

STREET HAVEN
AT THE CROSSROADS

ANNUAL REPORT
APRIL 1, 2012 – MARCH 31, 2013

THE
WORLD
UNDER
ONE
ROOF



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Mission Statement

Street Haven at the Crossroads' goal is to innovate and establish an integrated continuum of services which will improve the quality of life of women in need, and bring creative solutions to their problems.

Philosophy

Street Haven at the Crossroads believes that all women are worthwhile and that they deserve, in addition to the physical necessities of life, to be treated with dignity and to be given the tools and opportunities to achieve their potential.

Street Haven has an open-door philosophy and all of our programs are based on a non-judgemental, total acceptance of the person.

Message From the President of the Board of Directors

JOAN LAURIE

"It is time for parents to teach young people early on that in diversity there is beauty and there is strength."

— *Maya Angelou*

Our theme for this year's Annual Report, "The World Under One Roof", is one that we have been examining very closely at Street Haven in recent months. The work we do has always been influenced by our understanding of the many faces of women's homelessness in the City of Toronto. We are increasingly aware of the importance of addressing issues surrounding diversity, accessibility, and inclusion head-on.

A necessary part of our commitment to client-centred, anti-racism and anti-oppression work is acknowledging the inequities that still exist. We strive to honour the many life experiences that congregate in our living rooms and the many paths that were taken to reach our front door.

In my second year as President of the Board of Directors of Street Haven I have come to know the organization, and the women we serve, well. I am proud of the tremendous work we do for women who find themselves in need. These women represent all walks of life and all parts of the world. For them we provide a safe place to land, we soften the blow and we provide options for the next step on the path.

The findings from this year's Street Needs Assessment, the 'Homeless Census' conducted by the City of Toronto, are especially interesting when viewed through the lens of diversity. The demographics of homeless people staying outdoors, in emergency shelters and in correctional or health care facilities in Toronto might surprise you. As the many faces of homelessness in Toronto continue to change, those who provide services for this population must continue to adapt and change as well.

In this year's report, you will read messages from our Executive Director, our Program Director, our Staff, and the women we serve. They will tell you how we examine our own privileges and powers, how we work towards broader cultural understanding and inclusion through art and food, and how we modify our educational programming and tools to reflect the distinct reality of each woman with whom we work. All of these women represent the individual threads that make up the wonderful tapestry that is Street Haven.

As the work of 'diversity' is far from complete, the Board of Directors is committed to supporting the agency in its continued learning and growth. We strongly believe that Street Haven's diversity is its strength.

Toronto Street Needs Assessment

Toronto's population of homeless people staying outdoors, in emergency shelters, and in correctional and healthcare facilities in Toronto on the night of April 17, 2013, was estimated at 5,219. That is about one percent higher than the 2009 estimate.

The estimate of the homeless population living outdoors increased by 24 percent this year compared to 2009.

More than a third of those sleeping outside self-identify as Aboriginal; in 2009, it was 28 percent.

The number of seniors (aged 61 and older) within the homeless population has more than doubled since 2009 and now stands at 10 percent.

Healthcare services, particularly hospitals and ambulances, are now the services used most often by homeless people in Toronto.

The vast majority of those experiencing homelessness want permanent housing, but continue to face barriers accessing it.

The most important supports are programs and services that help make housing more affordable, such as housing allowances.

Nearly 20 percent of homeless youth identify as part of the LGBTQ community, more than twice the rate of other age groups. This is the first time the survey asked about sexual orientation.

More than four out of five homeless people have lived in Toronto for more than a year. This is the first time respondents were asked about residency in Toronto.

Sixteen percent of those sleeping outdoors say they have served in the Canadian military. The question was not asked in 2009.

Agency Wide Highlights

- We completed an organizational review to guide us in continuous quality improvement of all agency programs including administration and finance
- We focused this year on the integration of our various services to ease transitions for women through our programs and create more opportunities for growth and development in the agency
- Our programs were at capacity throughout the year
- We launched an internal Extranet site to facilitate internal agency communications
- We undertook two agency-wide trainings; ARAO and Shelter Standards
- We launched Operation Soul Food— a food initiative to enhance the nutritional value of the meals served, hold cooking classes and fundraise for our food budget
- We restructured our administration department to be more efficient and provide increased support for our programs
- We held a media launch for Operation Soul Food in September
- We began our work with performance indicators and outcome measures

The World Under One Roof

GITA SCHWARTZ, EXECUTIVE DIRECTOR

No one ever plans to be homeless, or become an addict, or develop schizophrenia. Sadly, things can sometimes overcome us in life and take their toll. Street Haven is a haven from the street; a place of safety, a place to find solace and support and a place to seek refuge from homelessness and addiction. It is often said that society can be measured by how it treats its most vulnerable members; it is our great honour to serve the most vulnerable members of our society.

