

THE MUSTARD SEED

REPORT TO COMMUNITY

35TH ANNIVERSARY EDITION

2019

A YEAR IN REVIEW

Our Mission

To build hope and well-being for our most vulnerable citizens through Jesus' love.

Issue Date:
January 2020





A MESSAGE FROM THE CEO

This fall, The Mustard Seed celebrated 35 years of ministry and service to those experiencing homelessness and poverty. It's a major milestone. In fact, Jim Collins' popular book, *Built to Last*, recognizes the average lifespan of a company is only 40 years. Collins and his team studied companies that had been around for more than a 100 years in an effort to discover the secrets to their longevity. Collins finds that two things long-lasting organizations do well is preserving the core and stimulating progress. Truthfully, we hope The Mustard Seed would be so successful in lifting people out of homelessness and poverty that there will be no need for us to exist by the time our 100th anniversary comes, but as we press on toward that goal there are lessons we can take from Collins' book.

At our core is our mission: "To build hope and well-being for our most vulnerable citizens through Jesus' love." Every day we work to provide vulnerable men and women with a safe place to rest and warm meals to meet their needs. However, as important as these things are, if we don't help them on a journey to hope and well-being, we have failed.

In this report, you will see how The Mustard Seed is going beyond the provision of basic necessities to meet our mission and work toward the elimination of homelessness and reduction of poverty. You will also learn of our commitment to stimulate progress in both our organization and in lives of vulnerable people. We have seen continued growth in the number of services and the people we serve, including the addition of a new location in Medicine Hat. I would like to say the needs are lessening, but homelessness and poverty remain some of the most significant challenges we face as a country. So, we labour on in the hope that we will not need The Mustard Seed in 65 years.

Our rich history of supporting the helpless and caring for the forgotten is possible because of your commitment to compassionate care for those in need. Thank you for your continuing support!

Stephen Wile
Chief Executive Officer

“

GOD LOVES EACH OF US AS IF THERE WERE ONLY ONE OF US

”

— AUGUSTINE



A MESSAGE FROM THE BOARD OF DIRECTORS

As we celebrate 35 years of service, I can't help but reflect on both the triumphs and struggles we have experienced along the way, as well as the many opportunities we've had to see God at work.

Through the ups and downs, we have never lost focus on why we exist and what we do. We, as an organization, are here to model the compassion and commitment of Jesus to help anyone in need. This is the core of our identity and what drives our passion to help those experiencing homelessness and poverty.

This year has been one of abundant growth. We have expanded to Medicine Hat, are building a new shelter in south Edmonton and continue to add and grow programs in all the

cities we serve. However, it has been challenging to meet the increased financial demands of our growing organization in an economy that continues to struggle, but we press on with gratitude for new opportunities and for each of you who have partnered with us.

On behalf of The Mustard Seed Board of Directors, thank you for your part in helping us meet the needs of those experiencing homelessness and poverty!

Lorne Heppner
Chair, Board of Directors

SHELTERS AT THE MUSTARD SEED



CALGARY

EDMONTON

KAMLOOPS

RED DEER



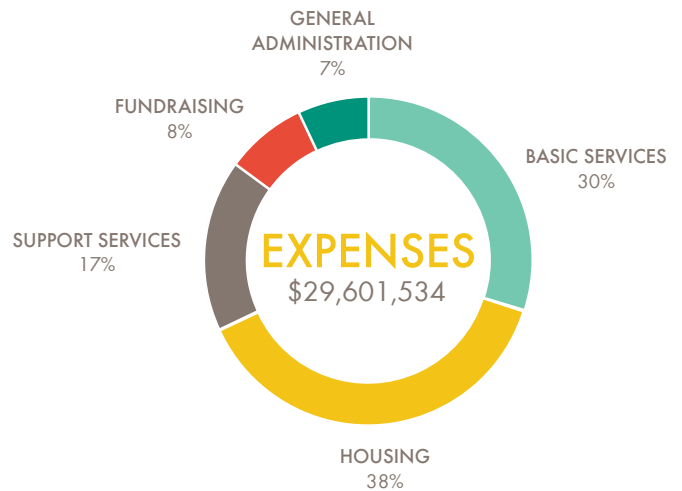
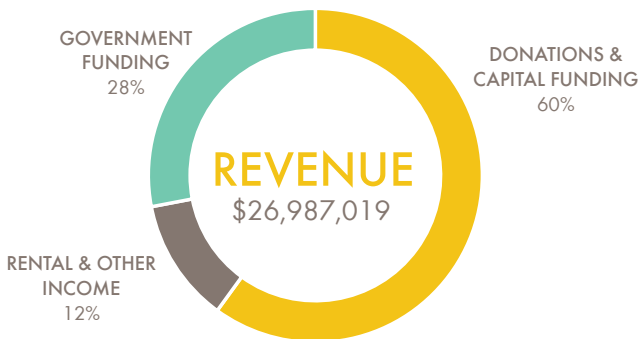
*"I LAY DOWN AND SLEPT, YET I WOKE UP IN SAFETY
FOR THE LORD WAS WATCHING OVER ME."*

