



homeward trust
edmonton
opening doors. building hope.

2011 ANNUAL REPORT



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The Journey

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Homeward Trust Edmonton started its journey as the Edmonton Joint Planning Committee on Housing and the Edmonton Housing Trust Fund. In 2008 the two bodies were consolidated to form a non-profit community based organization – Homeward Trust Edmonton. Priorities included community involvement, Aboriginal engagement, monitoring processes and innovative development. Fueled by determination, the journey has produced successful results, as well as unveiled many new challenges. Through all the growth and change we held steadfast to our goal of ending homelessness. While taking time to celebrate the milestones, we also continually refined our plan to address the ever-changing landscape of homelessness. The challenges that we as an organization have overcome have defined our character and strengthened our cause, laying a solid foundation for us to carry on towards the goal.

2011 has seen us grow as an organization and in our understanding of homelessness. We have built resources and expanded data collection and analysis, resulting in an enhanced awareness of the issues.

Our research and teachings have provided greater insight of how to best deal with the root causes of homelessness and how to incorporate culturally appropriate resources for clients. Ceremony, circle process and Elder guidance have helped us to gain an understanding of current circumstances, and given us the clarity, protocols and framework to put new programs in place.

We have made great strides in combating the current homelessness situation in Edmonton. With the success of initiatives such as the Housing First Support Program, Homeless

Connect and FIND, we have built additional capacity, and added new and specialized teams to augment our work.

Our journey is far from over. We have many successes to celebrate and challenges to overcome ahead. We also want to recognize the many people, organizations and stakeholders who make what we do possible. Without their support, understanding and faith, we wouldn't be as effective in our efforts to end homelessness. A big thank you for helping us achieve new heights in 2011, onward and upward from here.

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

Susan McGee
Executive Director
Homeward Trust Edmonton



Letter from the Board Chair & Executive Director

When we reflect on 2011, we are reminded of the strength of our community. We have been fortunate to work with passionate and committed volunteers who support us in our goal every step of the way. From our active committee members to our hundreds of event volunteers, each contribution is invaluable to our success as an organization. Thank you for your dedication and support.

2011 was a year to build on our achievements and share knowledge with our community. We strengthened ties with our agency and funding partners to ensure we produced positive outcomes for our community, delivered essential services through leading programs such as Housing First and FIND, and provided increased access to training and professional development opportunities.

Now, three years into the 10 year plans to end homelessness, we are preparing for a new phase - one that will enhance our training programs, promote further sharing of best practices and undertake more detailed analysis of the data we collect.

There remains a very high need for permanent supportive housing, and that is one of our priorities going forward.

We recognize that our success could not be achieved without strong partnerships with government, housing and service providers and the entire community. These relationships are pivotal to our achievements, and the encouragement exhibited has helped to map our course for solutions to the complex issues surrounding homelessness.



Who We Are

At its core, Homeward Trust is a community-based organization of individuals coming together to realize the goal of ending homelessness in Edmonton. To achieve our goal, Homeward Trust provides leadership and resources to fund and coordinate innovative housing and support projects throughout the city. We work closely with all orders of government, community agencies, stakeholders and volunteers, so that every day brings us closer to a brighter future - a future without homelessness.

Our Unique and Effective Structure

Beginning with the Nominating Committees, Homeward Trust operates under a very unique governance structure. 4 of 9 positions on the Board of Directors are held by Aboriginal community members.

Nominations to the Board are made by our Aboriginal Nominating Committee and our

Nominating Committee. The composition of these committees is from various levels of government, non-profit organizations, private sector and multiple Aboriginal regions and nations.

The Board of Directors is responsible for making all project funding decisions. They are provided with valuable advice and expertise from the following committees:

- Project Review Committee
- Aboriginal Advisory Council
- Community Plan Committee

All our other volunteer committees are also instrumental to our successes and include many representatives from our community. They meet on a regular basis and are active in refining best practices as we progress toward the goal of ending homelessness in Edmonton.





We have organized our work to reflect 6 main streams. This supports our efforts to move forward toward ending homelessness.

In these efforts, we work closely with all orders of government, community agencies and supporters, and the Edmonton Homeless Commission who, on behalf of City Council, advocates, benchmarks progress and enlists the support of decision-makers and the public in implementing Edmonton's plan to end homelessness.

These partnerships are crucial to success in implementing both 10 year plans - the Government of Alberta's *A Plan for Alberta* and the City of Edmonton's *A Place to Call Home*, the *Edmonton Area Community Plan on Housing and Supports: 2011 - 2015* and the Government of Canada's Homelessness Partnering Strategy.





Aboriginal Relations

Engagement with Aboriginal populations is a fundamental part of Homeward Trust's journey to ending homelessness in Edmonton. The City's geographic location within the borders of the Confederacy of Treaty 6 First Nations and being the nearest major centre to the Treaty 8 First Nations of Alberta and Métis settlements in northern Alberta makes it a desirable choice for relocation amongst Aboriginal populations.

With Edmonton's growing urban Aboriginal population, building strong relationships, creating opportunities and respecting the healing process are all focus areas for Homeward Trust. Our learnings have taught us that healing is best accomplished by reconnecting with traditional and appropriate Aboriginal practices.

