



**Numbers tell one story  
about the work being done,  
but the more compelling story  
is about the people.**



**homeward trust**  
edmonton

opening doors. building hope.

**2010 Annual Report**



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**3 new housing developments.  
Over 1000 people housed in 20 months.  
21% decrease in homelessness.**

2020

2019

2018

2017

2016

2015

2014

2013

2012

2011

**The year 2010 was a remarkable one for Homeward Trust and for our community as a whole. It represented the first full calendar year of implementation of Edmonton's ten year plan to end homelessness. Tremendous progress was made, helping many Edmontonians who were experiencing homelessness or were at risk of homelessness start to build better lives.**

Our team at Homeward Trust is privileged to be a part of this effort. We wish to recognize the important contributions of our partners. This includes those in governments who provide funding and help set policy direction, and the many agencies and service providers who are delivering programs and services on the ground.

This report summarizes the accomplishments of 2010. The early and incredible success of our housing first support program receives much attention. With more than 1000 people housed in 20 months, it is well-deserved.

In addition, Homeward Trust provided funding support for four new housing developments, and celebrated the grand opening of three more. These developments bring much needed modestly-sized, appropriate, affordable housing units to the marketplace.

Homeward Trust's growing research program is identifying best practices, and helping us deliver programs more effectively. Our 2010 Homeless Count registered a 21% decrease from the 2008 Count. Events such as Homeless Connect have continued to engage the broader community in helping end homelessness, and connecting people in need with essential services.

The numbers tell one story about the achievements being realized. The other, more compelling story is about the people we've assisted and how their lives have changed. In this report, we bring you the stories of people who have been touched by the work of Homeward Trust and its partners, and how they've changed their lives for the better. They are a snapshot of the countless Edmontonians building better lives, and the hard-working staff and volunteers in the community helping make this a reality.

At the end of 2010, we were almost two years into our 10 year effort to end homelessness in Edmonton. This is a collaborative effort, involving the participation of government, housing and service providers, and the community as a whole. We are privileged to work with so many others in leading this effort as we continue to realize success in our goal of ending homelessness in Edmonton.



**Martin Garber-Conrad**  
*Chair, Board of Directors*  
Homeward Trust Edmonton



**Susan McGee**  
*Executive Director*  
Homeward Trust Edmonton

# Opening doors.

# Building hope.

Homeward Trust Edmonton is a not for profit organization that uses a community-based approach toward the goal of ending homelessness in Edmonton. Our primary role is to coordinate response to housing needs by working together with local agencies and all orders of government.

A comprehensive organization, Homeward Trust increases access to housing by:

- Funding the development of new housing units and accessing market housing units;
- Coordinating the provision of support services;
- Undertaking community planning and research; and
- Raising awareness in the community through events and initiatives that promote ending homelessness in Edmonton.



Since 2001, Homeward Trust has provided funding for more than 80 capital projects, creating in total more than 1900 new units.

Homeward Trust has also funded more than 80 support projects at agencies across Edmonton. In total, we have disbursed over \$100 million in funds, and succeeded in attracting better than 1:1 return investment from partners, community organization, and orders of government. Leveraging our resources, we are able to attract a greater investment in housing and initiatives to end homelessness.

In 2010, Homeward Trust received funds through the Government of Canada's Homelessness Partnering Strategy, Government of Alberta, City of Edmonton, and proud community partners.

*Harry Holt Place*





# Shared responsibility.



# Aboriginal Relations

Through its governance structure, Homeward Trust works closely with Aboriginal communities and stakeholders.

Four of the nine directors on Homeward Trust's Board of Directors are chosen by Aboriginal Stakeholders from the Aboriginal community. Governments and stakeholders include the traditional recognized Aboriginal Government groups along with community based organizations who are mandated to actively engage Edmonton's Aboriginal community are invited to take part in this process.

The work of Homeward Trust is also informed by the Aboriginal Advisory

Council. The Council acts as an advisor to Homeward Trust on matters relating to Aboriginal issues and projects by:

- Encouraging innovative solutions to promote the building of Aboriginal organizations, groups, and communities in Edmonton.
- Providing awareness of the Urban Aboriginal experiences, knowledge, and cultural perspectives;
- Ensuring Aboriginal-focused projects are led by or supportive by organizations who have a proven track record of serving Urban Aboriginal people in a productive and successful manner.

The Aboriginal Advisory Council reviews and provides input into all Capital applications for funding that is focused on serving Aboriginal peoples. The Council also assists in monitoring and evaluating changes in need, and serves as a 'sounding board' for projects in the development stage.

Additionally, Homeward Trust staff and housing workers and funded agencies participate in an Aboriginal Diversity Training workshop to enhance their understanding of Aboriginal culture. This training supports the delivery of housing support services in culturally sensitive and appropriate ways.





# Jerry

His home was about to be converted to a 24 hour care facility, leaving Jerry with no place to go. After having his left leg amputated in 2007, he hadn't been able to work – his career had been in the hotel industry. Now facing eviction, he was running out of options.

**“When you don't have a roof over your head, it's difficult to find one. It's hard to find affordable housing.”**

Before he was evicted, Jerry's friend connected him with the Edmonton Inner City Housing Society (EICHS). Heather Goyea helped him find a home at Harry Holt Place, a new development that opened in November 2010, providing affordable, modest-sized units a block away from Alberta Avenue.

