

STREET HAVEN AT THE CROSSROADS

ANNUAL REPORT
APRIL 1, 2013 – MARCH 31, 2014

THE WORLD UNDER ONE ROOF



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MARY

Mary first came to Street Haven through our Learning Centre asking if she might be able to enrol in our Literacy and Basic Skills class because she missed being in a classroom. As we completed the intake and assessment, Mary told us that she had been sleeping on the streets for the better part of the past four years. Connecting with the Street Haven Emergency Shelter, we were luckily able to offer Mary a bed.

Over the next few months, Mary was an enthusiastic member of our classroom community, often helping other women with their math and English homework. Outside of the classroom however, Mary was very quiet and reserved.

One day at the beginning of September, Mary told us that this month served as a painful reminder to her of everything that she has lost. With tears streaming down her face, she slowly slid a photograph across the desk and said, "I used to be a person. Now I am invisible, now I am nothing, but I used to be a person." Looking down, we saw a picture of a woman standing beside a group of children. The woman was smiling, happy, clearly a very proud teacher with her class on school picture day.

We listened as Mary spoke about her family, being in book clubs with friends, coaching her daughter's soccer team, and about her job as a teacher. Mary then told us about the onset of mental illness and about being too ashamed to seek help because 'mental illness didn't happen to people like her'. Mary spoke of her husband and children finding it too difficult, too painful to be near her as she lost control of all the things that made her the wife and mother they loved, and about having to leave behind a job she treasured.

Today, one year after first coming to Street Haven at the Crossroads, Mary's outlook is a little brighter. She has moved out of the Shelter and into one of Street Haven's Supportive Housing units. She meets with her Street Haven counselor twice a week, comes to the Learning Centre daily, and often prepares meals with the rest of the women living in supportive housing. For women with no one else to turn to, we provide a safe place to land. We remind women like Mary that they are valuable, worthwhile, and remarkable... that they are most assuredly still "a person".

A Message From the President & Executive Director

This past year has been a year of visioning at Street Haven. We embarked on a new strategic planning process which really means we took time to think, evaluate, share, brainstorm, meet, review and most of all, talk about who we are and where we want to go. Our new strategic plan, *'Inspired Change'*, speaks to our roots and our view to the future.

Street Haven was the first women's drop in centre and shelter in Toronto. We have been providing shelter and support to women for almost 50 years.

We have grown alongside our community. We have expanded our services and been responsive to the changing needs of the women we serve—women fleeing violence, women struggling with addictions, women who are homeless, women who want to change the conditions of their lives. We are now a multi-service agency that provides emergency shelter, addiction services, supportive housing, literacy services, and support for job readiness. We provide safety, support for recovery and a road to self-sufficiency.

We are proud of our history and our contribution in transforming the lives of vulnerable and marginalized women. This continues to motivate us. We will uphold our tradition and our commitment to individual change, systemic change and social justice.

As we move forward, with this *'Inspired Change'* to ground us, we know that the work we do is enormously valuable, that it is rooted in a long history and that it must continue to serve the most vulnerable in Toronto. We plan to do it better, to enhance our capacity and enrich our programs and services and, yes, to increase our revenues. We are challenged as much as every organization in community service is: to do more and better with less. And we are up for the challenge.

We know that society includes all of us and we are prepared to stand with our arms around those most vulnerable and marginalized and continue to offer support and compassion in a meaningful and respectful way. We have been envisioning Street Haven's future. We have been weaving into the tapestry that is Street Haven, the vitality and passion to move us forward. We have been remembering where we come from and so know where we are going.

We envision a community where all women are safe. And we won't stop until it is a reality.

Joan Laurie

President

Gita Schwartz

Executive Director

BOARD OF DIRECTORS

Joan Laurie
Karen Bock
Susan Keenan
Jordana Ross
David Callum
Bill Smethurst



Our foundational statements were revised as part of our new strategic directions. These are our new revised mission, vision and philosophy statements.

MISSION

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

VISION

A community where all women are safe.

PHILOSOPHY

Street Haven at the Crossroads 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 centered supports.

