



 homeless connect toronto

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# 2018

ANNUAL REPORT





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# Letter from the Board & Executive Director

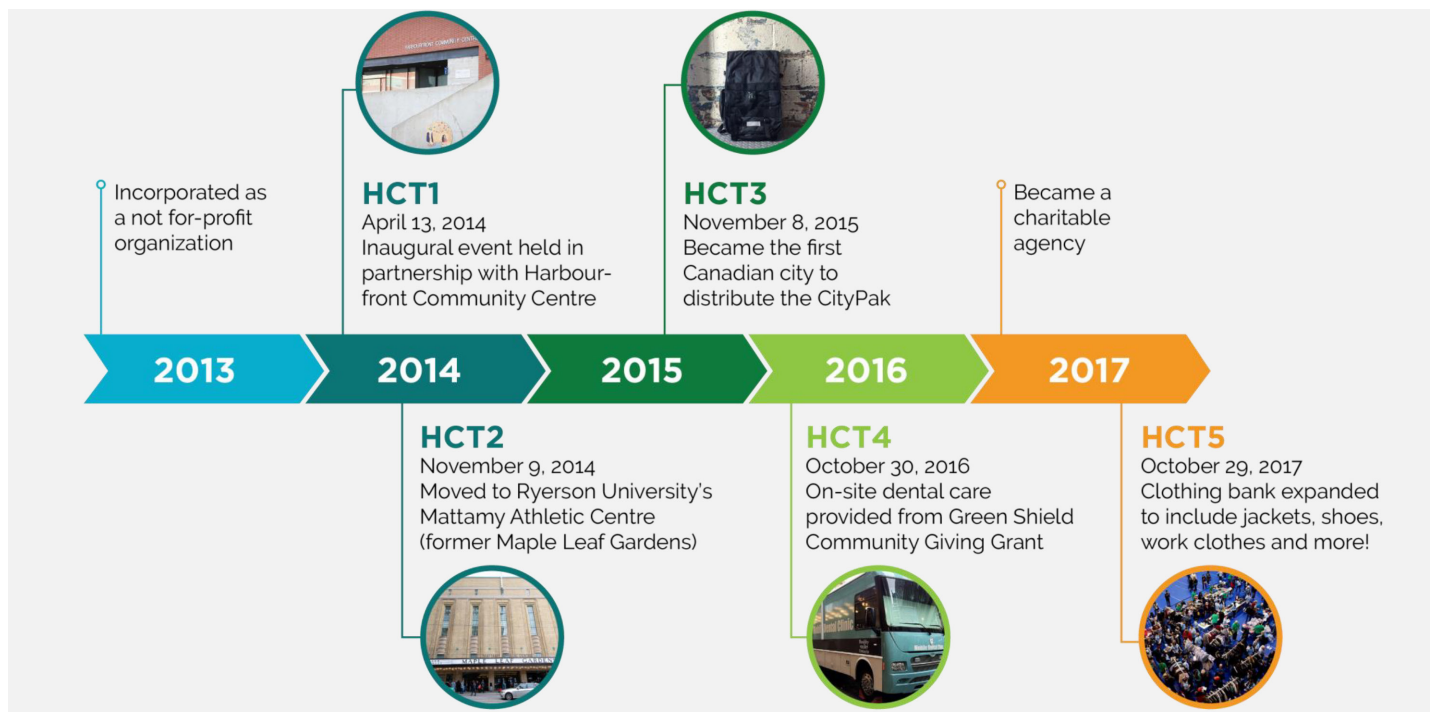
DEAR HOMELESS CONNECT TORONTO SUPPORTERS

Homeless Connect Toronto (“HCT”) was excited to celebrate our fifth year of operations in 2018. This represents the first of many major anniversary milestones to come! Looking back on the past five years, we have experienced the growing pains typical of a new organization, but we have also accomplished a tremendous amount in a short period of time, including incorporation, achieving charitable status, trademark registration, and an incredible six major events that have connected over 5,000 homeless people to over 2,000 volunteers in the City of Toronto! It is incredible to witness the amazing work that a completely volunteer-run organization is able to achieve.