PSALMS 3:5

2018-2019 FINANCIALS

FOR THE FISCAL YEAR ENDING MARCH 31, 2019

All figures reflect approximate 2019 (annual) stats unless otherwise noted.





Maria, a resident of the 1010 Centre

FINDING A LIGHT IN THE DARK

FROM EMERGENCY SHELTER TO AFFORDABLE & SAFE HOUSING

Born and raised in Calgary, Maria grew up in a family of seven. Her mother, a veteran, struggled with an alcohol addiction that took its toll on Maria and her siblings.

“Because we grew up in it, it was easy to fall into it,” Maria says.

Maria struggled with her own sobriety, her mother’s illness and eventual death proving especially difficult. She started drinking heavily in an attempt to cope with the passing of her mother and strained relationships with her siblings.

Though Maria continued to drink, she started casually dropping into Alcoholics Anonymous meetings. It was clear to her that she needed a new path, but she wasn’t quite ready.

After ending an abusive relationship, Maria found herself with nowhere to go. She turned to The Mustard Seed Emergency Shelter where she was provided warm meals, a safe place to stay and multiple on-site services to aid in her recovery. She ended up staying longer than she had anticipated. After one year, Maria decided she needed to make a change.

“I was tired of it,” she says. “I didn’t want to do it anymore, so that’s when I said enough is enough.”

Maria reached out to a staff member at the shelter and turned her day-to-day focus towards finding housing. In June, Maria was accepted into The Mustard Seed 1010 Centre, an affordable apartment building which keeps her sober and safe. Here, she is able to access a variety of support systems such as health and wellness programs, employment services and spiritual care.

“My life has gotten better,” she says. “I’ve met people. It’s a good place to live.”

Maria still thinks about her mother, but she is slowly healing, thanks to the stability and services available to her at The Mustard Seed.

35 YEARS OF GROWING HOPE AT THE MUSTARD SEED (TMS)

• First Baptist Church opened a coffee ministry for youth and street kids called “The Burning Bush”

1972


1973

1984

FROM THE SHELTER...



25,000+
Meals served at the shelter per month



370
Mats available all year round



756
Unique guests per month

INTO A PERMANENT HOME




100%
Retention rate



289
Affordable housing units

THE MUSTARD SEED SUPPORTING VETERANS

Maria's veteran mother struggled with her own battles that influenced Maria. Homes for Heroes supports our veterans so people like Maria's mom can seek the services and programs needed to get their lives back on track.

A partnership between the Homes for Heroes Foundation and The Mustard Seed, the Homes for Heroes 908 ATCO Village is intended to provide a transitional living environment for veterans experiencing homelessness and poverty as they work to heal, live independently and reintegrate into society.

Through your support, Homes for Heroes is more than just an idea. It's a reality that was built by people like you to support our struggling veterans.

For more information, visit TheSeed.ca/homes-for-heroes

- MARCH 1984
- The first service of TMS Street Church was held in
- The Burning Bush Coffee House under the leadership
- of Pat Nixon

- Edmonton opened an
- independent TMS location



- NOVEMBER 1984
- TMS officially opened its
- first-ever location in Calgary

THE BLESSING OF A DIAGNOSIS

WELLNESS PROGRAMS & SERVICES ENABLE OUR CLIENTS TO THRIVE

The Mustard Seed’s 1010 Centre has forever changed Jill’s life. After enduring many hardships, the affordable housing program was exactly what Jill needed after staying at The Mustard Seed’s Emergency Shelter for six months.

“It’s a warm place where the staff help you,” says Jill. “They help you with your path. Whether you have to find housing or go back to school, there are programs that can help you.”

Jill received help from The Mustard Seed advocates and as a result, she was able to obtain the income supports she needed. Not only was the 1010 Centre beneficial to her housing needs, but the attached Wellness Centre also proved vital to her success.

