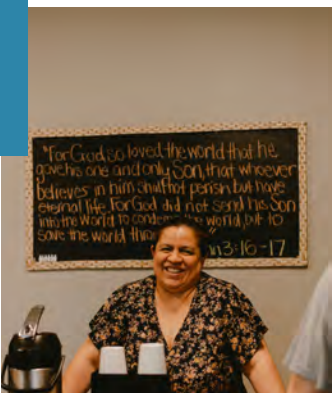
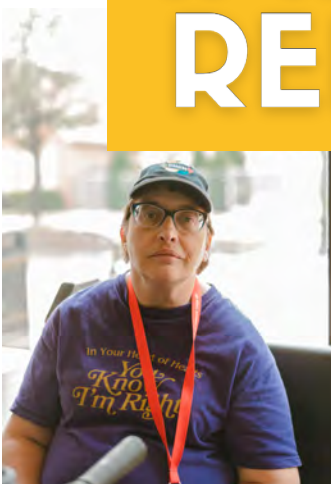




# HELPING HANDS<sub>2024</sub>



# IMPACT REPORT



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Dear friends,

It's hard to quantify friendship. If we could count the number of hugs exchanged, tears shed, laughter enjoyed and prayers lifted up together, what an Impact Report that would be!

Friends care about each other's physical and social needs, but at Helping Hands Street Mission we know that a true friend cares even more deeply. As Augustine said in his Confessions: "You only love your friend truly, after all, when you love God in your friend, either because God is in them, or in order that God may be in them. That is true love and respect."

We are daily seeing God in each other at Helping Hands Street Mission, and because of this, even as the world is in turmoil and daily life feels hard and hopeless, we are experiencing glimpses of hope and joy together, as friends.



*Alice Plug-Buist*

**Alice Plug-Buist**  
Executive Director

# Meet Our Team

1



**Lisette Sayes**

Community Engagement  
Manager and Project Hope Lead



**Kristina Ivanovic**

Hospitality Coordinator



**Lauren Galenkamp**

Executive Projects Assistant



**Carl Henderson**

Friendship Manager

## Our Valuable Volunteers

**8,399**  
hours spent  
volunteering

**60**  
Active  
Volunteers

Some of our core volunteers are people who began as friends needing support, now extending that support to others.

We are also grateful for our volunteer Board of Directors who provide faithful leadership, oversight and direction.

Many volunteers have been with us for years, giving faithfully and consistently.

We are incredibly thankful to all our volunteers for their deep investment.

**Become a volunteer!**

(click here)

## 2 Our Programs

2022



2024

1,009

unique individuals

1,964

unique individuals

2,427

visits to the store

6,239

visits to the store

5,913

essential items

12,382

essential items

## STORE & CAFE

The Cafe and Store is where more than just people's physical needs are met. It is a space where friendships begin and care is extended in all directions.



15,030

cups of coffee



### Top requested items:

1. Deodorant
2. Tents
3. Underwear
4. Socks



scan or click here to go to our Amazon wishlist to help

## PROGRAM DAY

### THURSDAYS AT HELPING HANDS:

- 11:30-12:30pm Women's Bible Study
- 1:00-3:00pm Women's Social Group
- 3:30-4:30pm Men's Bible Study
- 4:30-5:30pm Men's Social Group

Thursdays at Helping Hands are an opportunity for friendships to deepen and for friends to come together and talk about the big questions they are wrestling with.



1,420

cups of coffee





# FRIDAY NIGHT CAFE



Our Friday evening cafe from 7pm-9pm is a space where all are welcome to come and enjoy some games, snacks and time together.

**880**  
cups of coffee



**348**

visits from women

**212**

hours caring for women

**1,842**

essentials given out

# PROJECT HOPE

Project Hope is a safe space for women Saturdays from 1-6am. It is a place where women can rest, grab a hot drink, a snack and essentials such as hygiene products, or safe sex supplies.



**1,317**  
hot drinks and food items



# INTRO TO WORSHIP

**4**

monthly engaged churches



## SUNDAY SCHEDULE

2pm - light meal together

2:30pm - worship music

2:45pm - Bible reflection and discussion

3:15pm - prayer time

**883**

cups of coffee



## 4 Messages from our Friends

### Why is Helping Hands important to you?

“nice to meet new people”

“fun games, friends, and family”

“friendships”

“people helping people”

“someone to talk to”

“community”

“outreach to the community”



“a part of a family”

“calming”

“safe”

“blessed”

“cared for”

### How does it make you feel when you spend time at Helping Hands?

“joy”

“looking forward to seeing people (friends and staff)”

“rewarding”

“comfortable”

### Why does it matter that Helping Hands exists in our neighbourhood?

“support the community”