THE TRUTH ABOUT ME

I am a University of Toronto student, an employed mother, and a woman who is loved by many. If you were to tell me twelve months ago that this is who I would become I would never have believed you. You see, the truth about me is that I am just like you. I want love, understanding and a place in the world, just like you.

At one point in my life I thought I had it all together. Haven't we all thought that? I was a social service professional who worked with people, but was in denial about the work I needed to do within myself. When I walked into a room, my presence demanded your attention; that was my key in life and I used it to seize any opportunity that would be an asset to me, whether there were positive or negative consequences attached.

The truth about me is that I am a black woman and within our society this part of who I am makes some people see me as being powerless yet threatening. Ironically, I am the one that has lived under constant scrutiny and threat for the majority of my life. I had to develop serious survival skills to navigate through life after being disparaged. You see, I immigrated to this country at the age of seven and was adopted and raised by my aunt in a blended biracial household. I was uprooted from my place of origin and dropped into the home of people I didn't know and customs I wasn't familiar with. I struggled to find peace with my emotions. I was an angry child who grew up to be an angry adult.

Society taught me that there was always a solution to my problems. In my later life I faced issues related to my mental health, so they medicated me. When I couldn't cope with my feelings of loss and debates about my sexuality I medicated myself. When I couldn't afford to self medicate I sold myself to whoever would pay. When I was angry and aggressive I was incarcerated. In the end I learned that I am the only one who determines how my life changes.

Institutionalized, tired, and with a mountain of emotional baggage I walked into Grant House. Stripped of my old life, old ways of thinking and doing things, I was able to look at myself, my behavior, and the consequences of my actions from a new perspective. Like a dying plant I had to nurture myself into becoming a healthier woman whose sole purpose is to love and be loved.

Today I demand presence in my own life. It is this truth about me that holds me accountable for where I will be at any stage of my existence. It has been a life changing experience to be at Grant House. I have learned to have control over my life, my emotions, my mental health, and my addiction. I have been able to re-establish a meaningful relationship with my twelve year old daughter. The feeling that I matter to someone and that I am responsible, not only to myself, but the wellbeing of another person fuels my current sense of achievement. I would not want to jeopardize being deported and losing this relationship and in the end losing myself.

You see, the truth about me is that I am just like you. I want love, understanding, and a place in the world, just like you.

HOW HAS GRANT HOUSE HELPED ME?

I know I'd be dead right now if it wasn't for Street Haven.

When I first came to Street Haven – Grant House I was institutionalized, but over time with the help of the counsellors I was able to shed that old behaviour, create a new way of thinking and existing. I am able to give and receive love with a true understanding of my worthiness. My life experience is a part of me but not all of who I am.

They taught me the tools needed to deal with my addiction.

All the classes, the Cognitive skills, Life skills, Feelings class, Art therapy and Re-lapse prevention allowed me to grow in a healthy way.

In Cognitive skills, resentment and forgiveness was huge for me, it taught me not to hold resentments in as they could build and send me back out.

The Life skills class taught me and instilled in me, that I could be a positive part of society and even a role model.

The Feelings class taught me how to connect with my inner child and be kind and loving to her.

In the Art therapy class we all make a quilt when we first arrive and when we leave. My first one was all dark and negative thoughts which reflection where I was at before Grant House, my second quilt was all positive, it represented all the possibilities that lay ahead once I graduate.

The re-lapse prevention class taught me the signs (red flags) of a re-lapse before it even happened.

In my one on ones I have been able to work on my trauma issues BIG TIME, I had a lot of traumas from abuse from an early age all through to now basically. With Krystle's help I've been able to start to tackle the traumas.

The staff here are totally awesome, they know what they are doing, definitely professional.

I want to thank all the staff for helping me start to get my life back in order.
-SM

Emergency Shelter

The enormous challenges and complexities of homelessness are most evident in our emergency shelter program. Our homelike setting offers 48 women emergency shelter (up from 38 in the previous year) on any given night and we are almost always full. In fact, sometimes, we have to turn people away.

- We served 677 women in the last year. Intakes were lower this year with fewer options of places to go, due to a lack of shelter beds across the city for women.
- We had to turn away an addition 459 women because we were full.

