you enjoy it and that you feel great satisfaction in knowing that your involvement and contributions are making a difference and that KSM is continuing to improve the help we provide for those that are struggling to make ends meet.

Thank you again for your support.

A handwritten signature in black ink that reads "Gary O'Neill". The signature is written in a cursive, flowing style.

Gary O'Neill
Executive Director

FROM THE BOARD

As we start a new decade, it's very satisfying to take stock of the significant progress that KSM has made over the past year. We have seen enhancements in organizational sustainability as staffing gaps have been filled, programs have been improved and strategic goals have been reassessed. KSM has again operated with a balanced budget, has no debt and has a reserve fund to help navigate through periods of economic stress. We are very grateful to you, the community, for your generous financial support. KSM also benefits from the dedication of scores of volunteers who regularly help with various programs. On behalf of the Board of Directors, I sincerely thank the management team, staff and volunteers for their selfless dedication and unwavering commitment to KSM and the clients we serve. We have been blessed with an excellent team that, together with your extremely generous support, has enabled an increasingly vibrant and sustainable KSM. And we believe that a strong KSM is an important resource for our community.

Cliff Inskip
Board Chairman

Sustainability Update

The **SUSTAINABILITY** of Kerr Street Mission has been a key priority for several years now. Our focus has been to establish a solid foundation so that KSM is here for the long term benefit of the community. The cost of living in this community makes it extremely difficult for individuals and families who are dependant on social assistance. Others, that are in low paying jobs, also have great difficulty providing the basic necessities for themselves and their children. The constant financial struggles weigh heavily on them and often their physical and mental health is impacted causing more difficulties.

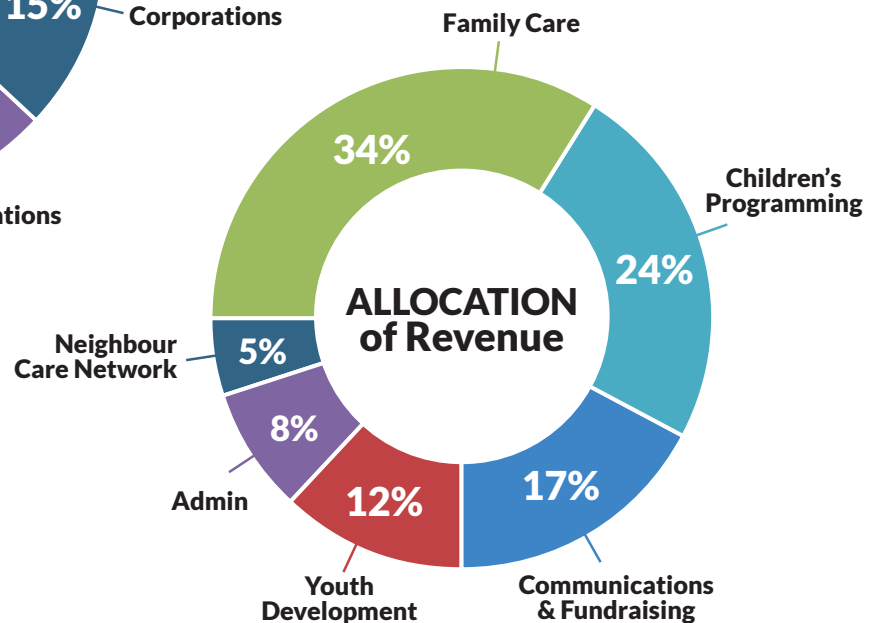
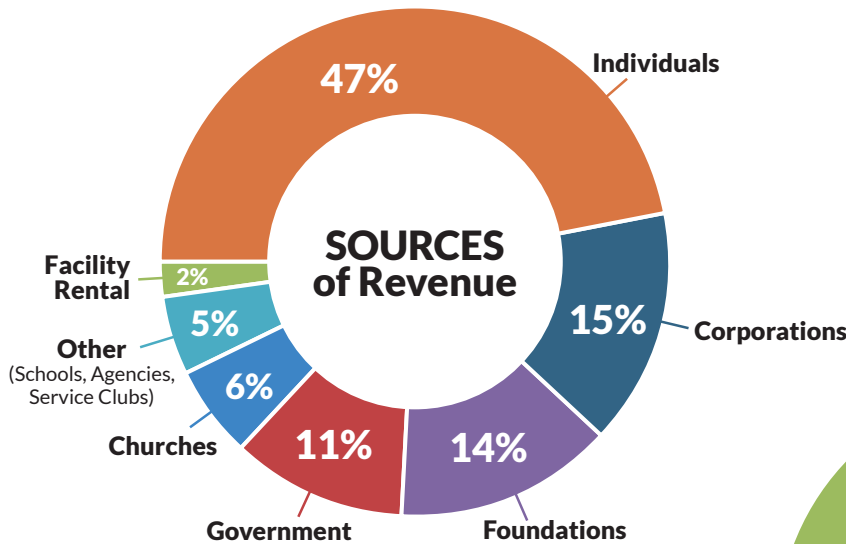
FINANCES are a critical component of sustainability. We have worked hard to increase revenue, to control spending and to eliminate debt. We have also worked hard to develop collaborations and partnerships that would help us do more for our clients without spending more (or duplicating services already available in the community).