We remain in awe of the dedication and hard work each volunteer puts into our organization - from our

Board, Planning Team, Subcommittees, and Day-of Volunteers. Thank you truly to each individual who contributes their time and energy to HCT to serve those experiencing and at-risk-of homelessness in Toronto.

In 2018, we had a number of changes to our board of directors. Sister Georgette Gregory, who volunteered with HCT beginning in 2013 as a member of our Services Subcommittee, progressed to Volunteer Co-Chair and was later elected to the board in 2016, was named as Congregational Leader of the Sisters of St. Joseph of Toronto. As a result, Sister Georgette stepped down from her board position at HCT. Sister Georgette was a strong champion for the work of HCT and we wish her all the best in her new role! We also said goodbye to Jessica Elia and Samia



Hussein, both newer board members who brought fresh ideas and energy to the board of directors.

Following the departures above, we have welcomed two new members to the HCT Board: Nikki Latta and Richard Teicher. Both Nikki and Richard started their journey through volunteering at HCT events. Nikki is an Associate Partner, Assistant General Counsel at Deloitte LLP, while Richard is a lawyer at Downtown Legal Services, which has been a service provider at all the past events. We are excited to have Nikki and Richard join a passionate and dedicated board to lead the work of HCT to greater heights by taking action on our Strategic and Fundraising Plans.

Our Planning Team continued to forge forward with the planning of our 2018 event, the largest event to date in the history of HCT. We welcomed Adanette Frederick and Kevin Cheung as Services Co-Chairs, Zoon Khalid as a Volunteer Co-Chair, and Abhishek Sharma as Sponsorship Co-Chair. Alongside all the members of the Planning Team, we organized our best event yet, allowing us to create more efficient protocols for our logistics, which lead to a more positive experience for our guests, volunteers, and service providers.

In terms of partnerships, we continued working with Management Advisory Services (MAS) to develop a formal fundraising plan. We are thankful to Scott Russell, CEO of Alzheimer's Society of Toronto, for working with us on the formal development of the fundraising plan. The WoodGreen Foundation also took us under their wing this year by connecting us to media and donations for our 2018 event. Grant Thornton LLP returned to run the no-charge clothing store, collecting and organizing clothing from their six Ontario offices and mobilizing their staff to operate the on-site clothing bank with dignity. We are thankful to Councillor Kristyn Wong-Tam and MPP Suze Morrison, both of whom attended our Fall Event and continue to champion the work of HCT in our City.

Within the community, we continued to educate about ending homelessness in various arenas. HCT was showcased in the Ryerson University's Sustainability in Organizations course, where students completed a gap analysis and provided creative solutions for our organization. It was engaging to see all the thoughtful effort these students put in. We also participated in the



York University Volunteer Fair to share about volunteer opportunities at our organization. Our Executive Director Melody was invited to talk about her journey with HCT at the Impact 200 Tyndale Gala, where over 500 individuals were present. She also was a Juror for the Ve'a'havta 2019 MYTORONTO Calendar, an annual photography contest showcasing photographs taken by individuals experiencing homelessness, helping to choose from over 4000 photographs and narrowing them down to the top 40 photographs.

Looking back at the highlights of 2018 creates more excitement and encouragement to elevate the work that HCT has been doing in our community. We look forward to continuing to work on our Strategic Plan in order to build a more sustainable and collaborative organization within Toronto.