Of great concern to Homeward Trust is that 40% of Edmonton's homeless population is Aboriginal. Striving toward a stronger and healthier future, our work with community agencies and other organizations involved in truth and reconciliation is of great importance.

2011 Highlights

Aboriginal Representation and Consultation

Aboriginal communities, groups and individuals were vital in the research and development of the *Edmonton Area Community Plan on Housing and Supports: 2011 - 2015*. Powerful insights were gained by all the different cultures coming together in Ceremony and the circle process. During the circle process, all aspects of human experience are explored, resulting in greater levels of empathy and respect amongst the participants.

Blue Quills Research Project

Homeward Trust contracted Blue Quills First Nations College - Research and Program Evaluation Partnership to conduct a study on the experience of Aboriginal participants in the Housing First Support Program. From this study came the report *Perspectives on the Housing First Program with Indigenous Participants*. This groundbreaking report has provided increased awareness and a greater understanding on the

impacts of trauma faced by our indigenous peoples. Based on this report, Homeward Trust is embracing culturally appropriate services for Aboriginal clients.

Evaluation

Collection of data has allowed Homeward Trust to make huge strides forward with understanding Aboriginal clients and their needs. One example is the ethnicity breakdown that informs us as to where the existing urban Aboriginal population originated. This allows us the opportunity to make contact with a particular region or nation to reconnect individuals with their heritage.

- ▶ Aboriginal community members currently account for 40% of Edmonton's homeless population.



We Walk Together

Looking Forward

Continued knowledge-sharing with community agencies will lead to greater understandings of spiritual and cultural dimensions of Aboriginal peoples. On-going improvement of program delivery will produce the best possible outcomes for our Aboriginal clients.

Shared learning and continued participation in Aboriginal specific workshops will feed the hunger for a greater understanding of what drives Aboriginal homelessness.

Homeward Trust continues to collaborate with organizations in the development of new housing units that will support Aboriginal well-being.



Tasha Novick **Case Coordinator** **George Spady Centre** **Clinical Access Team**

From the planning stages, Tasha describes her work with Homeward Trust as a wonderful collaboration. Together we ask the questions: What are the needs of our Aboriginal clients? What can we do to meet the needs of our community? “We have a lot to learn”, explains Tasha Novick, Case Coordinator - George Spady Centre Clinical Access Team “and we gain understanding through our clients each and every day”.

The initiatives that Homeward Trust has taken allow linkages to be created where there would normally be barriers. Through her work, Tasha has recognized that intergenerational trauma is evident. “The healing journey is difficult; it is an empowering process”, shares Tasha “and I am honoured to walk this path with my clients”.

The on-going training, cultural teachings and work with Elders that Homeward Trust has provided are something that Ms. Novick looks forward to. “I cannot express how important the learning journey is to our work.” She describes the collaborative work as us holding on to each other to build a bridge to empowerment and reciprocal support.





Housing Development

Homeward Trust funds and coordinates the development of new housing units, access to market housing units, and works with landlords and property management companies to secure rental units. Working closely with our partners, Homeward Trust leverages funds, maximizing their impact while attracting additional investments. This approach has proven successful, with our funds going towards the creation of more than 1900 new units since 2001, by providing \$82 million in funding towards 84 new housing developments. Since 2009, we have aided clients in accessing more than 800 supported units, facilitated in large part through the landlord relations component.

2011 Highlights

Landlord Relations

Toward our goal of ending homelessness in Edmonton, Homeward Trust realizes the need to work proactively with landlords to ensure housing in market properties are available to clients. Landlord relations are a vital part of our strategy and fundamental to the success of our journey. Landlords work closely with Homeward Trust and the Housing First teams as they move clients from homelessness into permanent places to call home. This collaboration between landlords, Homeward Trust and the Housing First teams provides an open, honest dialogue to foster success and monitor ongoing progress of the program and its participants.

Homeward Trust works with more than 100 different landlord and property management companies to secure access to market rental units for clients across Edmonton.

Project Development

Homeward Trust invests in projects and community proponents that increase availability of housing units for homeless and at-risk people. This approach takes many forms.

In 2011, Homeward Trust embarked upon a new partnership with the Government of Alberta's Persons with Developmental Disabilities (PDD) program. With funding through the program, Homeward Trust secures properties where clients discharged from Alberta Hospital can live independently. The first properties were purchased in late 2011.

Homeward Trust is also moving forward with a project to provide housing for homeless youth. This project will provide transitional housing for 18 homeless or at-risk youth, and be operated by the Edmonton John Howard Society. The purchase of the building was approved in November 2011. We have also acquired a



15-unit apartment building to provide housing and culturally appropriate support services for our Aboriginal clients. Both buildings will open in 2012.

Projects Underway

Hope Mission, Housing First Apartment Complex

Construction is underway on what will become a 52-unit, 5-storey long term supportive apartment complex. Housing units will be provided to singles, childless couples and seniors that face barriers such as addictions and issues with mental health; have physical and/or developmental disabilities; suffer from abuse; or have financial or criminal justice issues.

Funding provided by the Government of Alberta and Homeward Trust through the Government of Canada's Homelessness Partnering Strategy.

“Long term, safe and affordable housing options for people living with mental illness create real opportunities for community integration and participation in community life. We are proud to partner with Homeward Trust Edmonton to realize the potential of the Edward Street project.”

