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WHAT WE DO

AT M2/W2 ASSOCIATION our vision is to end imprisonment, one person at a time. Our mission is to empower and equip volunteers to build practical mentoring relationships with people affected by incarceration. We offer the following core services:

Prison Mentorship

One-on-one mentorship brings companionship, accountability, and an outside perspective to folks in prison—people who regularly experience isolation and loneliness. In a mentoring relationship, people in prison can build trust and find healing in a safe space.

No One Leaves Alone (NOLA)

NOLA provides post-prison support by connecting people with the resources and relationships they need for successful community reintegration. Participants access support in five areas: housing, health, employment, education, and relationships.

Hidden Treasures Thrift Stores

At Hidden Treasures people on parole, work release, or Escorted Temporary Absence (ETA) can gain employment experience alongside store staff and volunteers. Store proceeds help support our organization.



IT STARTS WITH A CONVERSATION

MANY FOLKS INVOLVED with crime want to change. Too often they lack the resources and support to make change a reality.

At M2/W2 we see people for who they are: bearers of God's image. We treat them with compassion and dignity. When incarceration leaves someone feeling isolated and alone, we want to offer friendship and acceptance. When prison teaches someone that their crime is their identity, we want to walk with them toward redemption. We want to build safer communities through practical support and real relationships. We want to give people a space to find belonging and purpose.

- **OUR PURPOSE** is to answer God's call in Matthew 25:35-36 and build trust-filled relationships that bring value, restoration, and hope to every person.
- **OUR VISION** is to end imprisonment, one person at a time.
- **OUR MISSION** is to empower and equip volunteers to build practical mentoring relationships with people affected by incarceration.

We value our faith in Jesus Christ, compassionate relationships, organizational partnerships, transformed lives, and measurable outcomes.

If you share our compassion, we want to partner with you and bring hope and new life to folks who need it.

OUR STRATEGIC PLAN

LAST YEAR WE INTRODUCED a three-year strategic plan, developed in consultation with Board members, staff, and other stakeholders. While the plan includes detailed outcomes and indicators, it centres around five key objectives:

• ESTABLISH AND EMPOWER AN EXECUTIVE LEADERSHIP TEAM

- IMPROVE FUND DEVELOPMENT STRATEGIES AND RESULTS
- IMPROVE THE ACCURACY AND EFFICIENCY OF SYSTEMS
- SOLIDIFY AND EXPAND EXTERNAL
 PARTNERSHIPS
- EXPAND INNOVATIVE PROGRAMS AND IMPROVE VOLUNTEER MANAGEMENT

We took several meaningful steps toward fulfilling these key objectives this past fiscal year. We launched our **EXECUTIVE LEADERSHIP TEAM** in October 2021, when Glenn Burchart joined our organization as Program Director. Initially the team included Executive Director Raymond Robyn, Financial Director Karen Koster, and Glenn. While Karen left her position in May 2022, Raymond and Glenn remain committed to meeting weekly and providing leadership to the staff.

To improve **FUND DEVELOPMENT STRATEGIES** and results, we formed a fund development committee. This committee meets regularly and aims to build on existing donor relationships; connect with new donors; ensure consistent, high-quality donor engagement; and share ideas for innovation in marketing and fundraising.

We continue to search for a bigger store for Hidden Treasures in Abbotsford. The thrift stores are an important revenue source for our organization, and a bigger, better location in Abbotsford will not only improve sales but also allow us to expand and innovate programs. For instance, a bigger store could house a workshop (like the one in Chilliwack) to repair and sell furniture. (*Story continues on Page 18*.)



FROM THE BOARD

WHILE WE ARE ALL LEARNING to live with the pandemic, it has no doubt made an ongoing impact on our organization. Nevertheless, I report that our work, together, at fulfilling the vision of M2/W2 is making effective progress. We thank the Lord for the staff, volunteers, and financial and technological resources that have enabled the work to continue.

Over the past year the Board has dealt with a few changes. Last fall we learned that Board member Al Hooge was diagnosed with a brain tumor. He fought valiantly, but in the end the Lord called him home. We celebrated his life with his family and community on March 10.

Later that same month, Nick Van Ravenstein stepped down from the Board, as he sought liberty to pursue other avenues of service.

