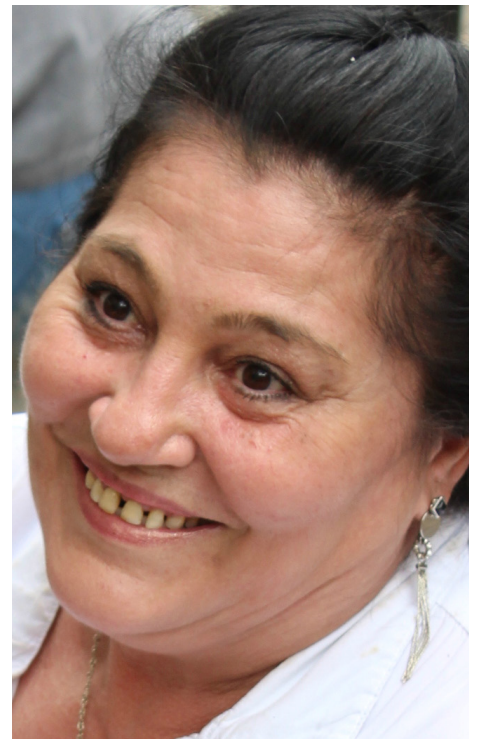




# Street Haven

at the Crossroads

Annual Report  
2017–2018



**OUR VISION: A COMMUNITY  
WHERE ALL WOMEN ARE SAFE**

THANKS TO OUR FUNDERS, DONORS, VOLUNTEERS AND DEDICATED STAFF, STREET HAVEN PROVIDED HOPE AND SUPPORT TO OVER **1,000 WOMEN**



**OUR VISION** A COMMUNITY WHERE ALL WOMEN ARE SAFE

**OUR MISSION** TO OFFER PATHWAYS FOR WOMEN EXPERIENCING OR AT RISK OF HOMELESSNESS, THROUGH A VARIETY OF INTEGRATED SERVICES IN WHICH WOMEN SUPPORT WOMEN



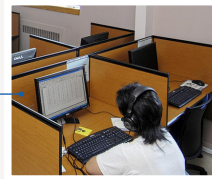
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## STREET HAVEN: OUR HERSTORY



- 1965** ● Street Haven is founded by Peggy Anne Walpole (pictured above), an emergency room nurse who witnessed the debilitating effects of homelessness and poverty on women in downtown Toronto.
- 1966** ● The Street Haven 24-hour Drop-In opens in the Atalanta Hotel near Dundas & Yonge.
- 1968** ● Street Haven adds a 12-bed Emergency Shelter to its service.
- 1976** ● Residential Addiction Services for women are made available at Grant House.
- 1986** ● Street Haven offers Supportive Housing to women with mental health and/or addiction issues.
- 1987** ● The Learning Centre offers women opportunities to improve their literacy skills and access to computers.
- 1993** ● Community Addiction Services is established to assist women who wish to make changes to their substance use.
- 2006** ● Peggy Anne Walpole passes away in February.
- 2009** ● The Emergency Shelter expands to 33 beds.
- 2014** ● The Emergency Shelter now has 50 beds and is operating at full capacity every night.
- 2015** ● Street Haven observes its 50-year Anniversary.
- 2018** ● Marking 53 years of service.



## STREET HAVEN MESSAGE FROM THE PRESIDENT OF THE BOARD

This year has been a year of change for Street Haven.

We continued to build our capacity, make new community contacts, create new partnerships across the sector, and get our message out on social media with an improved website. We also said goodbye to Executive Director Anne Topp, a long-time member of the Street Haven family, who decided to pursue a new career path. We thank Anne for her deep devotion to Street Haven through the years. Anne was with Street Haven when our founder Peggy Anne Walpole was leading the agency, and occupied the role of Executive Director for the past 4 years. Anne was a key player in the process of shifting Street Haven from a women's shelter to a premiere multi-service agency offering programs and services to women who are homeless or at risk of homelessness. We will miss her, and Anne will always be part of the Street Haven family.



