

ANNUAL REPORT 2020



Everyone needs a home

OUR MISSION

Homes First develops and provides affordable, stable housing and support services to break the cycle of homelessness for people with the fewest housing options.

WHY?

Because everyone needs a home.

SUPPORTED BY



United Way
Toronto & York Region



Ontario

Toronto Central Local Health
Integration Network

HOMELESSNESS STATISTICS

36%

The percentage of Canadians who have known someone who was experiencing homelessness, or experienced homelessness themselves
(CAEH, 2020)

25%

The percentage of Canadian renters who are worried about making rent next month
(CAEH, 2020)

8,715

The estimated number of people who are homeless in Toronto on a given night
(Street Needs Assessment, 2018)

48%

The percentage of those experiencing homelessness in Toronto who reported being chronically homeless, defined as being homeless for 6 months or longer
(Street Needs Assessment, 2018)

COST OF HOMELESSNESS

\$2000/month

Average cost of a supportive housing unit (Implementing the Toronto Modular Housing Initiative as an Urgent Response to the COVID-19 Pandemic, 2020)

\$6000/month

Average cost of a Toronto shelter bed during the COVID-19 pandemic (Implementing the Toronto Modular Housing Initiative as an Urgent Response to the COVID-19 Pandemic, 2020)

\$9500/month

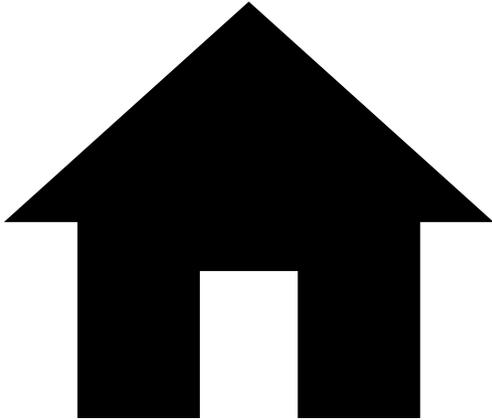
Average cost of a provincial jail cell (Global News, 2018)

\$6000

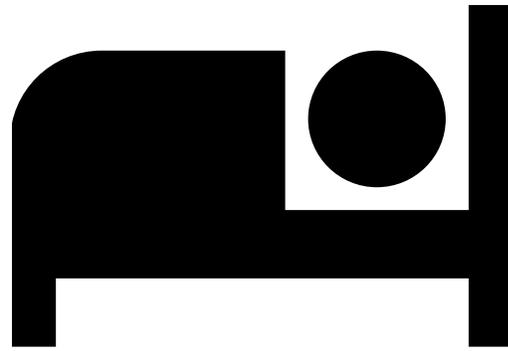
Cost of a standard hospital stay in Toronto (Cost of a Standard Hospital Stay, Canadian Institute for Health Information, 2018)

**"What does housing first cost? For the highest-need users, the housing-first model costs \$22,257, while the cost for those with more moderate needs is \$14,177 per year."
(CBC, 2017)**

HOMES FIRST'S IMPACT



Average monthly cost/unit
at Homes First:
\$904



Average monthly cost/unit at
Homes First's Strachan House,
serving high-needs residents:
\$2,508

IN 2020 HOMES FIRST PROVIDED

12,621

referrals and
connections to
community programs
and services

405

men, women and
children in stable,
supportive housing

255,700

nights of
emergency
shelter

806,585

meals

LETTER FROM HOMES FIRST

It is not a surprise that like many other organizations, Homes First had a very different and challenging 2020. Managing new health and safety protocols, stay at home orders, and Covid infections in shelter settings was tough; however, despite these challenges, staff at Homes First have continued to deliver supports to the residents who are most vulnerable to the pandemic. It is their dedication and endurance that has enabled us to not only maintain services, but grow our services to those most in need. In total, Homes First grew to approximately 500 staff, serving 4,600 residents.