Ione Challborn,
Executive Director of Canadian
Mental Health Association –
Edmonton Region





Housing Development

Edmonton Inner City Housing Society, North Point

North Point is a 27-unit apartment complex for singles and couples on low incomes who may have addictions, mental health issues, dual diagnosis, and/or developmental needs. North Point began its occupancy in early spring 2012.

Funding provided by the Government of Alberta and Homeward Trust through the Government of Canada's Homelessness Partnering Strategy.

Edmonton Inner City Housing Society, Elmwood Park Family Housing

Elmwood Park Family Housing is a 4-unit, 5-bedroom multi-family housing complex located in north Edmonton. The complex, slated for occupancy in the summer of 2012, will provide housing for large families who are at risk of homelessness or who are experiencing homelessness.

Funding provided by the Government of Alberta and Homeward Trust through the Government of Canada's Homelessness Partnering Strategy.

Edmonton Inner City Housing Society, 82St Housing

Construction, slated for completion in fall 2012, is underway for this 14-unit stacked row housing complex located in north Edmonton. The complex will provide units for singles, couples, and families experiencing homelessness.

Funding provided by the Government of Alberta and Homeward Trust through the Government of Canada's Homelessness Partnering Strategy.

Completed Projects

Edward Street – May 2011

Edward Street allows people living with mental illness the ability to live independently with support close at hand. This 27-unit building, operated by the Canadian Mental Health Association, offers self-contained bachelor suites with 7 units being barrier-free.

Funding provided by Homeward Trust through the Government of Canada's Homelessness Partnering Strategy and the City of Edmonton's Cornerstones funding.

Opened Projects

Canora Place - March 2011

Canora Place, operated by Jasper Place Health and Wellness Centre, is a 30-unit apartment building providing independent living to previously homeless participants of the Housing First Support Program. New hope is provided in this clean, safe environment.

Funding provided by Homeward Trust through the Government of Canada's Homelessness Partnering Strategy and the City of Edmonton.

- ▶ Homeward Trust has funded the creation of more than 1900 new units, providing \$82 million in funding towards 84 new housing developments and helping clients gain access to more than 800 supported units.



Boardwalk is a Proud Partner

Looking Forward

Homeward Trust continues to work with community partners to create new housing units, and increase access to existing ones. In particular, the focus going forward is on the creation of a greater number of permanent supportive housing units, and that appropriate housing is available for everyone in need – particularly for Aboriginal peoples.



David McIlveen Director of Community Development Boardwalk Rental Communities

Boardwalk Rental Communities was an eager participant during the initial discussions with Homeward Trust regarding the 10 year plans to end homelessness and was one of the first to put up their hands offering to get involved. With their sizable portfolio of properties, Boardwalk found a way to assist. “We can provide housing to help,” explains David McIlveen, Director of Community Development with Boardwalk, “but we cannot provide the support services.”

Boardwalk’s journey with Homeward Trust has been rewarding. “Getting to know the Housing First tenants and interacting with them is gratifying,” states David McIlveen. If questions arise, Boardwalk takes comfort in knowing that they always have someone to call – someone can provide answers.

When asked how Boardwalk’s journey will continue with Homeward Trust, Mr. McIlveen affirms that their goals are similar to Homeward Trust’s, which is to eliminate homelessness by providing permanent housing. “We are in this as long as Homeward Trust is - we are in it for the long term.”



Planning & Research

Homeward Trust uses an evidence-based approach to inform its work. Through research and community planning, funded programs are able to serve clients in the most informed, effective and respectful manner.

2011 Highlights

Community Plan

Coordinating the development of the Community Plan is a responsibility of Homeward Trust. Following a consultative, deliberative process, the *Edmonton Area Community Plan on Housing and Supports 2011 - 2015* was approved in September 2011.

This plan outlines the goals and strategies of the Edmonton area community to meet housing and support needs for the next 5 years. It also acts as an invaluable guide towards strengthening the information base upon which funding, implementation and future planning decisions are made. The vision for the plan is to ensure community partners work collaboratively so every person in Edmonton

has the opportunity for affordable, safe, adequate housing with access to supports for to enjoy a good quality of life.

The Community Plan Committee included more than 20 stakeholder groups. Additionally, more than 350 people participated in consultation sessions that informed the plan's developments.

Homeward Trust's involvement with the Community Plan does not end with its development. Homeward Trust will continue to

work with the community on the implementation, monitoring and evaluation of the plan over the next 5 years.

Research

Homeward Trust carries out its research activities through the Research Committee consisting of community stakeholders, researchers and interested participants. This impartial group develops the annual research agenda, provides guidance and awards community-based research funds for local projects.

Research Projects Funded by Homeward Trust 2011:

The Housing Situation of Adults Being Discharged from Correctional Facilities in the Greater Edmonton Area

Project Lead: Mustard Seed of Edmonton

Project Partner: Dr. Jana Grekul, Department of Criminology, University of Alberta

Target(s): People Leaving Corrections

The Mustard Seed and Dr. Jana Grekul will conduct a research study investigating the housing status of adults being discharged from correctional facilities in the Greater Edmonton Area.





▶ 325 previously homeless Edmontonians were housed through the Housing First Support Program in 2011.

325

Intensive Case Management Considerations to Improve Housing Stability Amongst Women Involved in High Risk and/or Exploitive Situations

Project Lead: OrgCode Consulting Inc.

