



TABLE OF CONTENTS

04 Letter from the Board & Executive Director

08 HCT5 By the Numbers

10 Strategic Plan

12 Our Financials

14 Thank you to Our Supporters

16 Our Network of Partners & Service-Providing Agencies

18 Our Team

Letter from the Board & Executive Director

DEAR HOMELESS CONNECT TORONTO SUPPORTERS

In a blink of an eye, Homeless Connect Toronto (“HCT”) has entered its fourth year of operations. As we look back on the past year, we are filled with a sense of gratitude and appreciation for the efforts of all those who have contributed to our growth and development throughout our existence. The year of 2017 was a transformative year for HCT, in particular because we secured our status as a registered Canadian charity. Charitable status served as demonstrated proof to the public of the work that we do in bringing the greater community together to tackle issues of homelessness in Toronto. In addition to attaining charitable status, we also benefitted from partnering with Management Advisory Services

(MAS) Consulting to create our first formal strategic plan. Moreover, we have continued to forge links with our service providers, members of government and private sector partners. Operationally, 2017 also saw HCT continue to expand, with our annual event bringing together over 900 guests, 287 volunteers and 110 service providers.

Being a completely volunteer-run organization, the dedication and commitment of our volunteers at every level, whether on the Board, the planning team, subcommittees or at the event is fundamental to our continued existence as an organization. We express our sincere thanks to each and every



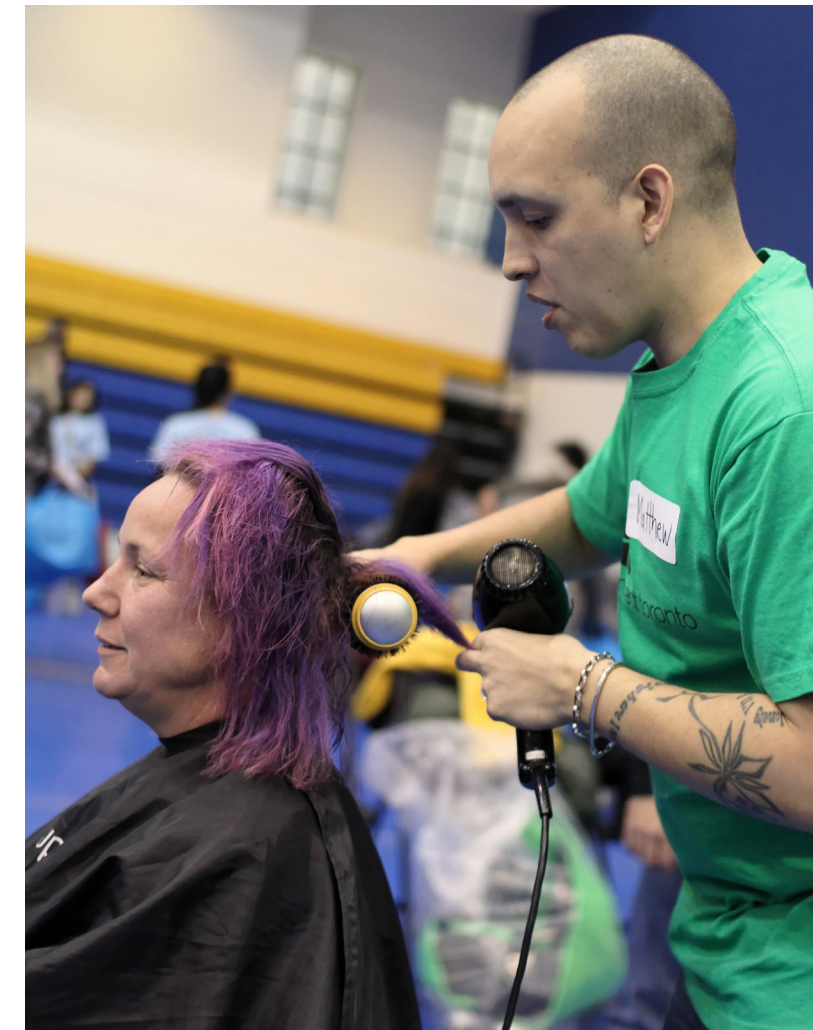
The Board of Directors

volunteer that has contributed time and energy to HCT this year.