Another important part of sustainability is **ORGANIZATIONAL**: staff capabilities and operating efficiency. Over the last year we have been working to identify opportunities for improvement. We have been working at developing our staff and establishing important structures and processes that will make us more efficient, productive and have greater impact.

We are very fortunate to have a strong board, experienced leaders and a team of compassionate, dedicated staff that want to help KSM become even better and stronger.

The support of the community has enabled us to take important steps forward in our efforts towards sustainability. Your generous support has helped us take steps forward in our efforts to provide quality programming for our community. The increased spending to launch “Choose Fresh”, the increased availability of benevolence funds for Neighbour Care Network, and additional staffing resources are a few examples of important steps taken in 2019.

2019 Revenue Sources and Allocations



NOTES

- Our total expenses for 2019 were approximately \$1,684,239.
- The value of food donations and volunteer hours are not included.
- Audited financial statements are available upon request.



In 2019, our Children’s programs (Kerr Street After School Program (KSAP) and Summer Day Camp) had a goal to be more intentional in programming. In every interaction with our children we want to develop core strengths that will help the children succeed in life and school. We worked to create a positive environment with a broad range of activities and opportunities designed to foster learning and friendship, that would support and encourage growth.



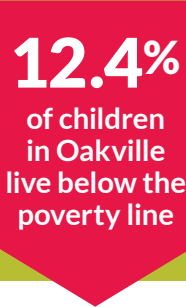
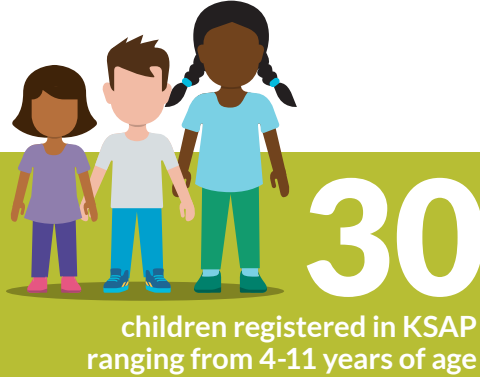
A month at a glance...

- After School Program (age 4-11) on Monday to Friday afternoons
- Community ‘Family’ Dinner and Food Market on Monday night
- Upward Sports Basketball Program on Monday evening and bi-weekly tournaments
- Special Dinner (for families with children or youth in a KSM programs) on the first Friday of each month
- PA Day Programs as needed
- Occasional field trips

2019 Highlights

We recognized that many low income children often struggle in school and are at-risk of losing confidence and falling farther behind without the right support. To improve our impact this year we:

- Involved more student volunteers to support our program plans.
- Engaged two volunteers to come in twice a week to work “one-on-one” with students to improve literacy.
- Arranged for a skilled tutor to come regularly to help one of the students who was having significant difficulties.
- Surpassed expectations of the Ministry of Education with the variety of learning activities offered and the engagement of the kids in the activities.
- Introduced enhanced programming for our summer camps, that was specifically tailored to age specific interests and learning for children and youth.



