

#### **OUR VISION**

A community where all women are safe.

#### **OUR MISSION**

Street Haven at the Crossroads offers pathways for women who are experiencing or are at-risk of homelessness, through a variety of integrated services in which women support women.

#### **OUR PHILOSOPHY**

- ♦ Street Haven believes that all women deserve, along with the physical necessities of life, to be treated with dignity and to be given the tools and opportunities to achieve their goals.
- ♦ We are guided by the principles of anti-racism/anti-oppression and are committed to women's engagement and women's leadership.
- We believe in women's right to self-determination. We believe in the values of equity and diversity, in partnerships, education and learning. We believe in personal responsibility and accountability, in social justice and advocacy.
- We achieve these values by offering responsive, reflective, and holistic woman centred.



What a year! Under the capable and dynamic leadership of our new executive director, Dr. Siu Mee Cheng, the organization's focus in the past year was one of looking ahead and preparing the organization for

growth. Despite the challenges of operating in the shadow of the COVID19 pandemic, the board was delighted that the organization had strengthened its government relations that have ensured commitments to more equitable funding for our core programs. Moreover, the board was delighted to see progress in the first year of our Strategic Plan on enhancing supports to our clients and our real estate footprint. The board continued to strengthen its governance efforts with an emphasis on revisiting its bylaws, its vision and mission. The collective of these efforts means a steadier footing for the year ahead. On behalf of the organization, I want to send a hearty thanks to several board directors who will not be returning including Joanne Simons, Secretary, Kathryn Hucal, Governance Committee Chair, Anne Marie Stetler Real Estate Committee Chair, and Jaime Shulman, Fundraising Committee Chair.

Sincerely,

Sheryl Song

Gleryl Gong



2022-23 year flew by! It was an exciting first year with Street Haven. It was a pleasure working with the Street Haven board and team as we advanced the first year strategic plan. Furthering

relationships to produce greater impact for our clients was an emphasis in 2022-23. Energy was directed at enhancing coordination internally across our housing, shelter, addictions treatment and training support program streams. It resulted in greater access to services and outcomes for our clients. In addition, we continued to strengthen our relationship with governments and communitybased health and social care partners with the aim of increasing client benefits. The year was also centered around raising awareness over the inequitable supports and funding that Street Haven has experienced from all levels of government, and educating our government partners and elected officials on the growing challenges of supporting clients who are presenting with greater care needs including healthcare, ageing and mental health. We are deeply appreciative of the genuine desire that these partners have in addressing the homeless, affordable housing and mental health crises. Lastly, I want to send a hearty thanks and show of respect to the Street Haven team. These accomplishments were achieved despite having experienced the biggest COVID19 outbreak in the summer of 2022 as public health restrictions were removed. The team soldiered on and continued to do what they do best, support and care for our clients. As we look in the rearview mirror at 2022-23, there is much optimism for the year ahead!

Sincerely,

Dr. Siu Mee Cheng, PhD

# 2021-2022 and 2022-2023 **In Numbers**

## Shelter, Housing, Addictions and Training Services

## **SHELTER SERVICES (ALL SITES)**

unique clients served (21-22)



unique clients served (22-23)

person days of shelter

provided (21-22)



person days of shelter provided (22-23)

clients housed after service completed (21-22)



clients housed after service completed (22-23)

#### **SUPPORTIVE HOUSING**

unique clients served

(21-22)



unique clients served (22-23)

of person days of



person days of shelter provided (22-23)

clients housed after service completed (21-22)



clients housed after service completed (22-23)

#### **HOUSING OUTREACH**

unique clients served (21-22)



unique clients served (22-23)

clients housed after service completed (21-22)



clients housed after service completed (22-23)

#### **ADDICTION CASE MANAGEMENT**

unique clients served (21-22)



unique clients served (22-23)

# **ADDICTIONS RESIDENTIAL TREATMENT**

unique clients served (21-22)

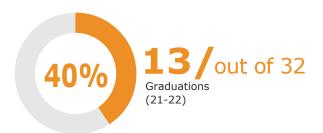


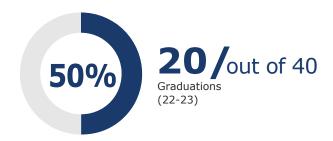
40 unique clients served (22-23)

1,594 of person days of shelter provided (21-22)



2,650 person days of shelter provided (22-23)





# **Training Services**

unique clients served (21-22)



139 unique clients served (22-23) 63 of workshop (21-22)



179
of workshop
(22-23)

## SHELTER SERVICES

Within the context of the growing homeless crisis in Toronto, shelter services demand remained unabated. Because of the absence of affordable housing, shelter services supported 490 women. They received safe shelter, nutritious and healthy hot meals, and housing supports at two shelter locations, 87 Pembroke and the Shelter Hotel. This is a decline from the number of clients served in the previous year because of the absence of affordable housing in the city (900 in 2021-22). Within our shelter program, following the end of restrictive public health restrictions, we gradually re-introduced programming to enhance supports for shelter clients. Services coordination across Street Haven services including training services and addictions outreach ensured that clients could benefit from greater learning opportunities and allowed them to continue their addictions treatment journeys while in shelter. Moreover, cultural and religious events took place to celebrate the diversity among our client base including Truth and Reconciliation Day and Black History Month, to name a few. We deepened our relationships with other community health and social care partners which expanded services offering for clients including primary health care, home care, mental health and other shelter, settlement and housing support services.

