



# streettohome

changing lives, building futures

## 2019 Annual Report





## A message from the CEO and Board Chair

“Our inspiration is found in the many people we connect with and their ideas; the innovative practices in other jurisdictions;

and the local compassion, wisdom and courage to adapt these models to fill gaps in the homelessness service system in Vancouver. We are always amazed with the constantly changing best practices that we have the privilege of brokering and leveraging,” says John McLernon, Streethome Board Chair.

individuals to help them get back on their feet.

The Streethome Board also approved two business cases. One built support for the development of a digital SCLI application that would expand access, while the other advocated for a local adaptation of the successful Recovery Café model in Seattle. Each of these will contribute to ensuring better navigation of the homelessness services system, enhanced individual supports, and improved outcomes for individuals, families and communities.

As you read our annual report, we hope you find inspiration in the innovative initiatives underway, and the energy and commitment of all those who helped make them possible.

### Streethome Impact

Since 2008

**\$31.8 M**

Raised

**4407**

Individuals who will not be counted as homeless in Vancouver

Capital funding contributed to **24** supportive housing buildings (1400 homes) and **11** homelessness prevention initiatives

Streethome continues to broaden its horizons and 2019 was no different. We piloted two new initiatives that address gaps. The **Smart Cities-Life Intentions (SCLI)** paper tools promote goal setting and best-fit service matching to empower vulnerable individuals as they move along their preferred life path. **Homeward Bound** facilitates a return to a community of choice where family and/or friends support

Rob Turnbull  
President & CEO

John McLernon  
Chair

## Our Role

Streethome is changing lives and building better futures by working with the private sector to broker and leverage new funding, innovative ideas, and opportunities for collaboration between public and nonprofit sectors to implement sustainable solutions to homelessness in Vancouver. Streethome strives to address gaps in services to meet the housing; employment & volunteering; education, skills & training; health & wellness; legal & advocacy; and community & belonging needs of vulnerable individuals that are homeless or at-risk of homelessness.

## How we work

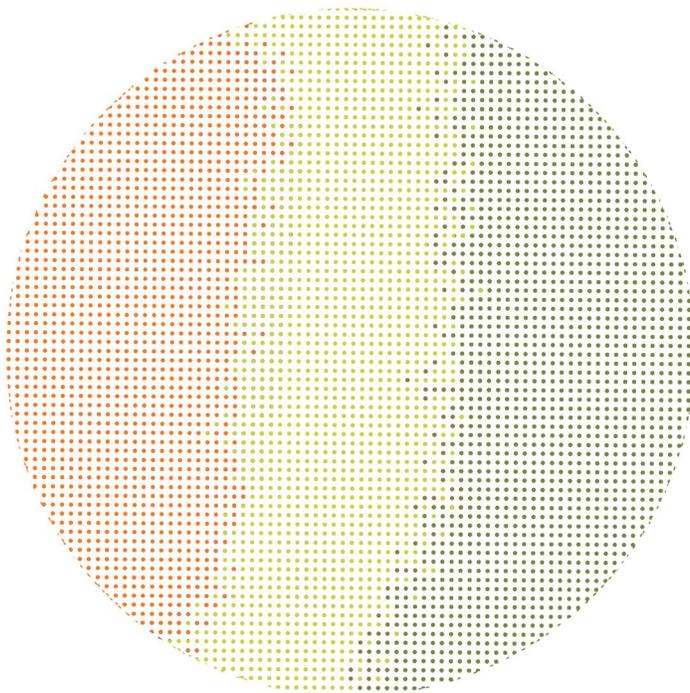
- Promoting a systematic approach – a comprehensive set of connected services
- Searching for evidence-based and promising practices that will fill gaps in the homelessness services system and avoid duplication
- Brokering collaborative relationships that pool and optimize limited resources
- Leveraging private sector contributions (*often at 10:1*) and sharing both risks and successes

