

Connection and Community

STREET HAVEN AT
THE CROSSROADS



ANNUAL REPORT 2009



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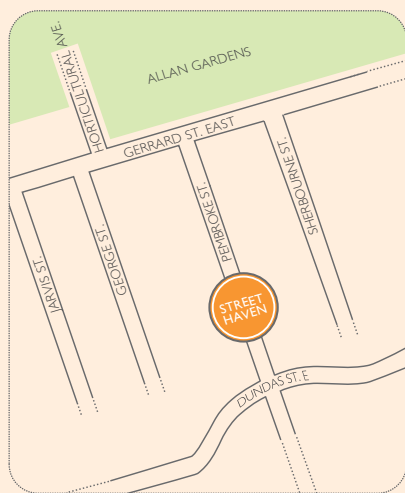
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Mission Statement AT THE HAVEN

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.

This continuum of services includes immediate support for women who come to Street Haven at the Crossroads off the street, the provision of meals and a place to sleep, a place to heal, a place to grow and a place to live independently, in accordance with what each individual woman is ready to handle, and in recognition of the varied potential of each woman.



Philosophy STREET HAVEN AT THE CROSSROADS

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 at the Crossroads has an open-door philosophy and all of the programs are based on a non-judgmental total acceptance of the person.

This goal is achieved through a range of programs designed to meet the changing needs of women by addressing issues in areas such as culture, mental health, addictions, violence, poverty and homelessness.

Message from the PRESIDENT OF THE BOARD



What an incredible year!

But then, every one of its 44 years has been incredible because of what this great organization accomplishes. Together the staff, volunteers, funders and donors, and the community of women themselves, are responsible for daily miracles. Women in need have a place where they are fully welcomed, where they can choose to accept what is offered for their health and growth, whether that means housing, access to social and health services, counselling, training and education, or just a hug.

In the following pages, please read about, and join us in celebrating the accomplishments that can be set out in numbers and viewed in the photos in this report. But to really "get" what's going on, I invite you to visit us (call Leslie Venturino), consider a volunteer role (call Marie John), or check out our website and our pages on Facebook, Twitter, Linked-In for news, events and our "what's needed" (donation request) lists.

The board has been particularly active this year in management succession. Knowing that Marilyn Dumaresq (on contract as Interim Executive Director) needed to move on to other roles, we conducted a professional search for the necessary replacement. Thanks so much, Marilyn, for keeping us on track and thriving through a most difficult period! And a hearty welcome to Gita

Schwartz, who is already providing effective leadership and coming up with great ideas while learning the ropes at light speed. The board is delighted that you are on the management team.

As one of the longer-serving board members, I know very well how much Street Haven owes to the absolute grit and determination, and the huge loving spirit of its founder, Peggy Ann Walpole. This year we granted two more scholarships in her name, both of which went to women who had been clients of Grant House (more info inside). These grants help us honour our Founder as well as provide another step in the continuum of care for our clients. Thank you so much to those of you who contributed separately to both our Street Haven programs and to the Scholarship fund.

And thanks to each and every one of you who contribute to what Street Haven does – you are named and honoured in this report as well. You are part of an important family, a community of mutual care. I look forward to seeing or meeting some of you at our special events for volunteers, our fundraisers (like the incredible Stuart McLean event), or anytime you want to get in touch!

GRAYSANNE BEDELL
President of the Board

Message from the INTERIM EXECUTIVE DIRECTOR

With barely five months under my belt, I am so delighted to be at Street Haven. The opportunity to be a part of this team of people and community of support is a gift to me. What could be more meaningful than to share in the steering of an agency like Street Haven, looking to positively impact women's lives.

Wherever we are, what ever we may be involved in, we are united by a desire to make this community that we inhabit a better place – for residents and clients, for staff and volunteers, for donors and funders. We work to improve what can be improved and nudge each other along to better ourselves.

Whether we are improving our financial stability or our programming or fine-tuning our skills, we are challenged to look at things with new perspective, aim for sustainable and

enhanced activity and evaluate our progress based on values and principles that guide us as an organization. No easy task!