Project Partner: E4C

Target(s): Women in High-Risk or Exploitive Situations

E4C and OrgCode will use multiple research methods to explore the experiences of this group, served by E4C's Housing First team, in order to better meet their needs and improve long-term housing stability.

Understanding Tenancy Failures and Successes

Project Lead: Edmonton Social Planning Council

Project Partner: Edmonton Coalition on Housing and Homelessness

Target(s): Non-Market Housing Providers

Research will be conducted into factors contributing to tenancy failures and successes, from the perspectives of residents, front-line staff, and non-market and private sector landlords.

A Visual Narrative Inquiry Concerning the Experience of At-Risk Youths and Mental Health Services

Project Lead: Drs. Solina Richter and Vera Caine, Faculty of Nursing, University of Alberta

Project Partner: iHuman

Target(s): High-Risk Youth, People with Mental Illness and/or Addictions

The goals of this visual narrative inquiry (VNI) are to explore homeless and at-risk youth's perceptions and experiences of mental health issues, providing insights into the experiences, mental health challenges, support systems, thought processes, and emotional states of participating youth.

Pathways to Housing - Edmonton: A Homelessness Housing Initiative

Project Lead: Boyle McCauley Health Centre

Project Partner: Alberta Health Services - Mental Health & Addiction

The research objectives of this project are to understand the needs of Pathways to Housing -

Edmonton participants and to examine the longitudinal effects of stable housing on this cohort, generating data that will enable researchers to compare findings with the Mental Health Commission of Canada's At Home/Chez Soi multi-site project.

Cornerstone Apartments: An Innovative Housing Project with People with Concurrent Disorders

Project Lead: Alberta Health Services - Mental Health & Addiction

Project Partner: None

Target(s): People with Mental Illness and/or Addictions

The purpose of this study is to develop a conceptual framework for exploring how community receptivity and support influence women's progress toward independent living, focusing on how the Cornerstone Apartment Program has helped participants in achieving this goal.



Planning & Research

Data

Housing First Support Program

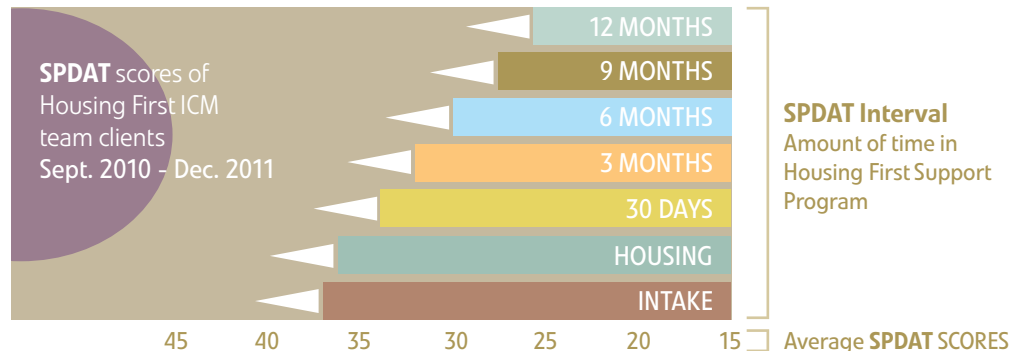
Data collection and analysis of the Housing First Support Program provides the most current evidence that is then used to evaluate and refine program content. The knowledge gathered is examined by working groups, committees and frontline workers to continuously improve delivery methods. Of the over 1750 people housed to date, 325 previously homeless Edmontonians were housed through the Housing First Support Program in 2011. 43% of the people housed were of Aboriginal descent. Homeward Trust uses the Service Prioritization Decision Assistance Tool (SPDAT) to prioritize services to Housing First clients. The SPDAT assesses 15 different dimensions of a person's life, including mental and physical health, life skills, history of homelessness and other aspects of life that affect risk and support needs.

Higher scores reflect a greater number and/or severity of risks factors or issues faced by a person. The SPDAT is used when a client enters the program, when they are housed and at various intervals from that point forward. Analysis of SPDAT scores for clients of 6 Housing First Intensive Case Management Teams shows that the average SPDAT score decreases at each interval after client intake. Clients who have been in the Housing First Support Program for

12 months record on average fewer, and less intense, risk factors than clients at intake.

Efforts to Outcomes

Efforts to Outcomes (ETO) is the Homeless Information Management System implemented in Edmonton. Frontline workers use ETO as a case management tool, recording key client information, case notes and the time they





Homeward Trust Provides Collaborative Leadership

spend working with clients. The data helps improve the understanding of client demographics and needs, their journeys out of homelessness and how they can be better served. Homeward Trust is taking steps to expand the use of ETO beyond Housing First; in November 2011, a project was approved with Native Counseling Services of Alberta to use ETO to monitor the outcomes of one of their programs.

Looking Forward

Following approval of the Community Plan, implementation planning and execution work began in early 2012, and will continue throughout the year.

This year's upcoming Homeless Count, the first since 2010, will further inform the work that lies ahead with Homeward Trust's journey to end homelessness.



Katie Soles President and Owner Soles and Company

Consulting with the Mayor's Leadership Committee to End Homelessness, Katie Soles was introduced to Homeward Trust. "It was there that I realized the complexity of ending homelessness", remarks Ms. Soles. She goes on to comment that Homeward Trust has shown a deep commitment to our community and have been instrumental in providing leadership and innovative solutions for this complicated issue.