Last year we formed a leadership team to assist our Executive Director, Raymond, with day-to-day operations and allow him to concentrate on fundraising. The first iteration of the team included Glen Burchart, who was hired in October 2021 as Program Director, and Karen Koster, who served as Finance Director until this past May, when she resigned to pursue another work opportunity. We heartily thank you, Karen, for your tremendous work.

Mary Lou Donkersloot, our skilled Executive Administrative Assistant, retired in May, and we celebrated with Mary Lou and her husband, Ron, as they left for Hawaii to celebrate her retirement and 45 years of marriage. Thank you, Mary Lou! May the Lord bless you and your family!

Other updates include...

- At the end of March, the Board voted to adopt NOLA as a permanent part of M2/W2.
- The AGM meeting was moved to September to allow for more time to complete the required reports.
- The search continues for a larger store in Abbotsford for Hidden Treasures.
- We are also investigating a possible third store, which would provide revenue for the organization and additional work experience opportunities to those affected by incarceration.

As this current fiscal year progresses, we continue to seek new ways to serve people in need and bring glory to the Lord.

Be blessed!

6.66

William Veenstra Board Chair



FROM THE EXECUTIVE DIRECTOR

WE ARE A PEOPLE OF HOPE. Through this past year, which has brought us both joys and sorrows, I have held tightly to hope, especially our hope in Jesus Christ.

Of this past year's sorrows, I think of Al Hooge, who died in February after a brief but heroic battle with cancer. Al was a long-time donor and volunteer, and a member of our Board since 2019. We will miss his quiet, steady presence and heart for people in prison.

I also remember Carol, who passed away this spring. I am so grateful for Carol's friendships with Cheryle, Luminita, and others, as well as the belonging they experienced together through the years.

Of the joys, we celebrated Elder Pascal last August, as he was recognized as an Elder by Indigenous leaders in our community. We also made NOLA a permanent part of our services, ensuring that post-prison support will be available in local communities for years to come.

It was good to see our prison mentorship teams return to some prisons. This year I look forward to seeing more volunteers mentoring people in prison. Once again our volunteers stepped up and shared kindness and consistency with people affected by incarceration. Thank you to all our NOLA, Hidden Treasures, and prison mentorship volunteers.

During this year, the collective effort displayed by our staff has been commendable. With staffing changes, the ongoing pandemic, and other challenges, our team has worked hard to adapt and be successful. With so many activities moving online, we learned (some of us reluctantly) to embrace technology and adopt new ways of communicating and meeting.

In October, Glenn Burchart joined our staff as Program Director, and he has brought much experience and expertise in leading our programs. I am thankful for Glenn's contributions to our executive team so far.

Thank you to all our donors. Without you, we would be unable to pursue our vision and share hope and support with people in need. You have partnered with us to answer God's call, and this partnership is yet another source of hope. For this I am grateful.

In Christ,

Raymond Robyn Executive Director



FROM THE PROGRAM DIRECTOR

I STARTED AS THE LATEST AND GREATEST Program Director in October 2021 and was quickly impressed by the staff and volunteers involved with prison mentorship, NOLA, and Hidden Treasures Thrift Stores.

The NOLA program saw some significant changes this past year: First, the Board approved it as a permanent program. For the foreseeable future, people leaving prison in Greater Vancouver and the Fraser Valley will have a consistent and proven option for community reintegration assistance.

Second, we adapted how we provide post-incarceration support. Previously, participants would meet regularly with a group of staff and volunteers. Now, with our spectrum of support, participants can opt for a less formal approach and choose one-on-one assistance with a Program Leader or volunteer on an as-needed basis. Broadening the spectrum of support has allowed an increase of NOLA participants from 31 to 52 at the end of the fiscal year.

Third, we updated the job descriptions of our staff. Case Managers and Coordinators became Program Leaders, a distinction that allows more flexibility in how staff provide support.

The prison mentorship program faced many obstacles in the COVID environment – but amazingly many volunteers remained in contact with their matches via online video meetings and writing letters. At the end of March 2022, after another wave of COVID-related closures, in-person visits were beginning to resume. We are optimistic that prison mentorship will be back at all institutions by the fall.

At our Hidden Treasures stores in Abbotsford and Chilliwack, although the inmate work experience program was put on hold, staff and volunteers remained committed to selling quality items while displaying great customer service. Through their hard work, store revenue helped fund NOLA and bring support to parolees in the community.