With tempered optimism, we look to the past year to inform our new goals and continue to do the best we can with what we have.

And that is significant. We are strong, we have longevity and we continue to grow and change and work towards our ideals. How fortunate am I to be part of this community. I look forward to meeting all of you in the months and years to come.

GITA SCHWARTZ
Interim Executive Director

Successes at Street Haven

Successes vary from woman to woman. Susan agreed to come off the streets and stay for a night. Jean found an apartment and now lives independently. For Pamela, it meant finally having the means to return to school.

LET'S CELEBRATE SOME OF OUR SUCCESSES!

Provided shelter to
1337 women
Served-
9,887 breakfasts
14,302 lunches
16,354 dinners
9,447 snacks

Saw all the available **15 spaces in the Hostel to Homes program full.**

Two women completed the program, four maintained their housing and two moved on to continue their education.

The Housing Worker in the Housing Help within Shelters Program supported 154 women in finding and maintaining housing and preventing evictions.

At Grant House, 10 women graduated! Of these, 7 are involved in the aftercare program. One woman, who has been in Grant House twice before, is now celebrating her first year of living independently with continued support from her case managers.

Grant House has undergone a metamorphosis this past year. What has emerged is a solid time-honoured style, enhanced by new skills and ideas to offer a new and improved program to women.

We proudly awarded two graduates from Grant House the **2009 Peggy Ann Walpole Memorial Scholarship.** Tracey is currently a student at George Brown College in the Social Service Worker Program and Lorie is continuing her studies in Social Work at George Brown College.

The **Addiction Case Management Program** supported 110 women working towards a harm-reduction lifestyle.

Street Haven's **volunteers** continue to help in such varying activities as preparing and serving food, with providing IT Support, sorting clothes and helping with events. Eighty-seven per cent of our volunteers have been at Street Haven for over a year! This past year, our more than 100 volunteers have contributed close to 5,000 hours of time!



We have new volunteers in the Drop-In and Hostel Program who provide Yoga classes, Arts and Crafts instruction and lead Movie Nights. Friendly Visitors also spend time with the women in Supportive Housing.

Two women in the **Supportive Housing Program** now live independently and are working full-time. They are also enjoying vacations and time with family. Two more women in this program have enrolled in college.

We have two incredible volunteers in Supportive Housing – one who provides invaluable language support to a resident and the other who has provided hope to a woman in our housing with friendly visits.

The **Learning Centre** had 7,505 visits this past year.

LITERACY AND BASIC SKILLS PROGRAM

57 learners enrolled in this program. **Fourteen (14) learners** moved on from the program.

12 students achieved their learning goal. **6** of these gained employment and another **5** went on to further education and training.

COMPUTER TRAINING, ACCESS AND JOB READINESS PROGRAM

251 women accessed computers for various purposes.

121 new clients enrolled in the program, **116** participated in active job searches.

38 completed computer training, **37** received career coaching and resume support from an employment counsellor.

16 women went on to further education or training.

30 women found either contract, part-time or full-time employment, **28** women interviewed for a job. **16** women found housing.

22 women began volunteer positions – two of them now work on computer maintenance with the Learning Centre.

Street Haven Hostel and Drop-In

The Hostel & Drop-In are two separate programs at Street Haven that operate together sharing a common space, resources and staff.

THE HOSTEL:

The Hostel is an emergency shelter for women. The Hostel provides the basic needs for the women – shelter, food, clothing – and so much more. Enhanced case management services are made available to the women to give them every opportunity and support to make changes in their lives.

Within the shelter is the **Housing Help – Within Shelters Program.** The Housing Worker in the program works closely with the women at the hostel and with those who have left the hostel. Through this program, clients receive assistance with obtaining and maintaining housing through a comprehensive case management approach.

During the period of this report, Street Haven was part of the Hostel to Homes Pilot Project. The Housing Worker in this program supported clients by connecting them with community agencies and other support networks to maintain safe housing and independent living. Over the next few months, most women will no longer need as much support.



