



PATHWAY
— OF —
HOPE



2020 IMPACT REPORT

CANADA AND BERMUDA TERRITORY



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Office of the Territorial Commander

Giving Hope Today

Dear friends,

I am honoured to present the **2020 Pathway of Hope Impact Report**.

In this time of instability and uncertainty, we have been so thankful for the chance to continue serving our communities through Pathway of Hope across the territory.

Pathway of Hope will always be rooted in care and connection, which is needed more than ever, and 2020 has seen record-breaking enrollment in online education to help our officers, employees and volunteers, provide those support services.

With a presence in more than 400 communities, The Salvation Army is pleased to see more and more of our work providing targeted, transformational services with a desire to increase hope and a better tomorrow, aligning with our territorial vision statement to share hope where there is hardship.

The statistics presented in this report are more than just numbers on the page—each one represents a changed life. Goals were set and stability established, and because of the holistic approach of Pathway of Hope, it continues to be our primary poverty alleviation strategy for the Canada and Bermuda Territory.

Everyone needs an army. Thank you for being an integral part of that army by investing your time, energy, passion and prayers in this critical and life-changing opportunity for service.

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 alone, 1 out of 7 people lives in poverty. Many face a cycle of poverty where they move from crisis to crisis and remain vulnerable. While there are countless contributors to this problem, there are few solutions and far fewer which involve the holistic well-being of each individual.

Pathway of Hope, a territorial initiative, provides intensive case management to individuals and families who have a desire to take action to break the cycle of crisis, while intentionally surrounding the family with spiritual care for access to spiritual growth and development. This initiative builds and transforms the community bringing increased stability and hope.

Our Vision

Pathway of Hope isn't just about helping individuals and families finding a way out of poverty. It is a framework designed to strengthen communities, provide support no matter the challenge and offer a listening ear to anyone who needs it.

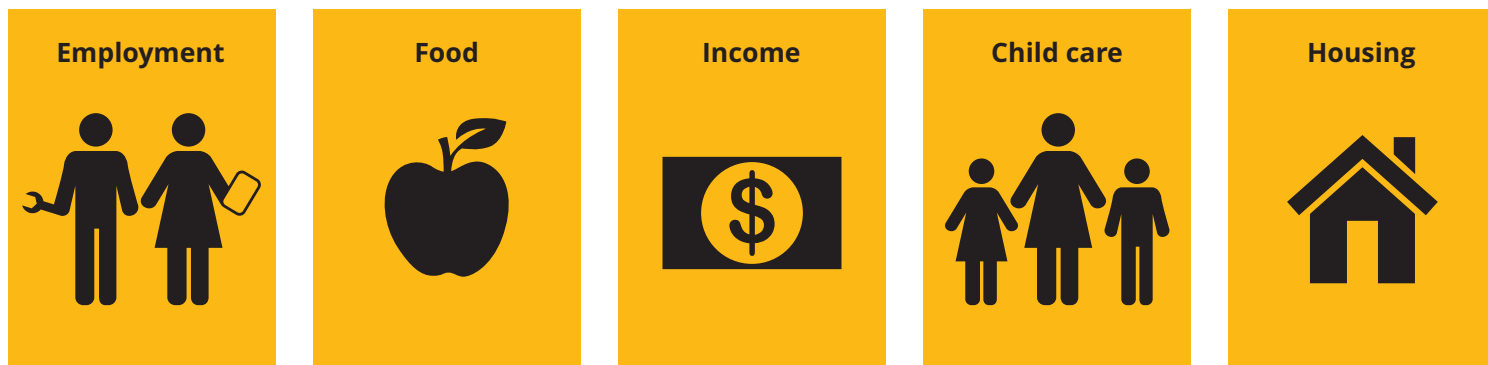
Pathway of Hope is aligned with Mobilize 2.0 and its vision statement. Wherever there is hardship, our team is mobilized to share hope. By creating a philosophical and cultural shift in our practice, Pathway of Hope can provide caring service and support to our neighbours in need. Together, through community,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