“This is a nice place. It's secure, it's a nice neighbourhood, everything you need is within walking distance.”

Jerry's quality of life has improved. He enjoys getting out in his new neighbourhood, being able to walk to amenities. Heather commented how hard he is to get a hold of because he's always doing something.

Edmonton's 10 Year Plan to End Homelessness called for more modest-sized units, to respond to the needs of people like Jerry. EICHS and other housing organizations are helping people like Jerry find stability and to build better lives.

# Housing Development

**Homeward Trust funds and coordinates the development of new housing units for individuals and families who are homeless, at risk of homelessness, or in need.**

Applications are reviewed internally by Homeward Trust staff, and are presented to the Project Review Committee and the Aboriginal Advisory Council where applicable. Approval for all capital funding is made by Homeward Trust's Board of Directors.

A key part of Homeward Trust's strategy is to leverage funds, thereby maximizing their impact. Homeward Trust looks to project proponents to be able to attract

additional investment from partners. This strategy has been realizing success. For the new developments Homeward Trust approved in 2010, proponents attracted more than two dollars for each dollar invested by Homeward Trust. (Homeward Trust invested nearly \$3 million; \$7 million came from other sources.)

In addition to the construction of new housing units, Homeward Trust works hard to access market housing units for our clients. We work with landlords and property management companies to secure rental units for participants in the housing first program.

A commitment of Homeward Trust is to ensure that funded housing developments stay true to their intended purpose. To fulfill this commitment, monitoring

visits are conducted on an ongoing basis every one to two years. The purpose of monitoring is to ensure that the use of the building; the target population for the building; and the services and supports for the target population identified in the funding agreement, are appropriate and conform to the intended purpose for which the development was allocated funding. Monitoring is an important tool that ensures the proper use of funds disbursed through Homeward Trust.

When required, Homeward Trust operates and manages properties in need of improvement and support. In 2010, we managed a number of properties previously operated by other housing providers.







**Realizing  
success.**

# Care and accomodation.

# 2010 Grand Openings & Approved New Developments



## Bear Paw Apartments

Grand Opening: May 20, 2010

Funding was used to expand housing and programming space for The Boys and Girls Clubs of Edmonton's Bearpaw Apartments. The complex provides accommodation for up to 23 youth, and serves high-risk youth who require complex care by providing on-site, 24/7 support and services. The building also includes an office, common area and storage space, as well as a suite for an on-site caretaker.



## Harry Holt Place

Grand Opening: November 29, 2010

Harry Holt Place provides six one-bedroom units for homeless couples, and 10 bachelor units for single individuals. The project will serve the entire community through its modern design, secure structure and modest size.



## Eastwood North

Grand Opening: November 29, 2010

Eastwood North provides 10 self-contained units, five four-bedroom units, and five two-bedroom units for a diverse group of residents. The development can serve large families, immigrants or refugees, as well as single parent families and homeless couples who either have custody of their children or who are working on being reunited with their children.

## 2010 Approved New Developments

In 2010, Homeward Trust approved a number of new developments, now at various phases of progress. Together, these developments will create almost 50 new housing units to support individuals and families in our community.

Project	Description	Units	HT Approval Funding	Total Project Cost
Jasper Place Health and Wellness- Canora Place	Construction	30	\$1,800,000	\$6,000,000
Edmonton Inner City Housing Society- Elmwood Family Housing	Land Purchase, Construction	4	\$365,340	\$1,217,800
Edmonton Inner City Housing Society- 82 <sup>nd</sup> Parkdale Apt. Complex	Land Purchase	14	\$830,646	\$2,768,820
<b>Total Funding</b>			<b>\$2,995,986</b>	<b>\$9,986,620</b>



# Stacey

Born and raised in Edmonton, Stacey has a daughter in law school, and a 12 year old son who he says “wants to be Wayne Gretzky”. Stacey has had a successful career in the culinary industry (which he learned from his mom), then partnered with his older brother in a dry walling business. Stacey has also spent several years homeless, but he’s in permanent housing now.

**“I just lost it. I didn’t care about anything.”**

Stacey had struggled with his drinking in the past, but was sober for a number of years. Then on February 21, 2005, his mom suddenly passed away. Shortly after that, his dad passed away. Then, after a battle with cancer, his brother Randall, with whom he co-owned the dry walling business, passed away as well. He says he “went right down the tank, I didn’t know where to turn”. He lost his job, and ended up on the streets. He lived in bushes and tents in the river valley, and would pick bottles to buy beer and food.

**“I was sick and tired of being sick and tired.”**

Finally, Stacey decided he wanted his old life back. He had been coming to the Mosaic Centre, a drop-in centre on Fort Road, for many years. He had developed relationships with the staff. The Mosaic Centre is one of the organizations that participates in Homeward Trust’s Winter Emergency Response program, offering extended drop-in hours and services during the winter months.

Stacey went to AADAC, then the Gunn Centre, before moving into permanent housing with the support of the Boyle Street Community Services housing team.

“Here I am, off the streets. I got myself a beautiful place”.

