



# 2016 ANNUAL REPORT



1. OUR JOURNEY CONTINUES
2. SHARED ACHIEVEMENTS
3. HCT4 AT A GLANCE
4. 2016 FINANCIALS
5. THANK YOU TO OUR SUPPORTERS
6. OUR NETWORK OF PARTNERS & SERVICE-PROVIDING AGENCIES
7. OUR TEAM



Looking back on 2016, I am amazed at the journey that Homeless Connect Toronto has taken in the last three years. It continues to be a learning experience as our organization takes part in the ongoing hard-work of many other agencies and community organizations to end homelessness. We are grateful for the small, but significant role that we have towards achieving this goal.

We would not be able to do our work without the dedication and support of our volunteers - both on the day-of and those behind the scenes - board members, partner organizations and donors. This year, we were delighted to welcome Emily Fan and Kenric Leung as Services Co-Chairs, and Josephine Kwong and Jenny Wong as Volunteer Co-Chairs to our steering committee. With their dedication, our team built 10 new service provider partnerships and engaged 270 new volunteers from various communities.

We sadly said goodbye to a few of our long-time board members, Michael Shapcott (Director of Community Initiatives, Prince's Charity Canada) and Priti Saini (Consultant, Deloitte). Michael brought 30+ years of experience working with the housing and homelessness sector, providing valuable insight and understanding of the unique challenges of those experiencing and at-risk of homelessness. Priti brought her experience working in the legal and private sector, lending her expertise into the development of the operations and foundational policies for HCT. We thank them both for their dedication and valuable guidance to our organization, and we wish them all the best in their next adventures.



We have new faces on our board: Georgette Gregory and Jeffrey Li. Sr Georgette (Health and Medical Support Personnel, Sisters of St. Joseph) has been on various committees serving the community and homeless population for over 25+ years. She has volunteered with Homeless Connect Toronto since our first event in 2014, serving as a member of our Services Subcommittee, and most recently took on the role of Volunteer Co-Chair in 2015. Jeffrey is currently an Associate at Davies Ward Philips & Vineberg LLP and has demonstrated his passion and dedication to our organization as a day-of volunteer. Having served in various capacities in the community, both Georgette and Jeffrey bring a fresh perspective to our organization.





*Volunteers assisting our guests with registration.*

In terms of partnerships, we were delighted to have received a grant from Green Shield Canada, which allowed the Toronto Public Health – Mobile Dental Bus to provide on-site dental care. We also collaborated with A-Way Couriers, a social enterprise which employs survivors of mental health challenges, to distribute our event posters and flyers to community agencies and deliver lunch on-site at our event. A working group was formed with the City of Toronto – Shelter, Support and Housing Administration, which helped us to bring more housing providers to our events. A new local church, Rosewood Baptist Church, organized and collected clothing for our clothing bank, which was well-received by our guests.

We also strengthened our partnerships through various collaborative and capacity building events with organizations in the community, such as the Downtown Yonge BIA, City of Toronto – Human Services Integration Community of Practice, and Mustard Seed Calgary. One of the highlights this year, was being invited by the Toronto Centre for Entrepreneurial Art & Design to the Toronto District Catholic School Board “Innovation Creativity Entrepreneurship” trainings to share about HCT with high school students. It was a joy to educate young people about homelessness issues in Toronto and see their creative ideas and innovative solutions to address this challenge.

In 2017, we will focus on further building HCT through the development our long-term strategic plan and receiving official charitable status. We look forward to continuing this journey with our volunteers, partner organizations, and many others who help us make HCT possible.

Melody Li  
*Executive Director*

# SHARED ACHIEVEMENTS

It has been my honor to support Homeless Connect Toronto (HCT) since its inception in 2012. HCT was built on the concept of community capacity building, connecting stakeholders, and providing one-stop access to a broad range of traditional homeless services and new personal support services. It has become a complementary program to the existing community services dedicated to supporting people who are experiencing or at-risk of homelessness.

HCT has accomplished its goals in successfully connecting the service providers and guests by bringing 84 services to serve 773 guests in one spot on Oct 30, 2016. By facilitating a network of service providers, volunteers and partner organizations, we've begun to foster collaboration and shared efforts to address homelessness.



2015 AGM (L to R): Sarah Ha (Communications), Azar Farahani (Board Chair), Priti Saini (Board Vice Chair), Jeffrey Li (Board Member), Sr Georgette Gregory (Board Member), Melody Li (Executive Director), Emily Fan (Services Co-Chair), Terence Ha (Logistics Chair)



Our service providers, partner organizations, and volunteers have demonstrated their commitment to promoting a fair and respectful society. We have received positive feedback from service providers who have thanked HCT organizers for providing an opportunity to participate and contribute.