Have a walk through our Shelter, Learning Centre, or Grant House Addiction Services on any day and you will see the world under one roof; women from all cultures, backgrounds and points around the globe who have created a shared community at Street Haven. The breadth of life experiences is as enormous as is the geographic span and it is in this diversity that lays the core of Street Haven's values.

We are committed to working through the lens of compassion, strength-based resilience and respect. We believe in a standard of dignity that brings with it certain expectations and commitments; speaking to this commitment, we have adopted a new Anti-Racism Anti-Oppression policy which commits our agency to recognizing, valuing, and supporting the diversity of the women we serve. We treat people the way we want to be treated.

In an effort to offer the best possible service, we undertook an

organizational review during this past year. The review indicated to us the areas where we can strengthen our efforts and a number of these initiatives have begun: developing performance indicators and outcome measures, updating all policies, procedures, and job descriptions, and creating templates for program evaluations to name a few. One of the most important recommendations was the creation of the position of Program Director, effective October 1, 2012. This position provides support and guidance to program managers, creates an integrated program model throughout the agency, develops staff training models and takes on the outcome measures project.

An important aspect of our commitment to excellent service is the creation of strong links throughout the agency's programs so that they are integrated, connected and productive in serving women. This is now within reach and will go a long way to offering truly client-centred service.

My true religion is kindness.

— *The 14th Dalai Lama*

A Word From Our Program Director

ANNE TOPP

It has been my great pleasure this year to step into the position of Program Director for Street Haven. Having worked in many of the positions at Street Haven, from Shelter Relief Worker to Supportive Housing Staff, and then Manager of Shelter and Supportive Housing, my view on this organization is as long as it is passionate. We are an organization that cares enormously about the women who use our services – but we must care wisely, widely, and without judgement.

Caring wisely means treating each woman with respect, acknowledging that she knows best what she needs. It means allowing women the time they need to step forward in their personal journey of recovery. Caring wisely means maintaining strong boundaries while at the same time always believing that each woman can achieve her individual goals.

Caring widely means seeing where women have been, where they have come from, and understanding what their experience might be in this time and place. It requires sensitivity towards race, religion, class, appearance, country of origin, sexual orientation and more. Caring widely takes a view that goes beyond the individual and looks at the way society treats its most vulnerable members. We hold onto these views so that we remember to act with compassion and support without neglecting the realities of our own privileges, which are not of our own making yet exert enormous power in our lives. Our privilege requires constant examination.

Caring without judgement is a powerful concept – easily mouthed, but challenging to implement. It requires a vigilance of heart and commitment to self-awareness that behooves all of us in this field of work to undertake. This is one of my functions as the Program Director at Street Haven – to lead by example, support through training, offer learning opportunities and to recognize success. We are an organization that is committed to caring without judgment in its biggest sense; it is work that takes us deeper and deeper and spirals us through much learning and many challenges. We are the world under one roof.

Until women are afforded their rights, global progress and prosperity will have its own glass ceiling.

— *Hilary Clinton*

Emergency Shelter

Homelessness is still pervasive in the City of Toronto; our shelter provides a comprehensive program to meet the needs of women experiencing homelessness. We provide shelter, meals, activities, resources, referrals and support. Our shelter is located in a heritage building that can serve 42 women at any given time in a home-like environment where women can feel safe and cared for.

- 930 women stayed at the shelter for 13,968 cumulative nights
- 1,314 women were referred from other shelters
- 384 women were refused beds as none were available
- 1,278 referrals for services were made

“Women’s homelessness is not an extraordinary phenomenon but one closely intertwined with women’s vulnerabilities in the labour market and at home.”

– Fran Klodawsky

Highlights Of The Year’s Programming

WOMEN CAME TO US...

- 38 women came to us from other shelters/institutions
- 18 decided to vacate housing
- 8 were evicted by family/friends
- 34 were evicted by their landlords
- 42 experienced family breakdown
- 42 experienced health/mental health setbacks
- 15 came to us as non-resident/refugee claimants
- 48 experienced relationship breakdowns
- 36 were relocating
- 38 were influenced by substance use
- 542 identified as transient
- 60 came to us from unsafe premises

AND...

- 13 women reunited with their families
- 18 women moved into private housing
- 9 women returned to their previous addresses
- 4 women moved into transitional housing
- 6 women moved into subsidized housing
- 1 woman moved into a residential treatment program
- 20 women got employment or a volunteer position
- 5 women attended educational programs

This year has been especially tough on clients and staff due to continuous construction. We tested positive for toxic mold found throughout the basement and our washroom. This has been an expensive and disruptive process, but we are happy to report that we have almost completed fixing the final washroom.

