

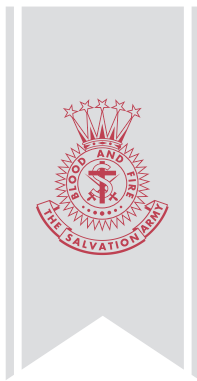


PATHWAY  
OF  
HOPE

# 2021 IMPACT REPORT

CANADA AND BERMUDA TERRITORY





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*Office of the Territorial Commander*



Dear friends,

Thank you for your interest in this **2021 Pathway of Hope Impact Report**, which provides a flavour of the vital work being undertaken right across our territory—in hundreds of communities in both Canada and Bermuda.

In this report, you will encounter people whose lives are being transformed. Different ages, backgrounds, places, life circumstances, starting points and objectives. This diversity is a beautiful thing. It's not a linear "process" and life can be messy, even at the best of times. Yet I am struck by how Pathway of Hope's gentle empowerment of people to realize their goals is helping us to take Jesus at His word when He told us, *"I have come that you may have life in all its fullness"* (John 10:10).

Pathway of Hope is—and will remain—a key component in our territorial Mobilize 2.0 endeavour. As we think together about how we are Inspired for Mission and Positioned for Growth, we see in Pathway of Hope that these are not separate objectives or buzzwords, but they are intrinsically linked. Pathway of Hope seeks to care for the whole person—physically, mentally, emotionally, spiritually. The testimonies of graduates from the Pathway of Hope program (as well as those of team members who deliver it) are persuasive and inescapable reminders that this is not simply a poverty alleviation scheme or handout. It is so much more.

As you read these stories and mull upon the data, which represents countless more lives changed for good, I pray that you will be as inspired, affirmed and encouraged as I am. God is faithful!

On behalf of all who will participate in Pathway of Hope over the coming weeks and months, thank you. Thank you for your support, your advocacy, time, skills, enthusiasm and prayers. We genuinely value and appreciate your commitment.

Sincerely yours,

**Floyd J. Tidd**  
*Commissioner*  
TERRITORIAL COMMANDER

**William and Catherine Booth**  
Founders

**Brian Peddle**  
General

**Floyd J. Tidd**  
Territorial Commander

# What is Pathway of Hope?

In Canada, one in every seven people lives in poverty. In Bermuda, that figure is closer to one in four. Many are caught in a cycle of poverty from which it is difficult to break out—they move from crisis to crisis and remain vulnerable to further setbacks. While there are numerous factors that contribute to this problem, there are few solutions ... and even fewer, which involve the holistic well-being of each individual.

Pathway of Hope, a territorial Salvation Army initiative, provides intensive, personalized case management to individuals and families who have a desire to take action to break this cycle. The framework intentionally surrounds the person—and, where appropriate, their family—with spiritual care and access to opportunities for spiritual growth and development. Through this, Pathway of Hope builds and transforms the whole community, thereby bringing increased stability, meaning and hope.

## Our Vision

Pathway of Hope isn't just about helping individuals and families finding a way out of poverty. It is designed to strengthen whole communities, and to provide support regardless of challenging circumstances. It begins with a genuine welcome and the offer of a listening ear to anyone who needs it.

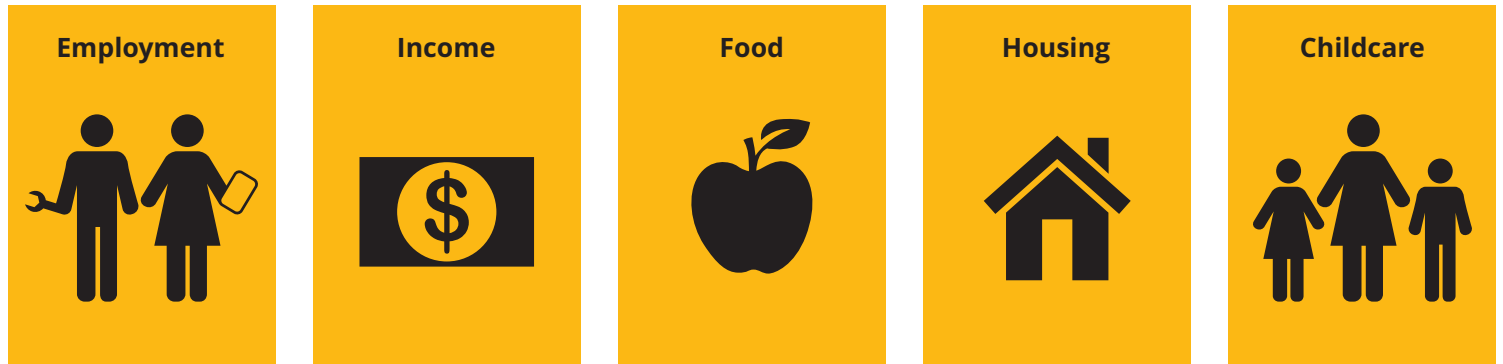
Pathway of Hope is aligned with Mobilize 2.0 and its vision statement. Wherever there is hardship, our team is mobilized to share hope. By creating a philosophical and cultural shift in our practice, Pathway of Hope can provide caring service and support to our neighbours in need. Working together with community partners, and expectant of change and hope, there really is a brighter tomorrow.