## Streethome has three broad goals

1. Provide stable housing with appropriate support services
2. Prevent people who are most vulnerable from becoming homeless
3. Build broad public support and commitment for permanent solutions to homelessness

### What might the homeless population look like - without Streethome (STH)?

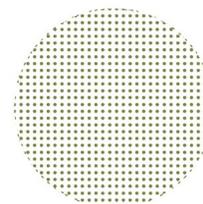
**6630** homeless individuals



**2223**  
homeless individuals  
counted in the  
2019 Vancouver  
Homeless Count



**2046**  
individuals helped  
through STH-funded  
supportive housing



**2361**  
individuals helped  
through STH-funded  
prevention initiatives

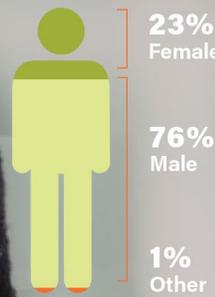
# Who are the homeless?



## Age



## Gender



## Time in Vancouver



## Income\*



## Health\*



\*Participants able to select multiple answers

Vancouver Homeless Count Survey 2019

# 2,223

individuals are living in shelters or on the street in Vancouver.



# Getting My Old Life Back



This newly launched program helps individuals with lived or living experience of homelessness return to their chosen community where housing and supports are available to them.

“I saw Homeward Bound as an opportunity to change my life,” says Dan. “I wanted to get away from the drugs surrounding me here, and get away from the streets. I could have my old life back.”

Dan says moving back to his home and family has made him a happier person. He lives with his mother, stepdad and brother, and enjoys being able to visit his cousin and grandmother, who frequently called his family to ask how he was doing while he was living in Vancouver.

“My grandmother is so happy I’m back. My family wanted to bring me home, but weren’t able to afford it,” says Dan. “Homeward Bound made things a lot easier because they were able to cover the travel costs.”

Now that he’s settled back into his home and community, Dan wants to continue working towards his goals.

“I want to start working again, start exercising and get a part-time job. I don’t want to be on disability for the rest of my life.”

Five years ago, Dan left Ontario to begin a new chapter in Vancouver with his girlfriend. Things didn’t work out, and he soon found himself homeless and making a decision between sleeping on the street, or in a shelter.

Now, Dan no longer needs to make that choice – he traveled back to his family in Ontario through Homeward Bound.

***“I saw Homeward Bound as an opportunity to change my life.”***

## Thriving Citizens



Streetohome Stool

- 1 Personal, gender and cultural safety and inclusiveness; community integration and sense of belonging.
- 2 Meet immediate needs (e.g. shelter, supportive housing, recovery housing).
- 3 Health and wellness: physical and mental wellness, dental, hearing, vision and/or substance use.
- 4 Connect and support employers and employees, along with organizations and volunteers, in labour market and community engagement.
- 5 Life skills; high school equivalency diploma; work readiness; professional certification.
- 6 Resolution of legal issues (e.g. landed immigrant status, child custody, criminal charges), and/or advocacy to defend or safeguard individual rights.

# LOOKING FORWARD

## Supporting Tenants, Enabling Pathways

STEP has assisted 74 self-identified individuals who were ready to move on from supportive housing into independent housing (often subsidized, lower-end-of-market or shared) since its launch in October 2017. The vacated supportive housing units start a domino effect making way for homeless individuals from shelters to move into a supportive environment where they have access to a range of comprehensive tenant services, while freeing up needed shelter beds for those living on the streets.