He still sees his old friends, and stays connected to the Mosaic Centre. He likes their programs, and on the day we visited him, he was planning to help plant the community garden. In his own neighbourhood, he also looks after a garden, and helps keep the neighbourhood clean. He has reconnected with his family, and enjoys watching hockey in the comfort of his own home. He gives much credit to the support of the staff at Mosaic, a testament to the services they – and other agencies – provide in the community.





# Planning & Research

Community planning and research is critical to the success of our work. Successfully implementing Edmonton's plan to end homelessness depends on a solid understanding of the issue of homelessness. As part of our evidence-based approach, Homeward Trust continually researches and enhances its knowledge about homelessness, the needs of homeless individuals and families, and best practices for ending homelessness.

Homeward Trust coordinates the development and implementation of a Community Plan on Housing and Supports. This comprehensive, multi-year work plan ensures that sufficient housing and support services are available for people in need. A community-wide, diverse group of stakeholders participates in the development and implementation of this plan.

Homeward Trust's research activities are led by its staff and its Research Committee. Consisting of community stakeholders, researchers, and interested participants, the Research Committee serves as an impartial group of stakeholders and partners who support the research priorities established through the Community Plan process. As part of its work, the Research Committee develops an annual research agenda, and awards grants for community-based research projects.

Homeward Trust also coordinates community initiatives such as the bi-annual Homeless Count, which provides a snapshot of the population experiencing homelessness; and the Winter Emergency Response, which provides extended services and access to drop-in centres for people in need.

## Research

Homeward Trust's Research Committee is comprised of academics, practitioners, and community members. Committee members bring a diverse range of disciplines, backgrounds, and expertise to the research and knowledge-building efforts of Homeward Trust.

The Research Committee also connects with other researchers working in the areas of housing, homelessness, and supports; and with other research initiatives such as the Alberta Homelessness Research Consortium, an initiative of the Government of Alberta.

Homeward Trust engaged Blue Quills First Nations College to conduct a study of Aboriginal clients' experiences with the housing first program. The research began in 2010, with an expected completion in spring 2011.

In October 2010, the Research Committee released a Request for Proposals, identifying its priorities for 2010-2011. Research priority areas are:

- Youth homelessness;
- Housing first;
- Intervention strategies beyond housing first;
- Community inclusion and myths of homelessness; and
- Mental health and homelessness.

## Community Plan

Homeward Trust coordinates the development of Edmonton's Community Plan on Housing and Supports. This plan brings together stakeholders from across the region to develop a work plan for the coming years.

The Community Plan committee includes representatives from all orders of government; agencies and service providers; community organizations; and business groups. The committee began meeting and planning in the summer of 2010, and held its first consultation in December. Consultations continue through early 2011. The plan will be completed and adopted in 2011.

## Homeless Count

On October 5, 2011, volunteers and agencies fanned out across the City of Edmonton to conduct a count of the city's homeless. From 5:00 a.m. until 10:00 p.m., nearly 300 volunteers covered walking routes throughout the city, asking Edmontonians about their housing situation and identifying those currently experiencing homelessness.

To connect those in need with essential services, volunteers provided information about the upcoming Homeless Connect event, and the 211 telephone service. Over 200 agencies and locations participated, enumerating people on site in addition to the street count.

The 2010 Homeless Count found 2421 Edmontonians who did not have a home on the night of October 5, 2010. This was the ninth count held since 1999, and the first time a decrease has been registered from previous count. This was also the first count held since implementation of the ten year plan to end homelessness commenced (in early 2009).

## Results of Edmonton's Homeless Counts

Key Findings of the 2010 Homeless Count:

- 2421 individuals were identified as being homeless - a 21% decrease from 3079 individuals counted in the 2008 Homeless Count.
- 38% of those counted were observed to be Aboriginal.
- Six in 10 of the absolute homeless were counted in the downtown area.
- Six in 10 of the absolute homeless were counted at agencies and services.
- 71 families, including 123 dependent children and 94 caregivers were counted;
- An additional 43 youth under the age of 16 without a caregiver were also counted.

# Definitions

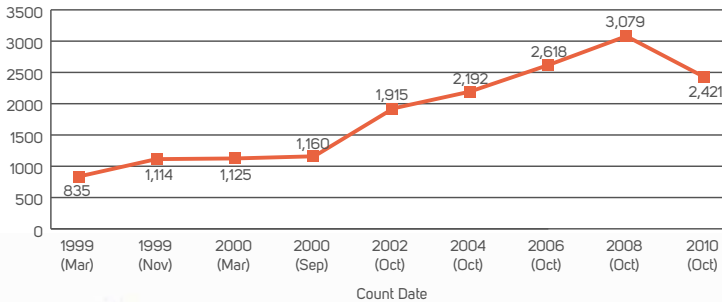
### Absolute Homeless

Individuals and families who have no housing alternatives (may sleep 'on the street' or in a stairwell that night, or alternatively they may stay with a friend or find an emergency shelter space).

### Sheltered Homeless

Individuals and families who are living in emergency accommodations or condemned housing and do not have a permanent place to live.