“It if wasn’t for the Wellness Centre, I wouldn’t have gotten diagnosed properly,” says Jill. “Through the doctor here, I was diagnosed with Schizoaffective disorder.”

An accurate diagnosis has made an immense difference in Jill’s life, giving her the information and tools she needs to feel safe and in control. It has been five years since Jill moved into her home and she continues to thrive, even earning a position on the apartment’s tenant board. Her sense of community continues to help her grow and maintain a healthy lifestyle.



Jill, a resident of the 1010 Centre

“There’s so much that The Mustard Seed has done. The only way that I can give back is by being nice and kind to others.”

You have changed Jill's life. Your support has provided the opportunity to build state-of-the-art and accessible facilities. Without people like you, Jill wouldn't have been able to receive the critical medical attention she needed to be self-sufficient and in control of her life.

WELLNESS CENTRE

\$13.52

Average cost per service

3,806

Unique individuals served by our wellness team

48,200+

Health and wellness services provided

7,104

Hours of counselling

• TMS Street Church changed its name to TMS Street Ministry, becoming a ministry of the Church to those experiencing homelessness in Calgary

• **DECEMBER 1992**
• Downtown Support Centre in Calgary officially opened

1989

1991

1992



Calvin, a guest at The Mustard Seed

A SAFE PLACE TO CALL HOME

HOUSING PROVIDES STABILITY & INDEPENDENCE

For years, Calvin carried all of his belongings with him everywhere he went. Often weighed down by four large bags at a time, the only word he can think of to describe them is “heavy.”

Calvin came to The Mustard Seed for help to get off the streets and find housing. He has now been a guest for six years, frequenting our community hubs and visiting the 96th Street building for meals. Prior to coming to The Mustard Seed, Calvin was not only without a home, but also without a phone, identification and a bank account.

He bounced between the streets and temporary housing for a long time. By providing Calvin a place to stay, warm meals and the support he needed to get all his missing documentation, he no longer carries his entire life on his shoulders. He has a safe place to call home - an affordable

apartment he was able to secure with help of a Mustard Seed housing worker. Calvin was able to put all these pieces into place, setting himself up for long-term success and independence.

“It’s all coming together now,” Calvin says with a convincing smile.

With everything falling into place, Calvin has found time for fun and friendship. He is involved in our Horse Therapy program, needle pickup initiative and volunteers in several groups.

With the weight of his world off his shoulders, Calvin is a new man. He is a man with many friends, a contagious laugh and a bright, stable future ahead all thanks to generous donors like you.



1994

- Housing programs started in TMS Calgary's
- Downtown Support Centre

1996

- TMS Edmonton started its Reintegration program for men

- **YEAR OF 1996**
- TMS Calgary's Downtown Support Centre fully occupied with Transitional Housing

- **YEAR OF 1996**
- TMS Calgary started DemoCrew and CollegeCrew programs



Flora, a guest at The Mustard Seed



TMS Calgary acquired the Creative Centre (106 Building)

1999

TMS Calgary's Creative Centre opened

2001

2005

TMS Edmonton started its Reintegration program for women

FINDING MEANINGFUL CONNECTIONS

HORSE THERAPY PROGRAM GIVES THE GIFT OF HEALING

Flora's childhood was full of hardships. At the age of three, she was placed into foster care. For six years, she lived with a kind, loving couple, but the tragic death of her foster mother forced Flora into a new home. There she suffered years of sexual, physical and emotional abuse.

"For the longest time, no matter how hard I tried to break the cycle, I always felt like I was this worthless person with no hope of succeeding," Flora says.

As a result of broken relationships, lack of community and childhood trauma, Flora found herself living in poverty as an adult. In addition to these hardships, she found out that she suffered from Fetal Alcohol Spectrum Disorder (FASD). Desperate and hopeless, she turned to The Mustard Seed.

Flora was warmly welcomed and staff suggested she partake in community activities. She has participated in a number of different programs and has built relationships with her community members through volunteering. One

particular program that has played a key role in her development and healing is Horse Therapy. This unique initiative allows Flora to spend time in nature, develop community, learn new skills and focus on spiritual connections, shifting from a context of barely surviving to thriving. This introspective practice is what leads to healing and growth for many guests like Flora.

"I've found that I'm more confident in things I do now, where I lacked that confidence in myself before. It just feels amazing to me," Flora says.