Lastly, I'd like to express my appreciation to all the partners, service providers and volunteers. I would like to acknowledge the sincere support by the HCT Board of Directors, the steering committee, and the sponsors/donors for the last 4 years. Their dedication and skills have made it possible for HCT to accomplish its milestones in serving the community in a very well organized and respectful environment. Collectively, they have raised the bar in devotion to assist the less fortunate people in our city at the HCT events.

Azar Farahani  
Chair, Homeless Connect Toronto

Who was at the event?

773

GUESTS attended the event.

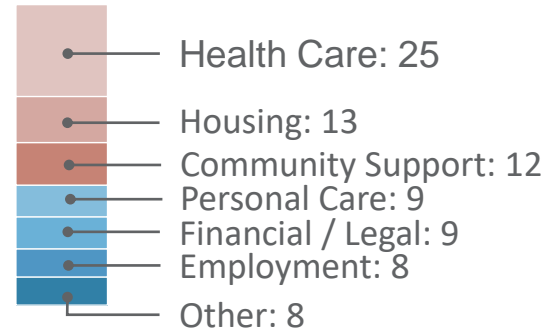
212

VOLUNTEERS registered, greeted, guided and got to know the guests.

84

ORGANIZATIONS provided services with the help of over 200 staff.

ORGANIZATIONS BY TYPE



In total, the following were provided or given out on the day of the event:

750+ HOT MEALS

770 BACKPACKS

56 HOUSING APPLICATIONS SUBMITTED

81 ID APPLICATIONS COMPLETED

108 LEGAL CONSULTS

102 FLU SHOTS

90 HAIRCUTS

89 EYE EXAMS

64 DENTAL EXAMS/TREATMENT

57 FOOTCARE SESSIONS

51 CHIROPRACTIC ASSESSMENTS and many more...

# WHAT WE'VE HEARD

*"Great to see the community come together - it was a wonderful opportunity to connect with clients and other care providers."*

Service Provider

*"I enjoy[ed] Homeless Connect Toronto very much, example services, food, etc... I got everything I wish or hope for. Thank you very much. Many very vital/important services they offer for homeless. Come out and meet a lot of people who are experiencing the same problem as me."*

Guest

*"I was emotional in a positive way. [I enjoyed] conversing with the participants, forming bonds, and exchanging laughter and smiles."*

Volunteer

*"Thank you so much for your excellent organizing effort! You provided invaluable services today in an empowering way! Extremely well organized. Lots of volunteers. Nicely welcomed by board. Great outreach opportunity with community members."*

Service Provider

*"Thank you, Thank you, Thank you. I am grateful and blessed. I was blessed with foot therapy, food, clothing and pleasant help."*

Guest



Homeless Connect Toronto is committed to managing its finances with integrity and responsibility. As a volunteer-run organization, 94% of all in-kind and financial donations are used directly to implement HCT events and benefit our guests.

Thank you to the generous supporters and donors who enable us to continue to serve our community. Audited financial statements are available at [hctoronto.org](http://hctoronto.org).

## REVENUE: \$73,539



## EXPENSES: \$72,877



# THANK YOU TO OUR SUPPORTERS

As a 100% volunteer-run organization, we cannot do what we do without the support of our volunteers and generous financial and in-kind donations.

Thank you to our teams of volunteers, who have worked diligently to plan the event as well as implementing the actual events.

Thank you to our in-kind and financial sponsors who have made it possible for Homeless Connect Toronto to take place each year. This year, Homeless Connect Toronto received \$22k in financial donations.

## TITLE SUPPORTERS

Altima Healthcare Canada  
& Altima Dental Canada Inc.  
Green Shield Canada  
High Sierra Canada  
Shoebox Project for Dreams  
Sisters of St. Joseph of Toronto

## SILVER SUPPORTERS

Mattamy Athletic Centre  
The Co-Operators  
Unilever Canada

## BRONZE SUPPORTERS

A-Way Express Courier  
Bamford Produce  
Brent and Belinda Chan  
Berea Lutheran Hats and Mats  
Project  
Brands for Canada  
Century Graphics  
Chelsea and Marriott Hotel  
Cosmetic Brands of North America  
Cover-All Printing  
Credit Education Week  
First Student Transportation  
Just Socks Foundation  
McCain Foods Limited  
Pacific Western Transportation  
Production Walkies  
Quality Foot Care  
Scott Mission  
The Co-Operators  
(Andy Chow & Associates Inc.)  
Woodgreen Community Services

In addition to financial donations, HCT received many in-kind donations, which included:

- 750 CityPak backpacks for our comfort kits (backpacks that have been specially designed for those who are homeless)
- Toiletries, clothing and socks
- Over 370 jackets
- Venue space, catered meals, shuttle bus service, and promotional materials



*The Housekeeping Team from the Toronto Marriott Downtown Eaton Centre volunteered their time at our clothing bank.*

# OUR NETWORK OF PARTNERS & SERVICE-PROVIDING AGENCIES



Our annual event would not be a success without the strong network of service-providing agencies, representing a wide-range of supports including health care, clothing, community support, education, employment, financial, legal assistance, and housing support. Each year, we strive to attract a balanced group of services and are actively working to add capacity to ensure our guests are well served.