# Changing Life Trajectories

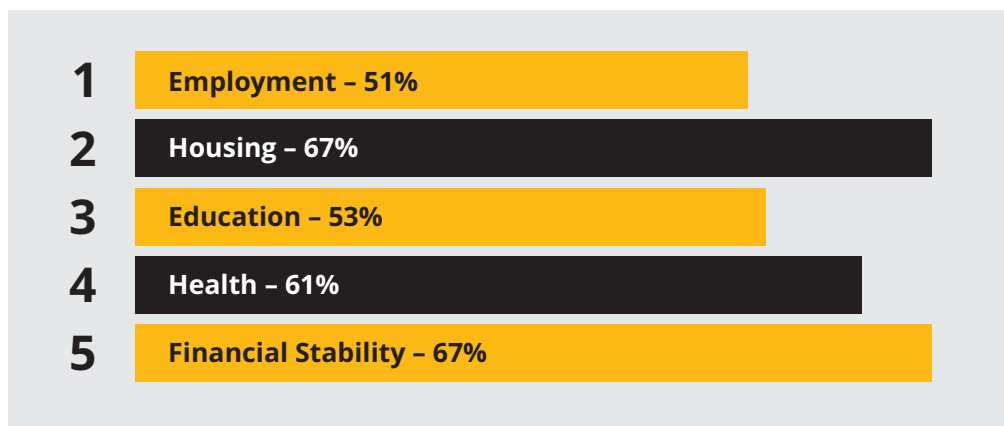
To break the cycle of poverty, we partner with individuals and families to develop a customized plan and take action to address root-cause issues and barriers.

Increasing stability is only possible through effective use of corps (churches) in partnership with other community agencies and stakeholders. The most significant barriers to Pathway of Hope participants at intake are as follows:



## Goals

Through Pathway of Hope, goals have been set by participants to make positive change happen in their lives. These are the top five goals that were set, with the percentage of goals that were successfully achieved.



**608**  
goals have been  
achieved by  
participants through  
Pathway of Hope



**1,257**  
goals have  
been set through  
Pathway of Hope

# Developing Life Goals

Vernon, British Columbia

**H**arrowing life experiences came to a head for Angela\* just before Christmas 2019. Diagnosed with severe post-traumatic stress disorder, this married mother of three felt unsupported and unable to function.

The devastating effects were felt by her family, too—she initially approached The Salvation Army seeking food hamper assistance for her teenage boys, and perhaps some gifts to make the festive season special for them.

Bravely, Angela opened up to Laura and Jen from the local Pathway of Hope team. Using trauma-informed strategies, she developed confidence in applying grounding and sensory techniques. The result

is a reduction in the number of the debilitating panic attacks, which held Angela back, and in their duration.

More than this, Angela has been helped to define and work towards attainable goals. Her daily anxiety had previously been so extreme that she did not have confidence that she would be in the right headspace to follow through with a plan.

With Pathway of Hope's wrap-around care, Angela now feels safe and loved. She can set targets and her family has also noticed a difference, now that reliable support systems are in place. "It's brought so much to my life," declares Angela. "Thank you, wholeheartedly!"