“dependable”

“welcoming”

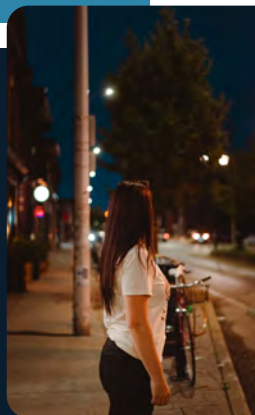
“huge need”

“a place to be inside and safe”

“being there for those in need”

“accessible to everyone”

“very helpful”



# Storytelling & Community Engagement 5

We released a 10 part video series with our friend Chris highlighting the nuances of living in a tent that gained over 13,000 views on Instagram.

3 Helping Hands friends shared their story through video storytelling

**“The best advocacy is always storytelling.”**

4 features on CBC News

6 friends/community members with lived experience who shared their story through our immersive art experience

Our award winning documentary “Helping Hands” was screened at 6 film festivals across Canada, and in 5 churches in Hamilton.

7 Op-ed & 2 featured pieces in the Hamilton Spectator

**14** volunteer groups hosted



scan here to listen to our friends stories

**39** businesses supporting through event sponsorship

**25** engaged churches

**10** item donation partners

# THE HIGHLIGHTS

## Our 3rd Coldest Night of the Year



Our 3<sup>rd</sup> year of doing Coldest Night of the Year was a huge success. We had 41 teams and 310 walkers help us raise \$81,442 to support our programs.

## Summer Tent Drive



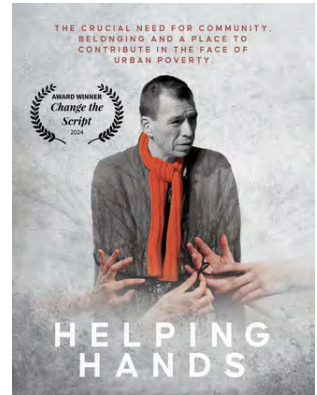
With the increase in need for tents in the past few years, we wanted to make sure that we supported our friends who were in need of shelter. We were blown away that over 58 tents were donated and distributed to our friends this summer.

## A visit from Mayor Andrea Horwath



In April we were visited by Mayor Andrea Horwath. Our friends were able to bring their concerns and difficulties to her and discuss the ways they needed to be better supported. Mayor Horwath was also able to tour Helping Hands to gain a better picture of the services that we offer our community.

## Our first film festival!



On July 31, 2024 our award-winning documentary "Helping Hands" was screened for the first time. We were excited to then be screened in 5 other film festivals across Canada.



**Donate Now**

(click here)

## Gather for Good



This year we also hosted our first “Gather for Good” event. This is a time for some of our most dedicated supporters to come and hear stories and be invited to contribute to the future growth of Helping Hands. This wonderful event raised \$22,500.

## A New Home for Helping Hands



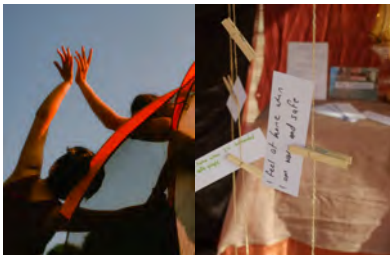
We ended our year with the huge step forward of signing a purchase offer on 669 Barton Street East.

## Underwear Drive



In August we did a drive for one of our most needed items: underwear. We were so grateful for everyone who stepped up and took the time to care for their neighbours.

## “We’re All Neighbours Here” An Immersive Art Experience



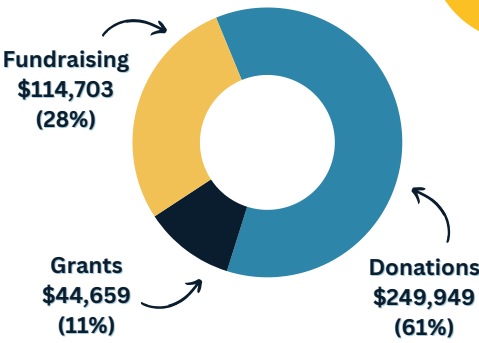
Usually in October we host a fundraising Gala but this year we wanted to make more space for our friends and community members to share their stories. Together with 13 different artists we were able to host over 250 guests from October 17-19, depicting some of the realities of homeless living. It was a unique opportunity to be able to safely share experiences in each person’s own voice, their own way.

## Christmas at Helping Hands



Every year, on December 25<sup>th</sup> we open up our doors and spend time celebrating Christmas with our friends. We share warm drinks and baked goods, and give out individual dinners and a Christmas gift bag for each friend. We spend time together singing Christmas songs and hanging out with Santa and each other.

