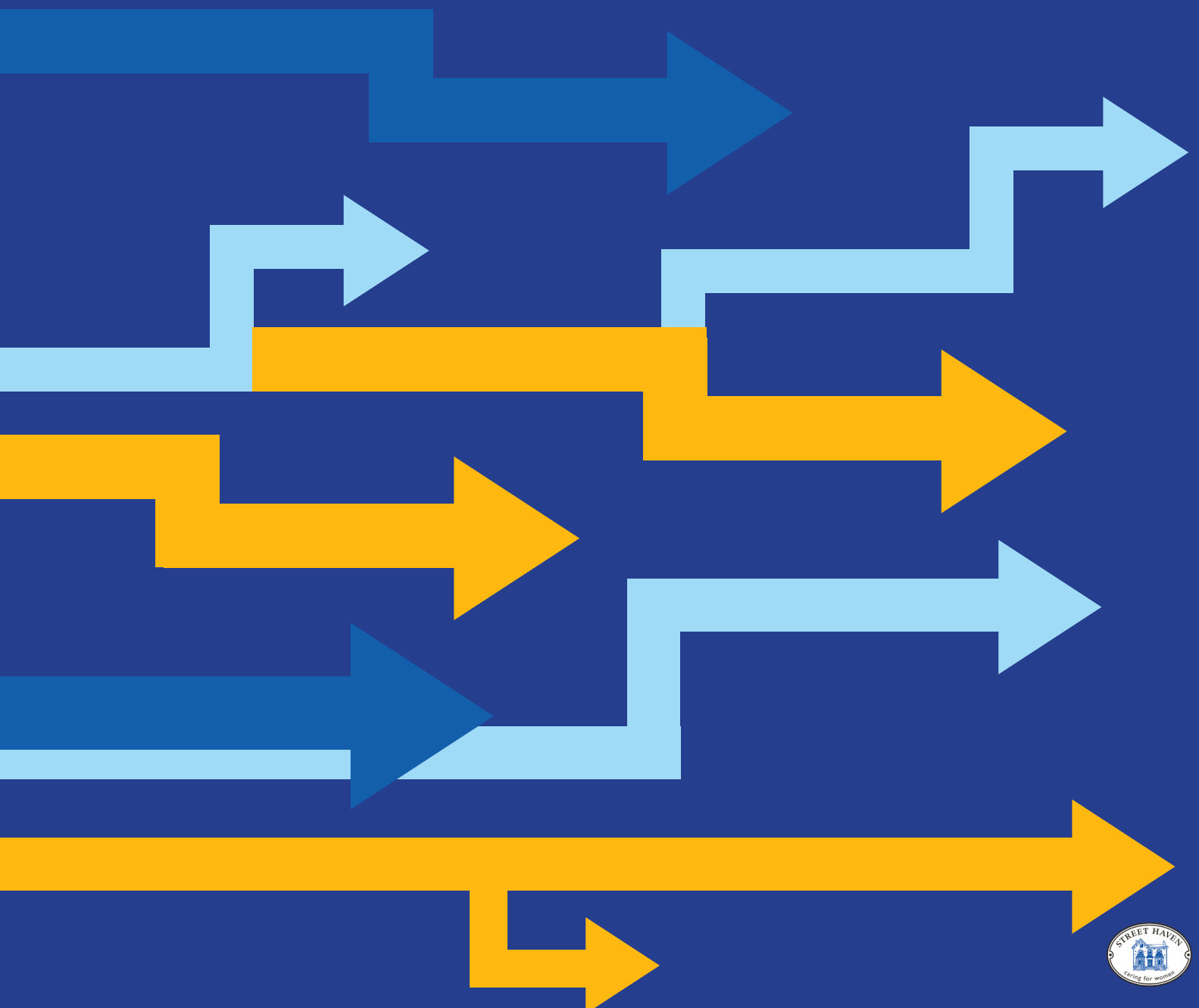




ANNUAL REPORT | 2023 2024

Moving Towards The Future



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Our Values

- We respect and value **every voice**.
- We lead with empathy and **compassion**.
- We champion **inclusion**.
- We are always **adapting**.
- We advocate for **all women**.