Results of Edmonton's Homeless Counts





## Winter Emergency Response

Each winter, Homeward Trust, along with its community partners, coordinates a Winter Emergency Response program. The funding provided by Homeward Trust through this program allows several city drop-ins to extend their operating hours – ensuring that homeless individuals are not left outside to face the harsh winter conditions. This program also funds a winter warming bus that provides services to people in need, and can help connect them to emergency shelters.

The 2009-10 Winter Emergency Response program ran from November 1, 2009 to April 30, 2010 and involved Boyle Street Community Service (BSCS), Jasper Place Health and Wellness Centre (JPHAWC), Salvation Army – Crossroads Community Church (E3C), and Fort Road Victory Church. Homeward Trust administered financial contracts with each drop-in and the warming bus,

coordinated bi-monthly meetings of the Winter Emergency Response Committee, and also collected, analyzed, and reported the data provided by each of the agencies involved.

The 2010-11 Winter Emergency Response program commenced November 8, 2010 and wrapped up on April 30, 2011. WER 2010/11 involved BSCS (drop-in and winter warming bus), JPHAWC, Salvation Army – E3C, and Mosaic Centre, who offered: extended drop-in hours; hot meals; access to medical assistance; winter clothing (hats, mitts, coats, etc.) and footwear; and referrals to other agencies.

### 2009-2010 Winter Emergency Highlights

- \$714,787 in funding was provided through Homeward Trust to fund four drop-in locations and a van service. These projects were funded from November 1, 2009 until April 30, 2010.
- 102,316 visits took place, and 185,080 meals were served through the five Winter Emergency Response projects.
- Services included: rides to shelters, meals, referrals to other agencies, and calls for medical aid if needed.
- Agencies did not report any major incidences over the course of the Winter Emergency Response 2009-10.
- Compared to prior years, shelter usage was down during the 2009-10 Winter Emergency Response period. This can be attributed to many factors, including the efforts of housing first projects.
- Nearly 77% of visitors were observed to be male, while nearly 22% were observed to be female.
- Nearly 51% of visitors were observed to be Aboriginal; 42% were observed to be Caucasian; and the remaining 7% were observed to be either of another ethnicity or new immigrants.





## Identification for the Homeless

Personal identification for homeless individuals and families is a key issue. Under the provincial 10-year plan to end homelessness, an identified strategy is to, "Simplify personal identification requirements for accessing programs and services."

In 2010, as part of a cross-ministerial initiative, the ministries of Alberta Housing and Urban Affairs and Service Alberta developed new forms and processes. This allows shelters and homeless-serving agencies to serve as a homeless person's proof of legal Alberta residency. Help is also available to obtain documentation to certify an individual's identity, and to provide assistance to individuals so they can obtain identification through an Alberta registry agency office. A pilot was planned to test and evaluate the effectiveness of these two new processes prior to province-wide implementation. Boyle Street Community Services, Hope Mission, Homeward Trust, and Accu-Search Inc. participated locally over the summer months of 2010.

Additionally, training to provide the service was offered to government-funded shelters and other homeless-serving agencies across the province in fall 2010.





# Brady

Immigration Hall was awarded the 2010 ROOPH Award for 'Excellence in Building Design'. A historic welcoming place for newcomers, Immigration Hall was empty and had fallen into disrepair before being brought back to life through a stunning renovation that incorporates a handicap lift, a green roof terrace, and provides tenants with security and all the basic amenities.

Brady, 53, moved into Immigration Hall more than a year ago. He describes himself as being an 'alcoholic for 40 years'. Once a purchasing agent in the oil and gas industry, Brady had fallen on hard times, and found himself on the streets.

**"I lost everything. I lost my family, my friends, my jobs, my soul."**

After trying different treatment programs, Brady found himself at Hope Mission. The year-long Breakout Recovery program appealed to him. Brady graduated from the program, and is now taking the next steps to getting his life back.

**"Without the program, I don't know where I'd be."**

Settled in to his new life, Brady is giving back to his community. He works at Hope Mission now. Part of the time, he is working at the Herb Jamiesen Centre, and the rest of the time he provides support for people in the Breakout Recovery program. He is constantly learning, exploring new opportunities, and helping others do the same.





# Community involvement.



# Awareness & Events

Raising awareness about ending homelessness, and how everyone plays a role, is an important part of Homeward Trust's work. A greater understanding and involvement from the entire community is essential for achieving the goal of ending homelessness.

Homeward Trust engages in a number of activities to raise awareness about homelessness in Edmonton, including:

- Offering small grants for awareness projects in the community;
- Providing regular updates through our website ([homewardtrust.ca](http://homewardtrust.ca)) and blog ([blog.homewardtrust.ca/](http://blog.homewardtrust.ca/));
- Maintaining an active social media presence through Twitter, Facebook, Flickr, and YouTube;
- Presenting at many community events, where we provide information about and promote ending homelessness.

## National Housing Day

November 22nd is National Housing Day in Canada - a day to recognize progress, and the people and organizations that advance affordable housing. To mark the occasion, Homeward Trust hosted a luncheon and workshop with Keith Palmer, an expert on community engagement.