Income




Total Income: \$409,311

We have been talking about the need for a new building for a few years. 2024 was the year that the board critically examined whether there would be sustainable support for such a step. And before the year was out, the board moved forward in confidence with an offer to purchase 669 Barton Street E.

None of our operations funds were used to purchase the building, but your generous support of our operations budget provided confidence that our community’s needs would be met abundantly by deeply caring neighbours and friends.

While our world sees ongoing upheaval, your support for people who are most vulnerable is evident. Thank you for walking alongside neighbours in need together with us. Together we are building God’s kingdom, full of people who provide sacrificially for each other.



become a donor today!

80 major donors (giving \$1000+)

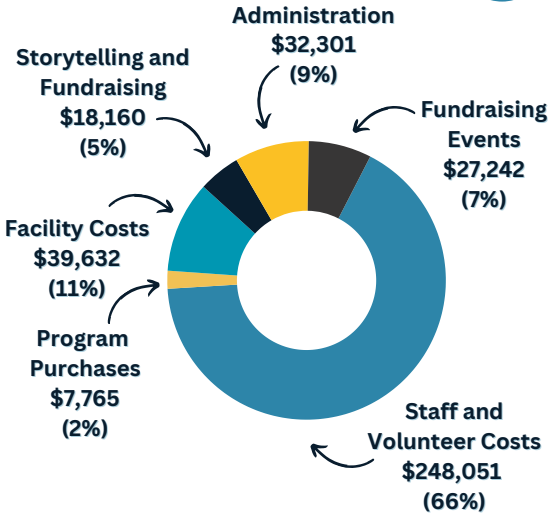
452 total donors (a 20% increase from 2023)

3 major events

72 monthly donors (31 of them are new this year!)

7 grants received

Expenses



Total Expenses: \$373,151

# Strategic Plan

2024-2026

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## GROW

Tangible movement towards better equipped, accessible and adequately staffed facilities that can accommodate increased community engagement and enhanced programming.



## REFINE

Increased clarity of our mission scope, to allow for appropriate prioritization of programming, partnerships, community engagement and advocacy.



## SUSTAIN

Development of sustainable capacity through financial planning and enhanced support diversification, increased engagement opportunities, and prioritization of diverse participation at all levels.



# Looking Ahead...

By the end of 2024, we had committed to buying a building. Looking ahead, that means working together to live into this new building's potential!

Our mission, vision and values all find their foundation, reason and purpose in Jesus' love and God's welcome. So, as we look forward to offering more welcome, more belonging and more hope at Helping Hands Street Mission into the future, we find our confidence in walking in step with God's Spirit. We know God cares for people who are lonely and marginalized. And we know God brings each person to our doors to be befriended and welcomed.

And so, we move ahead audaciously, owners of a big building with so much potential for more, and we trust that the God who cares for the sparrow will allow us to continue to facilitate more and more friendship-based support for each person that comes to our doors looking for welcome, belonging and hope.

**"And may the Lord our God show us his approval and make our efforts successful. Yes, make our efforts successful." Psalm 90 (the Bible)**



At Helping Hands we believe “each person has something to contribute and is needed in community.”

shop our  
amazon  
wishlist

volunteer  
with us

make a  
one-time  
donation

become a  
monthly  
donor

**How do you  
want to  
contribute?**

contribute to our  
capital campaign

contact Alice:  
[alice@hsmhamilton.com](mailto:alice@hsmhamilton.com)

pray for our  
friends and our  
community

donate your  
own gently  
used clothing

run a drive for  
clothing or  
hygiene items

## Mission

Reaching out together, with love and respect, in Jesus' name.

## Vision

Through friendship-based support we will seek opportunities for every person dealing with social, financial and spiritual poverty to develop relationships, share in resources and feel welcomed into God's family.

## Values

As a Christian organization we believe:

- That each person is made in God's image, and as such has intrinsic value and dignity
- That each person has something to contribute and is needed in community
- That God cares equally for all people and wants to welcome each person into relationship.





# Contact us:



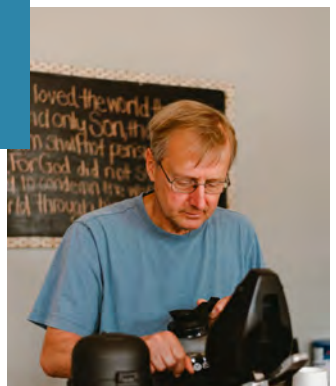
info@hshmhamilton.com



905-522-4263



E-669 Barton Street East  
Hamilton, Ontario  
L8L 3A3



# Follow Along:



hshmhamilton.com



@hshm\_hamilton



Helping Hands Street Mission