Change creates the opportunity for reflection, and after that, renewal. I am pleased to welcome Deborah Gardner as our new Executive Director. Deborah not only has experience in the non-profit sector, she has experience leading a multi-service agency for women facing homelessness in British Columbia. Prior to that, she was the Executive Director of Volunteer Toronto. Over 10 years, she transformed it from a fledgling start up to a major leader in connecting would-be volunteers to opportunities in their communities across the GTA. Deborah became our Interim Executive Director at the end of May. She led us through the period immediately following Anne's departure by protecting the continuity of our programs and services. As the interim, she was also tasked with identifying any areas in which we had gaps in our programs and practices that might need attention. She quickly built a rapport with our hard-working staff and our clients, and took stock of the organization. The Board was impressed with her work, and voted her in as our permanent Executive Director in August. We are so pleased to have her, and she continues the process of strengthening our programs and services, building our capacity and increasing our profile and partnerships within our community.

Another major change we are facing this year is a new provincial government and with it, new challenges. Priorities have shifted and certain funding for addictions, mental health, and initiatives to counter poverty and homelessness may be reduced or eliminated. Uncertainty relating to the planned increases to the minimum wage, and the basic income pilot, along with the freeze to new opioid overdose prevention sites come to mind. The province has already indicated an intent to be heavily involved in city affairs by reducing the number of councillors from 47 to 25. Other changes may be in the works.

[continued on page five](#)

## STREET HAVEN MESSAGE FROM THE PRESIDENT OF THE BOARD continued

This is happening at a time when urban poverty is increasing. The 2016 census found that 1 in 4 children in Toronto live in poverty. The rental vacancy rate in Toronto is hovering around 1%. The average one bedroom apartment costs \$1600 per month, and Ontario Works provides \$741 per month. The waiting list for public housing is now 12 years long. As of May 2018, there were 6,650 women who identified as homeless staying in emergency shelters across the city. This does not include those who have temporary lodging outside a shelter. The city's shelter system is stretched. Now more than ever, it is essential to strengthen our partnerships across the sector, safeguard the integrity of our programming and increase our outreach, while advocating for Street Haven in our relationships with local and provincial governments. Now more than ever, Street Haven's programs and services are needed. The Board is confident in Deborah's ability to lead us through this period of change. We are confident that, with the efforts of our staff, our managers and our Executive Director, Street Haven will continue to lead the sector in delivering vital services to women in our emergency shelter, addiction services, housing services and our learning centre.

Join us on this journey. Make the connection. You can help us fight poverty and provide these vital services to women. Go to our website [streethaven.org](http://streethaven.org) for more information.

***Susan Keenan***  
***Board Chair***

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**From the Women of Street Haven:** This rock painting of the Street Haven Emergency Shelter was created by Jane\* during an arts and crafts activity session at the Shelter. Thank you Jane for sharing your beautiful artwork with us.

\*Client's name has been changed to protect her privacy



# STREET HAVEN HOUSING SERVICES

## Emergency Shelter

Nestled in a beautiful heritage house in the heart of downtown Toronto, Street Haven's 50 bed [Emergency Shelter](#) provides women experiencing homelessness and extreme poverty with the basic necessities of life: shelter, safety, meals, clothing, hot showers and medical care. During the 2017-18 fiscal year, Street Haven's Emergency shelter operated at full capacity with 18,178 bed nights and 65,700 meals served.



## Outreach & Sustainability

Due to the high cost of housing in Toronto and the shortage of subsidized, geared-to-income and supportive housing, low-income women and women receiving Ontario Works (OW) and Ontario Disability Support Program (ODSP) simply cannot afford accommodation. An important part of our work is our [Housing Within Shelters](#) service; assisting women in searching for, finding and securing permanent, affordable housing. During the 2017-18 fiscal year, Street Haven's housing staff assisted 136 women in finding permanent housing. Our case managers continue to offer support to these women once housed to ensure successful ongoing housing. Housing stabilization is a major commitment of our organization. Without stable, affordable housing, the women who access our services will continue to experience homelessness and poverty.

**444 WOMEN FOUND  
REFUGE AT THE  
EMERGENCY SHELTER**

**STAFF ASSISTED 136  
WOMEN TO FIND OR  
MAINTAIN HOUSING**



## STREET HAVEN HOUSING SERVICES

### Supportive Housing

Street Haven's [Supportive Housing](#) program provides permanent supportive housing to 32 women in three different downtown Toronto locations. Women learn to live independently after recovering from massive trauma, mental health issues and/or substance abuse. With varying degrees of staffing and support, residents set and work towards their own goals. Some require the high support that Joubert house offers; others, the low support of subsidized housing. During the 2017-18 Fiscal year, the program operated at 100% capacity and the waitlist continues to grow.



**“Street Haven has been a safe ‘haven’ for me since 1995.** A place of safety where I could find myself and re-enter my life preparing for the next step and find hope to start again. This time around, I am grateful to be using the Shelter at Street Haven for help with housing and drug therapy.”