THE DROP-IN:

The Drop-In is a welcoming place for women to come and participate in various programs. Some enjoy the Arts and Crafts Program while others like to work in the Garden. The Drop-In offers programs like knitting, cultural corners, reading groups, movie nights and much more. It provides women with access to housing referrals, medical services, mental health providers and legal assistance.

These programs successes are a result of the incredible dedication, commitment and teamwork of the staff and to the women who inspire us.



Our Volunteer Program

The Volunteer Program has more than 100 volunteers throughout our various locations. Thanks to our volunteers, our women have been able to participate in a variety of programs, attend outings, learn and improve their computer skills and have access to a large number of role models. The women especially look forward to seeing the volunteers in the Drop-In and Hostel on a weekly basis. These volunteers assist the staff with food preparation and serving. They provide Arts and Crafts programs, movie nights, games, recreational activities, exercise opportunities and message therapy.

We also have a volunteer Information Technology department and many literacy tutors. Volunteers are also actively involved in Communications, Fundraising, and Friendly Visiting. Our Board of Directors deserves special mention for their dedication and commitment to Street Haven.

All of our volunteers are wonderful, giving people who are eager to lend a hand and help out at any given opportunity.

Supportive Housing

This program provides supportive housing for women residing at three locations throughout Toronto. Women living with mental health issues and addiction are supported by Case Managers whose goals are recovery through hope, self awareness, life skills, supportive relationships and personal responsibility. The program also provides outreach to an additional 12 women who were once in our housing and have moved to live on their own in the community.

Anne Topp is the new Manager of Supportive Housing.

We have become partners with 20 other agencies through the Coordinated Access for Supportive Housing to ensure more efficient service to those in need of supportive housing.

Staff is excited about our move to Joubert House, which will be the site of our new offices and will enable us to provide more frontline support.

Addiction Services

The Addiction Case Management Program (ACM) and Grant House are now under the umbrella of Street Haven Addiction Services. This change was implemented on January 1, 2009. The new model has already begun to benefit the clients by adopting the "no wrong door approach" to services.

Heather Marton is the Manager of Addiction Services and Marie Tapper is the Program Supervisor. Over the past year, ACM and Grant House staff have worked together to provide our clients with the most comprehensive case management services and residential addictions treatment, which adhere to best practices and continuous improvement.



Addiction Case Management

The Addiction Case Management team works with women who struggle with a broad range of substance use issues that have impacted their lives. Many of the clients also have challenges with concurrent disorders.

Last year, the Addiction Case Management Program served 110 women. The Case Managers worked with their clients in the community, where each woman met their case manager for one-on-one counselling sessions to identify achievable goals and create a case plan.

The team works from a client-centred approach through the seven stages of recovery so that the client can ultimately lead an abstinence-based lifestyle.

Grant House

Grant House serves women who are caught in the revolving door of addiction, homelessness, detox, treatment and involvement with the penal system. All have suffered extreme trauma in their lives and need time and tools to heal. Many also suffer from mental illness.

Grant House is a six-month ten bed residential treatment program. It offers a client-centred, holistic, abstinence-based approach to treating addictions that encompasses mind-body-spirit practices, cognitive living skills and individual counselling. We serve women referred through community programs, shelters and the justice system.

The Learning Centre

Essential skills are needed for work, higher learning and life. They provide the foundation for learning all other skills and enable women to move on to further education or training, to evolve in their jobs and to adapt to life changes and challenges.

The Learning Centre delivers two key programs to assist in the development of these essential skills:

1. LITERACY AND BASIC SKILLS PROGRAM (funded by the Ministry of Training, Colleges and Universities (MTCU).

This program includes:

- Individual assessment and evaluation of client current skill level
- Individualized learning plans based on client goals, such as further education or training, employment or personal independence
- Daily instructor-led classes to further develop reading, writing and communication skills, confidence, and enhance computer literacy
- One-to-one tutoring for any client who request support
- Regular reassessments to show women progress towards their goal

2. COMPUTER TRAINING, ACCESS & JOB READINESS PROGRAM (funded by City of Toronto's Homeless Partnership Initiative (HPI)).