We started a computer access program every Monday, Tuesday and Wednesday for residents to do housing searches, apply for Ontario Works and look for employment, as well as to stay in touch with family and friends. Three women have found housing using the computer access.

Trends And/Or Challenges

- Limited housing and services for people living with mental health challenges
- Increase in shelter users coming from outside of Toronto
- Increase in refugee sponsorship breakdowns
- Challenges for psychiatric services in serving the homeless population
- Severe housing affordability challenges and lengthy waiting lists for social/supportive and transitional housing
- Increase in clients with mobility issues
- Increase in young girls between the ages of 16-20 accessing the shelter
- Influx of women needing beds and not being able to provide a space for them resulting in many women being sent to a waiting area overnight
- Increase of women with mental health issues that are undiagnosed and not medicated
- Increase of seniors accessing the shelter
- Increase of transgendered women accessing the shelter
- Changes in City funding that has reduced the number of women who receive stipends for transportation and other basic needs
- Long waiting lists for community outreach workers
- Increase of women needing detox beds yet there is no availability
- Aging population with an increase of women who need accessible shelters and specialized services due to wheelchairs, walkers and other mobility devices
- Women’s shelters continually being at capacity
- Increase in reported domestic violence, yet no increase in beds in this sector
- Increased number of women with mental health issues with no opportunity or support due to waiting list, intake procedures and lack of transportation funds

“Do not be daunted by the enormity of the world’s grief. Do justly, now. Love mercy, now. Walk humbly, now. You are not obliged to complete the work, but neither are you free to abandon it.”

– The Talmud

Women’s Stories

ANNE

Anne returned to Street Haven last December after completing a treatment program through Jean Tweed very determined and motivated to continue her sober life style. Anne actively went to NA meetings, participated in day programs and worked with all the shelter staff to assure she stayed sober. After 6 months of being at the shelter Anne was informed that she would be receiving victim’s compensation, shortly after hearing that news Anne received a call from Toronto Community Housing and was offered a one-bedroom apartment. Anne was very excited and stayed at the shelter until she was able to move in where she has bought herself new furniture, a bed, and carpet to make the space her own. For the first time ever, Anne had a place she could call home. Anne has reunited with her daughter and every holiday prepares sandwiches, water and socks out of her own pocket to help give back to the community.

Celebrating Diversity Through Food

BOBBIE GUNN, SHELTER & SUPPORTIVE HOUSING PROGRAM MANAGER

It is important to note that being “diverse” does not only refer to one’s ethnic or cultural heritage, nationality, or language spoken. In fact, diversity is simply all the ways we are different from each other. In a multicultural agency, opportunities abound for knowledge to be shared amongst staff, clients, and communities. This begins by understanding the many ways in which seemingly different cultures are alike in terms of shared foods eaten, occasions celebrated, and traditions followed. It also involves fostering respect for the great variety in cultures and developing an appreciation for what makes people different. Above all, it means celebrating diversity.

At the shelter, communication works best with familiar topics. For staff, food provides a terrific opportunity to open up a conversation with a client... after all everybody eats! Throughout the last year we have tried several different ways to incorporate cultured, diverse meals through research, internet and staff. It wasn’t until we invited clients to prepare their favourite meals or provide recipes to be cooked that we understood diversity.

A few weeks ago, I was sitting with a group of women in the dining room and we were discussing different places to travel and all the different types of food that could be found around the world. At one point in the conversation, three of the women asked if they could prepare a meal for all of the clients, of course I said yes! As we went on to discuss

what they would like to prepare and what ingredients they would need we discovered that although the women were from three distinct places, Guyana, Trinidad, and Jamaica, the foods they were familiar with were all the same. Items might have been prepared in different ways, but the meaning of the food was all the same.

The women chose to make Pelau, Green Mango, and Polourie. They all stated that was a staple meal growing up because it was inexpensive and able to feed everyone. They also explained that this was a meal that would be served for day trips and holiday celebrations.

The day that the women were going to be cooking, I arrived at work at 8am to find the three of them already in the kitchen preparing food. Another group of women were gathered around watching. The three main cooks were explaining what seasoning they were using, how it was made, and what it was called. They also explained the importance of cleaning your kitchen, and various methods for soaking peas. Throughout the day, I watched as one by one different women would go into the kitchen to help. Each woman would step into the kitchen and start telling their own story about food in her culture. As I was helping throughout the day, I found that the women were comfortable and started to share a lot more. This helped me to better understand who they are, their backgrounds, and their cultures.

You could feel the excitement in the house as we served dinner; as I listened to the conversations around the dining room, I heard how the Polourie reminded them of a recipe back home and how nice it would be to have more times when clients prepared meals.