With our continued expertise in serving those experiencing homelessness and living with complex mental health and addictions issues, and our success in managing low-barrier services for this complex demographic, Homes First was once again called upon by the City of Toronto to open and operate multiple programs. In April 2020, to enable physical distancing in shelter settings, Homes First opened two hotel shelter programs, the Delta and the Strathcona, relocating suitable residents from traditional dorm-style shelters into hotel shelters. The Strathcona Hotel, located on York Street, is shared with Dixon Hall, with Homes First supporting clients

across 105 rooms in the hotel. The Delta Hotel, located in Scarborough, has upwards of 280 beds. Both programs serve adults and couples experiencing homelessness, with the Delta focusing on many who were living rough and in encampments during Covid.

As a result of Covid, Canada's borders closed. Our Willowdale Welcome Centre, a shelter program specific to new refugees in Canada, shifted its demographic to serve more traditional shelter users. As winter approached, Homes First opened a winter respite program at the Better Living Centre in the Exhibition Grounds. This program, with 100 beds, provided low-barrier access to meals and services for many who do not access traditional shelters. Along with this respite, Homes First opened two Warming Centres, one located at the Better Living Centre and the other at Willowdale, which are activated during extreme cold weather alerts. Together, these emergency response programs had 72 beds.

In May, as the world shook from the death of George Floyd and the rise in the Black Lives Matter movement, Homes First took a moment to recognize its own work in creating a culture of Anti-racism and Anti-oppression. As a result, Homes First created its first ever scholarship, the Access

2020-2021 BOARD OF DIRECTORS

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to Education Scholarship, to support Black, Indigenous and people of colour (BIPOC) staff and residents in pursuing their educational goals. In November 2020, staff and residents were invited to apply to the scholarship. In total, 23 applications were received, with 10 staff and 1 resident receiving the bursary award in its first round. We are delighted to be able to continue to support our community in achieving its goals.

In 2020, Homes First Society absorbed the responsibilities of the Homes First Foundation, bringing in-house all fundraising activities. In response to this, Homes First created a robust Development Department, which focuses on Fundraising, Community Engagement, Programming, and Marketing and Communications. While Covid changed the fundraising landscape for nearly every non-profit, this team was successful in launching an end-of-year campaign that saw over \$70,000 raised to support Homes First residents to address food insecurity and social isolation during Covid.

Like many organizations in 2020, we have had to make changes in the way we interact with each other, with residents, and how our physical spaces are laid out. Personal Protective Equipment (PPE) became a huge commodity at the start of the pandemic, so much so that even hospitals and medical workers were left without. Thankfully, neighbours, partners, and community groups near Homes First locations rallied together to provide PPE, food donations, and many other supports to Homes First staff and residents. In total, Homes First received over \$25,000 in PPE from

from incredibly supportive friends and donors.

While the pandemic put a pause on many in-person programs at Homes First sites, the Community Engagement and Volunteer Department was able to continue to provide opportunities for volunteers and residents through virtual programming. This included programs like one-on-one counselling, support groups, and yoga. In total, 2020 saw over 20 volunteers lead and participate in programs. Despite these seemingly low numbers, we still have many community members engaged through our Community Engagement Department and on our social media channels to continue to support our residents through donations and other means.

Though this year has been vastly different from our last, we are confident in our abilities to continue to provide the needed supports to those most vulnerable in the pandemic. Through our staff, volunteers, and supporters, we will continue to serve who are with us, and continue to grow to serve even more, until everyone has a home.



Patricia Mueller, Chief Executive Officer

Patricia Mueller

Jose Querubin, Chair, Board of Directors

Jose Querubin



AT 60, LYNN WAS HOMELESS.