#### SUPPORTIVE HOUSING

Street Haven's supportive housing program saw significant activity with many of our residents continuing their pathway towards greater independence and success. Support was provided to 37 women in 2022-23. Through our integrated services, we provided outreach addiction support, employment support and housing support. We saw improved client outcomes. Five residents moved from our supportive housing units into permanent social housing, which freed affordable supportive housing units for our homeless and shelter clients to move in. Also, five clients gained employment thereby enhancing their income security, including one resident who completed her post-secondary education at the Master's level.

# PATHWAY TO INDEPENDENCE: Life Stabilization Program



Street Haven initiated an innovative and new homeless prevention program, Pathways to Independence: Through Housing Stability. This program is funded by the City of Toronto. This is an outreach program to support women that have moved from the shelter system into housing. The goals for this program are to provide stability supports including provision of basic needs and community integration to ensure women remain in their new homes and become a part of their community. It has been very exciting, challenging and rewarding to meet new clients and support their journey toward independence. Some of the areas of support that our clients have requested include support in managing their finances (55%), support in communicating with other services (39%) and support for their mental health (55%).

This initiative was launched in August 2022 and supported 18 women in stabilizing their housing situation to avoid homelessness.

## **CLIENT EXPERIENCES**



Tatenda M.

Tatenda is a passionate humanitarian who has served as a keen researcher and program developer in various community projects, community outreach, community engagement activities addressing social health determinants and community resilience in preventing, preparing, responding, and recovering from disasters. Tatenda has her Master of Science – MS, Crisis/Emergency/ Disaster Management, Tatenda arrived at Street Haven in need of a safe place to stay on May 5, 2022, from Zimbabwe. Within a week Tatenda had started the immigration process, applied for Ontario Works and opened a bank account. Several weeks after being at Street Haven Tatenda participated in a housing workshop. In June Tatenda started attending a school program offered by Ontario Works on career and job readiness. During her time at Street Haven Tatenda reunited with her brother after being apart for 15 years. Once her immigration process was approved, she actively started looking for work, Tatenda was hired with the IPHARE program on a part-time basis as a harm reduction peer support worker. In September, Tatenda started volunteering at the Red Cross and started a new bridging program for settlement, a 6-month program with a field placement. In November of 2022, Tatenda was hired in a relief position at Sojourn House. Tatenda moved out of our hotel program March 2023 and enrolled at George Brown College.



Debbie H.

Debbie's journey with Street Haven illustrates the pathway towards greater success that our clients experience while under our care. Debbie first came to Street Haven in November 2013, after living a difficult life of abuse, interactions with the justice system, growing up in foster care, and engaging in self-harm and suicide attempts. Debbie also suffers from epilepsy and post-traumatic stress disorder and lives with a developmental condition. Debbie first became involved with Street Haven through our shelter program. In 2019 Debbie moved into Street Haven's supportive housing program where she lived for several years and was working as a cleaner. She initially was a resident in our high-needs program, but in 2022 she moved into our low-needs supportive housing program. Debbie is living independently, working as one of the top cashiers at Loblaw's, participating in the special Olympics and is one of Street Haven's top fundraisers!



Crystal

"I was living in a shelter hotel for about a year and a half. I was struggling a bit and it was stressful to find a place on my own, especially one that I wanted and was affordable. My housing worker helped me find a place through the Rapid Rehousing Initiative and I was referred to the Pathways to Independence program with Street Haven. I moved into my new unit just before the new year and met my case manager.

My place is peaceful, living on my own is peaceful. I am enjoying the good vibes and am going out now. I didn't go out before. I wasn't motivated. Now I am more motivated and I am even getting a puppy. I am overly excited and feel safe and comfortable.

I was then referred to the Life Stabilization program through Ve'ahavta. This program helped motivate me to get stuff done, encouraged me to stay on top of my medications, and has supported my interest to get a high school diploma. I will begin an adult education program this year.

Since being in the Pathways to Independence program I have been working on my passport application, filed my taxes, had the support to apply for ODSP, and have felt safe in my home. I have participated in workshops and understand concepts and ideas about budgeting, money management, time management and Rent Smart. My case manager accompanied me to my doctor's appointments and now I am scheduling and attending my appointments independently.