Abundant Life Health Centre  
Addiction Assessment Psychotherapy Referral In  
Community Of Toronto (Aapricot)  
A-Way Express  
Balance Foot Care  
Ben (Sloane Rangers Haircuts)  
Berea Lutheran Hats & Mats Project  
Brands For Canada  
Canada Revenue Agency, Community Volunteer  
Income Tax Program  
Canada Sports Officials  
Canadian Memorial Chiropractic College  
Canadian Mental Health Association - Toronto  
Canadian Red Cross  
Cathedraltown Health Clinic  
Cdr Footcare Services  
Centre For Equality Rights In Accommodation  
City of Toronto, SSHA, Cert Team  
Community & Legal Aid Services Programme (CLASP)  
Costi Immigrant Services  
Credit Canada  
Daily Bread Food Bank  
Dixon Hall  
Downtown Legal Service, University Of Toronto –  
Faculty Of Law  
Ecuhome Corporation  
Eva's Initiatives - Eva's Satellite  
FCJ Refugee Centre  
Federation Of Metro Tenants Associations  
Free Geek Toronto  
George Brown College - Augmented Education  
Good Shepherd Ministries  
Hair By Daniel



# OUR NETWORK OF PARTNERS & SERVICE-PROVIDING AGENCIES



Youth Employment Services offering employment support

- Healthy Steps Professional Foot Care
- High Sierra
- Homeless At Risk Prenatal Team
- Housing Connections
- Imagine Clinic
- Inner City Health Associates
- Janice Livingston, Foot Care Nurse
- Justice for Children and Youth (JFCY) and Street Youth Legal Services (SYLS)
- Kensington-Bellwoods Community Legal Services
- Matthew Genser Salon
- MCIS Language Solutions
- Native Women's Resource Centre of Toronto
- Neighbourhood Link Support Services: PAID Project - ID Clinic
- Peoples Christian Academy Early Learning Centre
- Progress Centre Medical And Vector Health Clinics
- Quality Home Foot Care
- Rouge Valley Act Team
- Shelter, Support And Housing Administration, City of Toronto
- Sistering
- Social Housing Unit
- St Felix Centre
- Stacey Knight, Hairdresser
- The Access Point
- The Salvation Army
- The Shoebox Project For Shelters
- Tips Nail Bar
- Toronto Animal Services: Mobile Clinic
- Toronto Central Community Care Access Centre
- Toronto Christian Resource Centre
- Toronto Employment & Social Services
- Toronto Paramedic Services
- Toronto Public Health - Dental
- Toronto Public Health - Sexual Health Promotion Program



# OUR NETWORK OF PARTNERS & SERVICE-PROVIDING AGENCIES

- Toronto Public Health - TB Stop
- Toronto Public Health - Vulnerable Adults and Seniors Team
- Toronto Public Library: Yorkville Branch
- Turning Point: Project Going Home
- Unison Health And Community Services
- Veahavta
- VETS Canada - Veterans Emergency Transition Services
- Vision Institute Of Canada
- Vivian Li, Nurse Practitioner
- West Neighbourhood House / The Meeting Place
- West Toronto Community Legal Services
- Weston King Neighbourhood Centre
- Whole Life Balance
- Woodgreen Community Services
- You+Me Creative Portrait Photography
- Youth Employment Services
- Youth Unlimited - Light Patrol
- Zonia Footcare Service



*Native Women's Resource Centre of Toronto*

## Board of Directors

Azar Farahani  
Priti Saini  
Georgette Gregory  
Jeffrey Li  
Melody Li

## Our Steering Committee

Alvita Chan  
Andrew Tom  
Dhanukshi Jayawickreme  
Emily Fan  
Jenny Wong  
Josephine Kwong  
Kenric Leung  
Melody Li  
Terence Ha  
Timothy Yiu  
Viola Cheung

## Our Subcommittee Members

Alex Zsager  
Amanda Feng  
Kathy Biasi  
Retha Ganaprakasam  
Rosemary Lai  
Scott McCauley  
Season Kam  
Stephanie Zhou



*Emily, Amanda, Kathy, Jenny, and Josephine stationed at the information booth, or as we call it, "The Command Centre"*





**Homeless Connect Toronto** is a non-profit organization in Toronto committed to collaborating with social service agencies, business organizations, volunteers, and the greater community to end homelessness. By facilitating sustainable partnerships, HCT is dedicated to fostering a comprehensive network of services and creating greater access to existing supports and services.

[hctoronto.org](http://hctoronto.org)

 [HConnectTO](https://twitter.com/HConnectTO)

 [HConnectTO](https://www.instagram.com/HConnectTO)