Sincerely,

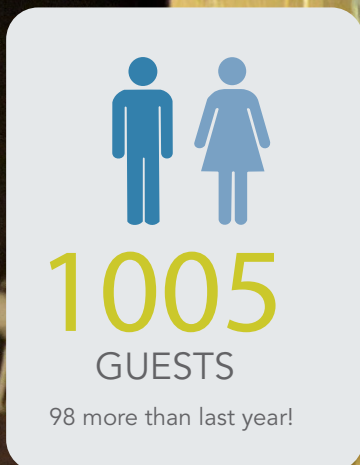
Melody Li  
Executive Director, Homeless Connect Toronto

Mwarigha Shad  
Chair, Board of Directors, Homeless Connect Toronto



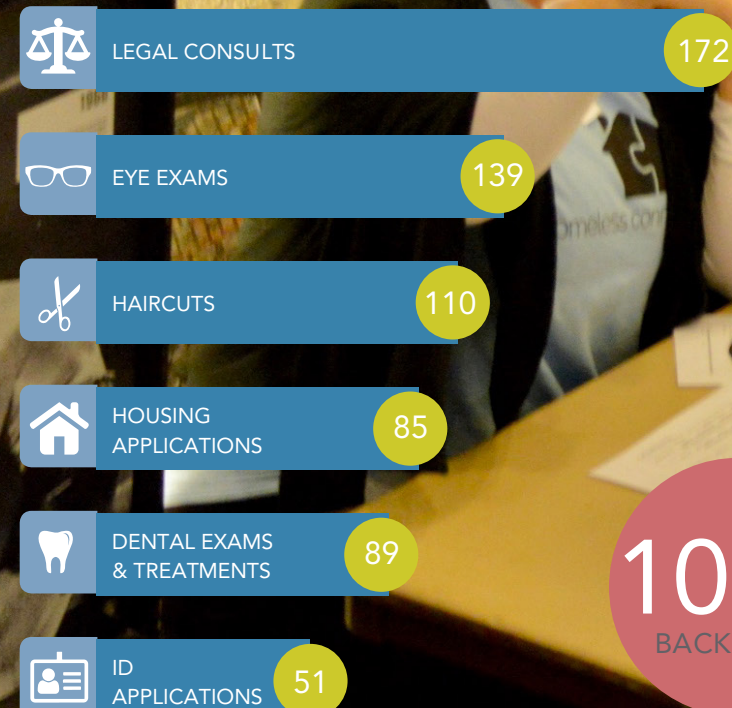
# HCT6 By the Numbers

OCTOBER 28, 2018



## WHAT SERVICES DID OUR GUESTS RECEIVE?

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



## PARTICIPANT FEEDBACK FROM THE EVENT:

"[The event is] a very good opportunity for networking and for a lot of different agencies to learn more about each other."  
- Service Provider