In 2017, we were sad to say goodbye to a founding Board member, Azar Farahani. Her passion and vision for Homeless Connect Toronto helped move our organization forward these last 4 years. We are thankful for her support in growing with us. Following Azar’s departure, we have had the opportunity to welcome three new members to the Board: Jessica Elia, Samia Hussein and Mwarigha Shad. Jessica is currently a Finance Manager at the Circle of Care, a non-profit organization that provides community support services to seniors living at home. Samia is a practicing lawyer, specializing in employment and labour law with Sherrard Kuzz LLP. Mwarigha serves as Vice President of WoodGreen Community Services, with experience in social housing. The addition of these members to the HCT Board have brought new drive, rigor and direction to HCT as evidenced by the creation of our strategic plan.

Beyond a board level, we also rely on the commitment of individuals in the community to take on integral roles on our Planning Team. We welcomed Bonnie Tang as a Volunteer Co-Chair, Celine Chan as the Sponsorship Chair, and expanded the Services Co-Chair team to include Karen Choe and Melissa Bates. The drive from this team helped to grow our volunteer base to over 400 individuals and recruited over 20 new individuals and agencies to provide services on event day. With the support of all members of the Planning Team, we were able to strengthen and build new and ongoing relationships with all our supporters.

We were grateful this year to receive a large financial contribution from Menkes Developments, which provided substantial support for our annual event. With the second year of our grant from Green Shield Canada, we were able to provide on-site dental care at our event and expand our partnership with the Urban Dental Clinic in Scarborough to provide off-site dental care. As a new HCT supporter this year, Grant Thornton LLP combined their vision of running a no-charge clothing store with committed execution to collect and organize clothing from their



six Ontario offices and mobilize their staff to operate the on-site clothing bank with dignity. We were also honoured to have Councillor Kristyn Wong-Tam serve as a champion for our organization as she met with our team during our strategic planning process, attended our service provider appreciation event and advocated for us within the city. We also continued to gain support from the City of Toronto Shelter Support and Housing Administration and grew our relationship with Toronto Employment and Social Services, where many staff volunteered on the day of our annual event.

Within the community, we were also active in providing advocacy and education about the issue of homelessness in Toronto at various opportunities, including Richmond Hill Christian Community

Church, Peoples Christian Academy and ACSI World Concerns Day. While the continued expansion of our annual event in terms of guest attendees and service providers represents a significant achievement for our organization, the need for the growth at our annual event is also indicative of the gravity and scale of homelessness in Toronto. Events such as the opening of the Moss Park Armoury in the winter of 2017 due to extreme low temperatures and city shelters consistently operating at capacity illustrate that homelessness is an ongoing and growing issue in Toronto. HCT will continue to advance its vision of helping individuals to connect the dots to end homelessness in their lives.

As we move into 2018 and another milestone in our fifth anniversary of operations, we continue to remember the journey and the supporters that brought us to where we are currently. The development of the Strategic Plan will serve as a blueprint for us as we grow the organization. We look forward to further development of a fundraising plan and united communications plan that will help us build lasting and sustainable partnerships.

Sincerely,



Melody Li
Executive Director, Homeless Connect Toronto



Mwarigha Shad
Chair, Board of Directors, Homeless Connect Toronto



HCT5 By the Numbers



WHAT SERVICES DID OUR GUESTS RECEIVE?

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



AND MANY MORE!

PARTICIPANT FEEDBACK FROM THE EVENT:

I received more than I thought. Thank you. Just keep on doing what you do.
- Guest, 2018

...it was so nice to see smiles on all the client's faces. It was nice seeing all the client's being treated well.
- Service Provider, 2018

It was my first time and it was humbling and the event was amazing. Thank you!
- Volunteer, 2018

Strategic Plan

2018 - 2022

VISION

HCT is committed to helping individuals to connect the dots to end homelessness in their lives.