As a team we decided to continue this new tradition and have a different group of clients and staff cook each month. This will allow more dialogue about culture and food and the ways in which people can relate to each other through shared experiences. Preparing food together and sharing the results goes a long way in bridging the gaps and developing good relationships. Everyone has memories related to food. For many people these memories that are connected with family, celebration, and caring.



Women’s Stories

SANDRA

Sandra is a 41 year old woman who describes herself as being a product of the cycle of addiction, homelessness and violence. Sandra started using drugs at the age of 14 and has been clean and relapsed more times than she could ever imagine counting, she says. Sandra has been accessing Street Haven as her “safe place” and a place to “recover” for approximately 15 years. Sandra came back to Street Haven after a few years of being away. She described her situation as rock bottom and stated she was scared she would die if she did not stay at Street Haven, get clean and rediscover herself. Sandra worked very hard with the staff at Street Haven, found her self-determination and started seeking out transitional housing.

Sandra moved into transitional housing and stayed for approximately two months before discovering that other women in the house were using. Tempted to use drugs in that environment, Sandra decided to move back to Street Haven. Sandra began attending a day program, exercising at the local community centre, created art and regained her self-esteem, belief and confidence. Sandra and her partner sought out couples counselling to resolve their problems and improve their relationship, which was not a positive one in the past. Soon after Sandra and her partner found a market rent bachelor apartment, accessed resources to make their apartment a home and have been living there, clean and happy for five months. Sandra still visits Street Haven with a smile and pride.

BASRA

Basra, a 49 year old woman living and struggling with mental health challenges for many years had been housed into a Toronto Community Housing one bedroom subsidized unit. About a year later Basra returned to Street Haven after being evicted from her home due to non-payment of rent for one full year. After a few weeks of staying at Street Haven, Basra recognized that she was entitled to her home; she met with Street Haven staff and her Ontario Works Case Worker to contest Toronto Community Housing’s decision to evict her. Basra was able to successfully utilize the housing stabilization fund to pay back most of her arrears and make a repayment agreement with Ontario Works as they covered the remainder of the amount owed. With Basra’s determination and dedication she successfully regained access to her home. Basra suggested creating a contract with staff at Street Haven which would motivate her to keep her housing and have supports in place. Basra contacted Street Haven a few weeks after moving home and said she is very happy, healthy and sticking to the contract she made for herself!

My Views on Oppression

The hardest part is how to understand differences, those between myself and other people, those who are stressed, angry, feeling the oppressiveness of poverty, who are suffering from mental health due to oppressions from racism or the social constructs we are forced to live by. Everyone is faced with so many aspects of daily interactions with the society and others they don’t always understand – especially the little details that are about race and culture and nurture or nature that make us all individuals. And in those times or moments of sharing a private space such as a building where people have to respect privacy or work together even though one person makes certain foods or another person smokes, or another person is loud and another is silent.

I’ve managed to learn that compassion and taking care of myself allows me to see others more clearly and judge them so much less. No matter skin tone, accents, what they wear, what they do, how they feel and I also, as a result, feel freed from the weight that oppression causes internally. It dissipates the sense of fear and anxiety is conquered. For me, oppression is hardest when people, women, don’t get their needs met, basic needs, when they are not treated well and they do not have the means or the skills available to treat themselves better. This frightens me and makes me sad. I am glad to have Street Haven because I am such a better person here and I am capable of accomplishing so much more. I can witness the loosening of oppression as I strive to become more independent.

By: A Shelter Resident

There is a crack
in everything;
That’s how the
light gets in.

