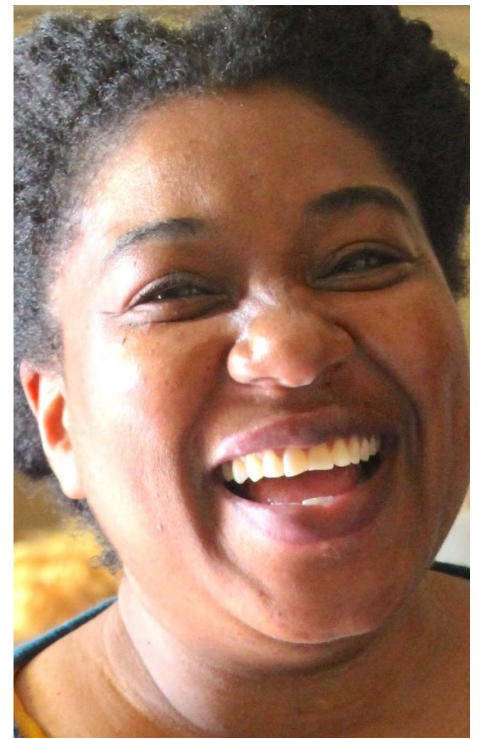




Street Haven

at the Crossroads

Annual Report
2016–2017



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

THANKS TO OUR FUNDERS, DONORS,
VOLUNTEERS AND DEDICATED STAFF,
STREET HAVEN PROVIDED HOPE AND
ASSISTANCE TO 1,600 WOMEN





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STREET HAVEN: OUR HERSTORY

Street Haven is founded by Peggy Ann Walpole (pictured above), an emergency room nurse who witnessed the debilitating effects of homelessness and poverty on women in downtown Toronto.



Street Haven adds a 12-bed Emergency Shelter to its services.

Street Haven offers Supportive Housing to women with mental health and/or addiction issues.

Community Addiction Services is established to assist women who wish to make changes to their substance use.

The Emergency Shelter expands to 33 beds.



The Emergency Shelter now has 50 beds. Most nights three women sleep on mattresses in the Quiet Room.



1965

The Street Haven 24-hour Drop-In opens in the Atalanta Hotel near Dundas and Yonge.

1966

Street Haven adds a 12-bed Emergency Shelter to its services.

1968

Residential Addiction Services for women are made available at "Grant House".



1976

Street Haven offers Supportive Housing to women with mental health and/or addiction issues.

1986

The Learning Centre offers women opportunities to improve their literacy skills and use computers.



1987

Community Addiction Services is established to assist women who wish to make changes to their substance use.

1993

Peggy Ann Walpole passes away in February.

2006

The Emergency Shelter expands to 33 beds.



2009

Street Haven observes its 50-year Anniversary.



2015

The Emergency Shelter now has 50 beds. Most nights three women sleep on mattresses in the Quiet Room.

2016-17

OUR VISION AND MISSION

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



OUR PHILOSOPHY



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 women-centred supports.

MESSAGE FROM THE CO-PRESIDENT OF THE BOARD

Now, more than ever, Street Haven's mission is vital. Ever increasing numbers of women in our city are coping with homelessness, poverty and addiction. The population of women Street Haven serves is diverse, spanning across age groups, ethnicities, gender identities and sexual orientations. Many women are coping with mental or physical disabilities. We are seeing an increase in the population of elderly women facing homelessness and poverty, who are also coping with the health issues associated with aging.



When I reflect on the challenges our clients face and their lived experiences, I am struck by the strength and resilience they show each day.

Street Haven empowers women, by providing the tools and resources they need to tackle these challenges and overcome them. We provide a full spectrum of support - from housing services to addictions counseling, to literacy and technical training, to emergency shelter services. It is what we have been doing for over 50 years, longer than any other shelter in the city.

Seven days a week, 24 hours a day, our staff are delivering on our mission no matter what unexpected and difficult situations they may encounter. Without their dedication, expertise and love, we could not continue to be there for our clients. The Board thanks them for all they do each day and every day— for our clients and for Street Haven.

Thank you to our leaders, Executive Director Anne Topp and Director of Operations Kenda Hoffer. Each day, they go above and beyond to ensure Street Haven will continue to deliver services and resources to women for years to come. They have had some major successes this year – expertly managing our budget, adopting our risk management and succession plans, increasing our outreach, building our external partnerships, developing our capacity and expertise in our core services, expanding our social media platforms, and introducing a gamut of new policies to improve our governance. Managing a complex service-driven organization like this one is no easy feat. The Board thanks you for everything you do each day.