Mr. Palmer address participants on the subject, "Affordable Housing: Everybody Needs a Place to Call Home – But Where?" His presentation examined community engagement, achieving community support, and building capacity prior to building a project. It touched on many of the key issues facing the community in its effort to deliver more affordable housing, and to end homelessness in the next 10 years



## Awareness Fund

Homeward Trust offers grants to grassroots community organizations working to end homelessness. In 2010, Homeward Trust was proud to support the Off the Hook Music program. Working with the iHuman Youth Society, this initiative targets homeless and at-risk youth, using the arts as a means of education and empowerment.

## The Road Home Conference on Homelessness

The Seven Cities of Alberta – a collaborative working to end homelessness – hosted a conference on homelessness. Edmonton was privileged to serve as host city in 2010. Homeward Trust welcomed 350 attendees from across the country to the two-and-a-half day event. The conference featured a half day forum on a national voice for ending homelessness in Canada. Notable speakers included Mark Horvath of [invisiblepeople.tv](http://invisiblepeople.tv); systems approach experts John McGah and David Stroh; and noted author Calvin Helin.

## ROOPH Awards

Each year, Homeward Trust looks forward to the ROOPH awards (Recognizing Outstanding Organizations and People in Housing), where we acknowledge and celebrate the achievements of people and organizations who address affordable housing and homeless initiatives in Edmonton. The 5th annual ROOPH Awards were held on February 2, 2010.

The awards luncheon recognized winners in five categories, and featured a keynote address from Iain De Jong. Mr. De Jong is a former director of Toronto's "Streets to Homes" program, and an internationally recognized expert in housing. Mr. De Jong examined the ways in which momentum is gained in solving problems, how each of us needs to assume a leadership role and why it is important to look at leadership as a path, not as a position.



## ROOPH Major award winners

### Jim Gurnett

The Larry Shaben Award for Outstanding Leadership in the Housing Sector

A long time advocate, Jim has worked in the area of housing in several capacities. He has been involved with the Hope Foundation, served as Community Services Manager at the Bissell Centre, and most recently as Executive Director of the Edmonton Mennonite Centre for Newcomers. At the Mennonite Centre, he worked on housing and related services for new Canadians and developed the first supported housing program in Canada for traumatized refugees. He has served as a spokesperson and undertaken policy development for the Edmonton Coalition on Housing and Homelessness. He also founded the annual event HomeFest.

This award is named in honour of the late Larry Shaben, a former Cabinet Minister in the Government of Alberta and long-time housing advocate.

### City of Edmonton Youth Council Homelessness Sub-committee Partnerships for Success Award

In 2007, a group of concerned members of the City of Edmonton Youth Council first came together to talk about how they could address the issue of homelessness in Edmonton. A year later, the Youth Council launched Heart 2 Art. Working in partnership with groups such as the Canadian Home Builders' Association, Edmonton Region; and the Urban Development Institute, Greater Edmonton Chapter, this project raised funds for Boyle Street Community Services. An art contest for K-12 students on the topic of homelessness raised awareness and culminated in a fundraising gala that raised \$110,000.

Following the success of Heart 2 Art, the City of Edmonton Youth Council Homelessness Sub-Committee has moved on to the Streets Speak Mural Project, a partnership with youth group iPulse and United Way. Working with homeless-serving agencies, this project facilitated the creation of murals by client-artists, which were displayed at City Hall in February 2010 as part of an educational celebration.

### HIP Architects, for Immigration Hall Excellence in Building Design

Working with Hope Mission, Stantec Consulting and Clark Buildings, this project is a vibrant reuse and reinvigoration of a historic building. From its opening in 1930 through the 1970s, the Immigration Hall building served as a welcoming place for new Canadians. Neglected for the better part of 20 years, and condemned and facing demolition 5 years ago, it has been brought back to life through a stunning renovation that incorporates a handicap lift, a green roof terrace, and provides tenants with security and all the basic amenities.

Today, Immigration Hall serves as a safe and welcoming transitional housing facility. With 44 living suites, it serves housing first clients. The building that housed generations of new Canadians as they transitioned to self-sufficiency will now do the same for those who have fallen on hard times.

### Direct Energy – Edmonton Office Exceptional Volunteerism in the Housing Sector

Among its many philanthropic efforts in the past eight years, Direct Energy's Edmonton office and its employees have contributed \$2.5 million and countless volunteer hours to efforts aimed at addressing homelessness and reducing stigmas associated with vulnerable populations. Their notable accomplishments include raising over \$6100 as part of the Raising the Roof toque campaign; and assembling over 500 comfort kits in 2009 for the homeless as part of the Homeless Connect event.

### Ed Lavallee Outstanding Service for the Aboriginal Community

A tireless advocate for the homeless and for Aboriginal peoples, Ed serves the community in many ways. Notably, he provides guidance and hope in his role as an Elder at the Bissell Centre, where he helps homeless individuals reconnect with their culture. In 2009, he brought this service to Homeless Connect, setting up a teepee and securing the assistance of other Elders. Ed's service to the community reflects that having a home goes beyond having a roof over your head; it's about having a place where you can be safe and comfortable.

## Raising The Roof

Homeward Trust is a partner in the toque campaign – an initiative of Raising the Roof, **Canada's only national charity dedicated to ending youth homelessness**. The campaign is built around Toque Tuesday, a national day of awareness on the first Tuesday in February. This year, Homeward Trust sold toques at locations throughout Edmonton, and raised \$4,220 for youth homelessness in the community. Funds raised locally supported the housing first program.