— Leonard Cohen

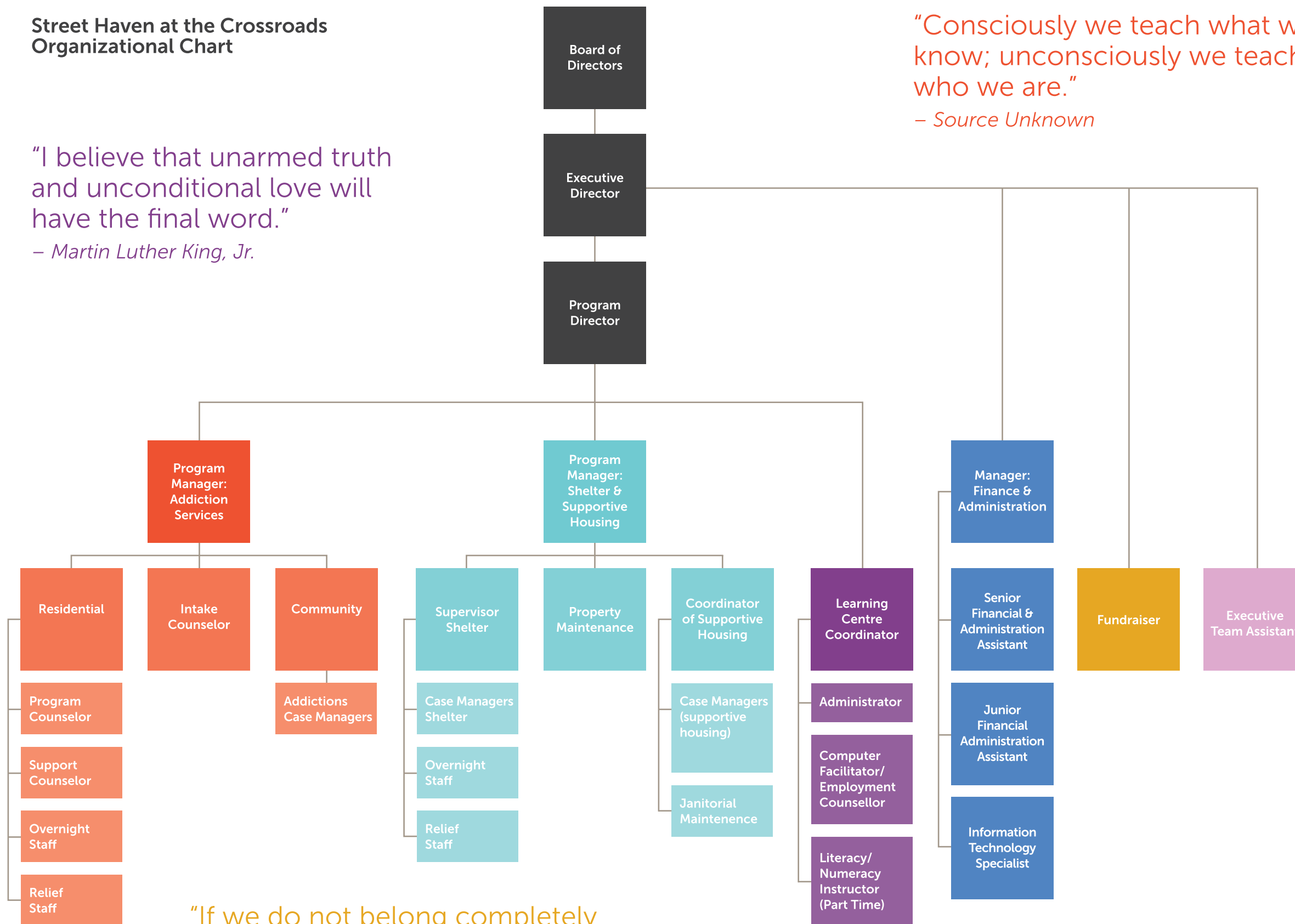
**Street Haven at the Crossroads
Organizational Chart**

"I believe that unarmed truth and unconditional love will have the final word."

– Martin Luther King, Jr.

"Consciously we teach what we know; unconsciously we teach who we are."

– Source Unknown



"If we do not belong completely anywhere, at least we do in our mother tongue. That is where our identity is."

– Marianne Alopens

- 33 Regular Staff
- 34 Relief Staff
- Students are placed in our shelter & supportive housing programs



Grant House Residential Treatment Program

We accepted 35 women into the residential program this year.

This represents 2,796 days of service.

Eighteen of the 35 women were from the Toronto area, others from smaller centers: Kitchener, Niagara Falls and Collingwood. Our intake process now includes a webcam for intake interviews via Skype.

Five of the women were under the age of 25; twenty-five were between the ages of 30 and 49; five were over the age of 50.

Eighteen of the women were mothers with their children not currently in their care.

Our referral sources this year included hospital withdrawal management services, probation officers, Elizabeth Fry Society, Street Haven's community outreach program, Vanier Center for Women. Seventy percent (70%) of women in the residential program were previously involved in the justice system.

Two of the women this year had done federal time at Grand Valley in Kitchener. These women integrated well within our program. Although they did not complete the six-month program their discharge dates were between three and five months from intake, allowing them to gain significant insight into themselves, trauma, addiction and their relationships.

HIGHLIGHTS

Almost without exception, every woman who comes for treatment has experienced trauma in her early life. It might have been the result of child abuse, neglect, witnessing violence or the absence of a solid relationship with a loving care-giver. Experiences like these can interfere with a sense of safety, a sense of self, and an ability to accomplish goals; as well as trouble controlling emotions and forming long-term relationships. Women may often feel terror, shame, helplessness and powerlessness. We have solidified our commitment to provide Trauma-Informed care through continued training for our staff and programs centered on these themes.

We began family programs this year. This includes family therapy sessions facilitated by the clinicians. This helps family members learn their role in their daughter/sister/mother's addiction and recovery by providing education, and skills to mend broken relationships. We hosted a family fun day which proved to be a great success with engaging programming focused on fun and learning.