The passion to assist those affected by incarceration is displayed by both M₂/W₂ staff and volunteers daily. This dedication and their compassionate hearts make the future look bright for all three of these programs.

Glenn Burchart Program Director



YEAR IN REVIEW

April 2021

- National Volunteer Week.
- Giuseppe Perusini completes the Sun Run, helping to raise awareness for M2/W2.

May 2021

- Online NOLA volunteer training
- Hidden Treasures celebrates 21 years in Abbotsford.

June 2021

- #Comments of Kindness campaign
- Some prisons reopen to volunteers.

July 2021

• Premier John Horgan and MLA Pam Alexis visit M2/W2 office.

August 2021

• Local Indigenous leaders recognize Elder Pascal Adam.

October 2021

- Annual fundraiser and silent auction raise over \$25,000.
- A local congregation donates a car to a NOLA participant.
- Hidden Treasures celebrates its 6th anniversary in Chilliwack.
- Glenn joins our team as Program Director.

November 2021

• Hidden Treasures responds to flooding in Abbotsford by helping local families.

December 2021

 Volunteers at Hidden Treasures Chilliwack prepare gift bags for Kwikwexwelhp Healing Village.

January 2022

• M2/W2 receives John and Chawna Volken Humanitarian Award.

February 2022

• Practicum students Kristen and Skylar join our team from TWU.

March 2022

• Board makes NOLA a permanent program.



NO LONGER A NUMBER

BELOW IS AN EXCERPT from an interview with RJ, who is on day parole and participating in NOLA. While he was incarcerated, RJ was involved in our prison mentorship program.

I was in Mission Institution and got Gary Kitchen as a mentor through M₂/W₂. What a blessing it was for me at the time and ever since. The fact is I had nobody, nobody to call, nobody to come see me. I was basically by myself. That was in 2008.

Gary has been a tremendous mentor. He's older than me by a few years, and he's become like a big brother. I used to look forward to every month... we'd meet at the chapel at Mission. That was my connection to the outside world.

You know you're accepted. You're not just a number anymore. And with Gary sitting across from me, I was no longer a number, I was a human being. I had a name.

I've become a Christian in the last 10 years. It's been a journey, but I'll tell ya right now, if it hadn't been for the

grace of God, I wouldn't be here today. God allowed my heart to have that love and compassion that I never had before. The inner spirit that was locked in there was never allowed to be itself. It's been a tremendous journey and the biggest thing has been M2/W2—on the inside and on the outside.

I'm gonna be 80 years old this year. And out of those 80 years, 60 of them were pure hell. And when I say pure hell, I made it that way myself. I can't imagine living all those years the way I used to when I know what life is like today. I have so much compassion and love in my heart.

If I die tomorrow I'm happy. Whereas if I died and I wasn't where I am today, I can't imagine that, that I missed even that short period of happiness. It's a beautiful feeling.

PRISON MENTORSHIP

CHALLENGES IN GENERAL ARE GOOD; they help you grow. When challenges are outside of your control, that is a different matter, one that requires extra patience and dedication. Thankfully, our volunteers embody these qualities.

This past fiscal year we had plenty of challenges in our prison mentorship program. We had to figure out ways to keep in touch with our volunteers and our matches, that is, the people we visit at prisons.

We learned how to mentor from a distance, but we missed the togetherness you feel when you spend time with someone in person. Many of our volunteers worked hard to connect with their matches. They learned how to download and use WebEx to meet over video. Some came into our office to take phone calls from the prison. Most wrote cards and letters.

Starting last summer, some of the prisons began reopening to our staff and volunteers. Elder Pascal resumed his visits at Kwikwexwelhp Healing Village (Kwi), Kent, and Mission Minimum. Volunteers returned to Pacific Institution (PI), Fraser Valley Institution for Women (FVI), and William Head Institution (WHI). We took online training to learn the new rules for visiting, and limitations on numbers meant there was a lot of scheduling involved.

All was going well until mid-December, when prisons closed again because of another wave of COVID. Some prisons went back to video visits.