Changing Life Trajectories

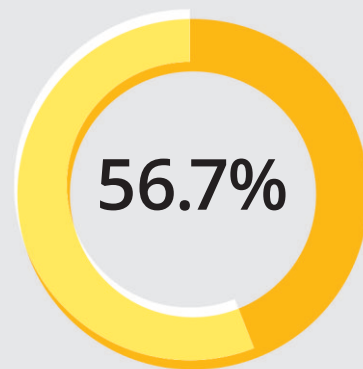
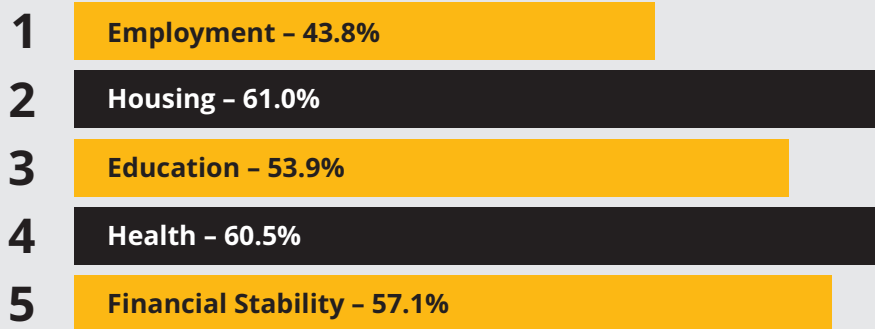
To break the cycle of poverty, we partner with individuals and families to develop a customized plan and take action to address root-cause issues and barriers.

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.



of the goals set in Pathway of Hope have ended in **successful achievement** in an average of **4.5 months**

278

goals have been achieved by participants through Pathway of Hope



565

goals have been set through Pathway of Hope

Finding a New Community

Windsor Centre of Hope in Ontario

In 2020, Alejandra was introduced to Pathway of Hope by another community member and participant. When she first came to the Centre of Hope in Windsor, Ont., for her initial meeting, she needed support. Alejandra had come from Colombia to Canada with her mother in search of safety and a better future. Alejandra and her mother felt isolated due to a language barrier and lack of awareness of the resources available to newcomers.

Shortly after joining Pathway of Hope, Alejandra and her mother

began attending a Salvation Army church and ESL classes. Alejandra is now participating in a young adults' program, and her English has improved tremendously. As a result, she was able to secure employment.

With support and guidance from Pathway of Hope, Alejandra and her mother have integrated successfully into the Windsor community. They continue with online studies while working in the evenings and on weekends. Recently, Alejandra got her driver's licence and was able to buy her own car.

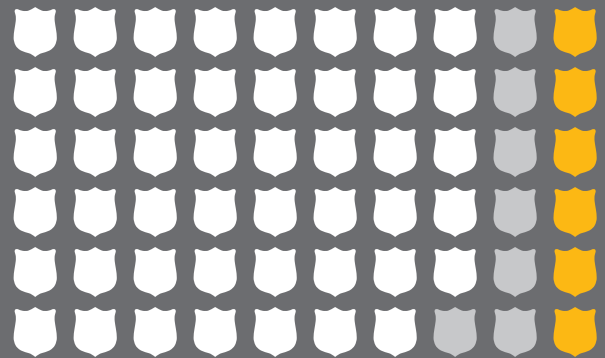


Hope Grows

53 ministry units trained across Canada and Bermuda

7 trained divisions

6 active divisions



Since 2016...