Accessible Media produced a 30-minute show for Sharp Focus at Grant House, featuring one of our graduates and interviews with the Program Manager and a Counselor. We formed an affiliation with Moksha Yoga Studio and with Studio on the Hill for pottery. Another professional comes in one Saturday a month to do breathing work. There has been an increase in the incor-

poration of art therapy and mindfulness meditation in all programs.

TRENDS

The most common addiction noted this year was to crack (often accompanied with serious alcohol use). Opiates were next – including, for the first time, two women with addictions to Fentanyl. We are also seeing an increasing number of women addicted to Crystal Meth. This manufactured drug is not as expensive as crack cocaine, and is increasingly seen in the regions outside of Toronto. The discontinuance of Oxycontin also saw an increase in the use of both Fentanyl and Crystal Meth in our population. Four women used alcohol exclusively.

Thank you
to our
volunteers!

Community Outreach Program

Addiction Case Management (ACM)

The team of three outreach workers served 125 women throughout the year.

This represents 708 individual face-to-face appointments with women in the community and an additional 164 visits to community agencies.

We have revised the approach of the community outreach program to reflect a more clinical bias by expanding the life skills component to include intensive trauma-sensitive counseling.

The team now completes a biopsychosocial assessment and treatment plan for each woman. This proved a useful tool for seeking appropriate supports and providing relevant counseling. Being able to pinpoint ABI (Acquired Brain Injury) requires an entirely different treatment approach than one for a client presenting with PTSD and ADHD, for example.

As we continue to grow in our efforts in partnership with outside agencies the Addiction Case Management team will be integrating community care plans, and have an increased presence on multidisciplinary teams which will continue to support our clients in the community.

Over the past year, we have worked closely with our emergency shelter and Grant House residential program. This supports the smooth transition for women from the shelter to residential treatment and

from treatment to the community. We have now seen the success of this innovation, with several recent graduates successfully maintaining this continuum of care. These graduates are participating in the Aftercare program offered at Grant House as well.

In addition we see improvements in closing the gap between the community outreach and shelter programs. ACM members have an increased presence at the shelter through the referral system as well as an increase in the delivery of therapeutic groups at the shelter.

Many of our referrals come from Concurrent Disorders Support Services, an umbrella group serving this vulnerable population. As a member of this group, we participate in regular meetings that promote the creation of services for our clientele, and the dissemination of ideas.

These new improvements have helped in the continuity of care for women and the integration of service delivery.

**Our original
guiding stars are
struggle and hope.**

— Pablo Neruda

Women's Stories

HAILY

We first met Haily at Vanier Centre for Women in September 2011 while she was on an Immigration Hold and scheduled for deportation to Jamaica in five months, unless she had a solid recovery plan in place for her release date. Because Haily's 12-year-old daughter lives in Toronto she was determined to avoid deportation. For the remainder of her time in Vanier, we visited Haily every month to help her explore her desire to turn her life around, and understand the significant health issues that would be life-threatening should she return to her former habit of substance use.

After her release date, Haily finally arrived at Grant House. As Haily slowly adjusted to life in a non-institutional setting we were able to see how longer-term incarceration affects an individual. Gradually, the smile returned to Haily's face and she started opening up in groups, being more self aware in her counseling sessions and was more self-assured in her interactions with the other residents. Most significantly, her anger and mistrust began to fade as she opened up to the possibility of what her life could be.

Haily graduated from the Addiction Services program six months ago, and currently attends our Friday afternoon weekly Aftercare program. Last week, she received her one-year medallion from her home group, and announced that she now had a full-time job as a Personal Support Worker. Her Probation Officer and her Immigration Officer join us in feeling enormous pride for Haily, for her determination and her accomplishments, and the inspiration she provides for our other residents.

Art Therapy at Grant House

JOULAIKA BUCHAN, ADDICTION SERVICES PROGRAM MANAGER

Art therapy is the therapeutic use of creating art by women who have experienced trauma and a subsequent increased challenge in healthy living. Through creating art and reflecting on the process with the art counselor, women can increase their self-awareness. The calming environment of art-making teaches them how to cope with stressors, and the life-affirming pleasure of art-making is beneficial in itself.

This year, our Primary Counselor, Simone North, led the women through a mask-making project. The exercise began with a discussion about the many masks we each wear to distance ourselves from others and hide our inner selves. Often, women wear the mask that they think will most please the partner they are with. Others wear a mask so that no one will see the pain that lies behind the self they present to the world – a self that has been abused, misused or abandoned.