Our Mission

We are driven to provide integrated support for women as they move forward in their own journey.

Our Vision

We are building an inclusive community that empowers women to grow and thrive.

Board Chair Message

Despite the significant challenges that the organization experienced, we continued our trajectory of growth and strategic priorities that anticipate the future. We are so delighted to be an award-winning agency. The work of the agency is being acknowledged and recognized broadly by the sector.



The board was busy renewing the organization's mission and vision that would enable the agency to move forward into the future with a clear sense of its direction and the values that would guide our efforts.

In addition to the expansion and growth efforts operationally, the board also worked diligently to ensure that the organizational by-laws were ONCA aligned, and to continue to provide strong strategic guidance on ensuring a more inclusive organization at all levels.

The agency is poised for significant growth in the coming year, and we are pleased to have provided the governance leadership to have made us organization-ready. On behalf of the organization, I want to send a hearty thanks to Susan McGrail who has been a calm and steady presence on the board these last five years.

Sincerely,

A handwritten signature in cursive script that reads "Sheryl Song".

Sheryl Song

Executive Director Message

2023-24 year flew by! The organization took steps and actions to bring us towards the future, focused on growth and transformation.



The agency continued to evolve to better respond to the urgent needs facing the communities it served and the broader health and social care system. Programming was deepened in all of our services to meet the growing complexity, needs and ambitions of our ever-changing client population groups. We engaged in planning and program development work to introduce much-needed programs including mental health and trauma counselling and piloted a post addictions treatment transitional housing project. We also successfully secured the Multi-Unit Residential Acquisition Grant to expand the supportive housing program. Lastly, we continued our commitment towards more inclusive access to programming and workplace. The year was also marked with significant advocacy efforts. Street Haven assumed a strong system advocate role for more investments in women's shelter and housing services and refugee and claimant resources and programming.

The sum of our efforts were recognized by the Ontario Not-Profit Housing Association, and we were awarded the Award of Excellence in 2023.

Sincerely,

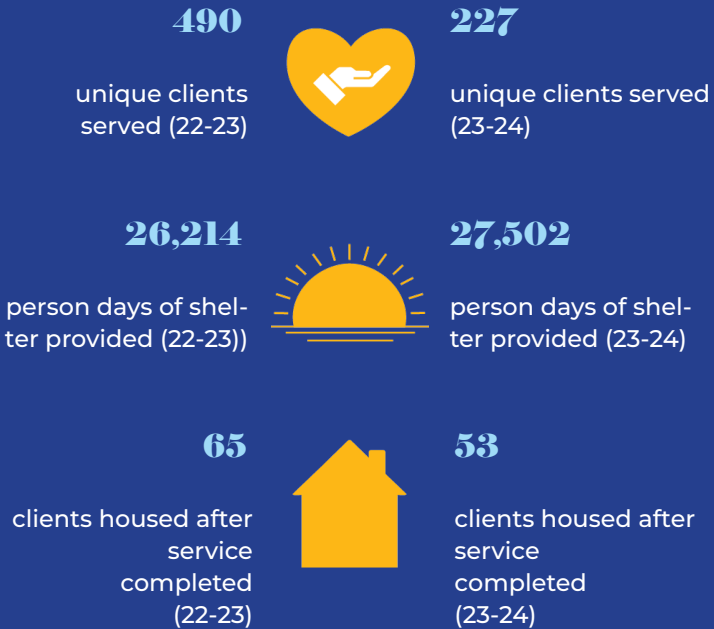
A handwritten signature in cursive script that reads "Dr. Siu Mee Cheng".