Toque Tuesday

## Homeless Connect

Homeless Connect Edmonton is a broad-based community-inspired initiative. It enables homeless individuals and families, and those at risk of homelessness, to access free appropriate services on one day and at one location.

In 2010, Homeless Connect events were held at the Shaw Conference Centre on May 9th and October 17th.

Homeward Trust coordinates the event, in conjunction with community partners such as the Edmonton Economic Development Corporation (EEDC) and Shaw Conference Centre, and the United Way of the Capital Region.

The objectives of Homeless Connect Edmonton are to:

- Provide and increase access to free appropriate services to homeless individuals and those at risk of becoming homeless, on one day and at one location;
- Act as part of the movement to end homelessness in Edmonton;
- Engage and increase the collaborative involvement of businesses, not-for-profit organizations and other service providers, and individual volunteers to work together to create solutions to end homelessness; and
- Leverage corporate and in-kind donations to support the delivery of Homeless Connect initiatives.

Services provided by Homeless Connect include:

- Mental health assessments;
- Library services;
- Foot care;
- Haircuts;
- Immunizations;
- Birth control;
- Pre-natal support;
- Laundry;
- Housing information; and
- Employment and training services.

### Homeless Connect By The Numbers

- More than 1,100 guests attended the May 9th event
- More than 1,600 guests attended the October 17th event
- More than 70 services were available at each event
- 400 volunteers assisted throughout the day in positions such as greeters, guides, registration and break relief



#### Homeless Connect 4 Statistics

May 9, 2010

**1,156 respondents**

Male: 70.1%

Female: 29.5%

Transgendered: 0.4%

Aboriginal: 52.6% (identify themselves as Aboriginal)

Homeless: 51.9% (identify themselves as homeless)

Of these individuals:

- 40.3% were currently using shelters
- 31.5% had been homeless for 3 years or more
- 39.1% were not currently homeless, but had been homeless before
- 56.6% of respondents were living indoors and believed their current living situation was threatened

#### Homeless Connect 5 Statistics

October 17, 2010

**1,603 respondents**

Male: 66.2%

Female: 33.4%

Transgendered: 0.4%

Aboriginal: 56.3% (identify themselves as Aboriginal)

Homeless: 51.6% (identify themselves as homeless)

Of these individuals:

- 35% were using shelters
- 33.1% had been homeless for more than 3 years
- 38.6% were not currently homeless, but had been homeless before
- 40.8% of respondents were living indoors and believed their current living situation was threatened

# Elaine

Elaine left home at 15. All she wanted to do was drink and party. Eventually, she ran out of favours, and places to go. At 19, she had a \$1000 a day drug habit, and was working the street. She spent the next two decades on and off the street, crashing at different places, sleeping under stairwells. She eventually settled at the YMCA.

**“I didn’t feel like I deserve my apartment.  
I felt so unworthy of everything.”**

After 4 years, she wanted to move into permanent housing. She had been badly raped and abused, and spent 4 months in the hospital. The housing first team at the Jasper Place Health and Wellness Centre set her up with an apartment, and has been providing supports for the past year.

When asked about what the Centre had done for her, she said “I had nothing. They did all this.” After a year in housing, Elaine acknowledges it’s still a struggle, but she’s getting settled in her new life. She’s sober, and comfortable in her apartment.

She has goals now. She wants to take a course in Anthropology. She talks about volunteering at the Jasper Place Health and Wellness Centre, though when she stops by, she notices that there are fewer people in the drop-in centre. Many of the faces she used to see are now in permanent housing.

After a lifetime on the streets, Elaine is in permanent housing, and growing as a person every day. She’s just one of more than a 1000 success stories who have been part of the housing first support program.





# Housing Supports

An essential part of the answer to homelessness is housing. However, other supports are often needed to address the issues that have contributed to a person's housing challenge. These issues may include addictions, mental or physical health issues.

## Housing First

Homeward Trust believes that every person has the right to a safe, secure home. Our work embraces the principle of housing first. This principle is at the core of the provincial 10-year plan to end homelessness, and Edmonton's 10-year plan to end homelessness.

Homeward Trust officially started its housing first support program on April 1, 2009. In this program, the focus is on ending homelessness by providing permanent housing and follow-up support. Individuals who are experiencing homelessness are housed first and then provided with appropriate supports. A minimum of 12 months service is provided. Clients are stabilized, and then transitioned to a reduced level of support. The final stages of the program involve making plans to discharge the client, once they reached a level of self-sufficiency.

In support of the housing first program, Homeward Trust provides a number of services to teams and clients, including:

- **Training and Support for Housing First Teams**  
Homeward Trust is committed to helping its partners and funded agencies succeed. An essential component for success is training and education for housing first workers. Regular sessions cover topics such as the core concepts of housing first, Aboriginal diversity, and motivational interviewing. Homeward Trust is in the process of building an online training and resource website to better support housing first teams
- **Rental Assistance Program**  
Homeward Trust coordinates a rental assistance program for housing first clients in need. While clients pay the majority of their costs, many need assistance for a period of time while they transition to independence. At the end of

2010, 400 households – either graduated or in the program – were receiving rental assistance. This is around 60% of all households who have participated in the program.