Our clients paired up in the first session to apply the plaster to each other's faces. These were allowed to dry, and in the next session each woman painted her own mask. Various themes emerged in the process. Some dressed their faces up in sequins and feathers – a traditional mask of carnival, behind which so much is hidden. Another painted hers black, without recognizable features – showing the darkness within, instead of the mask which she usually wears to face the world. There is one mask

that looks truly ordinary, a mask which represents the struggle to blend in and go unnoticed.

Through the masks they made, these women revealed truths about their lives – and of the lives of all the women who come through Grant House. There is pain underneath, but there is also creativity, self-exploration and beauty.



The Learning Centre

Education is one of our core values at Street Haven; this year we have focused on building a learning environment throughout the agency and restructuring the Learning Centre to be fully integrated into all our programs. While our programs haven't changed, the administration and coordination have changed to be more streamlined and efficient. We look forward to the evolution of the Learning Centre program over the next year to offer more services in innovative ways throughout the agency.

"I want to say to the world that you must try to get education, because it is very important... it is also important that we should say 'no' to wrong. And if there is something going wrong we must have the confidence to say that this thing is going wrong, and we must raise our voice."

— Malala Yousafzai

HIGHLIGHTS

- 24 women are currently enrolled in our Literacy and Basic Skills (LBS) program which includes a classroom and individual tutoring.
- 4 volunteers worked as tutors/workshop leaders.
- 293 women accessed the computer lab, 113 of which were first-time participants.
- 18 women started volunteer programs.
- 15 women entered part-time educational programs.
- 4 women started full-time educational programs.
- 13 women completed educational programs.
- 20 women went from no employment to part-time or full-time employment.
- 8 women entered job-training programs.

We have seen many new faces mixed in with the familiar ones and are happy to report that over 100 women registered as new participants in the last year. Our computer lab has continued to provide open access hours, as well as workshops targeted to the unique needs of our clientele.

We have devoted additional resources to our one-on-one tutoring program to meet our learner's individual needs. Our tutoring program has been growing and all of our tutoring learners' have successfully completed task-based milestones set out by the Ministry of Training, Colleges and Universities. The LBS class participated in creative writing workshops this year and expressed

interest in having more math and science based workshops in the new term, which will provide an opportunity for more task-based learning.

As part of the agency-wide focus on Anti-Racism/Anti-Oppression (ARAO), we revised our intake and assessment tools as well as our programming spaces to ensure that they are welcoming and inclusive for all of the women who access our services. At our end of term check-ins with our LBS classroom learners we also asked for their input on what having an 'ARAO positive space' means to them, and how we can address ARAO concerns on an ongoing basis.

In the coming year we plan to focus on integration with other Street Haven programs and building our referral network in order to better serve the women who use our services.

Supportive Housing Report

Through our 32 units of supportive housing, we offer women who have been challenged with homelessness, mental health issues and addictions a safe, supported and affordable place to live. We have three different locations in downtown Toronto that offer varying degrees of independent living.

We served 33 women in the program and six women in the larger community through our outreach efforts.

Staff provided support with 1,384 hours of in-home visits and 206 hours of telephone support. This year we had three discharges and four admissions.

“It enriches a whole country to have the shackles of inequality removed from half its people.”

— *Mary Eberts*

HIGHLIGHTS

- Our program was over 95% full this year.
- Two tenants moved on from our supportive housing program; one woman moved in with her elderly grandparents to offer support to them and one woman moved into market rent housing in Parkdale.
- Two new women, both with a long history of homelessness, moved into our program.
- Almost half of our tenants volunteer in the community.
- Almost a third of our tenants attend some type of educational institution for further education and training.
- More than half of our tenants attend some sort of community program at least 3x per month.
- The Supportive Housing team provided outreach support to a total of 7 former supportive housing clients.
- We have started a cooking program at two of our Supportive Housing locations, assisting women in cooking nutritious and affordable food.
- The Supportive Housing team coordinated summer-time recreational activities, including a trip to the Ontario Science Centre and a picnic at Centre Island.
- Regular weekly activities include movie day, coffee outings, trips to Allan Gardens, nail art and meditation.
- One of our tenants is a published poet.

TRENDS & CHALLENGES

- There is a lack of affordable housing in Toronto. For our tenants that are no longer in need of our support program, it is increasingly difficult to find an affordable apartment in the community. This spring, the Ontario Non-Profit Housing Association (ONPHA) began an Ontario-wide campaign called ‘Housing Opens Doors’ to bring awareness to the lack of affordable housing in Ontario.
- We receive many inquiries about our program from women that are being discharged from addiction treatment facilities who do not have homes in the community. Many have no option but the shelter system where risk of relapse is higher than if they were to return to a place to call “home” or a type of supportive housing.
- Many of the women that we support have been diagnosed with diabetes. Women often report that it is very difficult to eat healthy on a limited budget.
- At the start of 2013, the provincial Community Start Up and Maintenance Benefit (CSUMB) was cut. This was a benefit that thousands of individuals on social assistance used to secure a place to live, pay first and last months’ rent, purchase furniture and household items, pay utilities, etc. The Housing Stabilization Fund was implemented on a smaller scale by the City of Toronto, but the City has only guaranteed this program for one year.