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***“It was such an overwhelming feeling to move in and see my new home – just happiness and gratefulness. I’m glad I have this place to heal.”***

***-Elliot, STEP Participant***

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## Addiction Recovery Community Housing

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***“A longer integrated program allows residents to stabilize and move along the continuum from recovery housing to independent housing within a safe and known environment.”***

***-Dan Russell, UGM, Director of Programs***

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The Addiction Recovery Community Housing (ARCH) model will provide continuity of housing and care with tethered transitions between an early recovery housing pathway (including withdrawal management services), treatment housing, recovery housing and a recovery community centre. The latter offers an opportunity to maintain ongoing support system connections upon community reintegration. UGM’s Women and Families Centre (opening winter 2021) and Salvation Army’s Harbour Light Redevelopment (opening summer 2023) have adapted the model for Vancouver. North Wind Wellness Centre in Farmington, BC, will be adapting the model for rural northeastern BC.

## Delancey Street Vancouver

The Delancey Street Foundation model combines housing with life skills development, education and employment training schools at no cost to government, families or residents. This peer-led self-help model is a long-term recovery pathway that will fill a gap in the current addiction recovery services continuum. It supports vulnerable populations including individuals who are homeless, transitioning out of the correctional services system, and/or wanting to confront their substance use issues. The program is sustained through the sale of goods and services delivered through vocational training schools. Residents graduate with a renewed self-confidence, three marketable skills, and a new lease on life.

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***“I kept saying I’d leave but after a while, it struck a chord in me. I wanted to be somebody. Delancey Street encouraged me to be honest – something that I never even thought I would become – or even was capable of.”***

***-John, Delancey Street Resident***

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## Homeward Bound

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***“Moving home has made me happier as a person. I feel more motivated. I don’t feel as depressed or alone. My family is also happier – they were upset that I was gone for so long.”***

***-Dan, Homeward Bound Participant***

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Homeward Bound officially launched in September 2019. Homelessness Services System providers coordinate travel to a chosen community where there is housing available and family and friends have confirmed their support in helping participants get back on their feet. In the first four months, the program has assisted 17 individuals. Streethome contributes to the travel costs.

## Smart Cities - Life Intentions

Smart Cities – Life Intentions is designed to alleviate the effects of the stigma and disconnection from services. This paper tool, that includes both an action plan and resource guide, facilitates goal assessment, service navigation, progress tracking and motivational enhancement techniques. To date, 178 individuals living in eight supportive housing buildings have had an opportunity to address housing, education, health, legal, employment and belonging challenges that prevent them from moving along their preferred life path. Streethome is exploring a digital app to increase accessibility to these resources.

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***“I was excited to find a new dental clinic and start the process to get my dentures. My son was also just released from prison, and now I’ll be able to help him find the resources he needs.”***

***-Ben, Supportive Housing Tenant***

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## Recovery Café

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***“Allowing ourselves to be deeply known is the most effective form of accountability. There is power in being both known and loved, at the same time.”***

***-Killian Noe, Recovery Café Founding Director***

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The Recovery Café is a refuge for individuals seeking recovery from homelessness, poverty, substance use and other mental health challenges. It is a welcoming space where individuals find community and support to move along their preferred life path. Recovery Café Vancouver will provide a safe, drug- and alcohol-free environment where peers support and hold each other mutually accountable for achieving their health & wellness; legal & advocacy; skills & training; employment; housing; and safety & belonging goals. It is hoped that this impactful peer-facilitated service, already available in 20 communities coast-to-coast in the United States, is replicated in other neighbourhoods in Vancouver, across BC and Canada.

# A Journey With John McLernon



*John McLernon, Streetohome Foundation Board Chair*

“Streetohome’s success relies on three key things: finding promising models from other jurisdictions; adapting them to fill gaps in Vancouver’s Homelessness Services System; and demonstrating that such enhancements contribute to the robustness of supports and improve outcomes for vulnerable individuals and communities. Our donors count on this kaleidoscope of constant change,” says Streetohome Foundation Board Chair, John McLernon.

“It’s important to workshop different models and invite a thinktank of varied expertise, including those with lived experience, to poke holes and suggest how any given model can be adapted and improved,” says John. “These individuals need to be able to take in a lot of information with an open mind and be prepared

to test different ways to help. You also need a good team that can move quickly and change directions, and a board that supports continuous learning and a constantly improving landscape of supports.”