2020 Opportunities

This year we are hoping to provide more educational support for children that are having difficulties. Through the learning activities in our programming we often observe gaps in a child's skills. Arranging for a tutor or connecting them into the right educational support program can help them overcome their challenges and improve their future. Cost is a barrier for our families so we have plans to establish a pool of funds that can be used to provide appropriate support when needed.

Our KSAP leaders believe that establishing a regular multicultural cooking night would be beneficial for parents and children. Working together to prepare a meal is a great opportunity to improve nutritional awareness, develop cooking skills and build community. All while enjoying a healthy meal.

Story of Hope

Krista is 10 years old and has been attending KSAP for three years. Her father passed away and her single mother cares for her and her younger siblings alone. When Krista came to KSM she was having many emotional and behavioural problems and struggled with feeling alone. It has been a long road of gaining her trust by showing we are committed to helping her through it all. We're happy to say that Krista is going into 2020 with a goal to remain calm when she gets upset.

She now knows that she can work through her emotions in much healthier ways. She is a leader to the younger children and has truly flourished under KSAP's care. Her mom says that the program has "turned her back into a little girl."





YOUTH DEVELOPMENT

Youth Development programming at KSM is focused on helping at-risk youth improve their future. Last year we added and evolved programming so that we would be more effective at equipping young people for success in school, with their relationships, at work, and in life.

It is difficult to fully engage teens in this age of digital dependency. By offering engaging activities, leadership experiences, positive adult and peer mentors, as well as healthy community connections, we were able to increase participation, build stronger relationships and encourage greater personal development.

Kerr Street Mission has become a safe, stimulating and inviting environment for the students attending the Gary Allan High School STEP program, that is set-up on our upper floor, and for many of the youth whose families depend on other Kerr Street Mission programs or services.



A week at a glance...

- Gary Allan High School (Alternative Education STEP program) Monday to Friday
- Club 31 Program (Ages 10-13) on Monday and Thursday afternoons
- Youth Drop-In (sports, homework help) on Tuesday, Wednesday and Friday afternoons
- Upward Sports and YMCA Basketball Programs on Monday and Thursday afternoons
- Youth and Family Dinner once a month
- Occasional field trips

2019 Highlights

Youth, especially grade 6-8 students, who are unsupervised, bored and often experiencing independence for the first time, are at greater risk when they don't have a healthy community and fun activities to keep them active and occupied. To improve our impact this year we:

- Partnered with Upward Sports to introduce a basketball skills development program and league.
- Nurtured relationships with parents by encouraging them to come and cheer on their children during the basketball league games.
- Enhanced our Youth Summer 'Leaders in Training (LIT) Program by increasing leadership opportunities and volunteer hours for the participants.
- Provided an opportunity for 20 youth and 3 leaders to attend Muskoka Woods Summer camp for a week.

35 youth are registered members in our program with

15-20 attending our drop-in each day

During our **SUMMER PROGRAM** each of the 8 weeks we had

30 grade 6-9 students participate in our Summer Youth Program

& 25-30 high school students participate in our 'Leaders in Training' Program

2020 Opportunities

This year we will continue to seek new and exciting programming that engage youth and that give us the opportunity to develop the core areas. We will work to increase the engagement and connections with their families, as we know that increasing the participation of the parents can help deepen our involvement and mentorship opportunities which will increase our impact. Our youth leaders also want to build on our Friday family meal nights. Youth have been preparing meals, with the help of Mes Amis Catering, for themselves, the younger children and all the families. The opportunity to work together, learn skills and to serve their parents and siblings is an important part of building community and strengthening relationships both within the family and with our staff.

Story of Hope

Shaun came to KSM after a recent move to the community with his mom. Never feeling settled, he felt very lonely and friendless. His mom put him in our youth program and within a few weeks he had made many friends and felt a part of our community.

If you were to meet Shaun today you wouldn't believe he was the same young man. He has engaged in all activities with enthusiasm and has learned to lean on and trust other people. He joined the basketball league this past season and loves being part of a team.

Our Development Model

Our goal is to provide our youth with opportunities, experiences and an environment that will foster their health and development.