Dr. Siu Mee Cheng, PhD

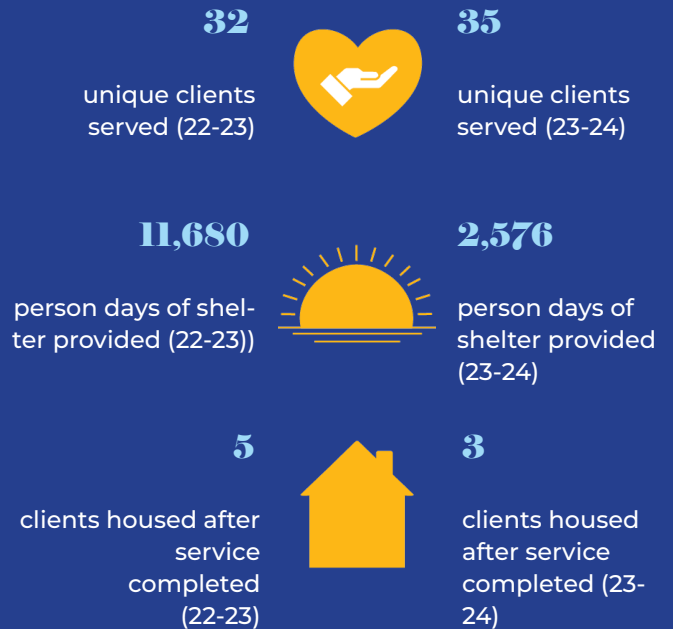
2022-2023 and 2023-2024 In Numbers

Shelter, Housing, Addictions and Training Services

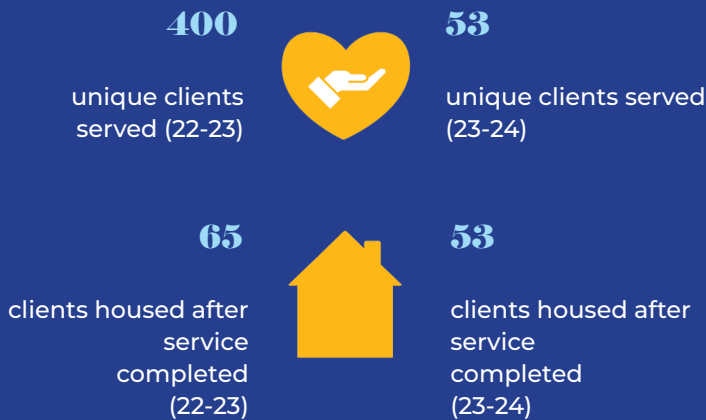
Shelter Services (All Sites)



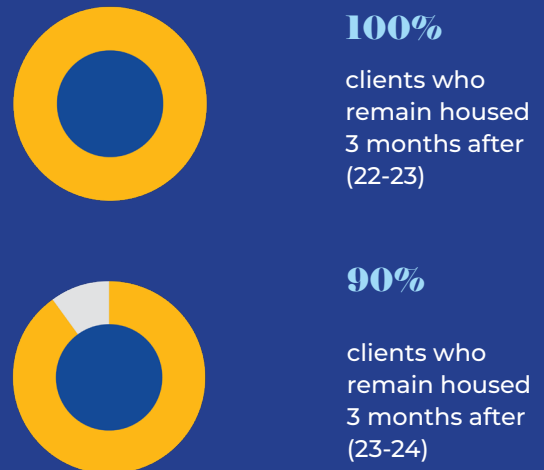
Supportive Housing



Housing Outreach



Pathways To Independence Housing



Addictions Residential Treatment

40
unique clients served (22-23)



56
unique clients served (23-24)

2,650
person days of shelter provided (23-24)



2,836
person days of shelter provided (23-24)



50%
Graduations (22-23)



44%
Graduations (23-24)

Training Services

96
unique clients served (22-23)



139
unique clients served (23-24)

63
total number of workshops (22-23)



179
total number of workshops (23-24)



Street Haven was delighted to have been given the 2023 Award for Excellence from the Ontario Non-Profit Housing Association. This award recognizes non-profit housing providers that respond to tenant or community needs with imagination and insight. We were recognized for building strong tenant communities and partnerships, housing populations that have been poorly served, advocating and supporting new development, and demonstrating originality and innovation to manage housing more effectively.

Shelter Services

The intersection of the homelessness, housing affordability, and refugee crises influenced shelter services in 2023-24. Despite a slight increase in the number of shelter beds (two additional beds), a total of 227 clients were served in shelter services. This was a significant decrease in the number of women served in the previous years. This downward trend reflects the lack of affordable housing, lack of housing supports including the Canadian Ontario Housing Benefits and rental supplements to afford market rental housing and the increasing number of refugees and claimants arriving in Toronto. These broader social policy and geopolitical issues had a direct impact on Street Haven's shelter program.