With his ability to bring people of varying perspectives together and have them work cohesively as a team, John was recruited to lead the Vancouver Foundation’s work with youth homelessness. As the Vancouver Foundation further explored homelessness, they incubated Streetohome Foundation, a private-public organization model, and asked John to become Founding Chair and pull together a strong board to govern the new organization.

“We took the time to understand everyone’s line of thinking and created a 10-year strategy,” says John. “But we wanted to be known as doers, not just planners, and so we started providing capital for a few fast, smart projects from the get-go. People could see we were putting our money where our mouth was – supportive housing projects were going up and getting done.”

Since 2008, Streetohome has brokered and leveraged 24 buildings that have provided almost 1400 homes, helping approximately 2046

individuals experiencing homelessness or at-risk of homelessness. In 2015, we shifted our focus to developing a comprehensive approach to homelessness prevention and, with 11 projects to date, have contributed to the housing stability of an additional 2361 vulnerable individuals – a greater impact than we have had through building housing.

“While both strategies are value-add, it has become clear we needed to better understand the root causes of homelessness and where these individuals wanted to go with their lives,” says John. “This could include a variety of goals such as resolving legal issues, getting vocational training, moving on from supportive to independent housing, addressing their substance use, seeking employment or returning to a home community.”

“We’re not afraid to say that we are not only about supportive housing. Our main game is to broker and leverage enhanced supports that help individuals move along their preferred life path and towards the degree of self-sufficiency they are comfortable with. The homelessness initiatives underway are making a difference in peoples’ lives and ensuring that increasingly, more individuals are able to leave homelessness behind them.”

# Thank-you for ‘changing lives and building futures’

We take great pride that 100% of every dollar from our donors goes directly to leveraging new supportive housing and homelessness prevention programs. Since 2008, we have leveraged \$31.8 million, and with our partners, the Province and the City, have supported 35 projects (supportive housing & homelessness prevention) that have contributed to housing stability for 4,407 individuals including unaccompanied youth, families, couples, single adults and seniors – vulnerable individuals who will not be counted in future homeless counts. Instead, these individuals are being supported to reach their housing, employment & volunteering, skills & training, health & wellness, legal & advocacy, and/or safety & belonging goals to move on with their lives. Together, we are truly changing lives and building better futures.

## Corporate & Employee

A&W Food Services of  
Canada Inc. & Associated  
Companies  
Alexander, Holborn, Beaudin  
& Lang  
Anna & Kristina’s Grocery  
Bag  
Anthem Properties  
Aquilini Properties LP  
Ballistic Arts Media Studios  
Inc.  
BeeDIE Development Group  
Bell Canada  
BC Housing Employee  
Matching  
BMO Financial Group  
Canaccord Genuity Corp.  
Canadian Western Bank  
Ceridian Canada Ltd.  
CFA Vancouver  
CIBC  
City of Vancouver  
Coast Capital Savings  
Colliers International  
Connor, Clark & Lunn  
Financial Group  
Copperlion Capital (KRW)  
Inc.  
DDB Canada  
Dehoney Financial Group  
Deloitte Vancouver  
DreamGroup Productions  
EACOM Timber Corporation  
Employees of Stantec  
End Homelessness Now  
GWIL Industries Inc.  
Goldcorp Inc.  
Gordon Dumka, Gallery  
Photo Alliance

Home for the Games  
Innovative Research Group  
Inc.  
KPMG  
Lindt & Sprungli Canada  
Inc.  
Mark James Group  
NAIOP Community Real  
Estate Development  
Association  
National Bank Private  
Banking 1859  
New Shoes Productions  
Inc.  
Odlum Brown  
Pacific Blue Cross  
ParkLane Homes/River  
District  
Polygon Homes Ltd.  
Provide Home Inc.  
Rennie Group  
Scotiabank  
Seaspan Inc.  
Silk Concept Inc.  
Silver Wheaton Corp.  
Small Business BC  
UBC Sauder School of  
Business  
United Community Services  
Co-op  
Vancity Savings Credit  
Union  
Wesbild Holdings Ltd.  
White Knight Janitorial  
Services Inc.