– \*Laura, Long-Term Client

\*Client's name has been changed to protect her privacy.

## STREET HAVEN ACADEMIC AND LIFE SKILLS

The Learning Centre provides comprehensive education services to women working to achieve educational, employment and personal learning goals. Located at the Adelaide Resource Centre for Women, it is partnered with the other community agencies in the building, all of which serve women facing homelessness, extreme poverty as well as mental health and addiction challenges.

The **Literacy and Basic Skills Program** provides women with opportunities to improve their reading, writing and math skills by participating in individual tutoring sessions, small groups or larger classroom settings. The Learning Centre uses a modular learning method, which allows learners to work towards clearly defined goals at their own pace and in their individual learning styles. With an emphasis on integrated learning, the programs schedule regular guest speakers, field trips and community engagement activities. Learners are also encouraged to access workshops and enhance their skills through our **Pre-Employment and Computer Lab Programs**. The Pre-Employment Program assists women to develop and learn transferable skills related to their job training and employment goals, while the computer access program offers access to a resource centre equipped with computers, phones and photocopier where clients can access the internet and receive hands-on support from staff.

Situated within Street Haven's continuum of services, the Learning Centre is also able to provide information and referrals for housing, counselling and addiction services.

**33 WOMEN ENROLLED IN THE LITERACY AND  
BASIC SKILLS PROGRAM**

**270 WOMEN USED THE COMPUTER ACCESS AND  
PRE-EMPLOYMENT PROGRAMS**

Recently the Soroptimists global volunteer organization made a donation to the Learning Centre's Literacy and Basic Skills Program that will help improve the support services that prepare the women we work with for future employment. With our shared commitment to increasing access to quality education for women, we are honoured to have the Soroptimists' continued support and look forward to the improvements this generous donation will bring to our Learning Centre.

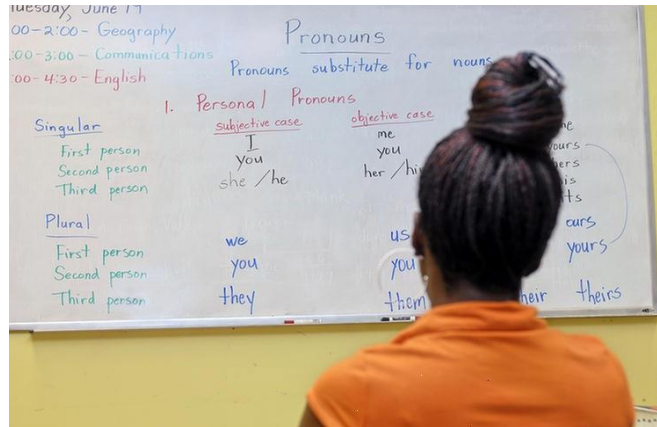




# ACADEMIC AND LIFE SKILLS IMPACT STORY

## LIDIYA'S JOURNEY

Lidiya's journey began with the Street Haven Academic and Life Skills program at our learning centre site in June 2018. She was new to the country and needed support with immigration and employment. The challenges which newcomers experience around employment are an increasing concern. Although Lidiya had multiple degrees and work experience from her country, Kenya (her native country); as a new immigrant to Canada she experienced unemployment and homelessness due to a lack of Canadian work experience. This is the story and experience of many newcomers.



At the Street Haven learning centre, Lidiya was provided support to apply for refugee status and a work permit and was referred to a community centre for volunteer opportunities. A few days later she returned to join the literacy and basic skills program mainly to learn about Canadian culture and etiquette. She received support in creating resumes, job searching, interview practice as well as information on employers and community employment initiatives such as Investing in Neighbourhoods.

Lidiya's persistence and commitment landed her a job within two months of getting her work permit. Her dream is to work as an Office Administrator in Canada and to pursue higher education in Business Administration. Against the odds Lidiya has gotten a foothold in the Canadian job market and is poised to continue climbing higher.

**“The Learning Centre was a great source of information and resources. The staff were very supportive and I thank them for their relentless effort.”**

## ADDICTION SERVICES RESIDENTIAL TREATMENT PROGRAM and OUTREACH & SUPPORT

Street Haven's Addiction Services programs support women who are living in or at risk of falling into poverty and homelessness, many of whom have experienced the trauma of sexual, emotional and/or physical abuse. Addiction Services offers a [Residential Treatment Program](#) as well as an [Outreach Program](#) for women living in the community.