The lack of affordable housing continues to be the major stressor for women staying at the Shelter. The lack of beds in the women's shelter system speaks volumes to the realities for women facing poverty, sickness and violence alone and on the streets. One of the common themes we hear about in heart-breaking regularity is the violence that women face throughout their homelessness. Women have been beaten, raped, used as sex slaves, sexually violated and abused. Their children have been stolen from them, their partners have abused them and their lives have been destroyed by violence. Authority figures have assaulted them and their own families have used them in horrendous rituals.

The women we see at Street Haven are enormously courageous and strong beyond measure.

OUR HOUSING PROGRAM WAS ABLE TO HELP:

- 23 women move into private housing,
- 5 women into transitional housing,
- 4 women in to supportive housing.
- And 14 women were able to return to their previous housing.

The numbers would be much higher were there housing available.

In the last year the shelter went through major renovations due to mould remediation, torrential floods in July and subsequent need for repairs to the foundation and the structure of the kitchen floor. We were fortunate to receive grants from the Trillium Foundation and the City of Toronto to help us with all these capital upgrades.

During our renovations, we also were allocated 10 more shelter beds to accommodate the need for single women's beds in Toronto. The shelter went from a 38 bed shelter to a 48 bed shelter. Both residents and staff were enormously patient as we were under construction for much of the year.

Along with the more serious need to find housing, find doctors, get identification, find resources, find jobs and work at improving life's circumstances, there was time for creativity and fun! This year the women participated in creating aprons for the Soul Soup Project, created sculptures from rocks for the gardens, participated in a computer program to enhance their skills. Women also participate in movie nights, bingo

nights, spa days, nail art, and arts and crafts. These programs help create a space where women feel supported, safe and where they are able to let their creative juices flow. It is great to see women who are shy and quiet, come out of their shell and shine during these programs. And as always, there is the love of cooking together.

There has been an increasing trend of an aging population needing to access the shelter system. Mobility issues have created the need for more accessible shelters. In addition, there is still a lack of affordable housing, an increase of women fleeing abuse, an increase of women being referred from hospitals and an increase of women who have been evicted from their housing, unable to afford their rent. Systemic barriers including health care, poverty and mental health continue to rise.

Over the past year, our shelter staff attended various trainings including Shelter Standards, Documentation, CPR, Defusing Hostility, WHIMS, Anti-Racism Anti-Oppression and Quality Assurance. Our Shelter was faced with multiple challenges including a kitchen closure, several washroom closures, and an increased amount of noise and traffic due to contractors, construction and renovations throughout the house. It has been a difficult year for our staff, but our dedicated team pulled through — even creating a make-shift kitchen out of crock pots, a rice cooker and roaster to prepare all the meals and

snacks for the women living with us throughout the kitchen closure.

Supportive Housing

32 Units In Total In 3 Separate Locations With Varying Levels Of Support

- 34 women enjoyed housing through our supportive housing program.
- Staff provided support to an additional 5 women who now live independently in the community.
- Two women left our most independent residence, both attaining new jobs. One as a social worker, the other as a security guard.
- This allowed for 2 women staying in our Shelter to move into these units.

Throughout the year, different programs were implemented. At two of our locations, a cooking program focused on how to cook on a budget and make healthy choices. Street Haven's addiction services team ran a very successful group for the supportive housing residents. There were several housing workshops in addition to ongoing residence meetings. Women enjoyed a BBQ for Oktoberfest, worked out at the YWCA and attended Cooking and a Movie nights with the Program Manager and Coordinator.

Two women living in supportive housing are volunteering at the shelter, both helping out in the kitchen. This experience has been very positive for both the volunteers and the women in the shelter. Mentorships are also happening

between women in our supportive housing program and women in the shelter.

In supportive housing each of the buildings has become a supportive community with women looking out for each other, working together as a team to complete tasks and coming up with new ideas for the program.



