



homeless connect toronto

ANNUAL REPORT



2021

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Letter from the Board and Executive Director

Dear Homeless Connect Toronto Supporters,

As we reflect back on 2021, we can categorize it as a year of deep growth and expansion despite what was happening around the world. The uncertainties revolving around COVID-19 remained, but we felt renewed with the success of our pivot last year from our traditional large October event to four pop-up events to provide much needed services to individuals that were severely impacted by the pandemic. The positive feedback by community members prompted us to increase these to 10 pop-ups throughout the year in 2021.

We are grateful for the P&L Odette Foundation, a family who has dedicated their philanthropy to supporting Toronto's most vulnerable. Their commitment to a multi-year support of HCT has been transformational as it has allowed us to grow in our capacity with the support of staff, upgrade our technology, communication and data processes, and share our learnings with community partners. We look forward to this wonderful partnership in the years to come!

In February, Carrie joined our team as the Project Coordinator for HCT events. As the commitment to year-round events increased, we also welcomed the following new planning team members: Stephanie Wong (Fundraising Development Lead), Vandana Verma (Communications Lead), Naimah Fatima (Social Media & Content Writer); Alison Leong (Services Co-Chair), Delnaz Zandi and Newsha Zargaran (Volunteer Co-Chairs).

Carrie's leadership and experience in event planning brought to fruition 11





Community Connect events, connecting individuals impacted by homelessness to 682 direct and tangible services. While the city experienced lockdowns and restrictions at different points throughout the year, 35 different service-providing agencies worked alongside of us to provide a variety of both on-site and virtual services at each of our events. We were also grateful for the opportunity to bring a few of Community Connect events directly on-site to hotel shelters across the city. A special acknowledgement to the following community agencies for welcoming us to their neighbourhood to support their community members: The Stop Community Food Centre, Agincourt Community Services Association, Dixon Hall, Christie Ossington Neighbourhood Centre (CONC), Homes First, Weston King Neighbourhood Centre (WKNC), Parkdale Activity-Recreation Centre (PARC), and Fred Victor 40 Oaks CRC.

In April, we were awarded funding by the Community Housing Transformation Centre's Community-Based Tenant Initiative Fund to undertake our Journeys to Home

project. Georgia Mackenzie-Macpherson joined our team as the Project Coordinator on this project, bringing her experience in human-centred design to co-design the project with our participants. We were also supported by InWithForward, a social design organization focused on creating change in and with people to move lives forward. Journeys to Home follows the unique perspectives of residents who have been navigating the housing system, transitioning to independent, but connected, living situations. Individuals ranging from those living in shelters to supportive housing and living independently, shared stories of their housing experiences and engaged in co-designing ways in which they could better connect with and maintain housing. We will be releasing our learnings and insights about what a sense of "home" and community means for individuals impacted by homelessness in Toronto, in the Fall 2022.

We could not have gotten through 2021 without the dedication and ongoing guidance of the Board of Directors in overseeing staff and strategic plan stewardship. We also want to acknowledge

the ongoing support of our donors, funders, and sponsors. Our first self-organized peer-to-peer fundraiser, In Their Shoes, engaged 25 participants to take part in various challenges and rally their friends, family, and coworkers to raise \$18,032.12 for our programs. The commitment by donors also allowed HCT to surpass the goal of our 2021 Year End Appeal by raising \$25,490.44 to support our one-stop-shop programming for the upcoming year.

We remain blown away by the ongoing support of our sponsors, who committed to in-kind donations throughout the year, including: wellness kits [Grace Toronto Church], hygiene kits [Procter & Gamble, along with GlobalMedic], socks [Socks4Souls Canada], shoes [Running Free Canada], clothing [Brands for Canada], and storage [StorageMart].

In December, we also had the opportunity to be highlighted by the tiptap Foundation in their "See it. Face it. End it." Campaign, which highlighted the stories of people in the frontlines. They chose to share our story in their Less Campaign at the Toronto's

Eaton Centre, and in ads all across Toronto.

We are excited to look forward to next year as we grow our partnerships - including a dental partnership with Gift From the Heart and Filling the Gap Dental - and a return to the marquee one-stop-shop event at the Mattamy Athletic Centre in the Fall. Throughout the year, it has been a privilege to run into our past guests who have shared their fond experience of the big event and we can't wait to have it again. We hope that you will be there to join us as well - see you there!