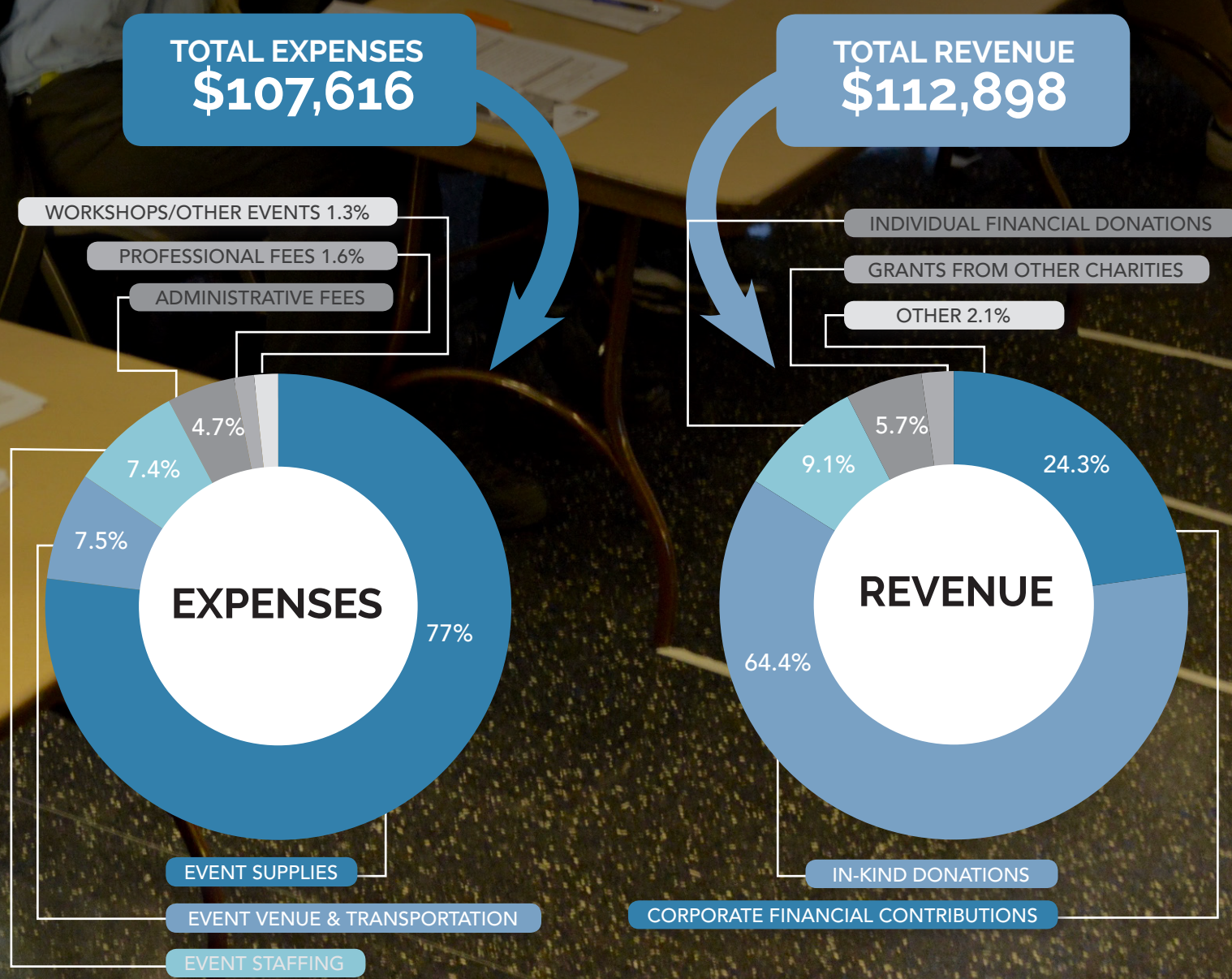
"I wish the world could be reflective of what happens here on this day. It would change the world!"  
- Guest

# Our Financials

2018

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).





# 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

Evolve the HCT organization to provide expanded services to clients.

- 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



# 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 over \$45,000 in financial donations.

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

- 800 CityPak backpacks for our comfort kits
- 2500 socks
- Toiletry items and clothing
- Disposable footcare and haircutting supplies
- Venue space, catered meals, and shuttle bus service



## CHAMPIONS FOR CHANGE (\$10K+)

- High Sierra Canada
- Proctor & Gamble Canada
- Salesforce
- Sisters of St Joseph Toronto
- The Co-Operators



## CHAMPIONS FOR HOPE (\$5K+)

- Ryerson Eats

## CHAMPIONS FOR COMPASSION (\$1K+)

- Athlone Philanthropic Inc.
- Brands for Canada
- Cosmetic Brands (CBON)
- Credit Education Week
- First Student Transportation
- Joanna Wong
- Kitty Wong
- Mattamy Athletic Centre
- Esther & Tai Ping Li
- Patisserie Monaco
- Running Free Canada
- Socks 4 Souls Canada
- Warren Gonsalves