In March of 2022 we resumed in-person visits once more. At FVI, up to 15 volunteers can now visit at a time, and volunteers are able to visit at Mission Minimum. As I write this more prisons are preparing to reopen to volunteers. We are all ready to go back when the opportunity comes!

Thank you to our volunteer mentors for being so diligent in following up with your matches during the pandemic. Thank you also for your patience and perseverance in the face of challenges, many of which were outside your control.

Luminita Dudas Program Leader



NOLA: NO ONE LEAVES ALONE

RETURNING TO THE COMMUNITY AFTER PRISON ISN'T EASY. Friends

and family can help ease the burden of transition, but what happens when the people you count on leave? Last year, Tara (not her real name) came home and found that her partner had left. "His stuff was gone," she said. "I had no idea. I thought we were good."

The couple had been together for six years. Tara and their four-month-old baby were alone.

Her parole officer suggested she investigate No One Leaves Alone (NOLA), which provides practical support and mentoring to people after incarceration. She spoke to Allyson Johnson, a Program Leader at M2/W2, and decided NOLA would be a good fit. Tara then met with a circle of NOLA volunteers who, along with Allyson, would walk with her while she found her footing as single parent.

How NOLA Works

NOLA offers a spectrum of support across five key areas: housing, health, employment, education, and relationships. Each NOLA participant identifies the areas they want support in. Staff and volunteers help them access resources while also encouraging them to set goals and make progress. Some NOLA participants meet regularly with a group of volunteers; others meet on an as-needed basis with a single volunteer or staff member.

"I would talk to my volunteers and Allyson multiple times per week," Tara said. "They helped me with the baby and brought diapers, clothes, and toys. They were helping me raise my child."

The volunteers assisted Tara when she moved into temporary housing, and Allyson worked with her on applying for a permanent place. The group also encouraged her to think about her future and explore different education options and career paths.

An Unexpected Detour

Community reintegration isn't a simple, linear experience. It often includes ups and downs.

Before her baby's first birthday, Tara breached a parole condition and returned to prison. Her baby was placed in temporary care. Being separated from her baby was extremely difficult for Tara. "When my baby was taken, I felt lost," she said.

Paige, a volunteer in Tara's circle, spoke to Allyson and offered to take care of the baby until they could get into the mother-child program at the institution. During her time in Tara's circle, Paige had built a relationship with both Tara and the baby. Their relationship is based on trust and mutual respect.



"I knew it was outside NOLA's mandate," Paige said, "but we wanted to give Tara more choice and we knew she would be comfortable if her baby was with me."

Within 48 hours, authorities approved the arrangement. (Paige had already taken a course that allowed her to assist in caring for foster children.) When Allyson called Tara to tell her that the baby would stay with Paige, she felt immense relief. "I knew he was going to be okay."

"My community pulled around me—even my work." Paige said. "We celebrated the baby's first birthday at the beach with Tara's sister and their kids. We took a lot of photos and shared them with Tara."

Paige said that Tara called often, so she could speak to her baby and the baby could hear her voice.

Meanwhile, Allyson advocated for Tara at the institution, trying to expedite the reunion between mother and child. Sometimes getting into the mother-child program can take months, but within 30 days, Tara and her baby were together again.

Volunteering With Purpose

Over a year has passed, and Tara is in the community again, living with her baby. They are still looking for permanent housing.

Tara and Paige stay in touch, and recently met up at the baby's second birthday party.

As a volunteer, Paige built a trust-filled relationship with Tara. As a friend, Paige was able to help during a

time of need. "It was a privilege to get to know Tara and have the baby with me," she said.

Paige looks forward to seeing Tara find success in the community. "I think she's a very resilient person, such a strong momma bear. I hope she can keep gaining confidence and make the steps forward for herself as well as for her child. She's a strong, honest, relational person, and it's been great getting to know her."

Tara is grateful that Allyson and Paige and the other volunteers accepted her without judgement. "They see how I am with my child; they tell me I'm such a good mom—I never believed it—I kinda do but it was weird hearing that."

I'm seen as this person in my file, but the way Allyson and the volunteers talk about me, they treat me differently. Just to know that they don't judge me. They help me."

NOLA is unique. It delivers post-prison support through relationships—like Tara and Paige's. It's possible that without NOLA, Tara's baby might still be in the foster care system.