Melody Li
— Executive Director

Mwarigha M S
— Chair of the Board



HCT COMMUNITY CONNECT EVENTS

Musings from a Project Coordinator

2021 was a big year for Homeless Connect Toronto filled with uncertainty and new beginnings. We started the year off with big plans: 10 “pop up” events throughout the city (which we now coin as “Community Connect” events). Taking a cue from 2020’s blueprint, we thought we had a winning formula. Little did we know what COVID had in store for us and our event planning.

Due to the high number of COVID cases in the beginning of the year, we made the decision to kick things off with 2 entirely virtual Community Connects. In all honesty, I had my doubts. “How would those experiencing homelessness even have access to a virtual event?” was a looming question. Well, that concern was quickly addressed. With the help and support of dedicated Service Providers, proactive agency and industry partners, things started to come together. Thinking creatively, we were able to plan, execute, and promote an entirely new model that we’ve since refined and repeated throughout the rest of the year.

As the weather warmed up and COVID restrictions loosened, we hosted 9 more in-person Community Connect events throughout Toronto. These smaller, local community events allowed our team to connect on a more intimate level with not only guests, but Service Providers, Volunteers, and partnering organizations alike. Focusing on a smaller number of Guests, we were able to actively listen to their stories and experiences with our full attention while responding with compassion and care. It was in these moments that I was reminded again of how personal and unique everyone’s experiences are. There is one particular Guest that holds a special place in my heart. She has the most energetic, radiant personality. While she was telling me her story, we both started to tear up. I was thankful for her vulnerability in sharing with me; she was thankful for a listening ear. We’ve since kept in touch and to this day, she calls me to say she is praying for me. It is only through events like Community Connect that I would be able to form such friendships.

Needless to say, I am extremely proud of what our team accomplished in the year

2021. All in all, after 11 Community Connects, we fulfilled 682 appointments, worked with 30 Service Providers, and 8 partnering agencies. As Melody, our Executive Director reminds our team, “One Guest served is better than no Guests served.” I think it’s safe to say that we were able to go above and beyond just one Guest served.

Every event told a different story. The guests I met, the stories I heard, will stay with me forever. While COVID continues to be a very real challenge spanning into 2022, I have full confidence that our HCT team will continue to serve the community in great and impactful ways. We look forward to pioneering what we deem as our version of “hybrid” events: Community Connect events and the Big One-Stop-Shop event this October. Stay tuned, because we will need all hands on deck for that one!

- Carrie Yan, Project Coordinator



01. Carrie with a guest and her grandson at the Community Connect (CC) Event at The Stop // July 28, 2022
02. Guest attending a virtual appointment with the CRA // July 28, 2022
03. Guest is all smiles after his haircut with Matthew at Weston-King Neighbourhood Centre / Oct 28, 2022
04. Amanda (Little Piggies Footcare) providing foot care treatment, CONC Hotel Shelter / Oct 26, 2022
05. Journeys to Home booth at Agincourt Community Services Association (ACSA) collecting guest stories of “Where do your shoes take you?” / Aug 26, 2022

Strategic Plan (2018 - 2022)

Our Vision: Homeless Connect Toronto is committed to helping individuals “connect the dots” to end homelessness in their lives.

Our 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

Strategic Priorities (2018 - 2022)

1

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 events

2

Stronger Partnerships with Service Providers

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

- Secure Service Providers to provide services for the highest client needs
- Expand HCT event initiatives

3

Operational Growth to Meet

Evolve the HCT organization to provide expanded services to clients.

- Ensure necessary staff and resources are in place
- Educate and train staff and volunteers on homelessness and client needs
- Strengthen volunteer engagement to ensure necessary supports

4

Raising Awareness of HCT

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

- Raise awareness of HCT among at-risk populations and in the GTA
- Raise client awareness of how to access services outside of events

5

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



SERVICE PROVIDER HIGHLIGHT

Sherbourne Health - Foot Care

“It was my first year participating in Homeless Connect Toronto as a nurse providing footcare. I wanted to do it before, but was worried I wouldn’t have the right skills to offer.”