Moreover, for the first time in the history of the agency, our shelter beds which grew by two additional beds saw a significant increase in the number of refugee and

claimant clients. Refugees and claimants from various African countries made up 80 percent of total shelter clients. As a result, our shelter programming needed to change to better reflect the needs of this population group. We implemented more culturally sensitive programming that reflected the needs of African women. This includes offering language support services, culturally appropriate meals, and workshops on navigating Canadian support systems and cultural norms. More importantly, Street Haven strove to celebrate the cultures of our clients including celebrating Black History Month to name a few. Additionally, we partnered with local community-based health and other human services organizations to provide tailored support and resources, ensuring that our services are inclusive and respectful of diverse backgrounds.



Shelter Client Testimony

“ My name is Akinola al Adesewa. I arrived in Canada in May 2023 and I was homeless because I have no family or friend. I found a Shelter called Street Haven and I could remember vividly when I gave them a call, explaining my predicament and I got that soothing voice asking me to calm down that I already got a place with them. It was unbelievable how fast and caring they were just in time. The Staff were wholesome, their smiles melted my heart and the reassurance over my situation was fantastic, no doubt I just found a “Safe Heaven”, and that meant a lot to a homeless person as me. They gave me food, clothing, TTC card, listening ears and a shoulder to lean on. I immediately integrated into my new family and a caseworker was assigned to me in guiding me through my registration with Ontario Works and Legal Aids to ease my transitioning. Not long after I realized I was pregnant. I became downcast as the world is coming down on me. My mental health was sham but I was able to confide in my caseworker who quickly swung into action getting me a Medical Doctor and also moving me to a more conducive environment (St James Hotel Gerrard Street). The clock ticked faster and my pregnancy journey progressed smoothly, they kept me in check and gave me all necessary support as a first time Mom. They linked me up with many organizations for my baby essentials and prenatal classes. As my due date was getting closer I have fear of a proper environment for my child (family shelter). My concern was addressed immediately as the Staff were already on the lookout for me as their support kept me stronger each passing day. On this



particular day a Housing Staff reached out to me that they found me a solution, assuring me that my solution to my problem that my name was already included among those that will be moved to a Family Shelter. This information eased all my worried head and pacified me further to believe more in this beautiful people (Staff). They got me a house and did all the documentation with me and moved me smoothly to my new house in February 2024 with all necessary household, kitchen and baby items properly fitted. They held my hand to labour ward, comforted me and made the pregnancy journey look like a piece of cake with icing. I am glad I came across this family, I owed them all gratitude and will always score them a 100. Thank you, Street Haven, for giving my baby and I a sense of belonging. Thank you to the courageous and tireless Staff who kept working round the clock ensuring my family is safe you are the best, thank you.

Housing Supports

This year, Street Haven successfully housed 53 women. 51 of these women sustained independent living due to our robust follow-up support services. Our dedicated team provided continuous support, including regular check-

ins, assistance with employment and education opportunities, and access to mental health resources. This comprehensive approach was instrumental in helping our clients maintain housing stability and independence.

Supportive Housing Program

The supportive housing program housed 35 clients in 23-24. The decrease in number of women transitioning out of the housing program reflected the ongoing housing affordability and lack of housing supports in the broader housing sector in the City. Our supportive housing program continued to provide client-centered support services that enables clients with complex care

needs including those with concurrent mental health issues to age in place. This program supported housing stability for clients with disabilities by ensuring timely interventions and comprehensive wrap-around support services. Our continued collaboration with Inner City Health Associates (ICHA) and other community agencies, allowed us to offer personalized care plans, regular men-

tal health check-ins, and access to medical and social services. This holistic approach supported enhanced overall well-being, fostering a community of care and mutual support. We also committed towards greater inclusive access to our supportive housing program for members of the BIPOC community who suffer from homelessness and housing insecurity disproportionately.



Street Haven was one of seven successful not-for-profit agencies in securing a Multi-Unit Residential Acquisition grant that would enable the agency to acquire additional affordable supportive housing for women in need. Efforts were underway to expand the supportive housing stock with the grant.

