

50
YEARS
1961-2011



Annual Report 2010/2011

Our Past



A Message from the Chair of the Board of Directors

Over the past 10 years, the number of people living in poverty in Hamilton has grown at an alarming rate and the demand for services has skyrocketed. Today, one in five Hamilton residents lives below the poverty line and thousands visit food banks every month.

Good Shepherd is on the frontline of the struggle to eradicate poverty and ensure that every member of our community can live with dignity. As we celebrate our 50th Anniversary, Good Shepherd has built a continuum of services and programs that meet the evolving needs of Hamilton. We still respond to men, women and children in crisis but today we are also able to offer a broad range of innovative services that extend support to people as they move toward a better future.

Good Shepherd continues to be a recognized leader for identifying gaps and being the first, and frequently the only provider of care for those who have nowhere else to turn. Our unwavering commitment to those we serve is matched only by our duty to our donors and funding partners who make our programs and services possible as we strive always to minimize administration costs and maximize funding to direct services.

Our Board continues to show leadership by practicing good stewardship of our resources and ensuring financial accountability. We are indebted to the efforts of the staff and volunteers as we complete another year of service to this community. They are indeed, the embodiment of hope.

As we move forward in making a difference in the life of this community, we do so with the confidence that people have faith in us to do this work with respect and integrity. We thank you for your Faith in People.

Sincerely,

Duke O'Sullivan

Paul (Duke) O'Sullivan



A Message from Brother Richard MacPhee, BGS 50 Years of Faith in People

2011 marks the 50th anniversary of the Brothers of the Good Shepherd in Hamilton. A lot has changed since the original Good Shepherd men's hostel opened on MacNab Street. As the Executive Director of Good Shepherd, I feel privileged to have the opportunity to serve this community with my fellow Brothers and our exceptional co-workers. We are continuing the work of our founder, Brother Mathias Barrett, who answered an invitation from Bishop Ryan in 1961 to attend to the physical, emotional and spiritual needs of the most vulnerable people in Hamilton.

Brother Mathias' advice to the Brothers of the Good Shepherd, who were tasked with establishing a men's hostel and shelter in Hamilton, was to "never forget that the men (and possibly women too) who knock on your door in desperation and need are, in fact, your brothers and sisters. Always treat them with dignity and respect." He also recommended that the Brothers surround themselves with "lots of good people" who would assist them with serving the most vulnerable in Hamilton. Today, our work continues with the help of an entire community joining with us in making a difference in the lives of those who need help the most.

In the spirit of Brother Mathias, Good Shepherd has grown over the past 50 years to become the largest human services agency in our community. Good Shepherd has grown in its ability to cast a wider net of compassion and caring to include men, women, children and people of all faiths, always focussed on the needs of the person first and finding solutions to the circumstances next. Our programs and services have evolved, and will keep evolving to meet the growing needs of our community. We now provide help and comfort from the beginning of life by providing housing and support to teenaged mothers at Angela's Place, to the



end of life where we help people live out their final days in comfort and peace at Emmanuel House.

As Brother Mathias suggested to our fellow Brothers 50 years ago, "always work in partnership. Alone, not much will happen but together, in partnership, much good can and will happen." Over the decades, Good Shepherd has fostered positive and collaborative relationships with all levels of government and other social service agencies in the community. These partnerships have made Good Shepherd an agent of social service and preventive healthcare. We are privileged to assist individuals and families in finding the supports and resources that allow them to achieve their goals and live safe, meaningful lives in Hamilton.

Looking to our past has guided Good Shepherd in its evolution to what we are today. Our past also inspires us as we strive to meet the future needs of this community. Our 50th Anniversary Year will see the realization of a dream called Good Shepherd Square where women and children find safe shelter and an innovative continuum of supports, seniors will have safe, affordable housing in a warm community environment, and families can live with dignity and respect.