ERIN ASHE (THEY/THEM)
REGISTERED NURSE

But these past couple of years, I have watched as the many indignities that poor and underhoused folks in Toronto face multiply, and I felt motivated to sign up. I think it was an interesting year to be providing foot services, given the scope of the pandemic and how even more isolated and lacking in human touch many folks in the community have become. People who arrived at my booth were often a little reluctant and a bit embarrassed initially: it’s a footcare nurse joke that everyone we work with thinks their feet are the worst feet. But I would hope that their shame evaporated a bit as we worked to soften their calluses, pare their corns, and lighten the load of their bulky nails. People’s feet communicate stories: poor access to supportive shoes, chronic pain, days and nights spent walking in the same damp boots. The people I saw at Homeless Connect also told me stories—tales of heartbreak, fury, loneliness. In those moments of sharing, connection replaced isolation, at least for a brief moment. I really hope to be back to future events.



Community Connect Events Service Providers and Venue Partners

Our Community Connect Events would not have been successful without the network of service-providing partners and venue partners who continued to offer their supports both in-person and virtually throughout the COVID-19 pandemic across the City of Toronto.



- Agincourt Community Services Association
- Black CAP
- Canadian Memorial Chiropractic College
- Canada Revenue Agency
- Dixon Hall Neighbourhood Services
- Downtown Legal Services
- Fair Change Community Legal Clinic
- For Your Care Footcare
- Fred Victor
- HearingLife
- John Howard Society of Toronto

- Little Piggies Footcare
- Matthew Genser Salon
- Second Chance
- SEHC Footcare
- Service Canada
- Sherbourne Health
- Sound Advice Hearing Clinic
- Street Haven at the Crossroads
- Studio V Beauty
- The 519
- The Housing Help Centre
- The Neighbourhood Group
- The Stop Community Food Centre
- Urban Dental
- Ve’ahavta
- Vision Institute
- West Toronto Community Legal Services
- Weston King Neighbourhood Centre
- WoodGreen Community Services



GUEST HIGHLIGHT

Gift of Accessing Essential Supports

Number of Appointments Accessed
at Community Connect Events
in 2021

682



Mary-Lou* arrived at our Community Connect event in October at the Parkdale Activity-Recreation Centre (PARC) for her foot care appointment. She had booked this appointment through her caseworker at PARC just a few days earlier. Mary-Lou had been homeless in the past, but had been successfully housed for a few years. Unfortunately, she recently found herself unhoused again due to a dispute with a family member. She desperately wanted an eye care appointment at the event, but being such a valuable service, the appointments had been booked quickly and she wasn't able to secure one prior to the event. It's difficult to come by free eye care when you're homeless. Mary-Lou was patient and willing to wait a few hours just in case there were any no shows.

”

This is the first time I've seen so much joy in this place in a long time.

”

[The staff and volunteers] are always courteous and caring, don't make you feel different or out of place.

Luckily, there happened to be an opening late in the afternoon. When she was informed, she had tears in her eyes as she had desperately needed her eyes to be checked.

After her eye assessment, she came out with a heart of gratitude, with tears in her eyes. She exclaimed that she knew that her eyes weren't the same and that she needed further care. She was so glad to be able to see the optometrist, who let her know that she needed cataract surgery and would help make the referral to make that happen. Mary-Lou is one of the many guests who access our one-stop-shop events to get the direct care and support that they need.

**Name changed to protect guest's privacy.*

VOLUNTEER HIGHLIGHT

What I Learned from “How the Grinch Stole Christmas”

“You probably know the premise: an evil monster - The Grinch - steals all the Christmas presents hoping he can ruin Christmas. But then he sees that Christmas isn't gone and it actually goes on. He realizes that Christmas doesn't come from a store... Christmas means a whole lot more.

Well, recently I lived this concept.

I was volunteering for Homeless Connect Toronto at an event providing several goods and services to people living with homelessness, when I experienced the true meaning of giving. I was there to help out and to also see how dental care can be provided at future events. The guests received free eye care, foot care, legal services, tax advice and help managing their finances. They also had access to free food, a warm lunch and items they could take such as blankets, jackets, clothes and shoes. My role was to do a survey with them at the end and give them a new backpack full of essential items.

One of the questions I asked was, “What did you like most about this event? Even though their

stomachs and bags were full and they were about to receive even more tangible items, almost everyone said the same thing: “I like the way I was treated.”

One of the guests said the best part was the people. Another very grateful woman remarked, “Why are you being so nice to me?” She started crying – and so did I. Another guest said, “You are not doing this to make yourself feel good, you are doing this to make me feel good.”

Like the Grinch, my heart grew three sizes that day.

It wasn't the presents that mattered most, it was our presence.

DR. SANJUKTA MOHANTA
B.SC, DDS

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Oral Health Office Journal.*



Volunteers in Action

As restrictions loosened throughout 2021, we were delighted to welcome volunteers back in various capacities at different events throughout the latter half of the year.