MISSION

Homeless Connect Toronto's mission is to engage the community and create sustainable partnerships to overcome homelessness in Toronto by:

- Increasing access to services by bringing providers to one centralized location
- Empowering guests by providing a space for their voices to be heard
- Fostering collaboration among local social service agencies by providing a comprehensive network of services
- Engaging business organizations to build partnerships with social service agencies
- Raising advocacy and awareness of issues contributing to homelessness through the united efforts of homeless persons, volunteers, social services and businesses

GOALS by December 2022

01

Fundraising for **sustainability**

Secure the necessary funding to allow HCT to grow and expand the provision of services to at-risk populations

- Obtain necessary funding to sustain and grow HCT services

02

Stronger partnerships with **service providers**

Strengthen partnerships with Service Providers and evolve service offerings to keep up with client needs

- Formalize agreements with top service providers
- Secure Service Providers to provide services for the highest client needs
- Expand HCT event initiatives

03

Operational growth to **meet needs**

Strengthen partnerships with Service Providers and evolve service offerings to keep up with client needs

- Ensure the necessary staff and resources are in place
- Educate and train staff and volunteers on homelessness and client needs
- Strengthen volunteer engagement to ensure necessary support for HCT events

04

Raising Awareness of HCT **Operational growth**

Expand communications to raise awareness of HCT and to raise client awareness of available services

- Raise awareness of HCT among at-risk populations
- Raise client awareness of how to access services (provided by our Service Providers) outside of events
- Raise general awareness of HCT in the GTA

05

Developing **Strong Connections**

Make strong connections in order to maximize HCT's effectiveness

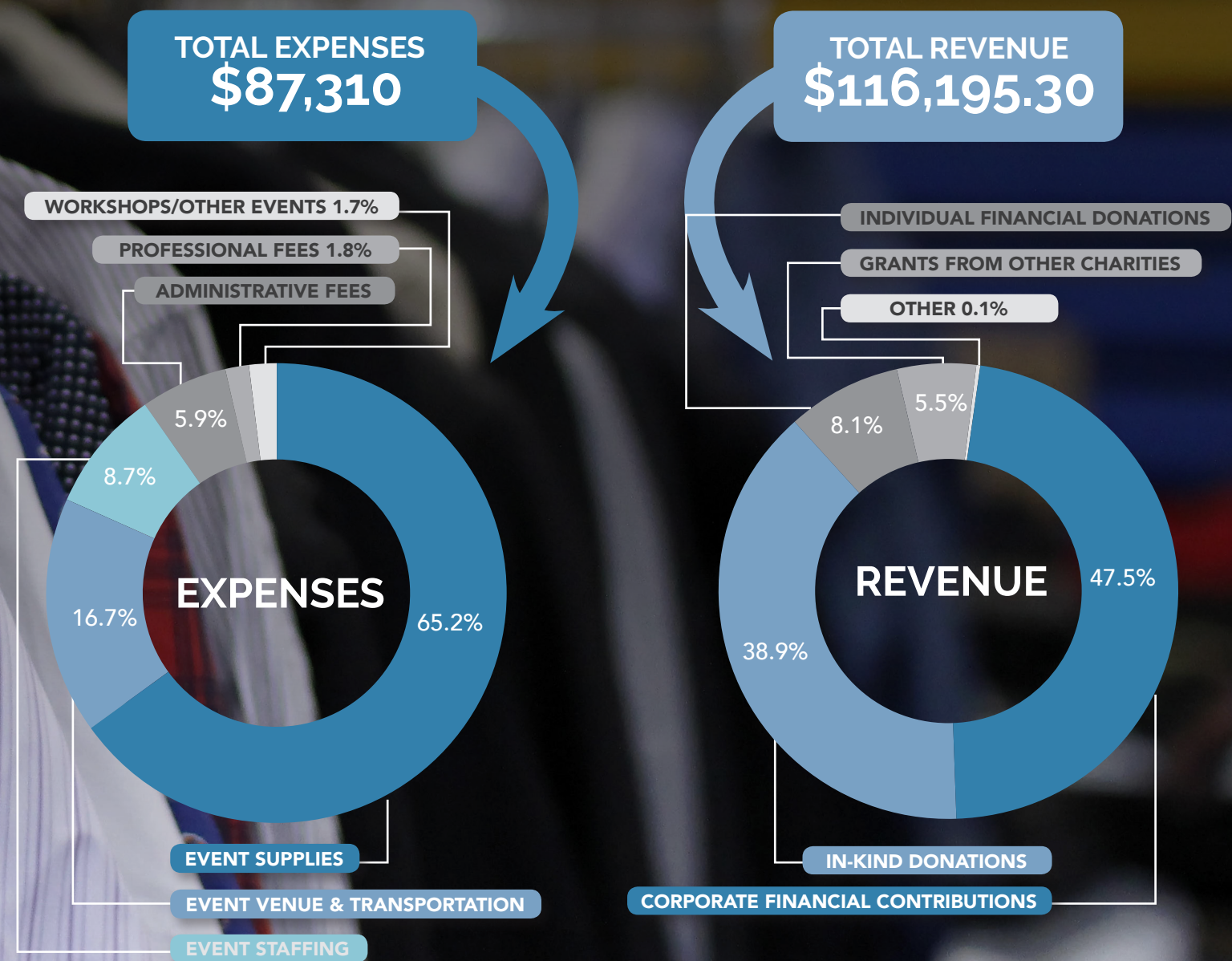
- Ensure strong relationships with government at all levels
- Identify and reach out to potential Champion(s) at City of Toronto etc.
- Pursue opportunities to match available funding initiatives with HCT's mandate