## CHAMPIONS FOR DIGNITY

- Andrew Hui
- Anonymous
- Bamford Produce Co Ltd
- Cover-All
- Dahlia Younan
- Golf Road Junior Public School
- Grant Thornton LLP
- Higgins
- Karen Choe
- Kenric Leung
- Production Walkies
- Quality Foot Care
- The Great Canadian Sox Co
- Wendy Ip
- Winnie Sau Lai Kui
- WoodGreen Community Services



# 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.



Ample Labs  
 Brands For Canada  
 Brands for Canada - Employment Programs  
 Canada Revenue Agency  
 Canadian Memorial Chiropractic College  
 Cathedraltown Health Clinic  
 CDR Footcare Services  
 Central Neighbourhood House  
 Chit Chat Hearing Incorporation  
 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 Animal Services  
 Credit Canada Debt Solutions  
 Dixon Hall Neighbourhood Services  
 Downtown Legal Services  
 Element Footcare  
 Elm Tree Foot Care  
 Family Nutrition Counselling  
 First Choice Footcare Inc.  
 Footcare: Zonia Slyfield  
 Fred Victor's Housing Access and Support Services  
 Free Geek Toronto  
 Good Shepherd Ministries  
 Grace Toronto Church  
 Grant Thornton LLP  
 Hair By Daniel

Haircuts: Ben from Slone Rangers  
 Haircuts: Studio V Beauty  
 HALCO - HIV & AIDS Legal Clinic Ontario  
 Harmonies For Hope  
 High Sierra Canada  
 IMAGINE Clinic  
 Interval House  
 John Howard Society Of Toronto  
 Kensington-Bellwoods Community Legal Services  
 Legal Aid Ontario  
 Lice Checks: Hana Anjema  
 Matthew Genser Salon + Wellness Spa  
 Melanie's Nails and Esthetics  
 Mood Disorders Association of Ontario  
 Multilingual Community Interpreter Services (Ontario)  
 Neighbourhood Link Support Services - PAID Project  
 Peoples Christian Academy Early Learning Centre  
 Progress Place  
 Quality Home Foot Care  
 Regent Park Community Health Centre  
 Running Free Canada Re Use Shoe Program  
 Second Harvest  
 Seventh Generation Midwives Toronto  
 Sherbourne Health Centre  
 Sistering  
 Socks4Souls Canada  
 Sound Times Support Services  
 STAR Learning Centre  
 Street Haven at the Crossroads

Suneeva  
 Syme Woolner Neighbourhood & Family Centre  
 TESS: Financial OW Social Assistance  
 TESS: Housing Eviction Support  
 The Housing Help Centre (THHC)  
 The Salvation Army Toronto Housing & Homeless Supports  
 Toronto Alliance to End Homelessness  
 Toronto Central LHIN (formerly CCAC)  
 Toronto Children's Services  
 Toronto Paramedic Services  
 Toronto Public Health Mobile Dental Clinic  
 Toronto Public Health, Sexual Health Promotion Program  
 Toronto Public Health, Vulnerable Adults And Seniors Team  
 Toronto Public Health, TB Stop  
 Toronto Public Library  
 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)  
 Wild Ones Wilderness  
 Woodgreen Community Services

Woodgreen Community Supports - Housing  
 Woodgreen Foundation  
 YMCA of GTA - Immigrant Services  
 Youth Employment Services (YES)





# Our Team

Homeless Connect Toronto 6

## Board of Directors

- Mwarigha Shad, Chair
- Georgette Gregory, Treasurer
- Jeffrey Li, Secretary
- Jessica Elia
- Samia Hussein
- Nikki Latta
- Richard Teicher

## Our Planning Team

- Abhishek Sharma
- Adanette Frederick
- Alvita Chan
- Benjamin Wong
- Bonnie Tang
- Celine Chan
- Emily Fan
- Kevin Cheung
- Melody Li
- Season Kam
- Terence Ha
- Timothy Yiu
- Zoona Khalid





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

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

 [info@hctoronto.org](mailto:info@hctoronto.org)