## Foundations & Funds

625 Powell Street  
Foundation  
Andrew Mahon Foundation

Canada Foundation for  
Innovation  
Canucks For Kids  
Carraresi Foundation  
Face of Today Foundation  
Face the World Foundation  
Fernwood Foundation  
Frank Giustra, Radcliffe  
Foundation  
Freyvogel-Preiswerck  
Fund  
Houssian Family  
Foundation  
John C. Kerr Family  
Foundation  
MariaMarina Foundation  
Peter & Joanne Brown  
Foundation  
R & J Stern Family  
Foundation  
R. Howard Webster  
Foundation  
Red Hibiscus Fund  
SZOCS Foundation  
The Cundill Foundation  
Ward McAllister Family  
Foundation  
Vancouver Board of Trade  
Foundation

## Individuals & Families

Adam Zimmerman  
Adrian Hamel  
Alice Bushore &  
Kate Herron  
Alistair Taylor  
Amar Cheema  
Amy Peters  
Ann Neudorf  
Anna Wallner

Anne & Bill Godden  
Anne Andrew  
Arielle Berze  
Arlene Rolick  
Ashish Sant  
Ashley Chang  
Athena Bax  
Barbara Grantham &  
Andrew Wilkinson  
Brendan Fitzgerald  
Brent Neave  
Bruce Orr  
Bill Baker  
Charles Mallette  
Chip & Shannon Wilson  
Chris Morrison  
Christian Deiss  
Christine LaLiberte  
Christine Wuerfl  
Daniel Allard  
Daniel Jarvis  
Darren Jensen  
Dave Rurak  
David & Joanne McDonald  
David Heaney  
David & Manjy Sidoo  
Derek Kai  
Dianne Dimozantos  
Dick Vollet  
Divyesh (Dave) Gadhia  
Don Fairbairn  
Edward Steel  
Elizabeth Gross  
Enrico & Cheryl Giustra  
Eric and Elizabeth  
Southam  
Eric L. Schwitzer  
Eugene Ong  
Faye Wightman  
Florian Gabriel

Fred & Maureen Wright  
Geoff & Janet Plant  
Geoffrey & Karen Cowper  
George Wong, Magnum  
Projects  
Gillian Davidson  
Glenn Mair  
Graham McGarva  
Gulnar Aituarova  
H. Roderick Anderson  
Hani Zayadi  
Hannah Lee  
Harry Schreier  
Helen Hall  
Ida Goodreau  
Irene Wong  
Isaac Cheng  
Jacob Rossi  
James Schultz  
James Steele  
Janice Dalzell  
Joanne Gassman  
Jeff Queen  
Jeffrey McCormack  
Jim Chu  
Jim Dehoney  
John Blackhall  
Jonas Lehrman  
Judith Lynn Siemens  
Karis Maguire  
Kathryn Cernauskas  
Ken McIntosh  
Kevin Bent &  
Connie Spear  
Kimberley Robinson  
Kim Henen  
Lalji Family  
Lorraine Lippiatt  
Laura Baziuk  
Lauren Webb  
Lina Dang  
Lindsay & Mark Yuasa  
Lindsay Rattray  
Lloyd & Heather Craig  
Lyll Family  
Mackay Family  
Marie N. Turnbull  
Mary Ackenhusen &  
Daniel Muzyka  
Marlene Martens