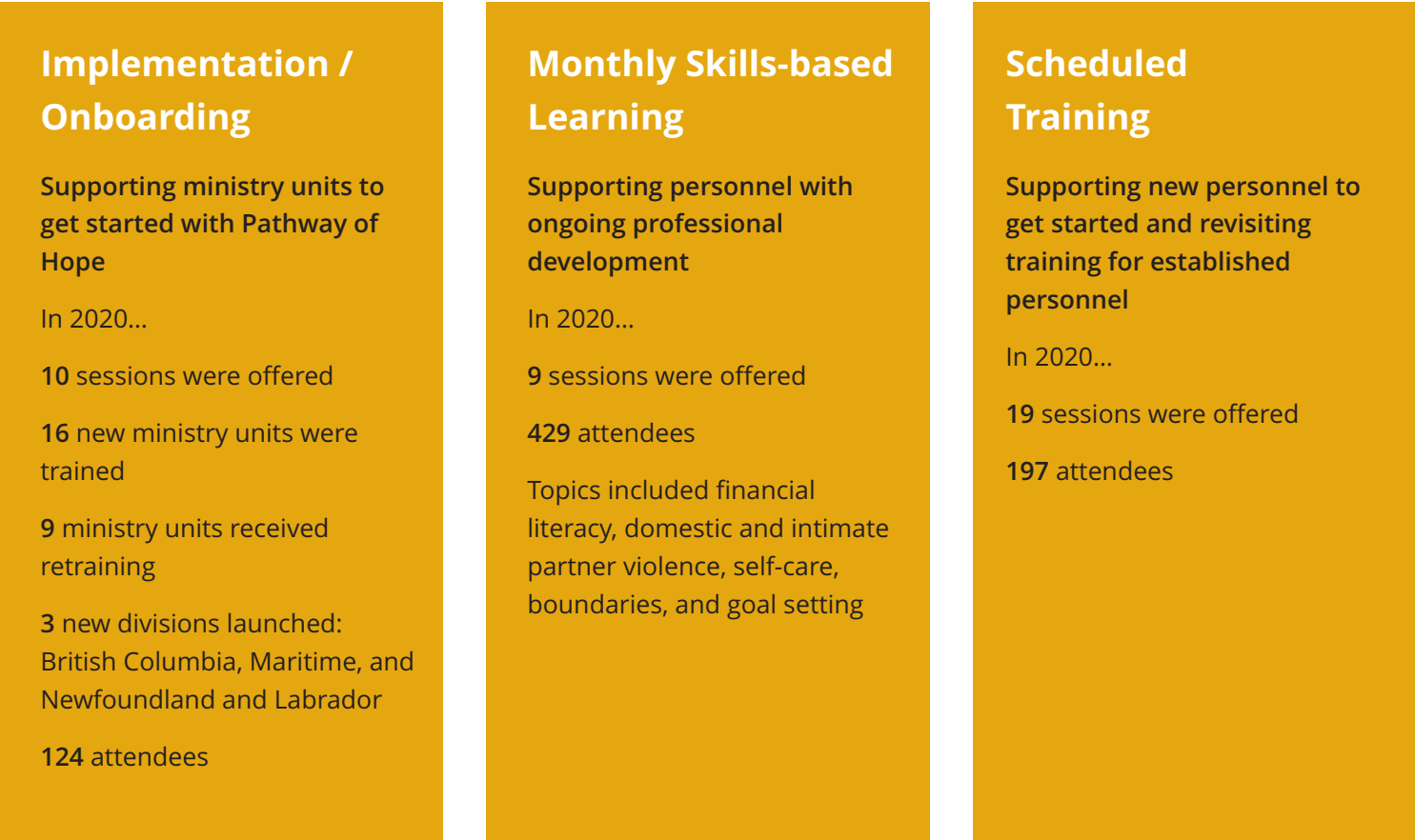
305

Households served;
625+ individuals,
290+ of whom are children



Hope Grows...