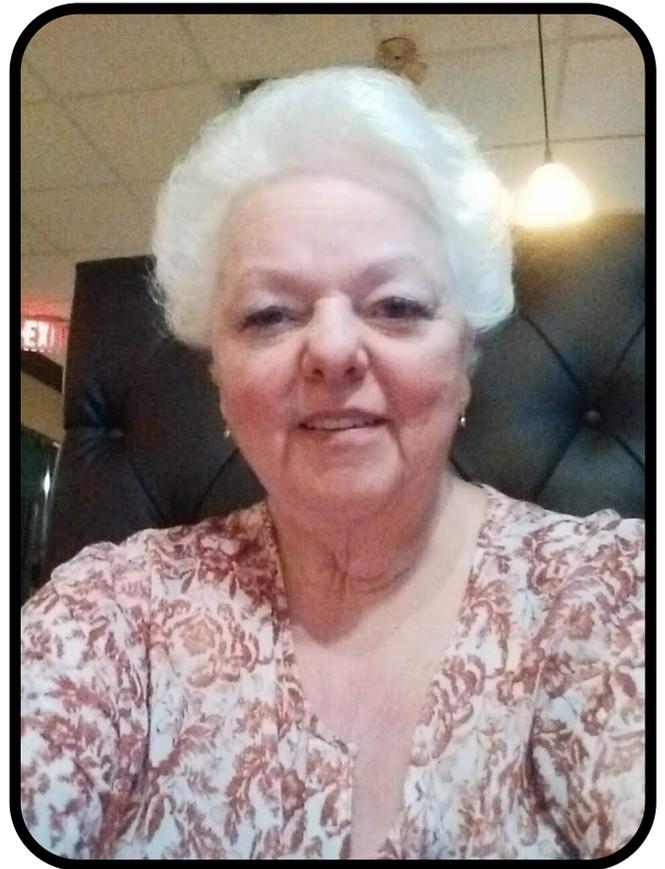
Lynn never imagined she would be in a shelter in her sixties. She never imagined having to sell her home, or live in her car. She also never imagined how warm and comforting a shelter could be, until she found Homes First.

“I came here and it was a godsend.”

The sole breadwinner and carer for her mother and late husband, Lynn had not been able to save as much as she had hoped for her retirement.

Living on a small pension, she quickly realized her situation when COVID-19 struck and limited other sources of income she could pursue. Wanting to avoid bad credit and debt, she sold her home of 12 years and moved in with her sister and nephew. That worked for some time, until she was asked to leave. Her sister gave her the number of a shelter, but Covid restrictions meant the shelter couldn't take in any new clients. Lynn was now homeless.

With no other options, Lynn began sleeping upright in her car, parking overnight in fast-food parking lots so there were always lights and people around. After seven weeks of this, she developed leg pain. A visit to the doctor told her that it was because of the way she slept. When Lynn told them her situation, the doctor got on the phone and by the end of the call, had secured Lynn at bed at Homes First's Kennedy shelter.



“I CAN REMEMBER THE THRILL AND JUST THE COMFORT OF KNOWING I COULD LAY DOWN.”

Though Lynn was a bit scared her first few nights, she grew accustomed to the routine of the shelter. Because Covid has limited many programs and opportunities, she spends her days doing puzzles, visiting Bluffer’s Park with another shelter resident when things get too hectic, and sometimes, driving the other women in the shelter to appointments.

After further consultation with her doctor, Lynn had surgery on her leg, due to complications that came with sleeping upright in her car for so many weeks. With the support of staff, she had secured a job as a school bus driver, but due to lockdowns, work is on hold. However, in March she received her first dose of a COVID-19 vaccine, which gave her a feeling of security.

While shelter life was something she never imagined for herself, Lynn is thankful that there was somewhere for her to go. She hopes in a few weeks to be housed and looking forward to the future with her family.

“I just found it very humbling to have a roof over my head, have some food, lay in a bed, just be somewhere warm,” she says. “I couldn’t be more thankful to know there are places like this.”

SUPPORT THROUGH COVID-19

Like many other organizations, Homes First was impacted greatly by the effects of COVID-19. Fortunately, our communities, partners and supporters rallied together to provide much-needed PPE items to staff and residents at all our sites.

To these supporters we say thank you, so much, for your help.

3D PPE GTHA

Agents of Landpower Real Estate

Ahmadiyya Muslim Youth Association

Amy Lo

Canada Sews

Conquer COVID-19

Dharma Relief

Eminence Organic Skin Care

Evy Pun

Flash Reproductions

Golden Age Village for the Elderly

HepCURE

Jamie Wolfond

Jean Wong

Kate Francombe

Klick Health

Larendale Group

Mighty Mouse Staffing

Mobilizing Marks for Health Care Providers

MP Ali Ehsassi

Narces

North York (Chinese) Baptist Church

PPE for HCPs Toronto

Project Northern Lights

ResQ

Robin Hood Army Canada

Shield of Love

Stitch for Corona

The Sewing Army

Toronto Chinese Mennonite Church

We Love Willowdale/Interfaith Coalition

SUPPORT THROUGH COVID-19



SUPPORT THROUGH COVID-19

Throughout Covid, our staff worked tirelessly to support those experiencing homelessness through a pandemic. To thank them for their hardwork, many restaurants organized meals for staff.