Even though Paige stepped up in an unprecedented way, her actions reflect the compassion and acceptance shared by everyone at M2/W2, staff and volunteers alike. By offering support and belonging to people who have nowhere else to go, and no one else to turn to, NOLA is helping build safer communities.

If you want to impact lives through NOLA, visit m2w2.com to learn more about volunteering and donating.



HIDDEN TREASURES

STOP BY HIDDEN TREASURES in

either Abbotsford or Chilliwack and you'll meet friendly faces and find amazing deals on quality preowned goods.

Yet Hidden Treasures is more than just a neighborhood thrift store. Each store contributes to our organization's revenue—while also sharing kindness in our communities. At Hidden Treasures, incarcerated folks on work release or Escorted Temporary Absence (ETA) can gain employment experience as they work alongside volunteers and staff in a safe, nonjudgmental environment.

Due to the pandemic, most work releases and ETAs were on hold. Still, we were able to offer work experience opportunities to people on parole: seven at our Abbotsford store and four at Chilliwack. Last fall and winter, at Chilliwack, we had our first work release participant in over a year! He helped receive and sort donations, move and repair furniture, and keep the storage area organized.

Local Partnerships

Throughout the year, the Abbotsford store worked with Abbotsford Restorative Justice to provide community service opportunities to young people. By completing service at the store, young people can avoid jail time and move forward without the burden of a criminal record.

Meanwhile, the Chilliwack store continued its partnership with Meadow Rose Society, which



provides basic needs for local families with young children living in financial crisis. The Chilliwack store also hosted volunteers from Traverse, a residential treatment program for youth ages 13 to 18.

Making a Difference in the Community

During the flooding last November, we donated clothing, mitts, jackets, hats, socks, and shoes to families affected by the disaster. We also included toys and puzzles to keep the kids busy while they waited out the flood.

At Christmas, volunteers and staff at Hidden Treasures in Abbotsford prepared and delivered 20 gift bags to the Warm Zone, an emergency and cold weather dropin centre for women. The gift bags had a cosmetic kit of toiletries; hand-knitted scarves, socks, and hats; and a mug with tea and chocolate. This is the third year that Hidden Treasures has donated gift bags to the Warm Zone.

Also at Christmas, the team from Chilliwack sent 25 gift bags to Kwikwexwelhp Healing Village. Each bag featured a card, snacks, and holiday treats. This year, as in the past, the gift bags were well received.

As we look ahead to another year at Hidden Treasures, we aim to continue to serve people in the Fraser Valley. We hope to forge partnerships with like-minded organizations in our communities and see our work experience programs resume at both stores.

Thank you to our incredible staff and volunteers at Abbotsford and Chilliwack! Your hard work and compassion make our stores, organization, and communities a success.



COMMUNICATIONS & MARKETING

OVER THE PAST FISCAL YEAR, we continued to promote the organization through regular email and direct-mail communications. In April and September we mailed print newsletters; in November we mailed our annual Christmas letter; and in February we mailed donation receipts, which included a thank-you letter, call to action, and donation slip.

In addition to this correspondence, which was also delivered via email, we sent a monthly prayer calendar email that includes a short message from Raymond and links to recent web posts and our donation page. We also regularly posted stories and updates on social media platforms and our website.

For advertising, we focused on targeting specific audiences through Facebook and Instagram ads. Our campaigns ran through the year. Every month we updated images. And every quarter we updated copy. Some examples of campaigns are A Link to the Outside, Help Others Find a Way, and Inspire Change Together.

We also promoted events (like our annual fundraiser) and volunteer training and recruitment. Through online ads we reached 96,888 people, made 305,737 impressions, and received 1,538 unique link clicks. At times in the year, our online ads were supported by print ads in the local papers and special publications like the Seniors' Resource Directory and Legacy Giving Guide published by the Abby News and Chilliwack Progress. We also bought space online and in print during the Christmas season.

Our media releases about Kwi gift bags, Premier Horgan's visit, and two separate NOLA funding announcements were picked up by the Abby News.

We also spent time updating the website this past year. We planned a photoshoot for January but due to COVID-19, it was postponed until the end of April. We drafted new copy and streamlined our volunteer application page. As of June 2022, most of the changes are live. Going forward, we hope to expand the website to include information about our Board of Directors, our history, and, as always, more stories about the people we serve.