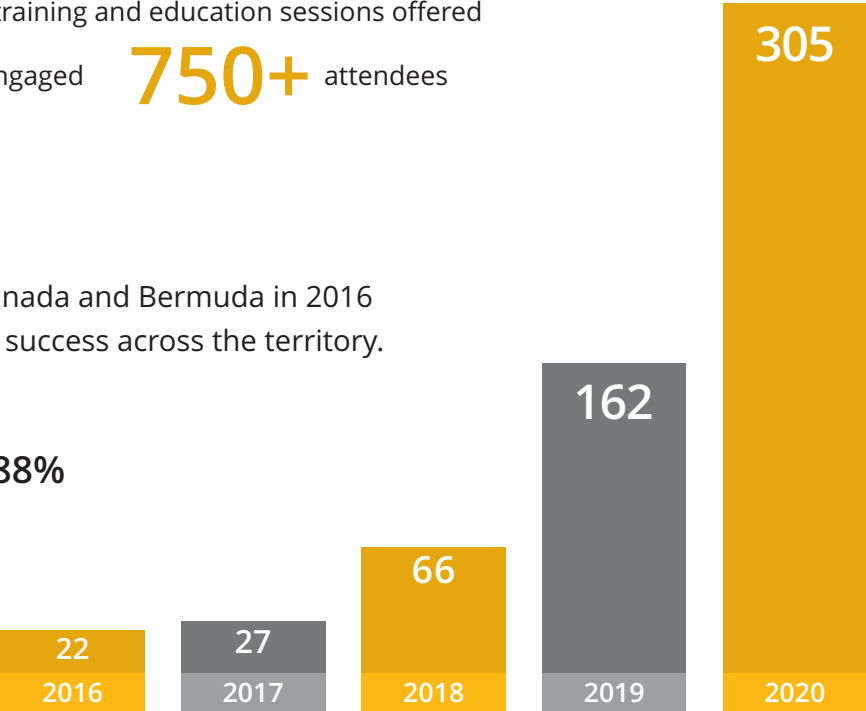
The Pathway of Hope training framework includes three elements: implementation/onboarding, monthly skills-based learning, and scheduled training.



In total for 2020... **38** Pathway of Hope training and education sessions offered
80+ ministry units engaged **750+** attendees

Pathway of Hope was introduced to Canada and Bermuda in 2016 and has continued to show growth and success across the territory.

From 2019 to 2020, the number of enrolled participants has increased by **88%**



A New Lease on Life

Vernon House of Hope in British Columbia

Josh first came to the Vernon House of Hope in British Columbia in October 2019 to access the food bank. During his intake, he opened up to a caseworker named Laura about his mental-health struggles.

In January 2020, Josh's mental health struggles intensified when he was on the verge of experiencing homelessness. He contacted Laura for support to go to a hospital. With her ongoing care, Josh followed through with the referral Laura gave him for psychiatric care.

One month later, Laura helped Josh enroll in Pathway of Hope. Together, they set goals to obtain stable employment, find a suitable place to live and seek a mental-health professional diagnosis. Laura also connected Josh with Community Futures North Okanagan, where he enrolled in their Employ!

Program, which helps young adults develop their employment skills.

During the pandemic, when Josh struggled to make virtual meetings, Laura suggested socially distanced meetings in the parking lot at the Vernon House of Hope. At one meeting, Laura learned that the prescribed medications were not working for Josh. With some encouragement, Josh went to counselling. There, he learned strategies for changing his thought processes and by continuing to receive supports through professional counselling and the Pathway of Hope, he began to feel more stable.

Through hard work and determination, Josh completed the Employ! Program and found sustainable employment. In the eight months of being supported by Pathway of Hope, he reached



all of his goals and graduated in October 2020. Throughout this process, Josh developed confidence and increased his communication skills. Today, Josh is engaged and has a new lease on life. "I am the happiest I have ever been," he says.

Through achieving goals that increase stability, participants completing Pathway of Hope on average experience an increase in monthly income of more than **\$180**.

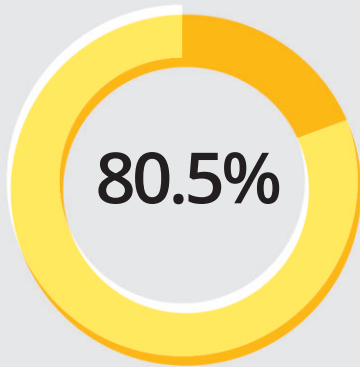
Pathway of Hope visits (service interactions) since 2016: **1,876**

Referrals made to other service providers and community partners since 2016: **740**



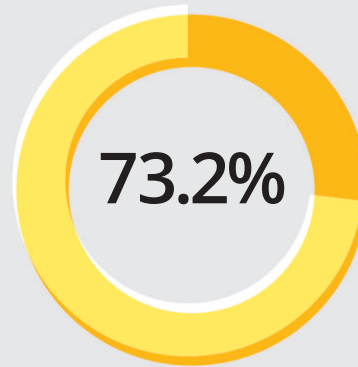
Hope and Stability

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



of participants experienced increased **STABILITY** within an average of **8 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

Pathway 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.