01



02



- 01. Community Connect Event at Agincourt Community Services Association on August 26, 2021
- 02 & 03. In Their Shoes Fundraiser // August 1 to 15, 2021 - Family Rides at the Meadoway, Scarborough
- 04. Wellness Kit Packing Party // October 9, 2021
- 05. Fall Clothing Sort // October
- 06. Christmas Cheer Parcels for the December Community Connect event at Fred Victor 40 Oaks CRC



03



04



05

FUNDRAISER HIGHLIGHT: IN THEIR SHOES 2021 Cherish What You Have. Share What You Can

In July, I joined the In Their Shoes Fundraiser and took on the challenge of feeding myself on \$5 a day for five days, mainly because it seemed interesting and doable in a work-from-home situation.

As I planned my groceries for the week, I found myself asking a number of questions:

What would this week be like...
 ...if I did not have what I needed at home?
 ...if I did not have a permanent and secure home to live and to store what I needed?
 ...if I did not have access to reliable utilities for safe food storage, to cook, or to clean?
 ...if I did not have access to the internet to scour flyers for sales to meet my budget?
 ...if I could only buy what I needed with \$5 every single day?

So, from Monday to Friday, I lived off of tomatoes, cucumbers, spinach, grapefruit, eggs, noodles, cereal, and almond milk, along with the supplements I normally take. While subsisting on this spread was not difficult – these were foods I enjoyed after all – at the end of a stressful week, I confess the predictable menu was beginning to wear on me. I was looking forward to re-

introducing things like caffeine to my diet, and it brought relief knowing that the scarcity was temporary.

What would this week have been like if this situation was indefinite?

Inspired by the extraordinary generosity of my friends and family, I decided to take on a sixth day to answer the question: *What would it be like if I could only live off \$5 a day?* Knowing that there are many who find themselves in this situation, it was meaningful to me to experience this.

I quickly realized that with transportation costing at minimum \$3.25, my only option would be walking to the grocery store. When I arrived, it took me a while to pick out the smallest bag of baby mustard greens I could find, a tube of soft tofu, and 4 bananas, for a total of \$3.75. On one hand, I had more than enough food for a single day. On the other hand, while my bill was under \$5, it was enough that I could not afford to take all my supplements I had intended for that day.

At the end of my week, one cost stood

out to me: the mental load of constantly calculating and assessing what I can or cannot do, or eat, or use. Something innocuous like eating a bowl of cereal became a process of making sure I only ate an amount of cereal and almond milk that I could afford. I only had to worry about what I was consuming for six days, but if I had to extrapolate that level of worry across all areas of my life for weeks or months or years, it would be overwhelming. Yet that is reality for many people.

I like to think I have a vivid imagination and I try to stay informed, but living under such constraints for as little as six days, expanded my view of circumstances outside of my own. It reminded me that imagining, reading, and discussing are not the same as living. Nurturing empathy involves putting yourself in another's shoes. From that figurative pair of shoes, I understood more clearly how much I had and how much more I could give. From how much we have been able to raise, I can see you understand that, too.

- Alison Leong, Services Co-Chair

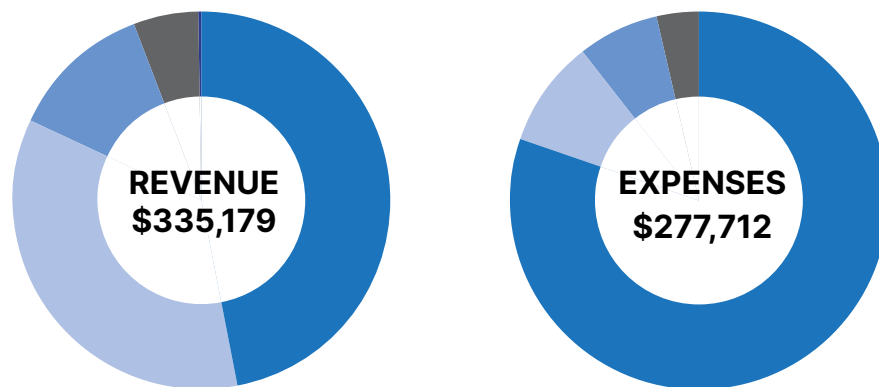
Financial Statement

Homeless Connect Toronto is committed to managing its finances with integrity and responsibility. 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.