Meeting again on the Mayor's Taskforce on Community Safety, "Homeward Trust demonstrated that housing and, safe and healthy communities, were inextricably linked," explains Katie Soles, "and offered thoughtful perspectives on how to integrate housing into the overall community safety strategy."

Soles and Company consulted on the creation of the *Edmonton Area Community Plan on Housing and Supports: 2011 - 2015*. Led by Homeward Trust, the Community Plan Committee used non-traditional consultation processes that deepened the dialogue and put community solutions into the plan.

Katie Soles is now an active volunteer with Homeward Trust and values her relationship with the organization.





Support Services

Housing is the answer to the question of how we end homelessness. However, there are many other factors that contribute to successful outcomes. For many experiencing homelessness, there are a myriad of other issues they may face, including addictions, mental and/or physical health problems and economic challenges. Providing supports that assist clients in maintaining housing, and transitioning – to the best of their ability – into independence, is a key component of ending homelessness.

2011 Highlights

New Housing First Teams

In 2011, Homeward Trust approved funding for Nikihk, a new Aboriginal Housing First team. This new team, operated by the Bent Arrow Traditional Healing Society, will increase Housing First's participation capacity by 80 people and incorporate an indigenous approach within the Housing First core concept model. The primary focus of the team will be to provide services to First Nations, Métis, Inuit and Non-Status individuals and families experiencing homelessness. The services will be based on traditional teachings, culturally-informed and spiritually-guided. This creates a greater connection between the client to their culture and enhances their healing journey towards sustainability in housing and creating a home.

Another success has been the creation of the George Spady Clinical Access Team (Spady CAT). The team is charged with assisting clients with health, mental illness and addiction issues. The structure of this team was developed from evidence-based practices of other service models with similar mandates.

Spady CAT is a resource to Housing First participants that have acute or chronic clinical needs that are impacting their ability to sustain their housing. The team works closely with the other Housing First teams, providing their clients with established health, mental health and addiction services. All clients are integrated into established community clinical services whenever possible and appropriate.

George Spady LIHFT team, a rapid exit program for men leaving the Gunn Centre, was



Balanced and Transparent Exchanges



Mark Holmgren Chief Executive Officer Bissell Centre

The Bissell Centre's mission states: Working with others, we empower people to move from poverty to prosperity. Their vision is to eliminate poverty in our community. Like Homeward Trust's vision to end homelessness, these are lofty goals. Mark Holmgren has appreciated the direct nature of the relationship with Homeward Trust. "We engage in real and honest conversations that lead us to figure out the challenges together," shares Mr. Holmgren.

Measurements are critical, and the Bissell Centre values Homeward Trust's attention to data and the realistic measurements that the reports provide.

Mark Holmgren looks forward to the opportunity for continued dialogue, the contributions that the Bissell Centre can make towards the implementation of the *Edmonton Area Community Plan on Housing and Supports: 2011 - 2015*, as well as the creating shared solutions.

established in October 2011. It provides assistance to clients in securing and maintaining housing, assisting men in their move from the centre to full inclusion in the community. This is important as it provides an avenue to discharge clients from the Centre with assurance that they will have housing.

Coordinated Intake

Homeward Trust's coordinated intake function affords greater accessibility to the Housing First Support Program; it serves as a referral point



▶ 136 Aboriginal clients were successfully housed through the Housing First Support Program in 2011.

136





Support Services

that connects people in need with Housing First teams and other permanent housing outcomes.

Rental Assistance

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. Homeward Trust is also developing a rental assistance program for Housing First graduates with need, to ensure they maintain their housing stability upon completion of the program.

Training

Homeward Trust facilitates training sessions and workshops for Housing First teams and community agencies on a regular basis. This practice allows us to create an environment of

understanding, openness and respect for all engaged with our journey to end homelessness. A variety of topics have been addressed through the training sessions and workshops, including: various mental health topics, employment services, financial literacy, crisis intervention and psychological first aid. Homeward Trust works closely with Aboriginal Elders for guidance and leadership. Aboriginal Diversity Training is attended by all Homeward Trust staff and Housing First support workers. Additionally, circles of practice around motivational interviewing have developed – a key skill for workers to have in supporting clients.

Assertive Outreach

As part of Chief of Police Rod Knecht's on-going Violence Reduction Strategy, the Edmonton Police Service (EPS) has been facilitating

monthly deployments of the Community Action Team (CAT), a partnership with more than 20 community organizations, including Homeward Trust. Beginning in September 2011 and occurring once a month, each deployment has a three-pronged focus.

Prevention - through the use of community education;

Intervention - by bringing agencies and volunteer groups to the vulnerable population in need;

Suppression - through the use of targeted police enforcement and an overwhelming amount of positive resources.

Through its involvement in this initiative, Homeward Trust provides access to housing for people in need, connecting people to interim and transitional units, as well as coordinated



intake, as a means to achieving permanent housing. In the first 4 deployments from September to December 2011, more than 20 people received direct linkages to housing.