The Brothers and I thank God for blessing us with so many friends and supporters. It is because of our Faith in Him that we are able to bring to life our Faith in People. And we are truly grateful to the community of Hamilton for believing in us these past 50 years. None of our work is possible without a strong, caring and compassionate community to support us. It also takes the commitment and dedication of our staff and volunteers, who continue to deliver programs and services with such a high level of energy and enthusiasm that they constantly amaze us.

50 years after the Brothers of the Good Shepherd began their work in Hamilton, the people of our community continue to be served in their greatest hours of need whether they are young or old, rich or poor, male or female – we have been here to help them all. Unfortunately, there are still many people who need help and our work must continue. As we move forward on our continued journey of Faith in People, I welcome all of you to join with us as we embark on the next chapter of the Good Shepherd in Hamilton.

A handwritten signature in black ink that reads "Bro. Richard BGS". The signature is written in a cursive, flowing style.

Brother Richard, BGS
Executive Director

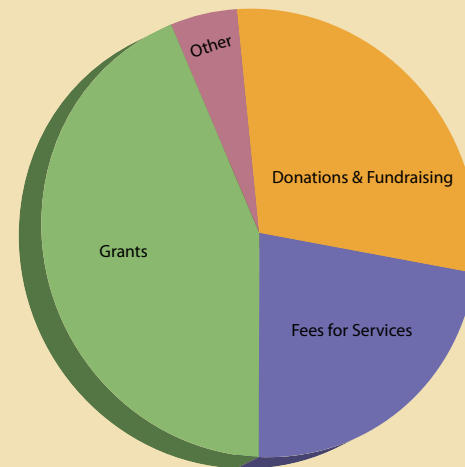
The Present

On an average day, Good Shepherd helps more than 1,200 people across all of our programs and services.

Throughout the 2010/2011 year, there were...

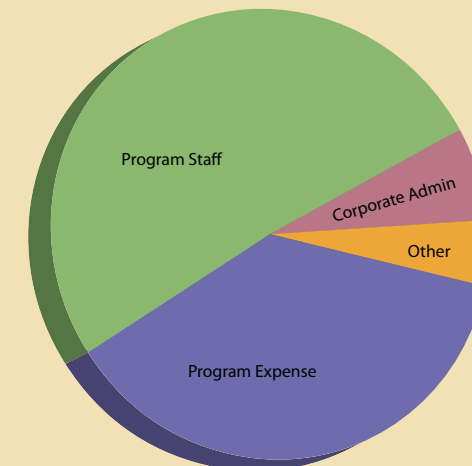
- 88,826 meals served through our Hot Meal Program
- 1,856 overnight stays at the Men's Emergency Shelter
- 330 monthly visits to assist people with their finances at the Trusteeship Program
- 1,895 appointments for primary medical care took place at our Medical Clinic
- 5,157 visits to the Clothing Program for gently used clothing
- 44,427 visits to the Food Bank for emergency food parcels
- 641 women and children who found safe haven from abuse at Martha House, yet there were 1,097 instances where we had to turn people away because beds were full
- 273 homeless or abused women received assistance at Mary's Place, yet there were 1,830 instances where we had to turn women away because the residence was full
- 149 women and children established abuse-free lives in 2nd Stage Housing units
- 331 individuals with barriers to housing were living in permanent supportive housing through the HOMES program and Good Shepherd Non-Profit Homes
- 250 homeless families were accessing emergency accommodation at the Family Centre
- 737 youth received food, shelter and case management services at Notre Dame House
- 423 youth received assistance from the Notre Dame Community Resource Program
- 63 youth attended the Notre Dame School
- 18 young mothers and 21 babies were living at Angela's Place and building skills for a healthy future
- 7 young adults made the transition to independent living at Brennan House Aftercare Transitional Support Apartments
- 4,798 telephone or in-person supports to the Barrett Centre from people experiencing mental health crises.
- 552 admissions for residential crisis care at the Barrett Centre
- 56 people spent their remaining days at Emmanuel House