SHELTER LIVING ROOM
ABOVE: SHELTER GARDEN

LEANNE

Leanne has lived in supportive housing for the last 10 years, she struggles with depression. Leanne has had several part time jobs (never able to hold a job down due to her depression), isolates herself and has a hard time committing to appointments and keeping her unit clean and tidy. Over the past year Leanne and her worker have worked on dealing with her depression and tools on how to live day to day with it. Leanne is now holding down a part time job working four hours a day, four days a week. She keeps all of her appointments even if she doesn't feel like it. She is getting out into the community and her apartment is organized and clean. Leanne is pleased with her progress and every time the supportive housing staff are in the building she invites us in to her apartment to share her successes.

Housing

RITA

A friend found Rita living in a bus shelter near St. Michael's hospital. In a moment of lucidity Rita said that she had been living there for the past year – or in the park by St. James' Cathedral when the weather was warm. The friend brought her to Street Haven, and to our doctor, who was able to get her the psychiatric care Rita so desperately needed. Residents recall her standing in the dining-room repeating "Wendy's" over and over again, sometimes by the hour.

Rita stayed with us for close to a year, eating properly, sleeping in a warm bed, and getting medical help. As she stabilized, and gained insight into her diagnosis of schizophrenia, Rita knew she was ready to live independently. At this point, the noise and crowding of a 48-bed shelter was setting her back, not helping her move forward.

Up until the psychiatric break, Rita had been a fully functioning member of society. She had graduated with several degrees from university and was launching her career. Then she started hearing voices – which sent her on the downward spiral that ended on a park bench.

Rita and Street Haven's Housing Worker found an affordable bachelor apartment in Parkdale, Rita's area of choice. Since moving, Rita has joined a variety of programs to support her recovery. She attends Yoga and art programs at St. Michael's Hospital and has a facilitator to help her find

a manageable part-time job so she can fulfill her dream of getting a puppy. She has psychiatric support workers who see her regularly. She also seeks support from staff at the shelter – to stay connected, and to share her happiness at the way her new life is developing.

PATSY

Patsy came to the shelter last fall. Years of living a tough life on the streets were catching up with her. At 61, her health was not good. She had had a stroke, and now walked with a cane. Her vision was poor, compounding the problem of walking and getting around. Still, she was a feisty woman, who wasn't going to let these challenges, and pneumonia, high blood pressure, mysterious growths on her neck, and dental problems stop her from seizing life.

At the shelter, we helped her follow through with specialists' appointments, and she started getting back to better health with good meals, regular medication, and her own bed in a main floor room. We started to learn more about her life – when times were good and she worked refinishing furniture and in an accounting firm – and when they were hard, during the years she spent in prison. She ended there, as so many of our women do, as a result of her addiction.

As happens with many of our shelter clients, Patsy reached a point where the noise and commotion were making her anxious. She wanted to get her own place. She was cer-

tainly not ready for long-term care, so we were faced with a considerable problem. Where could she live when ODSP only allows \$479 a month for rent?

As a matter of course, when Patsy had first arrived at our shelter, we had added her name to the subsidized housing list run by Housing Connections. Fortunately, there are buildings specifically geared to seniors, with priority given to those living in shelters.

Just when Patsy thought she couldn't take another minute of communal life, the phone rang from Housing Connections with the offer of a bachelor apartment on Queen Street. Patsy burst into tears – it would be the first time in 20 years that she would have a place she could call her own.

Patsy decided that after 16 years, it was also time to reconnect with her daughter. Their reunion was a happy one, and her daughter was able to assist with the move. Patsy said that she wouldn't have attempted to see her daughter again if she hadn't had a place to call her own. She was simply too embarrassed to be living in a shelter.

Now Patsy and her daughter meet regularly – and often the two of them will drop by the shelter to visit with old friends. Patsy is off her anti-anxiety medication, and her high blood pressure is under better control now that she has her own apartment.

We see variations of these life stories repeated time and again in our shelter. They demonstrate both the role that a shelter can play in a woman's life, and the need for independence that comes with the return to good health. While the women are under our roof, they're able to build up their community supports. By doing so, they can move into housing without intensive case management (in which a client receives daily support) and consequently with a better outcome of success.