Looking Forward

Homeward Trust continues to pursue enhancements to the Housing First Support Program, in particular with how clients can access the program. A liaison worker builds bridges with drop-in centres and other agencies that do not have a Housing First team, creating an avenue through which their clients

can connect to the program. The coordinated intake function continues to be expanded and refined, ensuring greater access to housing for those in need. Nikihk will share learnings and expertise with all the Housing First teams, ensuring greater overall service is provided to Aboriginal clients throughout the program.



21

- ▶ During the first 4 months of the program, housing linkages have been provided to 21 individuals.





Winter Emergency Response

Living in Edmonton means surviving winter - not an easy challenge when you don't have a home to keep you warm and shelter you from the harsh winter elements. Homeward Trust funds and coordinates, with government and community partners, the Winter Emergency Response program. The program offers individuals and families safe and warm refuge from the cold winter days and nights by extending the hours of operation for some of the Edmonton area drop-in centres. It also provides clients with access to hot nutritional meals, medical assistance, winter clothing and referrals to additional agencies. To extend the reach of the program for people who are unable to locate or get to a centre, the program also provides the Winter Warming Bus. The bus travels to planned locations and provides them with essential services and connects people to emergency centres.

Our Community Partners include:

Boyle Street Community Services
Jasper Place Health and Wellness Centre
Salvation Army - Crossroads Community Church
Mosaic Centre

2010-2011 Winter Emergency

Homeward Trust played a key leadership role by overseeing the Winter Emergency Response program's planning, execution, and acting as the administrative and fiscal agent.

Homeward Trust administered funding, provided from the Government of Canada's Homelessness Partnership Strategy (HPS) and

the Government of Alberta, to 4 drop-in locations and a winter warming bus outreach service.

81,421 visits were made to the Winter Emergency Response projects and 143,307 meals were served during the 2010 - 11 season.

Services offered through the 5 funded projects included: rides to shelters, warm meals, referrals to other agencies, calls for medical aid if needed, dry clothes and winter gear as available, and perhaps most importantly- warm welcoming places to take shelter from the cold.

20

▶ 143,307 meals were served during the Winter Emergency Response projects 2010-11 season.

143,307



Furnishing Hope

A Helping Nose! ▶

FIND

Finding the perfect couch, table and bed for your new home is an exciting time and it is no different for Housing First clients. When moving from homelessness into their home, the clients take a trip to FIND. This social enterprise offers clients the opportunity to select from hundreds of private and corporately donated items to furnish their home at no cost to them. This is a critical step for the success of clients, as it provides the opportunity for choice and alleviates the financial stress of start-up costs when transitioning out of homelessness. Homeward Trust also operates FIND as a retail venture. FIND sells donations to the general public with proceeds reinvested back into housing and support programs.

find.



Helping to keep FIND 100% bedbug free is Oscar, the bedbug sniffing dog. He is eager to please and enjoys his job. Oscar is 5 years old and is a graduate from the Florida Canine Academy. Working with his trainer, Christopher Day of Orkin Pest Control, Oscar visits FIND every two weeks for a thorough investigation of any new soft furniture.

FIND staff are the first to check all furniture when it arrives at the warehouse, but because bedbugs can hide in very small spaces (a thickness of a credit card), Oscar's follow up is extremely important. To ensure that Oscar always stays accurate, Christopher hides an enclosed vial of live bedbugs in one of the couches. To date, Oscar has a perfect record - he has found every vial and is rewarded with a kibble.

The staff at FIND work very hard to ensure that all furnishings are clean and in working order.



Communications & Fund Development

Connection, collaboration and relationship building are at the heart of Homeward Trust's culture. This means we never walk alone. We have an entire community with us on our journey to end homelessness. Recent years have seen a reduction in Edmonton's homeless population, but there is still a lot to accomplish for the people still experiencing homelessness. Community awareness and involvement are critical. Homeward Trust strives to create an environment throughout our community, where everyone has the opportunity to make a difference and join us on our journey to end homelessness.

2011 Highlights

Raising the Roof

Homeward Trust is a proud partner of Raising the Roof's annual toque campaign, which raises funds nationally toward ending youth homelessness. Along with various corporate partners and more than 100 volunteers, we hit the streets of Edmonton selling toques in early

February. This recent campaign was a record-breaking year for our Edmonton efforts. These funds will go a long way to help provide mentorship, training and housing opportunities for our youth.



ROOPH Awards

The ROOPH Awards (Recognizing Outstanding Organizations and People in Housing) are Homeward Trust's way of acknowledging and celebrating the achievements of people and organizations that make a difference in Edmonton by addressing affordable housing and homelessness initiatives. Each year, the competition for our awards grows with organizations and people continuing to go to greater lengths toward the goal of ending homelessness in Edmonton. 2011 was no exception, and it has once again solidified our belief that Edmonton is a community that believes in our journey.

2011 ROOPH Award Winners

The Larry Shaben Award for Outstanding Leadership in the Housing Sector

Hope Hunter

First as a volunteer, then as Executive Director of Boyle Street Community Services, Hope touched the lives of many people in need. She



developed partnerships such as Streetworks, the Inner City Youth Housing Project and Inner City Connections. Hope later served on the Edmonton Homeless Commission and the Leadership Committee to End Homelessness.

Partnerships for Success

Boardwalk Rental Communities

Boardwalk has provided hundreds of housing units in Edmonton to Housing First clients. Charging reduced rental rates, working with community organizations to improve communications and facilitate educational opportunities for its staff are just some of the ways Boardwalk has helped toward the goal of ending homelessness.