Street Haven deepened programming for all clients in the shelter, supportive housing and addictions treatment programs, so that clients can develop more competencies and have access to more tools and resources towards an accelerated path of independence. This included the introduction of new life skills workshops, enhanced mental health support, and increased access to educational and vocational training programs. These programs were delivered through our training services program.

Pathway to Independence: Eviction Prevention Program

The Pathways to Independence (PTI) program continued to grow and support recently housed women or those facing eviction. The PTI team helped clients to address various issues that placed clients at risk of eviction including hoarding, financial literacy, landlord-tenant relationships, and community health integration, to name a few. These efforts helped to stabilize clients, maintained

housing security, increase a sense of independence and enhanced community integration and sense of community for client. By end of the fiscal year, the program had served 18 clients. The program achieved its goal of ensuring the majority of at-risk clients remained housed after a year.

Client Story: Samreen Sohail

I want to express my heartfelt gratitude for the exceptional care and support I received during my Months stay from June 1, 2023 to March 2024. Your amazing team made me feel welcome and valued from day one. After my bladder surgery in January, you went above and beyond to provide me with food and emotional support in my room. Kim and Alex were instrumental in helping me find a place to live, and the entire team's kindness and encouragement meant the world to me.

The food was delicious, and the opportunities to participate and learn were abundant. What struck me most was the genuine interest you took in my well-being, always listening attentively and offering guidance. Even

after I left the shelter, your support continued, and you remained willing to help whenever I needed it.

Street Haven Shelter is truly a haven, where everyone is treated with dignity and respect, regardless of their background. Your dedication to empowering individuals is remarkable. I feel fortunate to have experienced your kindness and support. Please keep up the fantastic work, and I wish you all the best in your future endeavors. Thank you from the bottom of my heart.

Sincerely,
Samreen Sohail.

Addictions Treatment And Outreach Services



The 2023-24 year focused on promoting quality improvement practices and adapting services at its Grant House treatment site. The Residential Addictions Treatment program significantly lowered wait times by 5 months (70 percent decrease)

by streamlining the client intake processes. As a result, the program exceeded its service targets by 17 percent, serving a total of 56 women in the treatment program and 9 clients were successfully moved into housing (transitional housing, supportive housing, market rent housing) and other long term treatment facilities.

The Addictions Outreach team that serves clients awaiting treatment and those who have completed residential treatment also exceeded its target client volumes and served 13 percent more clients, 87 women. This was partly due to the quality improvement efforts in lowering the wait times by 4 months.

There is a journey for clients who are seeking recovery from their addictions, and relapse can be expected.

However, we are delighted that 45 percent of Addiction Services clients continued to be in recovery even after 12 months following treatment.

Under the agency's renewed commitment to diversity, equity and inclusion, Addiction Services sought to continue finding more opportunities for equity in access to its various programs. This included prioritizing under-served communities with an emphasis on BIPOC community members and women who were justice-involved and under supervision. Consequently, we achieved a 26 percent increase in women served who were from marginalized population groups including racialized population groups and members of the 2SLGBTQIA+.

A lovely addition to the Grant House location was the addition of the Healing Garden supported by Councillor Dianne Saxe. The creation of this Indigenous garden composed of various Indigenous plants and a water fountain is aimed at supporting the overall health and wellbeing of the residential addiction treatment clients, creating a calming space that will further enable successful recovery.



Client Testimony A Letter From One Of Our Addiction Treatment Clients, Af:

“



I am writing to express my deepest gratitude for the invaluable support and guidance I received during my time at your rehabilitation center.

Before coming to Grant House, I was struggling with various challenges that were affecting not only my personal well-being but also my ability to be present for my children as a mother. I underwent a profound transformation that has positively impacted every aspect of my life.

One of the most significant changes I experienced was the strengthening of my bond with my children. Through the therapy sessions and the tools I gained at Grant House, I learned how to communicate effectively, set boundaries, and prioritize their needs. As a result, I have been able to establish a deeper connection with them and become the mother they deserve.

Moreover, I am immensely grateful for introducing me to the power of prayer and helping me establish a productive routine in my life. Embracing spirituality has brought me a sense of peace and purpose, while following a structured daily schedule has enabled me to stay focused and motivated towards my goals.