Matthew & Tracy Craig  
Maureen Lewis  
Mike Harcourt  
Moneca & Braden Gabriel  
Pamela & Jonathan Murkin  
Papinder Rehncy  
Peggy Louise  
Peggy & John McLernon  
Penny J. Ballem  
Perri Zimmerman  
Ping Liu  
Rachel Edgar  
Randi Fjeldseth  
Red Hibiscus Fund  
Richman Manalili  
Rick Genovese  
Rob Turnbull & Family  
Robert Dar-Woon  
Robert Disbrow  
Robert Glass  
Robert J. Macdonald  
Ron Eisses  
Scott Jan  
Selwyn Leeke  
Sharon Taylor  
Shawn Kangro  
Sheri Greenall  
Stephanie Butler  
Stephen Lambie  
Sukhraj Khungay  
Tamara Vrooman &  
Gregg Burkinshaw  
Tom & Karen Cooper, City  
in Focus Foundation  
Tracey Harvey  
Vaness Drake - on behalf  
of Simon Drake  
Virginia Greene  
Vito Decicco  
Wade & Teresa Bayne  
Wilberg Family  
William Ono  
Yvette Reid  
Anonymous (37)

#### **In Memory Of (IMO)**

Adam Hrankowski –  
IMO Ethan Rae  
Ammar Izziddin & Family –  
IMO Hisham Izziddin

Bev Arthur –  
IMO Lindsay & Eric  
Lowerison  
Dezarae Kemp –  
IMO Ida Goodreau  
Diana Bradbury –  
IMO Toni Kristinsson  
Eric Resnick, Peter  
McDermott –  
IMO Deborah Sharp  
Furlong, IHO John  
Furlong (24 gifts)  
Ernesto Salvi –  
IMO Ethan Rae  
Hayley & Hudson Nelles –  
IMO Deborah Sharp  
Furlong, IHO John  
Furlong  
Joyce Jones –  
IMO Lindsay & Eric  
Lowerison  
KSL Capital Partners,  
LLC –  
IMO Deborah Sharp  
Furlong  
Lawrence Rae –  
IMO Ethan Rae  
Leanne Rae –  
IMO Ethan Rae  
Leslie Brown –  
IMO Lindsay & Eric  
Lowerison  
Lisa Stockstad –  
IMO Lindsay & Eric  
Lowerison  
Nicole Lyske –  
IMO Ethan Rae  
Peter Wong –  
IMO Diane Leung  
Ron and Laura Kinders –  
IMO Ethan Rae  
Sadler Jackman Family  
Foundation –  
IMO Deborah Sharp  
Furlong  
William MacDonald –  
IMO Ethan Rae

#### **In Honour Of (IHO)**

Anne Marie Turnbull &  
Paul Proulx –  
IHO Marie N. Turnbull  
Dylan D. Reece Financial  
Services –  
IHO Bob Rennie  
Gavin Dirom –  
IHO M. Forster, IHO Judy  
Graves (30 gifts)  
Karole Sutherland –  
IHO J. Watchuck &  
R. Goepel  
Laurie Sterritt –  
IHO Nathan Collett  
Paula & Richard Powell  
IHO Marie N. Turnbull  
Richmond Chamber of  
Commerce –  
IHO Mike Harcourt  
Sarah Collett –  
IHO Nathan Collett  
Suzanne Bolton &  
Jeff Mooney –  
IHO Linda Mitchell  
Tanja & Michael Mackin –  
IHO Gerald MacDonald &  
Jodie Martinson

#### **Community**

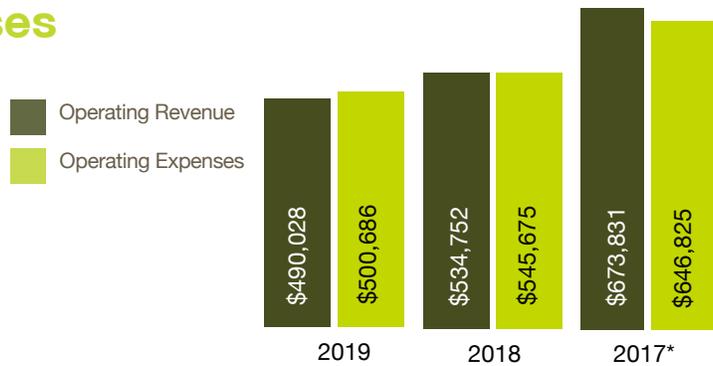
Crofton House  
First Baptist Church  
Grey Matter Event  
Killarney Secondary School  
Mount Seymour United  
Church

# Streetohome Financials

## Operating Revenues/Expenses

Operations are funded by contributions from BC Housing, City of Vancouver, Vancouver Coastal Health and private donors.