Excellence in Building Design

ArtsHub 118

A flagship development in revitalization of Alberta Avenue, ArtsHub 118 is a mixed-use development providing a unique blend of arts facility and permanent housing.



Exceptional Volunteerism in the Housing Sector

Orest Myckan (individual)

Orest gave over 7,000 hours of his time and has volunteered for Habitat for Humanity since 1993. He was a crew leader on local build sites and was involved in building hope for families abroad with 16 overseas trips for the organization.

No Room in the Inn (group)

This initiative brought together 55 congregations from 7 denominations to share their Christmas offerings with a selected provider of homes for people who were homeless or in need. By 2011 the initiative had raised a total of \$400,000 since inception.

Outstanding Service for the Aboriginal Community

Cheryl Whiskeyjack

Through leadership of the Bent Arrow Traditional Healing Society, Cheryl had brought about sustainable change. She had delivered a series of family and individual change focused programs such as the Sacred Circle Family Intervention Program, the Healthy Families Home Visitation Program, Coyote Kids and Pride, and Employment and Parent programming.



Events

Homeless Connect

Organized by the community for the community and providing over 60 services, Homeless Connect is open to Edmontonians experiencing homelessness, or at risk of becoming homeless.

Coordinated by Homeward Trust along with many community partners such as Edmonton Economic Development Corporation (EEDC), the Shaw Conference Centre and the United Way of the Capital Region, this event truly reflects a collaboration of dedicated organizations and individuals working toward a common goal.

Services are provided free of charge on one day, in one location, twice per year. Supports such as dentistry, counseling, financial guidance, haircuts, boots, books, employment assistance, laundry, a meal and so much more are provided.

This day is possible with sponsorship and in-kind support from our generous services providers and corporate partners. In excess of 400 volunteers are ready and eager to help the 1500 guests.

Housing Month

November is housing month, with the 22nd being recognized as National Housing Day. As part of Homeward Trust's community and educational activities throughout the month of

November, Homeward Trust proudly hosted the 2011 Community Summit and National Housing Day Luncheon. The day not only recognized our community's progress and leadership in affordable housing, but it facilitated opportunities for education and sharing of best practices. Concurrent sessions and workshops were held throughout the day and wrapped up with an evening reception and speaking program.





Sessions included topics such as Community Engagement, Systemic Responses to Barriers, Addressing Youth Homelessness and Building Innovations. Another feature was Dr. Ralph Bodor's presentation from *Perspectives on the Housing First Program with Indigenous Participants* and the performance of the adapted play.

Looking Forward

Increased efforts will be made by Homeward Trust to advance awareness of homelessness in Edmonton while providing insight into the solutions and successes to date. Within these efforts we will strive to expand audiences and broaden corporate involvement.

Homeward Trust believes in community, and we will recognize the efforts of members and join in celebration of achievements.





Our Financial Position



homeward trust
edmonton

opening doors. building hope.

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, 2011, 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, 2011. We expressed an opinion with reservation on those financial statements in our report dated May 14, 2012. 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, 2011 are a fair summary of those statements, in accordance with Canadian Audit Standard (CAS) 810.

*Coyle & Company
Chartered Accountants*

May 14, 2012
Edmonton, Alberta

HOMEWARD TRUST EDMONTON

Summary Non-Consolidated Financial Statements

December 31, 2011

RESULTS FROM OPERATIONS	2011	2010 (Restated)
REVENUE		
Government of Canada	\$ 3,424,170	\$ 6,082,752
Province of Alberta	15,222,858	11,827,513
City of Edmonton	2,044,889	4,835,696
Administrative fees and rent	206,750	197,000
Find (formerly Furniture bank)	300,553	-
Donations, fundraising and other	74,117	109,539
Interest	77,831	75,668
	21,351,168	23,128,168
Projects (Schedule 1)	17,167,463	19,654,802
	4,183,705	3,473,366
EXPENSES		
Salaries and benefits	1,807,967	1,540,400
Rent and occupancy costs	200,881	184,679
Office and other	161,608	75,888
Professional fees	135,358	109,547
Promotional	133,260	49,953
Training and recruitment	49,887	33,518
Telephone	34,553	63,563
Amortization	33,921	29,004
Travel	32,401	43,418
Repairs and maintenance	28,909	3,967
Insurance	13,515	30,988
	2,632,260	2,164,925
EXCESS OF REVENUES OVER EXPENSES	1,551,445	1,308,441
FUND BALANCES, BEGINNING OF YEAR	4,521,166	3,212,725
FUND BALANCE, END OF YEAR	\$ 6,072,611	\$ 4,521,166

FINANCIAL POSITION	2011	2010 (Restated)
ASSETS		
Cash and short term investment	\$ 24,058,084	\$ 6,635,223
Contributions and accounts receivable	916,908	13,501,277
Prepaid expenses	33,549	33,212
Due from related parties	1,424,310	1,225,107
Land held for development /sale	764,500	1,385,004
Investment in subsidiaries	2	1
Equipment, net	88,834	72,426
	\$ 27,286,187	\$ 22,852,250
LIABILITIES AND NET ASSETS		
Accounts payable and accrued liabilities	\$ 570,442	\$ 261,845
Deferred revenue	20,643,134	18,069,239
	21,213,576	18,331,084
NET ASSETS		
General Fund	5,147,611	3,596,166
Internally restricted Administrative Reserve fund	925,000	925,000
	6,072,611	4,521,166
	\$ 27,286,187	\$ 22,852,250