- **Efforts to Outcomes**  
Efforts to Outcomes (ETO) is used to track client data and progress, and to report to Alberta Housing and Urban Affairs on the progress being made locally to end homelessness. A case management tool, ETO allows front line workers to track success and set service priorities. It has become the Homeless Information Management System that has been implemented in Edmonton. In addition to reporting, it provides us a better understanding of our clients' demographics, needs, and how we can better serve them.

## Find: Furnishing Hope

To better support clients when they move into housing, Homeward Trust operates Find: Furnishing Hope - a furniture market. Relying primarily on donations from citizens and corporations, Find provides essential furnishings free of charge to the client. After intake, and prior to moving into housing, a client will visit the furniture market with a worker. They will be able to pick out couches, kitchen supplies, and other essentials, which are then delivered to their new home as close to moving day as possible. These donations, and the ability to provide furniture free of charge to clients, are a critical component of ensuring clients remains successfully housed. By eliminating this start-up cost, we reduce the financial stress that would otherwise accompany the move.

Working with community partners, Homeward Trust operates Find as a social enterprise. The furniture market will continue to serve clients, but will also sell furniture to the public, with proceeds reinvested back into housing and support programs.

# Furnishing hope.



Furniture Bank



## Interim Housing

In some cases, people are in need of short-term housing, either while long-term housing is being secured or while they wait for long-term housing to become available. Some examples of interim housing are:

- George Spady Centre's George's House – This provides space for people waiting to enter a recovery program.
- Hope Mission's Youth Transition Program – This provides supports to young people who are working on finding permanent housing.

## Housing First Success

Throughout 2010, eleven teams at agencies across Edmonton delivered the housing first support program. Teams used either the Intensive Case Management (ICM) or Assertive Community Treatment (ACT) model.

In April, DiverseCity, the newest team, began housing clients using the ACT model. This partnership is funded through Safe Communities (Alberta Justice), with staff provided by Alberta Health Services. It's another example of how ending homelessness goes beyond housing and the importance of collaboration from all areas.

### Individuals housed from April 1, 2009 – Dec 31, 2010 (All Agencies)

People Moved into Housing – 1215

% successfully remain in housing – 80%

153 families, counting 416 people (189 children)

46% are Aboriginal

Male – 624(54.4%), Female – 515(44.8%), Transsexual – 8(0.006%)

Chronically Homeless at intake – 46%

### 2010 Housing First Teams

- Bissell Centre
- Boyle McCauley Health Centre - Pathways to Housing
- Boyle Street Community Services
- DiverseCity Housing – Alberta Health Services
- E4C Case Management Team
- E4C Crossroads Downtown
- George Spady
- Hope Mission – Rapid Exit Team
- HUB Housing Support Services
- Jasper Place Health and Wellness Centre
- Bill Rees YMCA



# Financial position.



# Report of the Independent Auditor on the Summary Financial Statements

To the Board of Directors **Homeward Trust Edmonton**

The accompanying summary non-consolidated financial statements, which comprise the summary statement of financial position as at December 31, 2010, the summary non-consolidated statements of operations and fund balances for the year then ended are derived from the audited financial statements of Homeward Trust Edmonton for the year ended December 31, 2010. We expressed an opinion with reservation on those financial statements in our report dated May 30, 2011. Those financial statements, and the summary financial statements, do not reflect the effects of events that occurred subsequent to the date of our report on those financial statements.

The summary financial statements do not contain all the disclosures required by Canadian generally accepted accounting principles. Reading the summary financial statements, therefore, is not a substitute for reading the audited financial statements of Homeward Trust Edmonton.

## **Management's Responsibility for the Summary Financial Statements**

Management is responsible for the preparation of a summary of the audited financial statements in accordance with Canadian Audit Standard (CAS) 810.

## **Auditor's Responsibility**

Our responsibility is to express an opinion on the summary financial statements based on our procedures, which were conducted in accordance with Canadian Audit Standard (CAS) 810, "Engagements to Report on Summary Financial Statements."

## **Opinion**

In our opinion, the summary financial statements derived from the audited financial statements of Homeward Trust Edmonton for the year ended December 31, 2010 are a fair summary of those financial statements, in accordance with Canadian Audit Standard (CAS) 810.