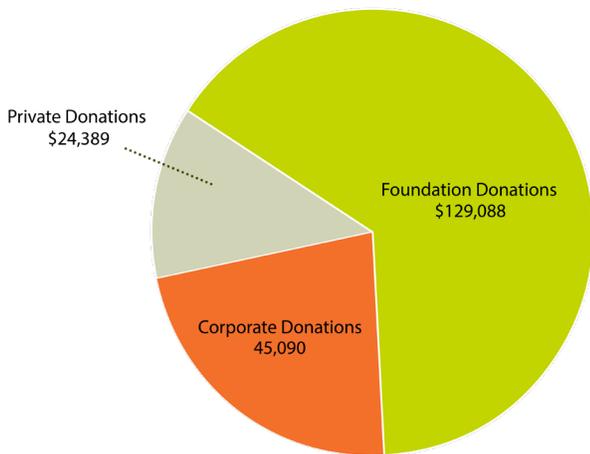
\*Expenses were higher in 2017, largely due to one-time expenses associated with the recruitment of two 7-month project management roles dedicated to the development of new homelessness prevention models.



## Gifts Received in 2019

Capital is funded by generous donations from foundations, individual philanthropists and corporations. **100% of capital donations** received directly funds homelessness prevention initiatives or supportive housing dedicated to helping individuals residing in shelters and living on the street in Vancouver. Our small team is thankful for our volunteers who have generously donated their knowledge, skills and time.

### Donations Received



### Volunteer and In-Kind Services



\*Calculated using Volunteer Canada's hourly value (<https://bit.ly/2XzULM6>), with the exception of professional hourly market rates

## Granted in 2019



**\$25,000**

Homeward Bound  
(Granted to First United Church)



**\$10,144**

Smart Cities - Life Intentions  
(Project development - Streetohome)



**\$9,560**

Recovery Café  
(Project development - Streetohome)



**\$2,000**

Supporting Tenants,  
Enabling Pathways  
(Granted to City of Vancouver)

Names and photos have been changed to protect the privacy of vulnerable individuals

# Board of Directors

John McLernon	Chair, Streetohome Foundation Honorary Chairman & Co-Founder Colliers International
Lloyd Craig	Co-Vice-Chair, Streetohome Foundation Former CEO, Coast Capital Savings
Kevin Bent	Co-Vice-Chair, Streetohome Foundation CEO, Rides.ca



From left to right: Rob Turnbull, President & CEO, Streetohome Foundation; Laurence Rankin, Vancouver Police Department; Tom Cooper, City in Focus; Joanne Gassman, corporate director; Kevin Falcon, Anthem Properties; Sherri Magee, corporate director; Lara Dauphinee, Fiore Group; Lloyd Craig, Vice-Chair; John McLernon, Board Chair; Kevin Bent, Rides.ca; Sadhu Johnston, City of Vancouver; John Mackay, Strand Properties; Alan Peretz, KPMG; Ida Goodreau, corporate director; Laura Case, Vancouver Coastal Health; and Shayne Ramsay, BC Housing.

\*Missing from photo: Geoffrey Cowper, Fasken Martineau

In memory of Ida Goodreau (1951-2019)

For more information, please contact [info@streetohome.org](mailto:info@streetohome.org) or visit our website at [www.streetohome.org](http://www.streetohome.org)

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