FAMILY CARE



Every day, people walk through our doors looking for love and support. We are so blessed that we are able to come alongside them, and offer a lifeline of community, food or a warm meal. We have been able to foster connections with our neighbours in need through our community meal program, food market and other family centered initiatives.

This year we saw an increase in families who use our market. Approximately 250 families come through the market each week. Through donations from the community, reclaimed food from our partners, and an army of volunteers, we were able to distribute more than \$600,000 of food to our neighbours in need.

Our community meals are also an important part of KSM, as they create an opportunity for relationships and a sense of family and community. We feel truly blessed to have so many engaged volunteer groups who prepare and serve meals to our families. We host community meals three days per week, accompanied with providing a soup kitchen two additional mornings per week. Our attendance for our family meals has grown significantly, as we are seeing more people wanting to participate every month. The need in our community is growing to a point where we are considering adding another weekly meal in 2020.

This year our kitchen has benefited from some key upgrades including a new oven, a brand new walk in freezer and a refrigeration unit. We have enjoyed the increased capacity to offer clients fresh food including Halal meats for those that need it.



A week at a glance...

- Community Dinners on Monday and Thursday
- Community Morning Café on Tuesday and Friday
- Community Breakfast on Saturday
- Food Market open 6 times (usually coincides with meals)
- Life Skills Training on Monday morning
- Pre-Natal Nutrition Program on Wednesday morning
- Kids N Me Program on Thursday morning
- AA Meeting on Thursday evening
- Kickboxing on Thursday evening
- Senior Social once a month

18,680
people in
Oakville live
below the
poverty line

**OUR CLIENTS
ARE FROM**
62 different
countries
speaking over
50 different
languages



1,087
individuals use
our market
each month



80%
of families are
shopping 4 times
a month



300
MEALS
served each week
(not including seconds
or take home servings)

2019 Highlights

Choose Fresh

This was a new program that was launched in June of 2019 with the goal being to ensure families had a consistent supply of fresh food in their fridge. For only \$20 a month, families will receive \$80 of fresh food items consisting of: fresh produce, milk, eggs and protein every two weeks. In addition, they will also be able to access our food market at no cost with bread, reclaimed produce and protein, non-perishable items and hygiene products. In June, the first month of the program, 34 families participated. By December 135 families were signed up with many more interested.

Community Meals

In 2019 we piloted an idea that served 2 purposes: Many of the people we serve struggle to prepare healthy meals. Some don't have proper cooking facilities. Other struggle because of their work schedule or because they can't afford the necessary ingredients. So we engaged volunteer groups interested in coming to serve to prepare, package and label healthy meals for distribution in our Food Market. Families were thrilled to be able to pick up a healthy meal that could be easily heated and served to their families. If your company, school, or group of friends are interested in volunteering, please e-mail volunteer@kerrstreet.com.



2020 Opportunities

We will continue to improve the quantity and variety of food as our budget allows, and also will work to provide more consistent quantities of hygiene products, which is something families have requested and are very grateful for.

We have also set a goal to work with every family to reassess their situation, and have volunteers work with them to set a budget and connect them to resources they may not have known were available. With the right tools and help, families may find they have some extra money at the end of the month.

Story of Hope

Unfortunately, in many communities' seniors are being left behind. Many senior centres exist, but many of the activities that are offered are often too expensive for our seniors who are looking to keep active and engaged. This year we have created more accessible programs for our senior population. By partnering with a local retirement home, we have introduced social activities that connect our after school children and seniors. Being able to be part of the forging of new relationships with the young and old, has been wonderful to witness.

During the holiday season, we also provided opportunities for our seniors and high school aged youth to connect and get to know each other. As part of a carol sing activity, the group of seniors and students sang together and even started teaching traditional Russian songs to each other. At the end of the night one senior remarked in broken English *"This was the start of the best Christmas I am going to have."*