\* Name changed

## Hope Grows

**77** ministry units trained across Canada and Bermuda

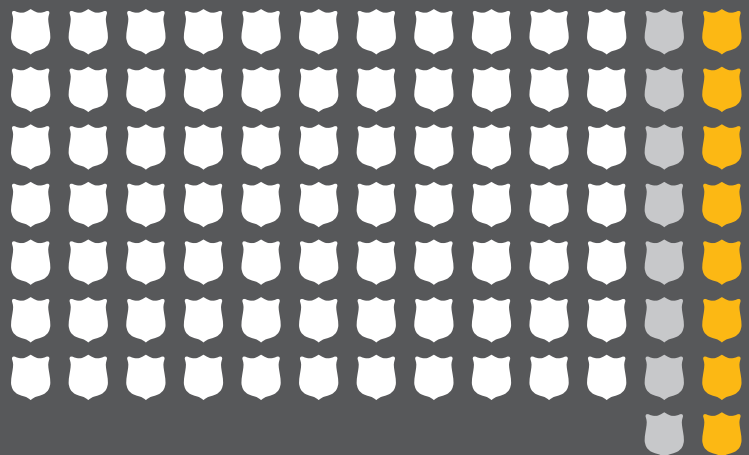
**8** trained divisions

**8** active divisions

Since 2016 ...

**620**

Households served;  
1,100+ individuals,  
400+ of whom are children



# Hope Grows...

The Pathway of Hope training framework includes three elements: implementation/onboarding, monthly skills-based learning, and scheduled training.

## Implementation and Onboarding

Supporting ministry units to get started with Pathway of Hope

In 2021 ...

7 sessions were offered

24 new locations were trained

10 locations received retraining

1 new division launched: Quebec

159 attendees

## Monthly Skills-based Learning

Supporting personnel with ongoing professional development

In 2021 ...

10 sessions were offered

581 attendees

Topics included motivational interviewing, trauma-informed care, ending the therapeutic relationship, reconciliation with Indigenous peoples, developing interagency collaboration, and confidentiality

## Scheduled Training

Supporting new personnel to get started and revisiting training for established personnel

In 2021 ...

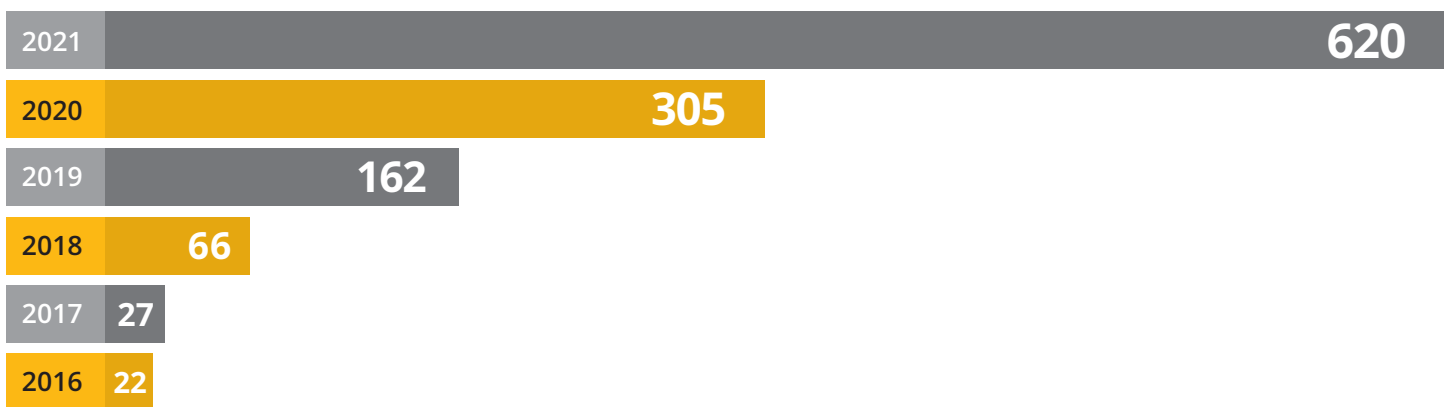
16 sessions were offered

173 attendees

In total for 2021 ... **33** Pathway of Hope training and education sessions offered  
**913** total attendees

Pathway of Hope was piloted in Canada and Bermuda in 2016 and launched in 2018, and has continued to show growth and success across the territory.

From 2020 to 2021, the number of enrolled participants has increased by **203%**.