Despite the challenges we face, I am optimistic. I see the continued success of our organization in providing vital tools to women that empower them to rise above circumstances such as homelessness, poverty and addiction to create lives full of joy and resilience. Thank you to my fellow board members for allowing me the opportunity to be of service to Street Haven over this past year. I look forward to our year ahead.

Susan Keenan
Co-President

MESSAGE FROM THE EXECUTIVE DIRECTOR

Dear Friends,

Thank you for your continued support of Street Haven at the Crossroads and our mission to provide hope and assistance to women experiencing or at risk of homelessness in downtown Toronto. It is only because of you, our faithful funders, donors and volunteers that Street Haven has been able to provide life-lines to the most vulnerable women in our community for 52 years.



I send special thanks to those of you who have been a part of the Street Haven family of donors for decades, or who helped to build the organization as volunteers along with our founder, Peggy Ann Walpole. You are my inspiration! And, I would like to express my deepest gratitude to five very special women who have now passed away, who have honoured Street Haven with generous bequests that will sustain the organization for years to come. We will never forget your kindness.

Shirley Brown
Pauline Carey
Astrid H. Flaska
Mary Penny Krolik
Lydwyn Redmond

To those of you who are new supporters, thank you and welcome to the Street Haven family! We have provided a very brief herstory of Street Haven on page three of this report and hope you will enjoy getting to know us a little better.

Finally, thank you to Street Haven's dedicated Board of Directors, led by Co-Presidents Susan Keenan and Joan Laurie and to our compassionate, hard-working staff. Your commitment to our mission and the women we serve is what keeps Street Haven strong!

To all of our supporters, I am happy to report that 2016-17 was a successful year for Street Haven. I am sure we all agree that ultimate "success" for Street Haven would mean there was no longer a need for our services. But as homelessness and poverty continue to increase in our city, we know that day is not coming soon. And so with your continued friendship we will carry on with our work of providing excellent programs that women experiencing homelessness can access to improve or even save their own lives: emergency shelter, supportive housing, residential and community addiction services and educational opportunities. And, we will do so with utmost attention to fiscal responsibility to ensure that Street Haven can continue to serve vulnerable women as long as we are needed.

Warmest regards,

Anne Topp
Executive Director

STREET HAVEN IMPACT REPORT 2016–17: SERVICES FOR WOMEN EXPERIENCING OR AT RISK OF HOMELESSNESS

Emergency Shelter

Street Haven’s 50-bed Emergency Shelter provides women experiencing homelessness and extreme poverty with the necessities of life: safe refuge, nutritious food, clothing and access to medical care from our visiting physician. The Shelter’s highly trained, compassionate counsellors are available to residents around the clock for direction on life planning and emotional support. Street Haven also offers women opportunities to participate in life skills groups and workshops including yoga, meditation, dance exercise and self-defence to increase their emotional, social and physical well-being.

During the 2016-17 fiscal year, the Street Haven Emergency Shelter operated at 100% capacity, with an additional three women sleeping on mattresses in the Quiet Room most nights. And most days, shelter staff had to turn away six women who could not be accommodated, referring them to other agencies or to a 24-hour women’s drop-in centre for safety. Twice a week, the Emergency Shelter provided meals to 20 or more women who were not current residents, but who came to the door hungry.

Street Haven’s **Housing Within Shelters** staff assisted 117 women to find or maintain permanent housing. Because of the shortage of subsidized, geared-to-income and supportive housing, only 51 women moved from the Shelter into those sectors of the housing market last year. And only 9 women moved into market-rent housing. Most residents of the Shelter simply do not have the financial resources to afford market-rent. Without stable, affordable housing, the women who access our services will continue to experience homelessness and poverty.



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



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

STREET HAVEN IMPACT REPORT 2016–17: SERVICES FOR WOMEN EXPERIENCING OR AT RISK OF HOMELESSNESS

Supportive Housing

Street Haven provides permanent accommodation to 32 women who have experienced mental health and/or addiction issues as well as homelessness, in three locations in downtown Toronto. Each location has a different level of staff support depending on the needs of residents. In 2016-17, the program operated at 100% capacity.