The courage that comes from learning to command and take care of a horse is the kind of self-confidence and bravery guests need to command and control their own circumstances, explains Life Coach and Horse Therapy facilitator, Paula Streen. "These types of programs really bolster Flora enough to keep going and be self-supporting," she says.

As Flora continues to grow, moving towards a bright, promising future, she reflects on her past. "I made a promise to my mom that I would not be like others and would go through my life journey my way," she says. The Mustard Seed has been a significant part of that journey. "It's my second home away from home. I don't know what I would do if I hadn't met them."

Flora was able to find unique, effective ways to heal from the inside-out thanks to support from donors like you. These unique program offerings are essential to guests like Flora who need introspective practice and a sense of community to become successfully self-sufficient.

To learn more about Flora's story, visit [TheSeed.ca/video-meet-flora](https://www.theseed.ca/video-meet-flora)

TMS Edmonton and TMS
Calgary merged into one

2007

TMS Calgary's Resource
Sorting Centre opened

2011

YEAR OF 2005

Community Support Centre
opened in Edmonton

YEAR OF 2007

Westwood Manor opened in Edmonton

TODAY'S VOLUNTEERS; TOMORROWS LEADERS



Volunteers from St. Francis of Assisi Middle School

VOLUNTEERING TEACHES COMPASSION & CHRIST-CENTRED STEWARDSHIP

“Be joyful. Be humble. Be loving. Be forgiving.”

This is the motto of St. Francis of Assisi Middle School. The school’s Grade 9 leadership class volunteered at The Mustard Seed during this past school year, four times each month.

Miranda Tonery, a teacher at St. Francis of Assisi, knew she wanted to give her class a humbling experience that also encouraged Christ-centred stewardship in the local community. Miranda knew The Mustard Seed would be the perfect fit.

“Some of our students have never seen someone experiencing homelessness. This opportunity creates a vital learning experience of how to be humble and allows the students to give back to our community,” she says.

Miranda says she is thankful her students had a chance to give back to the community, including some families from

their own school. Last year, The Mustard Seed delivered school lunches every school day to children from impoverished families, including students at St. Francis of Assisi. This is one of the reasons Miranda chose to volunteer at The Mustard Seed.

We are so grateful for these young student leaders and for all of our volunteers whose time and talents have such a monumental impact in the community. Volunteering provides the support needed for important programs and services, such as the School Lunch Program, which wouldn’t be possible without compassionate people like you.

To learn more about our School Lunch Program, visit TheSeed.ca/video-school-lunch

60,000+
School lunches delivered

8,108
Hours of volunteering

2014

2016

TMS Edmonton merged with The Neighbour Centre to become its second community hub and first location in the south of Edmonton

OCTOBER 2016
TMS Calgary opened the Wellness Centre

Andrew, a guest at The Mustard Seed

THE GIFT OF SHELTER & A MEAL

PROVIDING BASIC SERVICES ALLOWS CLIENTS TO FOCUS ON THEIR JOURNEY

Andrew remembers the worst birthday he ever had. It was the day he was evicted from his apartment and became homeless. He had lost his job and was unable to keep up with his bills.

"I remember walking around that night and it was so cold. I didn't know what to do," Andrew says.

He was sitting outside a mall when a passerby suggested he go to a nearby shelter. He arrived hoping they could offer him a warm bed for the night, but he soon realized it was only for individuals struggling with an addiction.

"When they asked me what addiction I had, I said 'Excuse me? I don't take drugs.'"

The staff at the shelter recommended The Mustard Seed. It was Andrew's last hope for a warm, sober place to sleep that night. When he arrived, the staff warmly welcomed him and immediately he felt safe. The gift of a warm meal and a place to sleep saved him. Andrew was so grateful for the food and shelter he received that he wanted to give back. He noticed

volunteers working in the kitchen and began regularly helping them, always looking for more ways to lend a hand.

"Whatever they needed I volunteered to help with," Andrew says. I really like volunteering here. I feel safe. I feel like I have a family and people are so friendly."

Andrew is no longer worried about where he will spend the night or when he will eat his next meal. Through the support of donors like you, he is able to focus on getting his life back on track, seek employment and search for affordable housing. Andrew knows it is only a matter of time before he is back on his feet.