Our Financials

2017

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.



Thank you to our supporters

As a small charitable 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 ensure the implementation of 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 almost \$65,000 in financial donations.

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

- 800 CityPak backpacks for our comfort kits
- Toiletry items, clothing and socks
- Disposable footcare and haircutting supplies
- Over 400 jackets
- Venue space, catered meals, shuttle bus service, and promotional materials



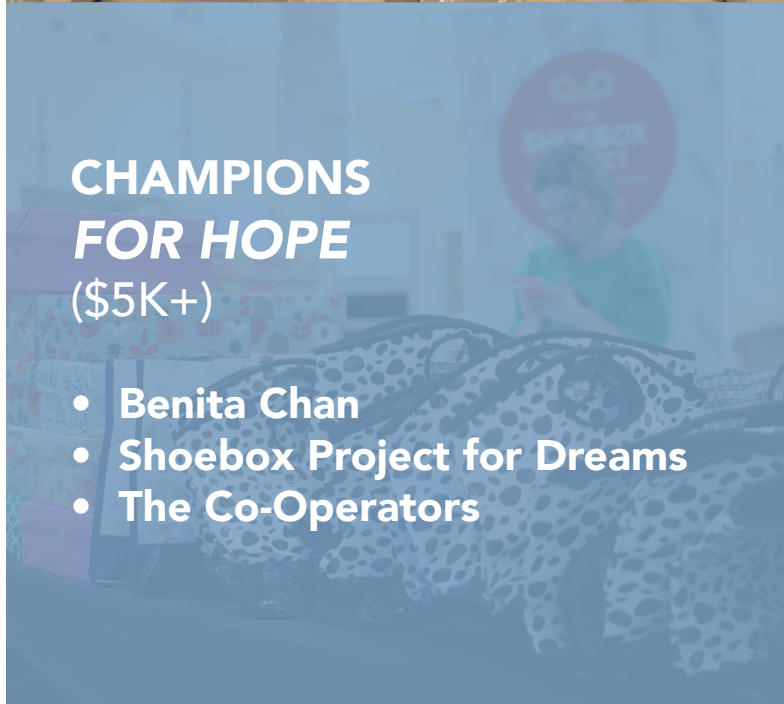
CHAMPIONS FOR CHANGE (\$10K+)