Goals of the program are:

- To increase independence and confidence levels of women in the use of technology, through access to computers, self-serve office equipment and software training.



- To increase employability and job search success of homeless and marginalized women through essential skills development and job readiness training.

- To assist women in gaining access to opportunities for employability and job search success through connection with other community support services, practical work experience and volunteer placement.

- Many clients come to the Learning Centre to complete their education, some having been out of school for over ten years and some come to gain computer skills. A woman recognizing that she requires these skills to move forward with her life into further education, like college or the current employment environment, is a huge step.

Congratulations to the many women who have taken that step this year: Charlene, Eki, Eva, Janice, Penny, Tracey, Yonette and Yordanos.

Thank You for Your Support

Our Donors

Street Haven at the Crossroads gratefully acknowledges the generosity of our many donors and supporters. Your contributions and involvement are central to improving the quality of life of women in need.

BEQUESTS

Estate of Katherine Bruechle
The Canada Life Assurance Company
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Estate of Kathleen Sloan
Estate of Margaret Ann Walpole

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Ontario Ministry of Community Safety & Correctional Services
Ontario Ministry of Training, Colleges & Universities
City of Toronto – Shelter, Support & Housing Administration
Drop-In Services
Hostel Services
Hostels to Homes Pilot
Housing Help Within Shelters
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Federal Government/City of Toronto – Homelessness Partnership Initiative (HPI)
Skills Training and Employment Opportunities
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Vicky's Values – Women's Resources

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Statement of Operations

	2009 GENERAL	2009 CAPITAL	2009 FOUNDER'S	2009 TOTAL
OPERATING REVENUE				
GOVERNMENT	\$2,176,477	\$93,442		\$2,269,919
DONATIONS & FUNDRAISING	251,246	15,794	7,000	258,246
SHARELIFE	100,000			100,000
BEQUESTS	157,458			157,458
ROOM AND BOARD, OTHER	89,973	20,258	9,549	119,780
TOTAL	\$2,775,154	\$113,700	\$16,549	\$2,905,403
OPERATING EXPENSES				
SALARIES AND BENEFITS	\$1,934,686	9,340		\$1,944,026
BUILDING OCCUPANCY	511,785	29,454		541,239
OTHER PROGRAM COSTS	184,433			184,433
GENERAL & ADMINISTRATION	185,396		1,000	186,396
TOTAL	\$2,816,300	\$38,794	\$1,000	\$2,856,094
EXCESS (DEFICIENCY) of revenue over expenses for the year				
	\$(41,146)	\$74,906	\$15,549	\$49,309

For the Year Ended March 31, 2009.

The complete Audited Financial Statements are available on request.



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The Honourable David C. Onley,
Lieutenant Governor of Ontario

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The Late Peggy Ann Walpole, C.M., R.N.,
1932-2006

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Joan Laurie

Agnes Meinhard, Ph.D.

Melissa Popiel, MSW

The following Board members stepped down from their positions. We thank them heartily for their many years of dedication and commitment.

**Margot Breton, MSW, Tom Collins,
Peter Lindsay, Meredith Sandles**

CURRENT MANAGEMENT TEAM

PROGRAM MANAGER, THE LEARNING CENTRE

Debra Barrett

PROGRAM MANAGER, THE HOSTEL

Madeline Bouzanne

MANAGER, FINANCE AND ADMINISTRATION

Sheila Burke

SUPERVISOR, THE HOSTEL

Bobbie Gunn

MANAGER, ADDICTION SERVICES

Heather Marton

SUPERVISOR, ADDICTION SERVICES

Marie Tapper

MANAGER, SUPPORTIVE HOUSING

Anne Topp

RESOURCE DEVELOPMENT MANAGER

Leslie Venturino

INTERIM EXECUTIVE DIRECTOR

Gita Schwartz

EXECUTIVE DIRECTOR

Margaret Jeffrey (on leave)

We said good-bye to Silvia Thony.

We wish to acknowledge the tremendous support of the Daily Bread Food Bank.