In the shelter, Rita and Patsy began to experience a sense of safety and security, without which it is impossible to build a better life. If you are always worrying about your personal safety – a woman on the street is particularly vulnerable – you live in constant anxiety. Add to that stressor the worry of where you will sleep at night and where your next meal will come from, and you become a bundle of nerves. As the feeling of safety and security returns, women are able to reconnect with the other aspects of their lives – enjoying reading, listening to music, tending to a garden – that were inaccessible to her when she was in an anxious state.

Despite the very real challenges of Toronto's real estate market, we are able on average to find housing for one client a week. It is a time of great excitement for everyone involved when housing is found, and plans for the move are put in place. We only wish we could do the same for all women who need a place of their own.

Trailblazer Award

Catherine Beaver receives the Trailblazer Award from the Canadian Aboriginal AIDS Network for her work with women across Canada in the Aboriginal AIDS Movement. Catherine has made successful transitions in her life and she is dear to us at Street Haven.



Inspired Change: Street Haven At The Crossroads Strategic Plan: 2014 – 2017

STRATEGIC DIRECTIONS

REFRESH OUR IDENTITY & ENHANCE OUR PROFILE

The Street Haven mission and philosophy statements have served us well and they now need to be refreshed and modernized to more accurately express our current purpose and values. We also need to reflect on our name and determine if any change is necessary. While we have a long history of service, we need to be better known for who we are and what we do. A strong brand needs to be developed then communicated to increase our visibility and profile. To refresh our identity and enhance our profile, we will:

- Revise our mission and philosophy statements, and develop a vision statement.
- Examine if our name needs to change and make any identified modification.
- Assess and revitalize our communication strategies, including social media activities, to better promote our work and positively impact on the lives of vulnerable and marginalized women.

STRENGTHEN OUR ORGANIZATIONAL CAPACITY

Street Haven has been undergoing organizational change which needs to continue as we build on a solid ground, guided by our mission and philosophy statements. Our internal capacity, including our governance, needs ongoing attention and effort needs to be invested in the continued implementation of the recommendations in Street Haven at the Crossroads Organizational Review Report – August 2012. To strengthen our organization capacity, we will:

- Renew our Board to be more externally visible, internally connected and reflective of the women we serve.
- Design and execute a staff engagement plan.
- Continue to implement the recommendations in Street Haven at the Crossroads Organizational Review Report – August 2012.

ENRICH OUR PROGRAMS & SERVICES

Street Haven delivers a wide variety of programs and services. These need to be evidence-informed, better connected together to demonstrate cohesion in the organization and reflect our anti-racism/anti-oppression (ARAO) principles. We need to further our understanding of who is served, what clients need and what clients experience with our services. It will be necessary to scale-up our existing infrastructure, how we communicate internally, and how we track and measure our work. We need to share our model of integrated care for complex clients and be positioned as a leader in women's services as well as in mental health and addictions issues. To enrich our programs and services, we will:

- Accelerate the linking and integration of current, new and expanded programs and services to make them seamless across the organization.
- Refine existing and establish new tools, systems and technology to enhance communication, monitoring, evaluation and documentation as well as deepen our knowledge about our clients, their needs and their experience with our organization.
- Exercise leadership at policy and planning tables and through systemic advocacy.

INCREASE OUR REVENUE

There is a need for more revenue from a range of sources. We need to invest the necessary resources to generate non-governmental revenue and reduce the dependency on government funding. We need to partner in this effort and engage all of our human resources toward a common goal. To increase our revenue, we will:

- Grow our funding from individuals, government, corporations, foundations and groups that support our efforts.
- Explore the possibility of a social enterprise.
- Put into action an expanded fund development plan that involves Board, staff, management, volunteers and partners.