- Menkes Development
- Green Shield Canada
- High Sierra Canada
- Sisters of St Joseph Toronto



CHAMPIONS FOR HOPE (\$5K+)

- Benita Chan
- Shoebox Project for Dreams
- The Co-Operators



CHAMPIONS FOR DIGNITY

- Alvita Chan
- Altima Dental
- Brent Chan
- Bamford Produce Co Ltd
- Chelsea Hotel Toronto
- Colgate
- Cosmetic Brands (CBON)
- Cover-All
- Dr. Suzanne Baptista
- First Student Transportation
- Grant Thornton LLP
- Production Walkies
- Quality Foot Care
- Scott Mission
- The Great Canadian Sox Co
- Theresa and Ron Hearn
- TD Bank
- Just Socks Foundation Inc.
- WoodGreen Community Services



CHAMPIONS FOR COMPASSION (\$1K+)

- Brands for Canada
- Credit Education Week
- Mattamy Athletic Centre
- Tai Ping Li
- Running Free Canada



Our Network of Partners & Service-Providing Agencies

Our annual event would not have been a success without the strong network of service-providing agencies, representing a wide-range of supports including housing, health care, clothing, community support, education, employment, financial, and legal assistance. 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.

40 Oak CRC
 A-Way Express
 Berea Lutheran Hats And Mats Project
 Bev's Foot Care
 Black Creek Community Health Centre
 Brands For Canada
 Canada Revenue Agency
 Canadian Addiction Treatment Centres (CATC)
 Canadian Memorial Chiropractic College
 Canadian Red Cross Society
 Cathedraltown Health Clinic
 CDR Footcare Services
 Central Neighbourhood House
 Chinese Family Services Of Ontario
 Chiropody: Anam Karbhari
 Chiropody: Barbara Brehovsky
 Chit Chat Hearing Incorporation
 CHMA Toronto: Housing First Intensive Case Management
 City of Toronto - Community Economic Reintegration Team (CERT)
 City of Toronto - Housing Connections
 City Of Toronto - Parks, Forestry And Recreation
 City Of Toronto - Shelter, Support And Housing Administration
 City of Toronto (SDFA) - Toronto Youth Job Corp
 City of Toronto Animal Services
 Costi North York Housing Help Centre
 Credit Canada Debt Solutions
 Diabetes Canada

Dixon Hall Neighbourhood Services
 Downtown Legal Services
 Downtown Yonge BIA
 Element Footcare
 Elizabeth Fry Toronto
 Elm Tree Foot Care
 Eva's Initiatives (Satellite)
 FCJ Refugee Centre
 Foodshare
 Footcare: Lidia Tucker
 Footcare: Zonia Slyfield
 Fred Victor's Housing Access and Support Services
 Free Geek Toronto
 Good Shepherd Ministries
 Grant Thornton LLP
 GTA Mobile Chiropody
 Hair By Daniel
 Haircuts: Ben from Slone Rangers
 Haircuts: Patrick Kaing
 Harmonies For Hope
 High Sierra Canada
 Hope Place Centres
 Imagine Clinic
 Inner City Health Associates (ICHA)
 Interval House
 Jobstart
 John Howard Society Of Toronto
 Kensington-Bellwoods Community Legal Services
 Legal Aid Ontario
 Luv Your Feet Donna Mikec Advanced Foot Care

Matthew Genser Salon + Wellness Spa
 Melanie's Nails and Esthetics
 METRAC Action on Violence
 Mood Disorders Association of Ontario
 Mother Nature Partnership
 Multilingual Community Interpreter Services (Ontario)
 Native Women's Resource Centre of Toronto
 Neighbourhood Information Post
 Neighbourhood Link Support Services - PAID Project
 Next Step Footcare
 Peoples Christian Academy Early Learning Centre
 Progress Place
 Quality Home Foot Care
 Reconnect Community Health Services
 Regent Park Community Health Centre
 Running Free Canada Re Use Shoe Program
 Saint Elizabeth Health Care
 Seventh Generation Midwives Toronto
 Sherbourne Health Centre
 Sistering
 Sound Times Support Services
 Street Haven at the Crossroads
 Syme Woolner Neighbourhood & Family Centre
 TESS: Employment
 TESS: Financial OW Social Assistance
 TESS: Housing Eviction Support
 The Housing Help Centre (THHC)
 The Salvation Army Toronto Housing & Homeless Supports