I cannot thank you enough for the positive impact Grant House has had on my life. Your unwavering support, compassionate care, and evidence-based approach have truly been instrumental in helping me overcome my challenges and become the best version of myself.

Please extend my heartfelt gratitude to all the staff members and therapists who played a part in my journey towards recovery. You have all made a profound difference in my life, and for that, I will be forever grateful.

With deepest appreciation,
I.A

”

Training Services



Training Services underwent many changes this year. Street Haven continued deepening integration across the Street Haven services with training being a core element towards enhancing and deepening care for clients in Shelter, Housing and Addiction Services.

Training Services programs saw an overall increase in participation across all areas of Street Haven this year, that allowed for more innovative programming to clients including cooking workshops, creative writing workshops, Rent Smart workshops that train clients to be good tenants and to understand their rights, job search support, and exciting guest speakers and alumni speakers at our shelter and addiction locations.



The Literacy program was offered through small tutoring groups in the community.

Street Haven exceeded its service targets within The Pathways to Employment program, a program that supports Ontario Works clients. The program served 18 clients. The program supported participants to better understand the Canadian labour market and move forward towards their employment goals and included a mentorship component. The program focused strongly on achieving outcomes for the clients, with 77 percent of clients enrolling in a training program or finding employment following program completion.

New Innovative Programs

Integrated Mental Health and Crisis Trauma Team

We were delighted to have received support: to create a mental health and trauma counseling team from the Peterson Foundation, Regent Park Social Development Fund and the Ontario Trillium Foundation. The 23-24 year was focused on developing the program parameters, key policies and care delivery model. The program is poised to be launched in 24-25.

Post Addiction Treatment Transitional Housing Project

A post-addictions treatment transitional housing project was piloted that served 9 residential addictions treatment clients who were homeless or housing insecure. This innovative program provided a safe place for these clients to continue their goal-setting journey on an outreach treatment basis. Using an intensive case management approach, supports were provided to secure affordable housing or shelter, address family reunification and justice-related issues, and to access income security and employment security supports.

Walking Home Walkathon October 29, 2023

Street Haven hosted its first ever Walking Home Walkathon in the neighbourhood that give birth to the agency – the downtown east. The fundraising event continued to raise awareness on the plight of homeless women as the weather turns cooler. The event raised over \$15,000 in funds and in-kind donations to support the work of the agency.



Raising Awareness / Advocacy

Street Haven took 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 National Housing Day November 22, 2023 to spotlight the need for more investments and commitment to affordable housing in the province at Queen's Park. Commitments and support for housing and women's services were received from all political parties arising from this day of action.

Street Haven made deputations at the City of Toronto in October 2023 urging for more investments for women's housing and shelter services under the City's new Shelter Infrastructure Plan and the Homelessness Services Capital Infrastructure Strategy (HSCIS) and Generational Transformation of Toronto's Housing System.

Street Haven urged for more investments for supports for homeless refugee and refugee claimants from African and other countries. Street Haven was present at the Public Press Conference organized by a Coalition of agencies serving Black African refugees and claimants on July 14, 2023, and provided briefings to the media on the issue.



Learning Organization

Street Haven continued to advance its culture as a learning organization. We trained six staff to be certified in Lean Green Belt in order to continue our improvement journey. The training demanded that they initiate several quality improvement projects that improved wait times, saved costs and enhanced client services. We appreciate our partnership with Leading Edge Group on this journey.

In partnership with Friends of Ruby (who generously supported this venture) and Dixon Hall and Fife House, a Leadership Development Certificate Program was created for the Street Haven management team to support leadership training from the Ted Rogers School of Management, Toronto Metropolitan University.



Street Haven Would Like To Thank Its Donors And Supporters

Street Haven would like to thank its program funders including:



Street Haven also wishes to thank all the individual donors and corporate sponsors who supported us in 2023-24.

Board Of Directors 2023-24

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Neil Vohrah

Nicole Koteff
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Veronica Maidman

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PhD, Executive Director

Laeya Choi
Acting Manager, Addiction Services

Grace Kolawole
Director, Housing and Shelter Services

Cynthia Meshorer
Director, Training Services