“Joubert House is nice, comfortable and peaceful. The workers are supportive and helpful. **I am happy to call Joubert House my home.**”

Karen Corrodos



Joubert House, part of Street Haven’s Supportive Housing program, is named for Drina Joubert, a woman who froze to death in 1985 after seeking shelter in an abandoned truck, in an alley near the Emergency Shelter.

STREET HAVEN IMPACT REPORT 2016–17: SERVICES FOR WOMEN EXPERIENCING OR AT RISK OF HOMELESSNESS

The Learning Centre

The Street Haven Learning Centre provides services to women working to achieve educational, employment and personal learning goals. It is located at the Adelaide Resource Centre for Women, and is partnered with the other agencies in the building, all of whom 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 a larger classroom setting. This Employment Ontario program is funded in part by the Government of Canada and the Government of Ontario and through the Canada-Ontario Job Fund Agreement.

The **Pre-Employment, Employment Program** assists women to develop and learn transferable skills related to all of their job training or employment goals.

The Learning Centre also offers women access to a resource centre with phone, fax and photocopier, and a **Computer Lab** where they can connect to the internet and receive support from staff.

The Pre-Employment, Employment Program and Computer Access are funded by the Government of Canada's Homelessness Partnering Strategy, administered by the City of Toronto.

53 WOMEN ENROLLED IN LITERACY & BASIC SKILLS

**236 WOMEN USED THE COMPUTER LAB AND
PRE-EMPLOYMENT, EMPLOYMENT PROGRAM**

"I really found it interesting coming to the Street Haven Learning Centre. **I have acquired so much, especially from the Computer Instructor and also from my tutor. They have really impacted me.** I remember when I came here two months ago, I knew nothing about computers. But right now, I feel so better and good in computers. I am so impressed by the way things are going on here at the Street Haven Learning Centre. To top it off, I have so much less, but so much to say about the Program Manager, who is a good listener, counsellor and advisor. Wow. What can I say? The staff are courageous. My kudos go to them all."

Martha O.

STREET HAVEN IMPACT REPORT 2016–17: SERVICES FOR WOMEN EXPERIENCING OR AT RISK OF HOMELESSNESS



LEONA LOWE: STREET HAVEN LEARNING CENTRE COMMUNITY ACTIVIST

Leona is an outspoken community activist who fights for tenants' rights as a Toronto Community Housing Corporation Tenant Representative, volunteers at two local organizations, sits on organizing committees to plan local festivals and campaigns, and regularly meets with Toronto politicians to advocate for poverty reduction strategies. But without her own computer, Leona depends on access to the Learning Centre's Computer Lab to continue her initiatives to improve the lives of the most vulnerable citizens in our city.

From Monday to Friday, Leona is able to use one of the Learning Centre's bank of eight computers to connect to the internet to keep her important work moving forward. Leona can turn to the Learning Centre staff for referrals to community agencies, or feedback about how to reply to an important email.

“I love the Street Haven Learning Centre.

The staff has been so important to me on my journey to become a community activist. Without them, I would never have developed the skills I need to do my work.”

STREET HAVEN IMPACT REPORT 2016–17: SERVICES FOR WOMEN EXPERIENCING OR AT RISK OF HOMELESSNESS

Street Haven’s Addiction Services

Street Haven’s three addiction programs are intended to serve women who are living in or are at risk of falling into poverty and homelessness, who have experienced the trauma of sexual, emotional and/or physical abuse, and may have co-occurring mental health issues alongside their addiction.

Street Haven uses trauma-informed approaches in its programs that allow women to express themselves and learn to cope and work through the trauma that led them to rely on substances.

The goal of Street Haven’s Addiction Services is to help women overcome their dependency on drugs and alcohol in order to break their cycle of addiction and trauma and lead more empowered and fulfilling lives.

Residential Addiction Service

Street Haven’s Residential Addiction Service is a six-month intensive program delivered in an 11-bed home called Grant House. It serves the needs of women who may have participated in other programs unsuccessfully: 30-day residential, harm-reduction or community-based programs, and are now so committed to saving their own lives that they choose to enter this six-month abstinence-based program. Through individual, group and family counselling, women are able to focus on making profound changes to their lifestyle and behaviour.