### Treatment Program: Grant House

With ten regular beds and two emergency beds, this is an intensive six-month residential abstinence-based treatment program. The treatment program is trauma-centred and focuses on profound changes of lifestyle and behaviour. Women can access this program from the community and from the justice system.

### Outreach & Support

The outreach program is available for women leaving the residential program and to other women living in the community who require support, resources, counselling and help in life planning. This community outreach program can be harm-reduction or abstinence based, depending on the client's choice.

27 WOMEN  
PARTICIPATED IN  
THE RESIDENTIAL  
TREATMENT  
PROGRAM

90 WOMEN WERE  
SUPPORTED BY  
THE OUTREACH &  
SUPPORT PROGRAM



“I needed to start loving myself again and find out who I was. This is my seventh treatment, and this is the one that made a difference in my life. I did this. I did the work. I just needed the support system to help me build a foundation. **I'm so grateful to have been given the chance.**”

Danielle, Residential Treatment Program Client

# THANK YOU TO STREET HAVEN'S SUPPORTERS

## Anonymous Donor (Special Project)

Three decades ago Street Haven created a moving short film documenting our history and impact in the community. It became a way to share our vision and mission with clients, volunteers, staff and other stakeholders. We have grown so much since the original film that we wanted to refresh this footage and tell the stories of the women we have served in the current era. Unfortunately, this was stalled due to a lack of funding.

However a few months ago, through the generosity of an anonymous donor, Street Haven was finally able to undertake this video project! This mystery donor requested that their gift be used for a special project we had wanted to do for a while but for which we lacked the funds. And our film was a perfect match.

With the help of Clear Media TV's crew, we asked clients, staff and volunteers to share their Street Haven experiences. Over the course of three days, we heard heartfelt stories that brought both laughter and tears; we were simply overwhelmed by the profound impact Street Haven has had on so many lives. This project is currently being edited and finalized, and we cannot wait to share the end result with you. We would like to extend a huge thank you to the anonymous donor who made documenting the oral history and impact of Street Haven possible.



# THANK YOU TO STREET HAVEN'S SUPPORTERS

## Shoppers Drug Mart

This past fiscal year Shoppers Drug Mart, in partnership with their associate-owners, drove their annual Growing Women's Health campaign supporting women's health organizations across Canada. During the campaign, local Shoppers Drug Mart locations accepted donations from customers with a goal to raise funds to help fund local women's health charities.



We would like to extend a special thank you to Andrew Yeh, owner of Shoppers Drug Mart at Yonge and Dundas, for mobilizing numerous owners to pool their donations in support of Street Haven. They were able to generate \$50,000 as part of the campaign, which truly blew our minds. Their generous donation will help to fund the operational costs of our housing services for at-risk women, as well as our addiction services and learning centre.

## Community of Supporters

Our 50-bed Emergency Shelter runs at full capacity every day of the year. As a result, we are always in need of basic everyday items for the women we serve, like gently worn clothes, toiletries and non-perishable food items. We couldn't do it without the support of our local community.

Thanks to friends like you, Street Haven continues to be a place where at-risk women not only find a warm bed and a hot meal—they are cherished, treated with dignity and given opportunities to achieve their goals. On behalf of all the Women of Street Haven, Thank you!



# FINANCIALS

## CONSOLIDATED STATEMENT OF OPERATIONS MARCH 31, 2018

Full financial statements available upon request

|  | 31-Mar-18           | 31-Mar-17           |
|--|---------------------|---------------------|
| <b>Operating Revenue</b>   |                     |                     |
| Government   | \$ 2,908,597        | \$ 2,862,755        |
| Donations and Fundraising  | 441,785             | 229,035             |
| ShareLife  | 115,000             | 110,000             |
| Room and Board   | 104,363             | 92,506              |
| Bequests   | 98,278              | 329,610             |
| Interest and Other   | 8,850               | 4,360               |
| <b>Total Revenue</b>   | <b>\$ 3,676,873</b> | <b>\$ 3,628,266</b> |
| <b>Operating Expenses</b>  |                     |                     |
| Salaries and Benefits  | \$ 2,359,372        | \$ 2,287,057        |
| Building Occupancy   | 689,230             | 653,471             |
| Other Program Costs  | 232,173             | 249,712             |
| General and Administration                                       | 326,038             | 100,101             |
| <b>Total Expenses</b>  | <b>\$ 3,606,813</b> | <b>\$ 3,290,341</b> |
| <b>Excess (Deficiency) of revenue over expenses for the year</b> | <b>\$ 70,060</b>    | <b>\$ 337,925</b>   |

Note: The excess of revenue over expenses is due to unanticipated bequests and will contribute toward Street Haven's Contingency Funds. The funds are intended to cover non-operations capital costs and three months of operations expenses to sustain Street Haven's services in case of an emergency.