Life is less stressful and some stuff is more manageable. I am grateful for Pathways to Independence for helping people out that really need it. Everywhere should have a Street Haven like this."

# ADDICTIONS TREATMENT AND OUTREACH SERVICES



The addiction services at Street Haven is composed of two programs, an outreach program, and the addictions residential treatment program. Our outreach program served 77 women within the community. These clients work on their addictions and personal goals. Of these clients, 41 were pretreatment clients waiting to enter the residential treatment program.

Street Haven addiction treatment program provided treatment to 40 women, and they had 20 graduates from the program. Services integration with Street Haven training supports enhanced programming, as well as the re-establishment of the food program to provide clients with additional life skills in the kitchen and ensure healthy eating.

#### TRAINING SERVICES

2022-2023 was a very busy year for Training Services, as it experienced a transformation of its service delivery model. With the removal of public health restrictions, services returned to in-person. The program welcomed new participants to the Literacy program, Upgrade Your Skills at the 67 Adelaide St East, a location made available in partnership with Fred Victor. Classes were at capacity with new learners, all working together to improve their skills in reading, writing, math and problem solving. The program trained 51 clients by the end of the fiscal year.

Pathways to Employment was very successful serving Ontario Works clients that were preparing for the workforce. To expand learning, the program partnered with CIBC to offer an enhanced job search education and mentorship experience. Over half of the 12 clients trained went on to find employment, sought further training and education or became active volunteers in the community.

## **NEW INNOVATIVE PROGRAMS**

# Integrated Mental Health and Crisis Trauma Team

We were delighted to have received support from the Peterson Foundation, Regent Park Social Development Fund and the Ontario Trillium Foundation towards the creation of an integrated mental health and crisis trauma team. This new program is aimed at addressing the unmet mental health, crisis and trauma needs of our clients across all our service streams, both in residence and those living in the community including Regent Park using an intensive case management approach. We look forward to rolling out this program, and planning with our community healthcare partners and sister agencies were initiated in 2022–23 to lay the foundation for a strong and effective program.

# Transitional Supportive Mental Health and Addictions Housing Program

This innovative program was piloted in 2022-23 and was in response to the feedback and unmet needs of Street Haven addictions treatment clients. A three-month supportive housing program has been created that targets homeless addictions clients who have completed their addictions treatment programming, but who require a safe environment to focus on their housing, income and employment goals while still on the road to recovery. Four clients successfully completed their stay in the program and remained on their addictions recovery journey, and were able to achieve personal housing and employment goals.

## RAISING AWARENESS / ADVOCACY



Street Haven has taken an active role in raising awareness on the housing affordability and homeless crises in the city. As a co-founder of the Ontario Coalition of Women's Shelter and Supportive Housing Providers, we partnered and helped to coordinate with our community agencies and networks and with our Member of Provincial Parliament representatives, Jess Bell (University Rosedale) and Kristyn Wong-Tam (Toronto-Centre) as well as with Chris Glover (Spadina-Fort York) to attend a day of action on March 20, 2023 to spotlight the need for more investments and commitment to affordable housing in the province at Queen's Park.

#### WALKATHON 2022-23



Street Haven's participation in the 2022-23 Coldest Night of the Year walkathon was one of the most successful. With over 14 corporate sponsors and over 80 registered walkers, Street Haven raised over \$68,000 as walkers walked in the University-Rosedale neighbourhood. This event was attended by board, staff, clients, political representatives and friends and partners to raise awareness on the plight of homeless during winter months. Many thanks to all our donors, sponsors and walkers.



#### **CLIENT EXPERIENCE**



Kim

Kim's recovery journey began at another treatment center where she gained initial stability before transitioning to the 90-day residential treatment program at Grant House. Kim entered Grant House leaving a long-term abusive relationship and substance use dependency. Throughout her time with Street Haven, Kim has grown tremendously, worked hard to learn new coping skills, and made meaningful connections in the community. Kim expressed that connecting with Street Haven has changed her life and allowed her the safe space she needed to leave her unhealthy relationship and stay away for the long term. Kim is a role model to other clients as she shares her story of survival and provides support to those living with similar challenges. Kim has worked with the addictions outreach team since her graduation from the Residential Treatment Program in February 2022. Upon her graduation from the Treatment Program, Kim was the first participant in the Transitional Supportive Mental Health and Addictions Housing Program pilot, where she was able to stay in residence at Street Haven for an additional three months while she worked to secure stability in various aspects of her life. Kim also took on a leadership role with treatment clients by providing support and accompanying them to appointments. She is a valued member of the Street Haven community and has had great success using the services offered by the agency.

# 2022-2023 DONOR LIST

#### Street Haven would like to thank its donors







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Street Haven would like to thank its program funders: Ministry of Health and Ministry of Solicitor General, Government of Ontario, Ontario Health, City of Toronto and United Way of Greater Toronto

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