# Connecting Margaret

Dundas, Ontario

While COVID-19 has affected almost all of us, elderly and vulnerable people have been particularly badly hit. Finances have been affected, and lockdown and social distancing measures have brought fresh trials for those who feel lonely and isolated. That was the experience of 81-year-old Margaret\* who, despite her resilience, contacted The Salvation Army seeking an emergency food parcel to help make ends meet.

Keen to address the underlying issues and provide a holistic response, the team invited Margaret to meet with a caseworker. She agreed, and her Pathway of Hope journey began.

Margaret described emotively how she was finding it difficult to pay market-value rent as well as leave adequate funds for bills and groceries. The caseworkers also heard how Margaret's strong desire was to become "more connected," both socially and spiritually.

In collaboration with one of Margaret's friends, the Pathway of Hope team assisted in relocating her to a subsidized apartment for seniors. Reducing Margaret's financial commitments allowed the focus to shift to her primary goal: connecting better with the community.

Weekly visits from spiritual care practitioners have now enabled Margaret to share in worship with the local Salvation Army. Practical support has also been bolstered, improving access to dental/hearing check-ups, tax advice and a community grocery delivery service.



\* Name changed

Through achieving goals that increase stability, participants completing Pathway of Hope on average experience an increase in monthly income of more than **\$182**.

Pathway of Hope service interactions since 2016: **6,051**

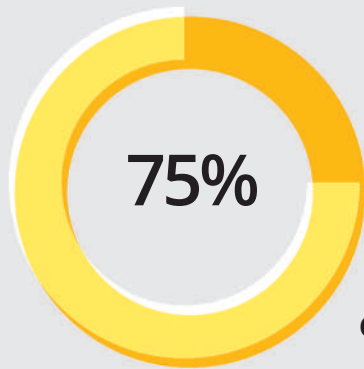
Referrals made to other service providers and community partners since 2016: **2,370**

1. Housing – **338**
2. Employment – **236**
3. Mental Health – **222**
4. Education – **152**
5. Financial Support – **143**



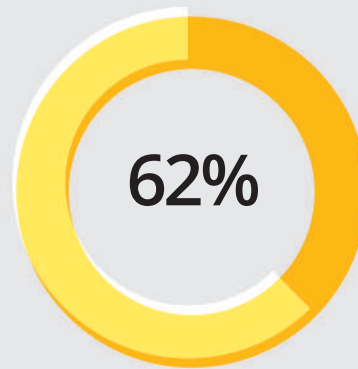
# Hope and Stability

Through working with participants to eliminate barriers and reach their goals, stability has increased dramatically.



of participants  
experienced  
**increased  
STABILITY**  
within  
an average of  
**eight months**

Hope gives us confidence that there is a positive future ahead and it is an essential component of the Pathway of Hope approach.



of participants  
experienced  
increased  
**HOPE**

## Spiritual Outcomes

**P**athway of Hope is a tool for meeting the mission of The Salvation Army through community engagement. Ministry unit teams provide intentional holistic support making space to explore one's connections, meaning and purpose. The result is increased spiritual strength on the journey from crisis to stability.

**59%**

of participants agree or strongly agree that their faith or spiritual beliefs have increased while participating in Pathway of Hope

**60%**

of participants agree or strongly agree that they have made a connection to a faith or spiritual community

**83%**

of participants agree or strongly agree that their faith or spiritual beliefs help them during difficult times



# Desperation to Disciple

*Sherbrooke, Quebec*

Jéssica\* and her four children arrived in Canada from Colombia in November 2019, settling in southern Québec. At times, the transition to “a society that is strange and foreign to ours” proved emotionally gruelling for the family. Understandable when, in Jéssica’s own words, “You must leave your country, your comfort and put a whole life built in a suitcase” and head towards an “uncertain future in an unknown country.”

In time, Jéssica decided to participate in the Pathway of Hope initiative. Over six months, trusted and compassionate caseworkers held frequent meetings with family members, enabling Jéssica to undertake in-depth “soul searching, analysis and reflection” and helping her to make sense of her new context and set realistic targets.

“Analyzing our short and longer-term goals—and how all the changes in our lives over the past few years have affected us—allowed us to strengthen our bonds as a family,” states Jéssica. “We have also become stronger, more resilient and—most importantly—closer to God.”