2010/2011 Report to the Community



	2010/2011	2009/2010
Revenues		
Donations & Fundraising	\$3,974,242	\$3,939,526
Fees for Services	3,116,039	3,178,616
Grants	5,895,994	4,419,920
Other (Project Funding)	680,488	598,401
Total	\$13,666,763	\$12,136,463

	2010/2011	2009/2010
Expenditures		
Corporate Administration	\$670,664	\$563,109
Program Expense	5,152,979	4,633,623
Program Staff	7,054,433	6,642,693
Other (Project Funding)	883,693	545,505
Total	\$13,761,769	\$12,384,930



2010/11 Event Highlights



Women's Services Golf

The 15th Annual Women's Services Golf Tournament was held at Heron Point on May 27, 2010. Over \$40,000 was raised on this sunny day to help support our SAGE Family Camp program for women and children who have experienced domestic violence. Many thanks to our participants and sponsors with a special thanks to Pegasus Direct Mail Worx for being the tournament sponsor.

Youth Services Golf

The 16th Annual Youth Services Golf Tournament took place on June 24, 2010 at Heron Point. More than \$35,000 was raised to help support our Youth Services programs and facilities. Our most sincere thanks to Budds' BMW Hamilton as the tournament sponsor. By believing that no youth stands alone, our golfers have strengthened our community as a whole and allowed our youth to dream, hope and achieve.



Harvest Dinner 2010

"Sharing the Harvest" was the theme of the 12th Annual Harvest Dinner which took place on October 14, 2010 at Carmen's Banquet Centre. The dinner was a great opportunity to celebrate the wondrous Harvest Season that reminds us to be thankful for so many blessings. The Harvest Dinner raised \$135,000 to support the many programs and services that bring hope into the lives of thousands of men, women and children at Good Shepherd.

5 Days for the Homeless

Students from McMaster's DeGroot School of Business participated in their annual 5 Days for the Homeless in March, 2011. Students volunteered to live outdoors for 5 days and 5 nights despite bitter, snowy weather with no shelter other than their sleeping bags. Existing solely on donations from staff and fellow students, they experienced a taste of the challenges of homelessness while raising more than \$7,600 for Notre Dame House, Good Shepherd's emergency shelter for homeless youth.





In 2010/11, Good Shepherd was fortunate to have the help of 4,325 volunteers for a total of 70,614 volunteer hours. Our volunteers, whether groups or individuals, share their talents and abilities in a variety of ways – such as preparing and serving the daily hot meals program, assisting at special events, helping out at the Warehouse, working with the residents in our various programs, and so much more. We simply could not carry out our mission without them.

A Message from Cathy Wellwood

Good Shepherd is blessed to have thousands of donors who support our mission every day of the year. There are so many ways in which our donors show their support to Good Shepherd – from those who send in donations at Christmas and Easter or through one of our newsletters or to those who make a gift each month. Our Special Events each year see 1,000 people attend the Harvest Dinner and 250 people golfing in one of our tournaments, not to mention the many sponsors whose contributions make these events happen. We have major gift donors and those who remember Good Shepherd in their wills, while others may donate a Christmas Hamper or support a food drive. Others host their own special events and donate the proceeds to programs and services at Good Shepherd.

To everyone who has supported our fundraising efforts this past year, and over the 50 years before that, we say thank you – we couldn't have achieved so much without you. These are exciting times at Good Shepherd and I invite you to join with us in our journey as we move forward into the next half century of our service to those who need us most in Hamilton. Just turn the page to see what the future holds for all of us...

Sincerely,

Cathy Wellwood
Chief Development Officer





The Future

Good Shepherd Square Rises out of Need, Faith and Hope.

The programs and services of Good Shepherd have significantly expanded over the past 50 years to meet the emerging needs of our community. The escalating needs of marginalized people have resulted in some real challenges to Good Shepherd – especially as facilities have been outgrown and buildings have become tired and expensive to maintain. At the same time, Good Shepherd has increasingly pursued opportunities to provide services in a manner that supports people in crisis but also provides them with the resources to achieve their goals and live safer, more independent lives as members of our community.