To learn more about Andrew's story, visit TheSeed.ca/video-meet-andrew

 4,395 Meals served per month

 1,148 Shelter check-ins per month

2017

- APRIL 2017
- Seed Academy, a pre-employment program and basic computer course, launched in TMS Calgary

- JUNE 2017
- TMS Edmonton merged with The Mosaic Centre to become its third community hub and first location in the north of Edmonton

- NOVEMBER 2017
- TMS Calgary started the SEEDschool program



LENDING A HELPING HAND

EMPLOYMENT PROVIDES OPPORTUNITIES FOR A NEW LIFE

Norman* wanted to start a new life. He was in a toxic relationship and bad environment. He decided to move and make the long journey from Canada's east coast to Kamloops, BC.

"When Norman came to us, he had no identification, poor eyesight, was unemployed and experiencing homelessness," says a Mustard Seed team member. "He was in real need of help, so our team got to work to help him any way we could." With a variety of services and programs available to Norman, from dental services, housing referrals and employment assistance, he knew he had come to the right place.

Norman informed staff that his end goals were to get a job and feel productive. Our team helped Norman get his birth certificate, provincial identification, a personal health number and through our partnership with Nicola Eye Care, he also received a free eye exam and new glasses. Next, staff helped Norman complete the paperwork to get income assistance and attain suitable housing. They worked with him to build his resume and sign up for employment skills workshops.

Soon, Norman found a job he loved.

"We were so excited for Norman and how quickly he progressed," says a Mustard Seed team member. "It's exciting for our team to be able to help people with some of the challenges they're facing so they can become independent and thrive."

Norman still visits The Mustard Seed to lend a hand. The ever-present smile on his face shows everyone how proud and happy he is about the new life he has built in Kamloops.

Through your support, Norman was able to find a safe place to begin rebuilding his life. Acquiring the smallest things that we may take for granted, such as proper identification, is a constant, difficult struggle for those experiencing homelessness and poverty. You're able to help people like Norman gain their livelihood back.

***Names have been changed at the request of the guest.**

OUR PROGRAMS

53

Personal identification cards acquired for our guests

77

Guests supported with applications for social assistance

2,000+

Dental appointments

704

Chapel services hosted

2018

MARCH 2018

SEEDworks, a social enterprise employment program, launched in TMS Edmonton

JANUARY 2018

TMS Calgary opened its first community hub - the Neighbour Centre Marlborough Park

MARCH 2018

TMS Calgary's Wellness Centre opened a Fetal Alcohol Spectrum Disorder (FASD) clinic

THE MIRACLE OF LIFE

WALKING ALONGSIDE OUR GUESTS ON THEIR PATH TO RECOVERY

Being a parent is hard work. When you're addicted to drugs and living on the street, being a parent is infinitely more difficult. Chloe* knew she was facing an uphill battle.

Chloe came to The Mustard Seed addicted to drugs, living on the street with her boyfriend and in the first trimester of her pregnancy. Soon after she arrived, she built up the courage to share her pregnancy news with a team member, Kareem.

"We talked about treatment for her addiction, and I explained that even though she was living on the streets, God wanted her to have this baby and He was giving her the opportunity for change," Kareem says.

Along with accessing some of The Mustard Seed's different services, receiving warm meals and getting support for her soon-to-be baby, Chloe also asked Kareem to help her boyfriend Jason.* "I told Chloe I would encourage Jason, but I knew it wouldn't be easy. My first conversation with Jason didn't go so well."

However, a few weeks later, came news of a miracle.

"I got a phone call from Chloe's mother," Kareem says. "She called to say Chloe was in rehab and was already clean for a week. That gave me the best reason to talk to Jason again."

Kareem convinced Jason to get into a detox and treatment program so that he could be part of Chloe and the baby's life. Today, Chloe and Jason are clean, sober and preparing for the biggest adventure of their lives—the arrival of their beautiful baby.

"I pray God gives them the strength they need to overcome such a task that comes with bringing a beautiful life into this world," Kareem says.

Chloe and Jason were able to find the resources they needed to make lifesaving changes through support of donors like you. By helping people like Chloe and her soon-to-be family, more than just one life can be saved through your generosity.

***Names have been changed at the request of the guest.**

“
GOD WANTED
HER TO HAVE THIS
BABY AND HE WAS
GIVING HER AN
OPPORTUNITY FOR
CHANGE.”

3,000+
Meals served
per month

11
Food hampers
provided per month

• JUNE 2018

- TMS Calgary started a partnership with Women In Need Society (WINS)

• NOVEMBER 2018

- TMS Calgary started its Reintegration program

• AUGUST 2018

- TMS opened its fourth and first-ever British Columbia location in Kamloops after merging with New Life Community

• DECEMBER 2018

- TMS Red Deer began operation of a permanent overnight shelter



Marlowe, a guest at The Mustard Seed

“NO MATTER MY IMPERFECTION, THERE IS HOPE FOR ME AND EVERYONE ELSE.”