Deceitful Eyes

A POEM BY JB

The color of my skin
The width of my hips
The coarseness of my hair
The thickness
Of my lips
The money in my purse
And how I made it
The amount of children I have
And
Where they are located
Whether am from this country or another
Whether I can provide for myself and others
Whether I dropped out of school at an early age
Or I make minimum wage
Sleeping in a house, apartment, a shelter or a friends' couch
I want you to know that am not a slouch
Approach me as a woman who has value
Don't see me as something that has been discontinued
Understand that addiction is a constriction
From physical emotional and mental subscription
Understand that I seek help from this self-hate and self-oppression
Understand that I seek motivation...self- revolution
Clear my confusion and release me from this seclusion
See the self-discovery and the evolution
Of where I want to be and where am going to go
Who am going to see and the things am going to achieve
Believe
That
I
CAN
AND WILL
Despite what you SEE



Learning Centre

This year at the Learning Centre, we have placed a lot of emphasis on innovating and creating new programming for the women who access our academic upgrading program. We have started several small groups including Everyday Math, Math for the Workforce, Reading Comprehension, Writing Comprehension and Media Literacy/Current Events. Our small groups are a great way for emerging learners to engage in interactive learning and experience the community and support inherent in group learning while maintaining the benefits of receiving focused attention from the facilitator. We have also invited several guest speakers and workshop facilitators to present in our classroom; our speakers this year have included Yann Martel, Elizabeth Ruth and Dr. Pearl Levey.

As part of our focus on interactive learning, we have enjoyed field trips to learn about the evolution of the City of Toronto's waterfront, the Bata Shoe Museum and the Royal Ontario Museum.

- 325 women accessed the computer lab
- 34 women are currently enrolled in our Literacy and Basic Skills Program (academic upgrading)
- 11 new volunteers joined our team as tutors and workshop leaders
- 117 women received employment preparation services
- 172 women received assistance in obtaining identification such as birth certificates, social insurance cards and health cards

As part of a larger effort to increase Agency-wide integration, staff from other agency locations have been joining the Learning Centre

team on a regular basis. Staff from the Shelter, Supportive Housing and Addictions Services have been trained in the Computer Lab and in answering initial inquiries regarding the programs. We have found that clients enjoy seeing staff from other locations at the Learning Centre, and that staff who have come to the Learning Centre end up referring more women to the service. After a call for volunteers, we were happy to welcome eleven new tutors and workshop leaders to our program. Several of our tutors are volunteering at the Learning Centre multiple times per week, and we have had tremendously positive feedback from our learners. In addition to our new tutors, we continue to recognize the incredible on-going work done by two of our long-time volunteers.



- 25 women started volunteering in the community
- 43 women started part-time educational programs
- 20 women started full-time educational programs

One of the main trends we continue to see at the Learning Centre is an increase in the average age of our clients. We are seeing many clients in their late 60s and beyond who are interested in accessing educational services but aren't able to find service providers. Because of the integration of Literacy and Basic Skills programs into the larger Employment Ontario program, many learners who are not looking to get into the workforce are not eligible for upgrading. Another

trend we have seen is the increase in refugees looking for educational and employment services. Often times we must refer these clients to other agencies who are more familiar with the legal issues surround refugee claimants, but these programs are often at capacity. In cases where these women cannot access services from other providers, we do our best to offer support in whatever capacity we are able.



Street Haven Addiction Services (SHAS)

SHAS is composed of two integrated services: Grant House Residential Program (a six month treatment program) and Addiction Case Management (community outreach program).

PROGRAM HIGHLIGHTS

- Addiction Case Managers served 129 women from the community this year.
- Thirty three women were accepted into residential treatment at Grant House.
- Of the 33 women accepted, 14 were from the community stream while 19 were from the justice stream.
- The majority of our clientele originate from Toronto, but we have had a growing influx of applications from surrounding towns and cities.
- The residential Boot Camp option available to Grant House graduates was utilized by two women who sought help to regain control of their sobriety.
- Grant House received 102 applications from women interested in residential services. Of these, 64 followed up on their application. Of the 64, 33 were accepted into the program.
- The Addiction Case Management team received 84 referrals for women needing support
- Concurrent Disorders Support Services noted Street Haven's outreach program as one of their key partners.
- An agency wide integrated referral system is now in effect increasing opportunities for Street Haven women to access SHAS.
- Addiction Services contributes to keeping Street Haven's ARAO policy alive and translated this to service users through the incorporation of an ARAO statement during the admission process.