“Grant House has shown me how to live in society and find who I am. They have also shown me respect and how to deal with my past and how to be positive and assertive. **Thank you for giving me my life back.**”

Jacqueline Heffering



**37 WOMEN
PARTICIPATED IN
THE RESIDENTIAL
ADDICTION
SERVICE**

STREET HAVEN IMPACT REPORT 2016–17: SERVICES FOR WOMEN EXPERIENCING OR AT RISK OF HOMELESSNESS

Community Outreach Addiction Case Management Program

Women in the community, including those who have or are planning to participate in Street Haven’s residential program, have access to a team of Addiction Case Managers who provide individual and family counselling. Women also receive support in areas such as tenancy rights, children’s services and the justice system. Addiction Case Management can be a harm-reduction or abstinence-based program, depending on the clients’ choices.

**133 WOMEN
WERE SUPPORTED
BY ADDICTION
CASE MANAGEMENT**

Transformations

By participating in group and individual counselling, women incarcerated at Vanier Centre for Women are supported in making connections between trauma, addiction and mental health, and assisted to develop the ability to make a fluid entry into recovery upon release.

**80 WOMEN
PARTICIPATED IN
TRANSFORMATIONS**



FROM THE WOMEN OF STREET HAVEN



This painting of the Street Haven Emergency Shelter was created by client Sam and illustrates the feeling of growth and optimism that surrounds the house. We are grateful to Sam for sharing her creative vision with us.

FROM THE WOMEN OF STREET HAVEN

As Executive Director, it is my great honour to attend the graduation ceremonies of women who have completed Street Haven's six-month Residential Addiction Program. And it is my great pleasure to share a message with you, from graduate Claudine Gray. I am sure you will find her words as moving as I do.

Anne Topp

When I walked through the doors of Grant House, I was a broken shell of myself.

I came here, on parole, after serving a year in the Central East Correction Centre, for the opportunity to face my addiction head on.

I knew that I would need a long term treatment centre to address my issues. The work at Grant House started immediately. With 24-hour staff always available and with them being very supportive, it didn't take long to see that this was the best choice I had made in a long time.

With the help of the amazing staff, I was able to accept my addiction but I was no longer letting it control my life.

Slowly, my thinking changed, which spilled over to my behaviour and a noticeable transformation started. I began to feel again, and learned to understand my feelings instead of numbing them. I was given the chance to experience the City of Toronto in a new way. Walking in the Women's March was uplifting and profound. Day by day, I found pieces of myself and I was able to rebuild the woman that was lost.

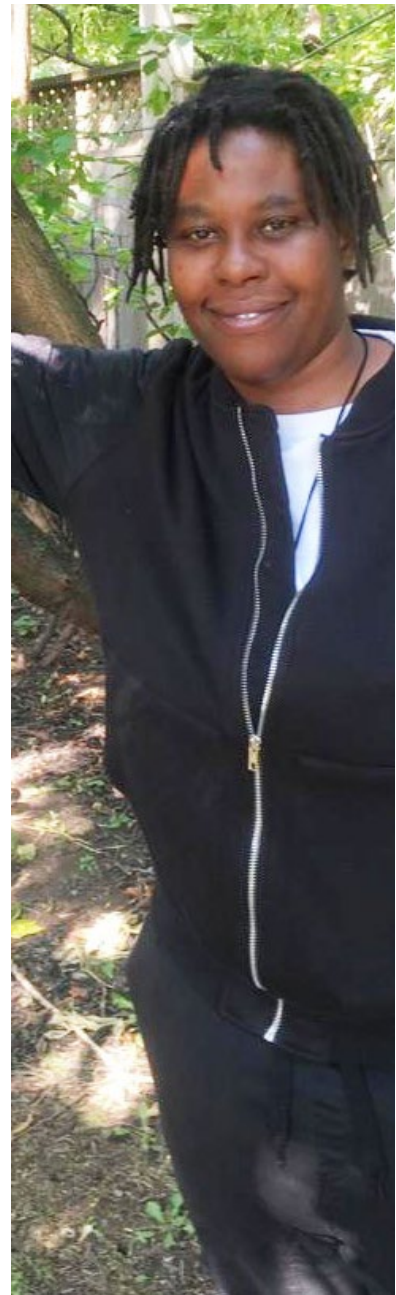
I went to the Street Haven Learning Centre where I was tutored by staff to upgrade my computer skills. Staff also helped me to apply to college. I will be attending in January 2018 to study business. I have gained back my confidence in my academic skills.