PROJECT EXPENDITURES (Schedule 1)

Community Initiatives	National Housing Day Luncheon	\$41,247
	Community Plan Commitments	163,833
	Homeless Connect	34,208
	Research & Evaluation	106,239
	Community Based Organization	8,000
Capital - by agency	Canadian Mental Health Association	801,562
	Edmonton Inner City Housing Society	720,504
	Station Pointe	4,251
	Jasper Place Health & Wellness Centre	180,060
Supports - by agency	Alberta Health Services	122,664
	Bissell Centre	725,634
	Boyle McCauley Health Centre	1,448,383
	Boyle Street Community Services	1,436,646
	Centralized Intake	39,892
	E4C	1,569,686
	Edmonton John Howard Society	727,845
	Edmonton Mennonite Centre For Newcomers	17,686
	Find (formerly Furniture Bank)	1,056,847
	George Spady Centre	958,383
	Homeless Info Data Mgt	17,719
	Hope Mission	1,050,506
	Housing First Exceptional Costs	185,331
	Housing First Team Development	98,802
	Jasper Place Health and Wellness Centre	1,675,586
	YMCA	677,265
Rental Assistance		2,370,471
Winter Emergency	Boyle Street Community Services - Drop In	428,289
	Boyle Street Community Services - Van	217,377
	Jasper Place Health & Wellness Centre - Drop In	93,034
	Salvation Army - Drop In	107,535
	Mosaic Centre - Drop In	81,978

\$ 17,167,463

Thank you

Board of Directors – 2011

Martin Garber-Conrad, Chair; Clayton Kootenay, Vice-Chair; Michael Phair, Treasurer; Gilman Cardinal, Secretary; Julian Daly; Harold Robinson; Victor Tanti; Sarah Pocklington; Sharon Buckley-Tkach; Janet Tomalty

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Community Plan Committee

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Lyndsay MacKenzie; Marie-Josée Cloutier; Norma Chitrena; Norma Giroux; Pamela Spurvey; Roberto Peterson; Susan Sarrasin; Tim Howard; Walter Trocenko

Research Committee

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ID Working Group

Justine Barber; David Berger; Lynne Broschak; Tricia Coughell; Joanne Currie; Kaitrin Doll; Judy Downey; Ross Gordon; Peggy Hodge; Shauna Hohendorff; Tess Ison; Ed Keller; Nor'Ali McDaniel; Jackie McGowan; Dave McNeill; Henry Motta; Jane Slessor; Owen Voaklander; Jeannette Wright; Aya Yashima

ROOPH Award Jury

Clayton Kootenay; Julian Daly; Ed Jones; Steve Lenarduzzi; Keith Harding; Debbie Houle

Homeless Connect Steering Committee

Dave McNaughton; Colette Ries; Cliff Higuchi; Breanne Nieman; Dan Brodeur; Earl Pasechnik; Jenn Dermott; Kristy Jacklin; Joanne Currie; Joseph Ahorro; Judy Downey; Katherine Florence; Kristin Clark; Matt Ashdown; Leanne Warrenchuk; Larisa Kreider; Lisanne Lewis; Mike Walkom; Nicole Cotterill; Joan Baker

Winter Emergency Response Committee 2010-11

Jeanne Donnelly; Stephen Inglis; Scotti Coles; Arnie Szabo; Rebekah Szabo; Danielle Strickland; Corry Frost; Pam Reichenbach; Steve Koehn; Norma Chitrena; David Berger; Diane Johnnie-Burrell; Terri Wagner; Linda Deveau

Youth Steering Committee

Jill Kelland; Jonathan Clark; Jay Freeman; Kate Quinn; Kate Gunn; Lindsay Kelly; Tracy Macdonald; Chris Simonson; June Clark; Mark Snaterse; Brian Malloy; Allan Aubry; Christine Mummery

Thank You

Nominating Committees

Homeward Trust invites federal, provincial, municipal and Aboriginal governments, as well as organizational stakeholders and community members to comprise a committee that focuses on the review of Board member applications. Once assessed, recommendations are made to the current Board of Directors for approval.

Homeward Trust Directors

Susan McGee, Executive Director; Dave Ward, Director, Aboriginal Relations; Brent Bushell, Director, Housing Development; Giri Puligandla, Director, Planning & Research; Bonnie Whytock, Director, Support Services; Lori Pratt, Director, Communications & Fund Development; Ron Gregg, Director, Business Services

Homeward Trust Staff

Alex Abboud; Pete Ages; Wanda Dennelly; Ashley Desmarais; Ashley Eddy; Gertrude Faryna; Kyla Fisher; Anita Galiwoda; Dakota Gladue; Jason Gordon; Beth Hayward; Sonya Helms; Renee Iverson; Amy Krautt; Ian McLean; Jessica Montgomery; Sarah Parker; Louise Plamondon; Robin Prosser; Brandy Ritchie; Kalpana Robbins; Brian Storonianski; Carmen Thieson; Tamara Turgeon

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