Supporting not only the service user, but also her family, has remained a priority in the delivery of service and is recognized as a critical therapeutic intervention. The program has also achieved great success in reunifying families and helping to improve family relationships for our clients. Addiction Services promotes family relationships through counselling practices and celebrating families in our yearly Family Day event, where service users and their families are invited to have fun but also be educated about the disease of addiction and ways to work on healing collectively and to explore continued support.

Women who have graduated and those in the last stages of their residence at Grant House participate in After Care services. This section of the program has been an anchor of support for women who have left the program. Knowing that there is a time designated for and

about them is important for reconnection purposes, but also as a teaching tool for current residents. The After Care program has been significantly utilized over the year and includes participants who have graduated over three years ago.

Agencies and programs affiliated with the Addiction Services program have made our service more comprehensive. The exchange of services between Street Haven and some of the agencies listed on the opposite page are amongst our valued partners.

We recently began a partnership with the University of Toronto's Faculty of Social Work to provide clinical internships to students in the first and second year of the Master of Social Work (MSW) program.

A special thank you goes out to our volunteers, including Sister Helen

who provides pottery classes once every two months, our nutritionist who teaches healthy ways of nurturing a recovering body, and our AA affiliate who comes out weekly to provide AA meetings to the women.

Outreach for Addiction Services to other agencies and the community at large has been an ongoing effort. The use of the newly developed brochures has been an exceptional tool in program promotion and improving access to service. The use of virtual communication such as email and text has increased for those trying to access service, making their admission into programs an easier transition.

In order to contribute to the evaluation and measurement of the Addiction Services program's success, a number of strategies have been implemented to collect data. From the time of admission to discharge, identifying information of clients as well as their gradual progression in treatment has been documented through the use of GAINS assessment and focus groups.

Addiction Case Managers serviced 129 women from the community. Referral sources for this stream have expanded, with a higher number of clients being referred from the Concurrent Disorder Program, CAMH, and St. Michaels Hospital. Interagency referrals to the ACM department have significantly increased due to improved communications both within the programs and throughout the agency.

Agency	Service
Women's Own, University Health Network	Detox Services
St. Joseph's Health Centre	Detox Services
Homestead	Short-term treatment
Nazareth House	Transitional Living
Harbour Light	Transitional Living
Langley House	Transitional Living
Concurrent Disorder Program, Fred Victor Centre	Psychiatric, women's group, intensive 1:1
Break Away	Outreach, residential services
Oasis	Career Training – Educational

The Addiction Services Outreach program represented Street Haven on a panel discussion held on February 4, 2014 aimed to educate the public on the stigma and discrimination drug users face, and how we can overcome this through our work practices. The panel was comprised of service providers like St. Michael's Hospital and Breakaway.

At the beginning of 2013, Addiction Case Managers and the clinical team rotated providing Life Skills groups to residents of supportive housing programs which received positive feedback. Due to the escalating number of referrals in this department, the groups were halted. We are working on a plan to resume the groups in the future.

In an effort to create a more cohesive team in Addiction Services, ACM team members escort residents to the YMCA on a weekly basis. This promotes the relationship between the residents and the ACM team. Each resident is referred to

an ACM worker at the end of their residential term. Eleven of twenty Grant House graduates transitioned to an ACM worker. This provides significant continuity for women who face the task of integrating into the community from residential treatment.

Women who completed treatment were successful in achieving housing through transitional living options such as the Salvation Army's Harbour Light, Nazareth House, and Langley House.

Fundraising Events

This year we had many events, including our third annual Gala of Light, as well as events held by Street Haven supporters, which all greatly contributed to our fundraising goals for the year. We thank all of our supporters for their commitment to our community and the women we serve. Here are some of this year's highlights:

SUMMER OF DREAMS BBQ

Above All Emergency Services Inc., the contractors who have been working on the numerous upgrades to our property, held their first annual BBQ fundraiser in support of our programs. "The Summer of Dreams" was held at our Emergency Shelter location and was well attended by community members, friends and family. The food was absolutely delicious and the event was a huge success.