As I walk out the door of Grant house, I will have my head held high, with a foundation built in my recovery. I am grateful for the program and all the staff that helped me to rebuild my mind, body, and spirit.

I am thankful for all the hard work put in to keep Grant House running.

Grant House has changed my life and will forever be in my heart.

Claudine Gray



THANK YOU TO STREET HAVEN'S SUPPORTERS

We are so grateful to the hundreds of individuals, companies, foundations, schools, employee groups, faith groups and service organizations that contribute to Street Haven's mission.

Please meet a few of our special friends!

Laura May **Former Supportive Housing Resident**

Laura May was a resident in Street Haven's Supportive Housing Program for eight years, beginning when she was 17 years old. She had left an abusive home when she was 16 and had quit school. Thanks to Street Haven's support and its services, Laura was able to complete high school and earn two university degrees, something that would have been impossible without access to safe and affordable housing. Today, Laura lives in Ottawa where she works as a librarian and is an active volunteer in her community.



"I am forever thankful for the services and support I received from Street Haven. Living in supportive housing gave me a sense of community I had never had before, and taught me invaluable lessons about life, addiction and recovery, and what it means to build a family with people to truly care about you. I am fortunate now to be able to give back to this wonderful place that helped me so much during a very difficult time in my life. **It's been nearly 20 years since I left Street Haven's Supportive Housing Program, but Street Haven is the place I immediately think of when I think of the word 'home'.**"

THANK YOU TO STREET HAVEN'S SUPPORTERS

Youth Gravity Community Activists



Youth Gravity is a Regent Park-based youth council and non-profit made up of young students who wish to make a positive impact on their community. Over the holidays, the group surprised Street Haven with a donation of toiletries, food and gently used clothing that was so large they needed to enlist the help of neighbourhood police officers to make the delivery! Youth Gravity is committed to empowering youth and women across the community and joined Street Haven at this year's International Women's Day March.



“We are honoured to do whatever we can to assist vulnerable women living in our neighbourhood and beyond and look forward to having a long friendship with Street Haven. The staff at Street Haven always thank us for what we do. But I believe we should be thanking them for what they do for the community every day!”

Sal Sabila, Youth Gravity



THANK YOU TO STREET HAVEN'S SUPPORTERS



Gina Oades Volunteer, Community Fundraiser

Gina Oades has been an enthusiastic supporter of Street Haven for ten years, beginning when she was a student at the University of Toronto and collected enough toiletries to keep the Emergency Shelter supplied for three months! Since then Gina has served on Street Haven's fundraising committee, helped to launch our social media presence, and organized holiday drives to collect everything from gently used clothing to gifts for the residents.

Gina's 30th birthday party was dedicated to raising funds for Street Haven; her sister Amanda sold jewelry to guests, each piece covering the cost of a day's meals for one woman living in the shelter. And for the last two years, Gina has put together a team of top Toronto hairstylists, make-up artists and nail technicians to treat the women of Street Haven to a Valentine's Glamour Day.

“As a woman it is so important to me to do what I can to support and empower women from all walks of life in our community. The Glamour Days are a chance for me to connect with women through self-care and to share that we are all valuable, beautiful and amazing women. I am so proud to be a part of Street Haven. **When I walk into the shelter I feel love from the staff, the volunteers and the women who live there. It's like coming into a home where people feel safe.**”

THANK YOU TO STREET HAVEN'S SUPPORTERS

Prosthodontic Associates/Phoenix Smiles Major Service Donor

Prosthodontic Associates is a world-renowned dental facility in Toronto, led by Dr. Izchak Barzilay. He and his team have provided free dental care to communities in Uganda for several years. In 2016, the team wished to extend their charitable work to those in need closer to home and created Phoenix Smiles, partnering with Street Haven to provide reconstructive dentistry to women experiencing homelessness



Since then Phoenix Smiles has restored the smiles of five women who required extensive dental work, supplying all the necessary materials as well as the team's time and expertise. In addition, they regularly send much-needed dental supplies to the women residing at the Street Haven Emergency Shelter including toothbrushes, toothpaste and dental floss. And over the holidays, the team organized a drive to supply Street Haven's clothing donation room.