The Shoebox Project
 Toronto Central LHIN (formerly CCAC)
 Toronto Children's Services
 Toronto Paramedic Services
 Toronto Police Service, 51 Division
 Toronto Public Health, Vulnerable Adults And Seniors Team
 Toronto Public Health Mobile Dental Clinic
 Toronto Public Health, Chronic Disease & Injury Prevention
 Toronto Public Health, Sexual Health Promotion Program
 Toronto Public Health, TB Stop
 Toronto Public Library
 TRG Hair Studio
 Unison Health And Community Services
 Urban Dental Clinic
 Ve'ahavta
 Ve'ahavta (MYTORONTO project)
 VETS Canada
 Viral Hepatitis Care Network (VIRCAN)
 Vision Institute Of Canada
 West Neighbourhood House
 West Toronto Community Legal Services
 Weston King Neighbourhood Centre (WKNC)
 Whole Life Balance
 Woodgreen Community Services
 YMCA of GTA - Immigrant Services
 Youth Employment Services (YES)

Our Team

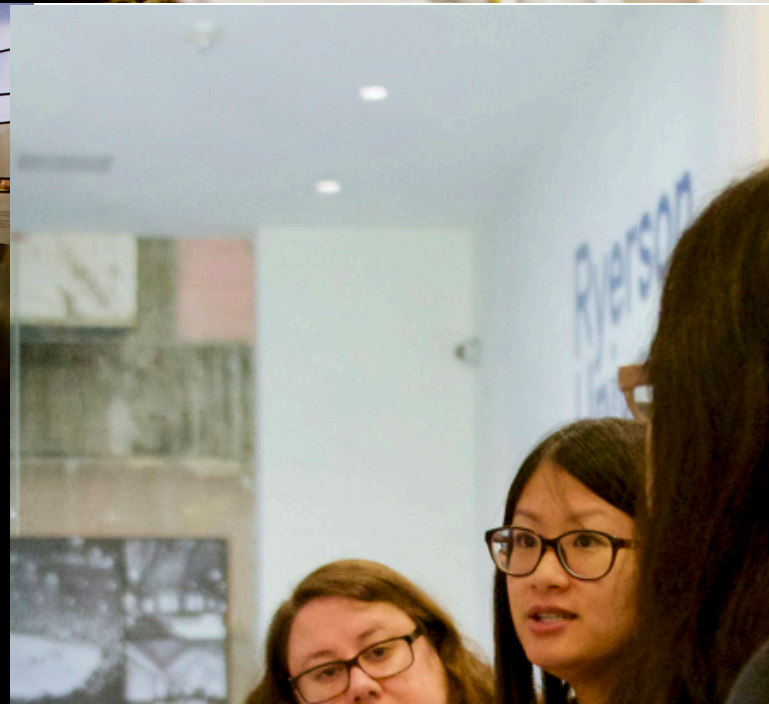
Homeless Connect Toronto 5

Board of Directors

Jeffrey Li
Jessica Elia
Georgette Gregory
Mwarigha Shad
Samia Hussein

Our Planning Team

Alvita Chan
Bonnie Tang
Celine Chan
Dhanukshi Jayawickreme
Emily Fan
Josephine Kwong
Karen Choe
Melissa Bates
Melody Li
Season Kam
Terence Ha
Timothy Yiu





Homeless Connect Toronto is a charitable agency 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.

 www.hctoronto.org

 [@HConnectTo](https://twitter.com/HConnectTo)

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