Recently, the family have been regularly attending The Salvation Army in Sherbrooke, Quebec, with the children keen to participate in children’s church, a source of encouragement for Jéssica. “As parents, it is very gratifying to see them grow in their spirituality,” she smiles. “And we have also started a discipleship course. We are very happy to have undertaken this journey (with Pathway of Hope) and hope to be worthy instruments of God.”



*\* Name changed*

“Seeing the love of all the people they serve and help really comforted me and confirmed the idea of wanting to serve and give back.”

The following figures are collected at the start of Pathway of Hope and demonstrate that while faith and spirituality are considered important to the people we meet, often they are not well connected to a faith or spiritual community. Pathway of Hope presents the opportunity for intentional conversation and relationship building that can lead to corps (church) and community integration.

Spiritual Needs Assessments conducted since 2016: **247**

**84%** of participants have a faith or spiritual belief that is of importance to them.

**24%** of children participate in religious groups or activities beyond a weekly church service.

**28%** of adults participate in religious groups or activities beyond a weekly church service.



# Giving Back

Halifax, Nova Scotia

The reality and uncertainty of homelessness can be a daunting and frightening prospect for anyone faced with the countless difficulties this brings. Imagine multiplying that by the responsibilities of parenting a young child at the same time.

Pathway of Hope extended to Halifax this year, and one of the first people who sought assistance was Ian.\* At a point of crisis in his life, he enrolled in the initiative opened by The Salvation Army's Centre of Hope.

Amid complex circumstances, Ian knew that he needed help to find security in appropriate accommodation. But more than this, he recognized the importance of developing a sense of direction in his life that would be both realistic and achievable.

His primary goal with Pathway of Hope was to find and move into affordable housing—a place that he could call his own and lay down meaningful roots. Pathway of Hope team members worked alongside him and began his application for metro regional housing. As, piece by piece, this started falling into place, Ian's mind was eased. He was beginning to develop real hope for the family he loves, for the first time in too long.

Ian's second goal was to strengthen his relationship with his seven-year-old son, Jason.\* One way that Pathway of Hope helped with this was to enable Jason to take part in the Open Arms spring break camp—a getaway that offers children a range of fun activities from hikes and rock climbing to team games, crafts, storytelling and, of course, singing around a roaring campfire. Truly a memorable and emotional adventure, and one which Jason thoroughly enjoyed!

Having now successfully graduated Pathway of Hope and accomplished his personal goals, Ian reflects warmly on "the direction provided, which helped to keep me focused and on my task." He is very thankful for having had the opportunity to participate in the Pathway of Hope initiative and particularly to the hardworking team in Halifax for giving him practical guidance, support and confidence.



\* Names changed

But Ian hopes that this is not the end of his connection with The Salvation Army in the city. Perfectly capturing the community essence of Pathway of Hope, he has expressed a firm desire to "give back" by spending his own time volunteering in the facility's kitchen as circumstances permit in the future.



# Egoless Ego

Toronto, Ontario



"When I first met Ego, she was finishing the final credits she needed in order to enrol in a nursing training program. To succeed, she needed to score above 70 percent in all four classes. She scored well above that!", says Nathan Amell, Pathway of Hope caseworker at Agincourt Community Church in Toronto.

"She told me she had not been able to take a break (or even a nap!) since she arrived in Canada over two years ago. She must have been exhausted. As we started to work together, Ego set herself a goal: to live a healthier lifestyle by walking for 40 minutes four times a week. This gave her a firm foundation to build on, as well as providing her family with something tangible to look forward to each day in the midst of depressing COVID-19 lockdowns.

"As the months progressed, we discovered Ego's children were having difficulties in school. They only had two computers to share between the four of

them—not conducive to effective online schooling! We were able to secure two more laptops to help Ego's children stay signed into class and learn more sustainably. Just like their mum, the children were eager to make good use of the tech—they all scored great grades. Three even made the honour roll three times in a row!

"Between studying and raising her children, Ego continues to strive, not only for her own benefit but also with a warm heart for serving and building up those around her. I say this as I often felt personally encouraged after our bi-weekly meetings in which I listened to her perspectives and passions.

"It's been a privilege to work with Ego and family. The transformation is proof that each person and every day has potential, and that God has provided everything necessary to be a light in one's community and the world."

*(No names changed)*





## PATHWAY — OF — HOPE

Community Engagement  
Department

[PathwayofHope.ca](http://PathwayofHope.ca)  
[SAintegratedmission.ca](http://SAintegratedmission.ca)