“As prosthodontists we have so much to offer to our patients both here and abroad. **Phoenix Smiles has partnered with Street Haven to provide smiles to those who have had their smiles taken away due to circumstance.** A smile is so important in many ways and we hope that by providing the outer smile, we can enhance the inner smile.”

Dr. Izchak Barzilay Owner, Prosthodontic Associates



THANK YOU TO STREET HAVEN'S SUPPORTERS

Penthelia Singers Community Fundraisers

Penthelia Singers is a Toronto-based women's choir founded by alumnae of the Earl Haig Girls Chamber Choir. In honour of their 20th Anniversary, the choir wanted to organize a community choral event that would celebrate the music, but also celebrate women supporting women. The result was the International Women's Day Concert to benefit Street Haven, featuring five choirs: Penthelia Singers, Cantala, Echo, Lirit and the Street Haven Women's Choir.



“The highlight of the concert was the finale, when all 100 singers came together as a mass choir. You could hear the diversity and the beauty in the sound, as women supported women in song. **It was a great night and it was our honour to be able to donate the proceeds of the concert to benefit the women of Street Haven.**”

Alice Malach, Artistic Director

THANK YOU TO STREET HAVEN'S SUPPORTERS

Bianca

Emergency Shelter Staff and Monthly Donor

Bianca has committed her career to working alongside women experiencing poverty and homelessness. She has been a member of the Street Haven Emergency Shelter staff for the last eight years. Bianca feels fortunate to be able to spend her days among women supporting women.

“Staff assist residents, residents provide their insight and perspective to staff, and residents help other residents to overcome obstacles. **All, with the goal of providing the most vulnerable women in our community with the best quality of life possible.**”



Bianca is proud to work at the Street Haven Emergency Shelter because the door is always open to receive women warmly, with respect and without judgement or conditions. And, Bianca is a faithful Street Haven monthly donor.

“Street Haven depends on the community for donations to supply women with the basics – a towel, a pair of underwear, comfy pants. **I am part of the community and want to do my share to make sure Street Haven can provide for women in a way that acknowledges their value and dignity.**”

FINANCIALS

STREET HAVEN AT THE CROSSROADS CONDENSED STATEMENT OF OPERATIONS—MARCH 31, 2017

	31-Mar-17	31-Mar-16
Operating Revenue		
Government	\$ 2,862,755	\$ 2,938,200
Donations and Fundraising	229,035	279,127
ShareLife	110,000	120,000
Room and Board	92,506	104,077
Bequests	329,610	21,000
Interest and Other	4,360	28,568
Total Revenue	\$ 3,628,266	\$ 3,490,972
Operating Expenses		
Salaries and Benefits	\$ 2,287,057	\$ 2,211,367
Building Occupancy	653,471	690,427
Other Program Costs	249,712	253,365
General and Administration	100,101	156,802
Total Expenses	\$ 3,290,341	\$ 3,311,961
Excess (Deficiency) of revenue over expenses for the year	\$ 337,925	\$ 179,011

Note: The excess of revenue over expenses for the year ending March 31, 2017 includes a grant of \$206,000 from the Estate of Astrid H. Flaska specifically to be used to repair the Emergency Shelter's HVAC system. The remainder is largely due to unanticipated bequests and will contribute toward Street Haven's Contingency Funds. The two 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.

THANKS TO STREET HAVEN'S GENEROUS DONORS,
1,600 WOMEN WERE ABLE TO ACCESS SERVICES TO
IMPROVE OR SAVE THEIR OWN LIVES.

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

\$285,000

Estate of Astrid H. Flaska

\$110,000

ShareLife

\$90,000

Estate of Lydwin Redmond

\$50,000

The Catherine and Maxwell Meighen Foundation

\$20,000

Estate of Ms. Pauline Carey
Greater Toronto Apartment Association Foundation

\$10,000–\$19,999

The Lawrason Foundation

\$5,000–\$9,999

Baird & Associates Coastal Engineers Ltd.
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Estate of Shirley Brown
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\$1,000–\$4,999

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Kathleen McCarthy
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Penthelia Singers
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The Philip Smith Foundation
Sara Weetman and Theresa Heese



THANK YOU TO OUR 2016-17 DONORS

\$500-\$999

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up to \$499

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Theo Ann Byrne
Norman Calder
Anna Callum



Angela Calverley
Emma Campbell
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St. Monica's
Catholic Women's League -
St. Joan of Arc
Liane Chalmers-Bock
Sue Chenette
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