Women’s Stories

NESHA

Nesha immigrated to Canada from India approximately 8 years ago with her husband, in-laws and infant son. Shortly after arriving in Canada, Nesha began to exhibit symptoms of schizophrenia brought on by the stress of starting her life over in a new place combined with giving birth to a daughter. Nesha’s family did not know how to cope with her delusions and erratic, unfamiliar behaviors, so they sent her to live at a co-ed shelter. Nesha was heartbroken; she missed her children and was uncomfortable living in a co-ed shelter setting so she decided to move to a women’s shelter and found Street Haven.

At Street Haven Nesha was connected to a family doctor, a psychiatrist and a case manager. Nesha moved to Joubert House, Street Haven’s high support housing, in

2008 and worked closely with her supportive housing case manager to re-learn and learn new life skills, such as cooking, personal hygiene, medication maintenance and set personal goals for herself. One of Nesha’s personal goals was to attend college in Canada; in order to be successful in a community college program Nesha needed to improve her English language skills. Nesha improved her language skills through attendance at community ESL classes, but she still struggled with manners and non-verbal communication. Because her husband did not understand Nesha’s mental health condition and believed her to be a danger to their family, Nesha had very little contact with her children.

Nesha moved to our medium support housing in 2010 and was thrilled to have more independence but continued to work closely with her case manager. In September of 2012 Nesha enrolled in a Busi-

ness Administration course at a community college. Nesha found the course load very challenging and realized that she needed to do something before stress induced her symptoms of schizophrenia. After meeting with her guidance counsellor, Nesha reduced her course load and got a part-time job as a clerk in a grocery store. Nesha has made several friends at work and school, and has increased her social confidence to the point where she is comfortable meeting with her professors to discuss her course work and ask for extra help when needed.

Although Nesha doesn’t see her children as often and she would like, she does have contact and is working with a community service lawyer to increase the time she is able to spend with them. Nesha stopped by to meet with her case manager last week between her shift at work and her afternoon class, and was positively beaming. Even though she has had several setbacks in her life, Nesha is currently working hard to achieve her goals and live the exact life she has always imagined.



2013 Financials

	2013 General	2013 Capital	2013 Founder's	Total
OPERATING REVENUE				
Government	2,444,351	39,366		2,483,717
Donations & Fundraising	182,981	7,000	100	190,081
Sharelife	110,000			110,000
Bequests	30,000			30,000
Room and Board, Other	106,452	16,800	7,150	130,402
TOTAL	2,873,784	63,166	7,250	2,944,200

OPERATING EXPENSES

Salaries and Benefits	2,015,814	1,302		2,017,116
Building Occupancy	542,651	30,663		573,314
Other Program Costs	203,303		5,000	208,303
General & Administration	173,922			173,922
TOTAL	2,935,690	31,965	5,000	2,972,655

EXCESS (DEFICIENCY) of revenue over expenses for the year	(61,906)	31,201	2,250	(28,455)
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For the Year Ended March 31, 2013. The complete Audited Financial Statements are available on request.

Gala of Light 2013

The 2nd annual Gala of Light took place on April 4, 2013. Supporters of Street Haven came together once again at the Fifth Social Club to celebrate 47 incredible years of service.

Attendees of this year's upscale event included philanthropists, media outlets, journalists and eager donors - all of whom were entertained throughout the evening by this year's host, CP24's Melissa Grelo. The entertainment for the evening opened with the soulful sounds of Canada's own Juno-award winning singer, Divine Brown, who was later accompanied by

the Toronto Choral Society. Other highlights included a silent auction, an exciting live auction which created a bidding feud over the services of three chefs. This alone raised over \$5000. A photo station created flip-books for attendees to take home as mementos of the night.

Two very important people were also honoured at this year's Gala— Dr. Robert Heyding and conductor Geoff Butler, both who have made enormous contributions to Street Haven. Dr. Robert Heyding has been a part of Street Haven for decades, coming to see women at

our Emergency Shelter once a week and seeing women in his offices as well. The Street Haven's Women's Choir, which has been happily singing and practicing weekly for over 15 years, was the brainchild of conductor Geoff Butler. After much excitement, the night tailed into an evening of catching up with friends, dancing, and raising awareness about the remarkable work of Street Haven. It was yet another successful event in support of women in need. Keep on the lookout for details about our next Gala of Light.

A Warm Thanks To Our Generous Sponsors



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Ontario Ministry of Community Safety & Correctional Services
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Hostel Services
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