THE SOUL SOUP PROJECT

Last winter we introduced the Soul Soup Project—evenings of bringing the community together to make soup that truly will warm the soul. Small groups gathered in the professional kitchens of The PaintBox Bistro and the Lisa Shama Cuisiniere, working alongside professional chefs to make 150 gallons of nourishing soup for our residents. Each event was well attended and lots of fun.

A MEMORY, A MONOLOGUE, A RANT & A PRAYER

We were approached by supporters of V-Day (a day organized to end violence against women), to create a theatrical production in support of Street Haven. Daphne Bonar and Nicole Gabriele produced, directed, auditioned cast, fundraised and acted in this sold out production. The production was based on the works of Eve Ensler of 'Vagina Monologue' fame. The show "A Memory, A Monologue, A Rant and A Prayer" was held at The Box Theatre in downtown Toronto on Feb. 28, Mar. 1 & Mar. 2 to rave reviews. It was a moving and magical weekend.

GALA OF LIGHT 2014

Our third annual Gala of Light was presented by Above All Emergency Services Inc. and held at the exclusive Spoke Club on King Street West in downtown Toronto on May 15th, 2014. Supporters came together once again to celebrate Street Haven's many years of service and to help shed light on the issue of homelessness. Mayoral hopeful Olivia Chow made an appearance and spoke about the importance of access to nourishing foods. Guests shopped at the silent auction while listening to the smooth mixes by DJ Lissa Monet and the talented sounds of electric violinist Yosvani Castaneda and songstress, Shawnee. A great time was had by all.

TMA SPRING GALA

Each year, the Turnaround Management Association, a professional community of turnaround and corporate renewal professionals, selects a different charity to be the beneficiary of funds raised at their annual Spring Gala. This year, we were honoured to be selected and are so grateful to all the members who put in so much of their time, energy and effort to ensure it was a success. The GALA took place on May 29th.



Special thanks to
all our amazing
volunteers!

2014 Financials

	2014 General	2014 Capital	2014 Founder's	Total
OPERATING REVENUE				
Government	2,617,362	298,696		2,916,058
Donations & Fundraising	319,585	7,000	100	326,685
ShareLife	110,000			110,000
Bequests	5,000			5,000
Room and Board, Other	100,181	3,043	791	104,015
TOTAL	3,152,128	308,739	891	3,461,758

	2014 General	2014 Capital	2014 Founder's	Total
OPERATING EXPENSES				
Salaries and Benefits	2,080,197			2,080,197
Building Occupancy	632,886	27,615		660,501
Other Program Costs	219,282			219,282
General & Administration	201,136			201,136
TOTAL	3,133,501	27,615		3,161,116

	2014 General	2014 Capital	2014 Founder's	Total
EXCESS (DEFICIENCY) of revenue over expenses for the year	18,627	281,124	891	300,642

For the Year Ended March 31, 2014. The complete Audited Financial Statements are available on request.



A SPECIAL THANK YOU TO OUR GOVERNMENT FUNDERS

ONTARIO MINISTRY OF HEALTH & LONG TERM CARE
 TORONTO CENTRAL LHIN – COMMUNITY MENTAL HEALTH & ADDICTIONS
 ONTARIO MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES
 ONTARIO MINISTRY OF TRAINING, COLLEGES & UNIVERSITIES
 CITY OF TORONTO SHELTER, SUPPORT & HOUSING – HOSTEL SERVICES, HOUSING HELP WITHIN SHELTERS
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 Catholic Women's League, St. Monica's Council
 Congregation of Notre Dame-Visitation Province
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 Frankford United Church Women
 Generalate of the Sisters of the Precious Blood
 The Loretto Ladies' Colleges and Schools
 Monticello United Church Women
 Operation Christmas Tree
 Our Lady of Grace Roman Catholic Church
 Richmond Hill United Church Women
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 The Sisterhood of St. John The Divine
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Thank you to all our supporters. We wouldn't be able to do it without you.



Artwork created by Shelter resident.

Street Haven at the Crossroads

87 Pembroke Street
Toronto, Ontario
M5A 2N9

T 416-967-6060 | F 416-924-6900 | E info@streethaven.com

www.streethaven.com

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