Erik Johnson Communications and Marketing Lead

Store Sales \$579,649.53 60.8% Store Operations \$365,239.83 35.6% Individual Donors \$178,730.80 18.7% NOLA Program \$218,968.79 21.4% Government Grants \$75,000.00 7.9% Prison Mentorship \$180,936.38 17.7% Foundations \$54,125.00 5.7% Administration \$139,047.31 13.6% Churches \$31,524.34 3.3% Fundraising \$120,599.86 11.8%	Income			Expenses		
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Grants \$75,000.00 7.9% Mentorship \$180,936.38 17.7% Foundations \$54,125.00 5.7% Administration \$139,047.31 13.6% Churches \$31,524.34 3.3% Fundraising \$120,599.86 11.8%	Individual Donors	\$178,730.80	18.7%	NOLA Program	\$218,968.79	21.4%
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FISCAL YEAR 2022 SAW US TAKE ANOTHER STEP out from under the shadow of the pandemic. Our thrift stores were open for the entire year, and store revenue grew by almost \$80,000.

Also increasing were donations from foundations, churches, and businesses. Individual donations were down, yet the previous year saw them grow by over \$100,000, so some regression was expected.

Overall income was down. Most notably, NOLA's three-year government funding came to an end. In the past these funds contributed up to 30 percent of our operating budget.

We kept our costs in check, however, and received grants from the First West Foundation and Envision Financial Community Endowment, the John Volken Foundation, the Adventurer Foundation, and the provincial government's Civil Forfeiture Crime Prevention and Remediation program.

For the year we incurred a loss of \$70,846.34, yet past surpluses — including last year's \$231,700.00 — allow us the flexibility to maintain our current program slate while we develop new revenue streams. Our current fund development strategy includes the following:

- Open a bigger thrift store in Abbotsford.
- Open a third Hidden Treasures location.
- Expand ongoing fundraising initiatives to increase individual donations, grow church and business donations, and access new grants and support from foundations.

Thank you to everyone who supported our organization during the past year. We are grateful to partner with you, our generous donors, to bring mentorship and practical support to people affected by incarceration.

Our Strategic Plan (Continued from Page 5)

Such a space would create opportunities for folks on work release or Escorted Temporary Absence to learn new skills or apply existing ones in a community setting. We are also planning to add a third location for Hidden Treasures. This would be another viable and important step toward increasing revenue.

IMPROVING SYSTEMS is another key objective, and this past year we adopted Microsoft Teams as our primary meeting and communication platform. To help staff get used to the software, we held monthly info sessions to review features and answer questions about Teams. These sessions were hosted by Richard Wong, a technology professor at KPU, who volunteered his time to help us transition to MS Teams. Thank you, Richard!

When it comes to **ORGANIZATIONAL PARTNERSHIPS**, this past fiscal year saw us continue to build relationships with Correctional Service Canada including parole officers in the community and staff at institutions. We also strengthened links with Connective, formerly John Howard Society, as Elder Pascal regularly visits men at halfway houses, such as Tim's Manor, run by the organization. Moreover, through Hidden Treasures, we collaborate with local non-profits including Abbotsford Restorative Justice, the Warm Zone, Meadow Rose Society, and others.

Our efforts to **EXPAND PROGRAMS AND IMPROVE VOLUNTEER MANAGEMENT** also made strides this year. We revised our volunteer application process moving from individual program applications to a single form. We also unified program staff, bringing together Prison Mentorship Coordinators and Case Managers as Program Leaders. With weekly program staff meetings, we are in a better place to share ideas, collaborate, and manage caseloads and volunteers.

These five key objectives address many of the strategic issues currently facing our organization. While change is inevitable and new challenges are certain to arise, our strategic plan provides a sturdy framework for growth and development to 2024 and beyond.





THANK YOU!

We want to express our sincerest gratitude to our generous donors, volunteers, and prayer supporters. Our work is possible with your kindness and compassion.

We also thank the John Volken Foundation, the First West Foundation, the Adventurer Foundation, and the Province of British Columbia for believing in our organization. Your funding helps us pursue our vision to end imprisonment, one person at a time.



M2/W2 Association – Restorative Christian Ministries

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M2/W2 Association is an Accredited Member of the Canadian Centre for Christian Charities