Homeless Connect Toronto's fiscal year saw a 206% growth due to being recipients of a transformation grant from the P&L Odette Foundation, as well as a grant funding for our qualitative research project, Journeys to Home, from the Community Housing Transformation Centre.

The increased operations due to year-round events in new spaces through the coordination of 11 Community Connect events is significant, compared to the four pop-up events in 2020 and our traditional large one-stop-shop event.

Increased expenses are also reflected in part due to our three part-time staff, as well as the introduction of technology and software to simplify data management and financial processes.



Our Team

BOARD OF DIRECTORS

Mwarigha M.S., Chair
Jennifer Ho, Treasurer
Jeffrey Li, Secretary
Nikki Latta
Richard Teicher

ADVISOR

Alex Zsager

EXECUTIVE DIRECTOR

Melody Li

HCT EVENTS, PLANNING TEAM

Carrie Yan
Terence Ha
Stephanie Wong
Andrew Tom
Vandana Verma
Naimah Fatima
Jessica Cheung
Alison Leong
Delnaz Zandi
Newsha Zargarani

JOURNEYS TO HOME PROJECT

Georgia Mackenzie-
Macpherson
Sam McGarva
Alex Zsager
InWithForward

	2022	2021
REVENUE		
Grants	\$157,349	\$64,965
Sponsorships	\$117,888	\$40,319
Donations	\$41,003	\$3,480
Fundraising	\$18,574	
Interest	\$365	\$435
	335,179	\$109,199
EXPENSES		
Program	\$223,359	\$66,544
General and administrative	\$25,396	\$23,788
Fundraising	\$19,287	
Professional fees	\$9,670	\$2,850
	\$277,712	\$93,182
EXCESS OF REVENUE OVER EXPENSES	\$57,467	\$16,017

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 Planning Team volunteers, who have worked diligently to ensure the successful implementation of our 11 Community Connect events.

Thank you to our in-kind sponsors who contributed year-round to our events, so that guests could receive gifts of love and dignity.

And, thank you to our financial donors, granters, and funders who have helped to grow Homeless Connect Toronto in tremendous ways this year.

Thank you for making a difference!

Champions for Transformation (\$50K+)

Brands for Canada
P&L Odette Charitable Foundation

Champions for Change (\$10K+)

Jason Ng
Lawson Foundation

Champions for Hope (\$5K+)

Ericson Viola
Procter & Gamble / Global Medic

Champions for Compassion (\$1K+)

Benita Chan
Clayton Chan
Jonathan Lee
Kitty Wong
Manor Abu
Running Free Canada
Tai-Ping Li
Warren Gonsalves

Champions for Dignity

Aamer Hasham
Aaron Cheung
Aarsh Trivedi
Abraham Wong
Acorn Seed Foundation
Aesha Shah
Aisling Owens
Alan Leong
Alex Lim
Alice Chan
Alice Ho
Alina Zdrzhko
Alison Leong
Alison Li
Alison Olson
Allan Davidson
Alliance Data
Alvita Chan
Alycia Shaw
Alyssa Chan
Amanda Danshoo Woo
Amanda Yee
Andre Yogasara
Andrew Chan
Andrew Norman
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Babe Babe
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Berea Lutheran Hats and Mats Project
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Hannah Park
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Miriam Yeung
Natasha Bussoli
Nathan Yung (Inato Solutions Inc.)
Nigel Allison
Nihar Desai
Nikki Latta

Nisha Kannan
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Robbie Dowler
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Sharon Szeto
Sheena Cheung
Shenandoah McIlraith
Shenlor Young
Shirley Chu
Sincere Tsang
Sneha George
Socks 4 Souls Canada
Splunk
Stacey Bien-Aime
Stacey Wang
Stephanie Liu
Stephanie Wong
Storage Mart
Sunyoung Kang
Tai Woo
Tammy Nguyen
Tania Barreira
TD
Terence Lau
Thao Vo
The Shoebox Project for Women
Theresa Young
Thomas Leung
Tiffany Cheng
Tiffany Wang
Timothy Wang

Tina and Harry Lynch
Tomer Sasson
Tony Tam
Tracy Kwan
Tseten Lhamo
UPS
Valerie Tan
Vernon Kee
Victor Ma
Viola Cheung
Wai Hung Yan
Wallace Leung
Wendy Ip
Wendy Liu
Wenkie Lam
Will Chen
Yee Lin Betty Ching
Yvonne Lam Tang





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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