The idea of a new central location for a number of Good Shepherd services began to take root in the late 1990s but finding the right location was not easy. One property stood out as the ideal place for the new Good Shepherd home – the former Loretto Academy located on King Street between Ray and Pearl Streets in downtown Hamilton. Owned by the



Hamilton-Wentworth Catholic District School Board, the property sat ready and vacant with the only restriction being that the property must always be used to further the work of the Catholic Church. By 2001, the property became a serious option for the development of what would become Good Shepherd Square.

The original plan was to develop a new facility that would allow all of Good Shepherd's services for women and their children to operate in a coordinated manner at a single, accessible location.

The original Martha House, which served women and children fleeing abuse, and the original Mary's Place, a shelter for homeless women, would continue to operate as separate programs but would benefit from the economies and efficiencies found in co-locating the services. Further, Good Shepherd's Outreach Services for Women and Children would also operate in the new building – ensuring that women and children would continue to receive essential supports in a safe, familiar environment after leaving shelter.

As planning proceeded, it was clear that there was space at Good Shepherd Square to do more. Recognizing that the lack of access to safe, affordable housing was a root cause of homelessness in Hamilton, Good Shepherd began to consider the possibility of building quality, permanent housing for individuals, families and seniors. So, the original plan to build 60 emergency shelter beds in a new Women's Services Centre was expanded

to include two more buildings that would offer 156 affordable housing units to the community. These would include apartments and a wellness centre specifically for seniors. In less than a year, Good Shepherd sought and received the proper zoning clearances and by 2003, the City of Hamilton had approved the plan. Good Shepherd Square was becoming a reality.

However, there was still a good deal of work that had to be done in preparation for the actual construction. Archeological studies were completed, tree preservation plans put in place, soil studies were conducted and old contaminants on the site were removed. Construction finally began with a ground breaking ceremony in May of 2008 and moved at a steady pace.

In December, 2010, Good Shepherd Women's Services moved into Good Shepherd Square much to the delight and appreciation of the vulnerable women and children served by these programs. The new Women's Services offers an innovative service model that offers women and children fully-furnished apartment-style accommodation in a secure shelter environment. This design allows families fleeing violence and abuse to maintain normal routines and family customs to the greatest extent possible in the midst of a crisis. The new Mary's Place facility offers an unprecedented level of shelter service to homeless women – allowing them greater privacy and an enhanced sense of personal safety as they struggle to deal with the complex issues that result in homelessness.

The final phase of Good Shepherd Square is nearing completion. One building will contain 72 units of affordable



rental housing for singles and small families, a community resources centre, community meeting rooms available for public use, and administrative space for Good Shepherd offices. The final 84-unit seniors' apartment building will host the wellness centre with a medical clinic and a variety of health and wellness related services for older adults.

Good Shepherd Square is the first of its kind in Canada and is only the second capital campaign project in our 50-year history. Good Shepherd Square is the cornerstone of our future as it reflects a health and wellness model that employs preventive measures to help people avoid the debilitating impact of poverty and assist them in establishing and maintaining independent, productive lives. Here, people can access the tools they need to reach their individual goals, break the cycle of poverty and enjoy healthier lives as contributing members of our community.

Good Shepherd Square would not have been possible without the support of various levels of government, churches of many faiths, businesses and corporations, donors, volunteers and the staff who worked so long and hard to build an inclusive community for all. More importantly, it never could have happened without the Providence of God and His Faith in us, His People. We still have some work to do to secure the remaining capital funding for Good Shepherd Square but are confident that just as we are there for those who need us, our community will rally together to support us in building a more vibrant future for Hamilton.

Brother Mathias Barrett inspired the Brothers of the Good Shepherd who came to Hamilton 50 years ago to begin a ministry for people in need. Good Shepherd Square is the culmination of 50 years of dedication and commitment to this community and will be a place of healing, a place that will inspire hope, and will truly be a place where people will find a home.





Good Shepherd

Faith in people.

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