ON BEHALF OF THE OVER 1,000 WOMEN STREET HAVEN SERVED THIS YEAR, WE SEND OUR HEARTFELT THANKS TO OUR FAMILY OF SUPPORTERS. YOUR GENEROUS GIFTS PROVIDED VULNERABLE WOMEN WITH SAFETY IN OUR 50-BED EMERGENCY SHELTER, SUPPORT THROUGH RESIDENTIAL AND COMMUNITY OUTREACH ADDICTION SERVICES AND PATHWAYS TO SELF-SUFFICIENCY THROUGH OUR SUPPORTIVE HOUSING AND ACADEMIC & LIFE SKILLS PROGRAMS.

#### MAJOR FUNDERS

City of Toronto  
Ontario Local Health Integration  
Network  
Ontario Ministry of Advanced  
Education and Skills  
Development  
Ontario Ministry of Community  
Safety and Correctional  
Services  
Ontario Ministry of Health  
ShareLife

#### MONTHLY DONORS

Irene Adams  
Karen Bock  
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Ann Bowman  
Deborah Brown  
Margaret Burns  
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Jessica Nagy  
Charlene Nero  
Geraldine O'Meara  
Ron Pirie  
Helen Sanderson  
Paul Sheardown  
Louise Sinclair  
Anne Topp  
Ann Tudor

*Every effort has been made to ensure that this list is accurate. If you notice an error or omission, please accept our apology and let us know so we can update our records.*

**\$100,000**

Bertram & Phyllis Barrow

**\$55,000**

The Catherine and Maxwell  
Meighen Foundation

**\$50,000**

Robert Kerr Foundation  
Shoppers Drug Mart Life  
Foundation

**\$25,000**

Anonymous

**\$10,000 – \$19,999**

Estate of Margaret Schyuler  
Machell  
Ontario REALTORS Care  
Foundation  
The Lawrason Foundation

**\$5,000-\$9,999**

Margaret Hamilton  
Eva-Maria Taylor  
C. M. Odette Philanthropic  
Foundation  
Estate of Lydwyn Redmond  
The Dawn Tattle Family  
Foundation through Aqueduct  
Foundation

**\$1,000-\$4,999**

Martha Jo Breithaupt  
Beverley Chernos  
Robert Hall  
Robert Heyding  
Deland Kamanga  
Kathleen McCarthy  
Martin McCarthy  
Jodie Rafuse  
Isaac Raymond  
Nadiya Sunderji  
Centor Capital Properties Ltd.  
Centor Properties (1986  
Limited Partnership  
CHUM Charitable Foundation  
First Time for Everything  
Collective  
James Green Consulting Inc.  
James Green Consulting Inc  
Employee Group  
K.M. Hunter Charitable  
Foundation (Toronto  
Division)  
Loretto Ladies Colleges and  
Schools (Province)  
Love is a House  
Paquette Charitable Foundation  
RBC Volunteer Grant  
TAC Mechanical  
TELUS Employees  
Temple Watt Enterprises - Watt  
Roofing  
The Philip Smith Foundation  
Women’s Hockey Club of  
Toronto

**WE ALSO SINCERELY THANK OUR  
\$1-\$999 DONORS NOT LISTED HERE.  
DUE TO THE VOLUME OF DONATIONS  
DURING THE 2017-2018 FISCAL  
YEAR, WE WILL BE LISTING THESE  
CONTRIBUTIONS IN DETAIL ON OUR  
WEBSITE.**

*Every effort has been made to ensure that this list is accurate. If you notice an error or omission, please accept our apology and let us know so we can update our records.*

# ALL WOMEN ARE WORTHY OF DIGNITY AND LOVE.

## STAY CONNECTED WITH US


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 [info@streethaven.com](mailto:info@streethaven.com)

 [www.streethaven.com](http://www.streethaven.com)

 Street Haven at the Crossroads

 @StreetHaven

Charitable Registration: 12953-5175-RR0001 

## STREET HAVEN'S BOARD OF DIRECTORS 2017-2018

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