A PLACE TO FEEL WELCOME

PROVIDING WARM MEALS & A SENSE OF COMMUNITY

Marlowe was born with a disability which at times prevents him from walking. For the majority of his life, he has struggled with physical and mental health issues. It wasn't until he moved to the Champion Centre just over two and a half years ago that he was able to understand the path God had laid out for him.

“It was scary at first because I didn't know anyone, but I have been so thankful for my Christian brothers and sisters who encouraged me to come,” says Marlowe.

Upon arriving, Marlowe joined the breakfast program. The program is designed to feed the physical and spiritual needs of the hungry, homeless and lonely - something that Marlowe urgently needed as he wasn't physically able to cook for himself.

Marlowe says the sense of community has had the greatest impact on his success. “People can come here and learn

that God can be your best friend,” says Marlowe. “No matter my imperfection, there is hope for me and everyone else.”

This past fall, The Mustard Seed merged with the Champion Centre, River Valley Community Church's Oasis Café and Hope Street, starting a new partnership officially under the name of The Mustard Seed that will continue to serve the community's most vulnerable people.

Through your support, Marlowe is able to continue living at The Mustard Seed where he receives community support and services that are crucial to his well-being.

1000+
Meals served
per month

6
Rooms available
for rent

- SEPTEMBER 2019
- TMS opened its fifth location in Medicine Hat, through a partnership with the Champion Centre, River Valley Community Church's Oasis Café and Hope Street.

2019

- OCTOBER 2019
- TMS Red Deer opened a Wellness Centre

- NOVEMBER 2019
- TMS Calgary launched the Homes for Heroes program to aid veterans experiencing homelessness and poverty

HERE IS WHAT YOUR SUPPORT DID ACROSS ALL THE MUSTARD SEED LOCATIONS IN 2019

YOU GAVE HOPE

503,000+

Meals served

528,000

Pounds of
clothing donated

486

Shelter mats

AND WELL-BEING



115,200+

Volunteer hours



485

Guests
employed



60,600+

Health and wellness
services provided



1,350+

Spiritual care
events

325

Affordable
housing units

TO OUR MOST VULNERABLE CITIZENS THROUGH JESUS' LOVE

FROM ALL OF US AT THE MUSTARD SEED

Thank you for 35 years of **Building Community.**
Growing Hope. Supporting Change.



TheSeed.ca

CALGARY

Downtown Support Centre
102 11 Ave SE, Calgary, AB
p. 403.269.1319 | e. Info@TheSeed.ca

Calgary Shelter
7025 44 St SE, Calgary, AB
p. 403.723.9422 | e. Info@TheSeed.ca

Neighbour Centre
#24 6060 Memorial Dr NE, Calgary, AB
p. 403.269.1319 | e. hubs@TheSeed.ca

The Wellness Centre
1010 Centre Street SE, Calgary, AB
p. 587.393.4020 | e. Wellness@TheSeed.ca

EDMONTON

Community Support Centre
10568 114 St, Edmonton, AB
p. 780.426.5600 | e. InfoEdmonton@TheSeed.ca

96th Street Building
10635 96 Street, Edmonton, AB
p. 780.442.3564 | e. InfoEdmonton@TheSeed.ca

Neighbour Centre
10050 81 Ave NW, Edmonton, AB
p. 780.250.6840 | e. NeighbourCentre@TheSeed.ca

Mosaic Centre
12758 Fort Road, Edmonton, AB
p. 780.722.3247 | e. MosaicCentre@TheSeed.ca

Christian Care Centre
10137 - 50 Street, Edmonton, AB
p. 780.484.5847 | e. InfoEdmonton@TheSeed.ca

RED DEER

Community Support Centre
6002 54 Ave, Red Deer, AB
p. 403.347.1844 | e. InfoRedDeer@TheSeed.ca

KAMLOOPS

The Mustard Seed Outreach Centre
181 Victoria St W, Kamloops, BC
p. 250.372.9898 | e. InfoKamloops@TheSeed.ca

MEDICINE HAT

River Valley Community Church Allowance Campus
435 North Railway St SE, Medicine Hat, AB
p. 403.504.0342 | e. InfoMedicineHat@TheSeed.ca