60.6%

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

75.8%

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

81.8%

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

Marked by Triumph

Edmonton Centre of Hope in Alberta

Mark is well known at The Salvation Army Edmonton Centre of Hope, where he is committed to maintaining his sobriety. In January 2020, the Client Services staff at the Centre helped him write a proposal to facilitate Narcotics Anonymous and Alcoholics Anonymous classes, which management approved. While living at the residential facility, Mark also volunteered in the kitchen. Despite these achievements, Mark wanted to work more on his personal development.

Soon after, he was introduced to Pathway of Hope by a spiritual care worker he frequently met. In September 2020, he enrolled and, with the help of a caseworker, identified three goals that were important to him: getting an education, receiving financial assistance and finding suitable housing.

One month later, Mark was accepted into the Foundation of Cooking Program at NorQuest College in Edmonton, with a grant from the Government of Alberta. The application process for funding was tedious, and at times Mark felt overwhelmed but, with the help of his caseworker, he was able to push through. He began online classes in October 2020; however, he also faced many challenges during this time. He lost his place in the residential facility, suffered from depression, and no longer had financial assistance. Mark was determined to stay committed to his studies, even when he began falling behind because of his difficult circumstances. His caseworker quickly helped to provide alternative financial assistance so he could continue his education.

Mark was able to make up missed classwork and



successfully graduated from the Foundation of Cooking Program. Mark continues to show strength and determination as he pursues his other goals of employment and housing.

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.

87.8% of participants have a faith or spiritual belief that is of importance to them.

20.3% of participants have children in their household that participate in religious groups or activities additional to a weekly church service.

37.8% of participants have adults in their household that participate in religious groups or activities additional to a weekly church service.



Newfound Stability

Salvation Army Wiarton Community Church in Ontario

Toby was well acquainted with the services offered by the Wiarton Community Church. He was a past participant of the Trades Start program (a work experience program for youth) and had also been blessed by emergency support as needed in the past. As he found himself in a position where he required some direction, his instinct brought him through our doors again.

Toby expressed that he struggled with some mental-health challenges and needed support on his journey toward a healthier future. Pathway of Hope was in its beginning stages in Wiarton, and Toby seemed to be a perfect candidate. Upon being introduced to the concept of Pathway of Hope, he agreed that it could help him focus on the steps that he needed to take. So, he started his journey.

Toby communicated that his main priority was to address the mental-health care that he greatly needed. With support and guidance from his caseworker, Toby secured counselling, which laid a firm foundation for the next steps he would take to secure full-time employment. Through the goal-setting process, a plan was made to apply for a job with some local stone quarries as he had experience in this field. His determination helped him succeed at this goal and obtain full-time employment that helped him become more financially stable and independent.



Due to limited income, Toby and his partner lived with his father, which he appreciated greatly, but the arrangements weren't ideal. Toby felt that alternative housing would be the next goal he would work on. After many months of diligent searching from both Toby and his caseworker, their persistence finally produced an ideal living arrangement that would suit him and his partner's needs.

With hope renewed and a foundation of stability put in place, Toby felt ready for his graduation from Pathway of Hope.



The year 2020 was one of deep sadness and tragedy for many, and we have all experienced unknowns and uncertainty. Despite everything, we saw resilience, determination, and creativity in service of the mission, and Pathway of Hope ministry unit teams have maintained community connections supporting transformation.

Their work is evidenced throughout this report as 2020 was the biggest year yet for Pathway of Hope in Canada and Bermuda. We saw both organizational expansion and increased service delivery, and key performance indicators remained stable. Thank you to our Pathway of Hope providers and supporters.





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Community Engagement Department
The Salvation Army
Canada and Bermuda Territory

www.pathwayofhope.ca
www.saintegratedmission.ca