NEIGHBOUR CARE NETWORK

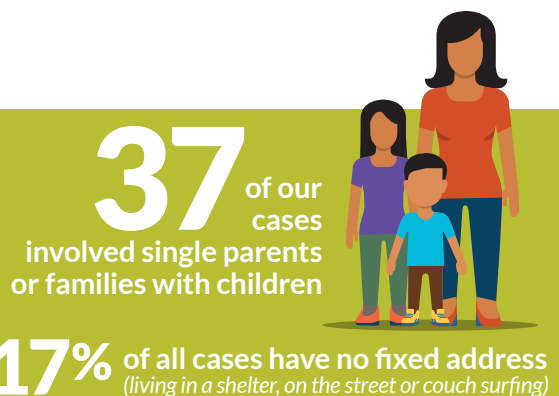


If you discovered that your friend was in distress because they hadn't been able to pay bills or cover other expenses, what would you do? We regularly encounter people desperate for help that come directly to KSM, or have been referred by a local church or agency. When people are in distress, it is often never just one thing, therefore support is needed from multiple places in the community. They don't know where to turn and feel so overwhelmed that they have difficulty taking action.

The Neighbour Care Network (NCN) is all about helping people connect to the community of support available. We have been working hard to establish a network of volunteers and resources that can come alongside someone in crisis, and take the necessary steps to improve their situation.

2019 Highlights

- Worked on 117 cases, helping over 315 individuals.
- Secured commitment & support from 14 key partner agencies.
- Engaged 15 churches in the care of clients.
- Received 2 significant benevolent gifts to ensure we could respond to emergency needs.



2020 Opportunities

In 2020 we have targeted two main objectives in order to meet the demands of our clients who face extreme hardship. Primarily, we will focus on engaging more churches and volunteers to actively support and assist cases. Too often transportation to an appointment, help with completing required documents, or researching resources is all that stands in the way of a client taking steps forward to improve their situation. We also would like to expand our network of support services. Having additional agencies and other local professionals: lawyers, dentists, optometrists, mechanics, tradesmen, etc, available to offer assistance will help us to respond more effectively.

Story of Hope

One of our long term clients was struggling financially. The NCN stepped in to help her with her budget and discovered she was making a \$110 monthly payment to a 4 year old payday loan. Upon further investigation, it was found she had originally taken out a loan for \$500 that was being renewed monthly, and the \$110 payment was only paying the monthly fee! In total she had paid over \$6,000 in fees alone, and the principal amount had not gone down. She never could pay off the original amount and was forced into a never ending cycle. We helped her pay off the whole loan and accompanied her as she proudly walked into the establishment with a cheque to pay it all off.

Unfortunately this isn't the first time we've seen our clients struggle with payday loans. Clients cannot get a bank loan, so they are forced to get a payday loan and are often taken advantage of. In 2019 the Oakville Town Council, Inside Halton Publications and KSM staff advocated to put tighter restrictions on what these establishments are allowed to charge.

The Most Wonderful Time of the Year!

Christmas Wonders AND BEYOND



Thanks to all of our generous community, this past holiday season was truly the most wonderful time of the year. As the cost of living rises in Oakville, sadly so does the number of people who walk through our doors, needing support. This year, thanks to your help we were able to bless over **1,550 individuals** (over 200 more than last year) and make Christmas a season to remember. All of our deserving families received gift cards, toys and pajamas. This year, through the generosity of our donors, we were able to increase the value of gift cards each individual received. This was very much appreciated by our families who use the gift cards to purchase food or gifts for their loved ones. In many cases the gifts bought by these gift cards were the only ones under the tree.

Together with our strong community of donors, organizations and volunteers we were able to exceed our fundraising goal of **\$425,000** for the 2019 campaign. Your kindness truly helped to make it the most wonderful time of the year for so many, and will set us up to provide for our families in the months to follow. Thank you from the bottom of our hearts. We are truly blessed.

Upcoming Events

For more information or for sponsorship opportunities please e-mail heidi@kerrstreet.com



Thursday, May 7, 2020
at Kerr Street Mission
A donor appreciation event and celebration of KSM achievements.
Tickets available now!



Wednesday, June 3, 2020
at Pipers Heath Golf Course in Milton
Registration is now open!



Thursday, July 9, 2020
at Trafalgar Park in Oakville
Registration is now open!



Thursday, September 24, 2020
at The Oakville Conference Centre
An evening to hear inspiring stories of hope





Kerr Street Mission

Oakville's Mission of Hope

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