**Coyle & Company**  
*Chartered Accountants*

May 30, 2011  
Edmonton, Alberta

# Summary Non-Consolidated Financial Statements

December 31, 2010

Results from Operations	Unrestricted General Fund	Externally Restricted Fund	Restricted Administrative Reserve	2010	2009 (Restated)
<b>REVENUE</b>					
Government of Canada	-	\$6,803,256	-	\$6,803,256	\$10,997,055
Province of Alberta	-	\$11,827,513	-	\$11,827,513	\$6,744,487
City of Edmonton	-	\$4,835,696	-	\$4,835,696	\$2,735,542
Administrative Fees and Rent	\$197,000	-	-	\$197,000	\$62,500
Donations and Fundraising	\$109,539	-	-	\$109,539	\$47,665
Interest	\$28,565	-	-	\$28,565	\$8,422
	\$335,104	\$23,466,465	-	\$23,801,569	\$20,595,670
Projects(Schedule 1)	\$207,414	\$19,447,388	-	\$19,654,802	\$17,103,903
<b>EXPENDITURES</b>					
Salaries and Benefits	\$87,751	\$1,452,649	-	\$1,540,400	\$1,026,898
Rent and Occupancy Costs	-	\$184,679	-	\$184,679	\$175,927
Professional Fees	-	\$109,547	-	\$109,547	\$125,544
Telephone	-	\$63,563	-	\$63,563	\$75,015
Office and Other	\$11,198	\$64,690	-	\$75,888	\$55,611
Promotional	\$45,954	-	-	\$49,954	\$45,427
Repairs and Maintenance	-	\$3,967	-	\$3,967	\$43,053
Travel	-	\$43,418	-	\$43,418	\$42,328
Insurance	-	\$30,988	-	\$30,988	\$19,128
Training and Recruitment	-	\$33,518	-	\$33,518	\$18,295
Amortization	\$29,004	-	-	\$29,004	\$14,414
	\$177,907	\$1,987,019	-	\$2,164,925	\$1,641,640
<b>EXCESS(DEFICIENCY)</b>	<b>(\$50,217)</b>	<b>\$2,032,058</b>	<b>-</b>	<b>\$1,981,841</b>	<b>\$1,850,124</b>
Fund Balances, Beginning of Year Interfund Transfers	\$907,703	\$1,558,624	\$925,000	\$3,391,327	\$1,541,203
<b>FUND BALANCES, END OF YEAR</b>	<b>\$857,486</b>	<b>\$3,590,682</b>	<b>\$925,000</b>	<b>\$5,373,168</b>	<b>\$3,391,327</b>

<b>Financial Position Assets</b>	<b>2010</b>	<b>2009 (Restated)</b>
Cash and Short Term Investment	\$6,635,223	\$15,025,937
Accounts Receivable	\$13,501,277	\$8,654,617
Prepaid Expenses	\$33,212	\$17,289
Due from Subsidiary	\$1,225,107	\$751,514
Land Held for Development/Sale	\$1,385,004	-
Investment in Subsidiary	\$1	\$1
Equipment/Net	\$72,426	\$55,468
	<b>\$22,852,250</b>	<b>\$24,534,826</b>

<b>Liabilities and Net Assets</b>	<b>2010</b>	<b>2009 (Restated)</b>
Accounts Payable and Accrued Liabilities	\$261,845	\$123,268
Deferred Revenue	\$17,217,237	\$21,020,231
	<b>\$17,479,082</b>	<b>\$21,143,499</b>

<b>NET ASSETS</b>	<b>\$63,563</b>	<b>\$75,015</b>
Unrestricted Net Assets		
Unrestricted General Fund	\$857,486	\$907,703
Externally Restricted Fund	\$3,590,682	\$1,558,624
Internally Restricted:		
Administrative Reserve Fund	\$925,000	\$925,000
	\$5,373,168	\$3,391,327
	<b>\$22,852,250</b>	<b>\$24,534,826</b>



<b>Other Housing Initiatives</b>		
<b>Community Initiatives</b>		
	Conference - The Road Home	\$126,348
	Community Plan Commitments	\$56,491
	Homeless Connect	\$24,696
	Homeless Count	\$21,077
	Research and Evaluation	\$82,946
<b>Capital - By Agency</b>		
	Canadian Mental Health Association	\$3,250,000
	Capital Region Housing Corporation	\$183,125
	Edmonton Inner City Housing Society	\$2,426,427
	Excel Society	\$20,000
	Jasper Place Health and Wellness Centre	\$1,619,940
<b>Supports - By Agency</b>		
	Alberta Health Services	\$60,060
	Allendale House	\$89
	Bissel Centre	\$485,700
	Boyle McCauley Health Centre	\$1,414,478
	Boyle Street Community Services	\$1,560,603
	E4C	\$1,568,859
	Edmonton MATHS	\$96,600
	Edmonton John Howard Society	\$542,708
	Edmonton Mennonite Centre For Newcomers	\$108,541
	Furniture Bank	\$719,094
	George Spady Centre	\$400,826
	Homeless Info Data Managment	\$41,617
	Hope Mission	\$909,270
	Housing First Team Development	\$152,042
	Jasper Place Health and Wellness Centre	\$1,340,194
	YMCA	\$415,260
	Rental Assistance	\$976,623
	Umisk Receivership	\$159,458
<b>Winter Emergency</b>		
	Boyle Street Community Services - Drop In	\$412,789
	Boyle Street Community Services - Van	\$204,405
	Jasper Place Health and Wellness Centre - Drop In	\$95,723
	Salvation Army - Drop In	\$100,340
	Fort Road Victory Church - Drop In	\$38,641
	Mosaic Centre - Drop In	\$39,832
<b>TOTAL HOUSING PROJECTS</b>		<b>\$19,654,802</b>

# Thank You

## Acknowledgements

**Board of Directors** Martin Garber-Conrad, Chair; Clayton Kootenay, Vice-Chair; Michael Phair, Treasurer; Sharon Buckley-Tkach; Gilman Cardinal; Julian Daly; Sarah Pocklington; Harold Robinson; Victor Tanti

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opening doors. building hope.

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