Thank you to these establishments for caring for our staff!

BLACQ

Build It By Design & Fleets Food

Cubby Kitchen

DoHere Digital Tech

Feed It Forward

JamiCan

KFC

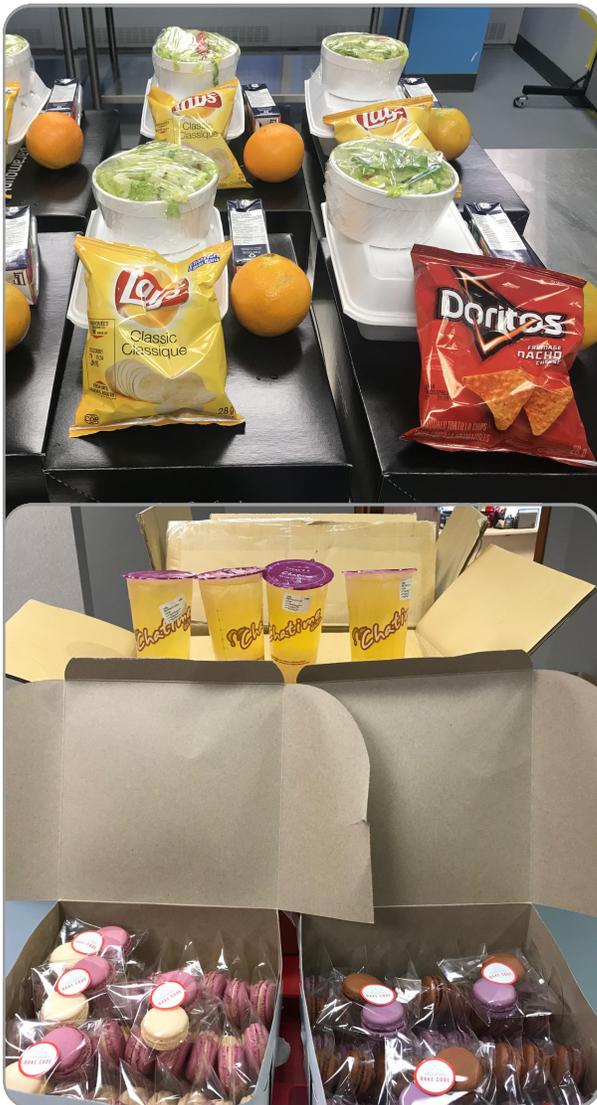
Kitchen 24

Paramount Fine Foods

ResQ & Freshii

ResQ & Mad Radish

Tim Horton's



2020 DONORS

500-1,000

Andrew Allen
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1,000-5,000

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Susan Hillery
TD Bank - Branch 1029
The Upside Foundation

2020 DONORS & SUPPORTERS

1,000-5,000 (cont'd)

Umbrel Hospitality Group
Vincenta Cheng
Willowdale Baptist Church

5,000-10,000

Aura LLP
Gabrielle Kauffman
Toronto Community Foundation
Toronto Foundation/ MacFeeters
Fund

Over 35,000

Catherine & Maxwell Meighen
Foundation
Echo Foundation
Filion Wakely Thorup Angeletti LLP
PayPal Charitable Giving Fund
United Way of Greater Toronto

Government Support

City of Toronto, Shelter, Support, and
Housing: Homelessness Initiatives
& Prevention Services, Housing
Stability Services
Canadian Mortgage Housing
Corporation
Toronto Central Local Health
Integration Network
Toronto Public Health

Community Partners

Anishnawbe Health Toronto
Canadian Alliance to End
Homelessness

Canadian Centre for Victims of Torture
Centennial College
Centre for Addiction and Mental Health
(CAMH)
Community Care Access Centre
Dixon Hall
Ecuhome
Focus
George Brown College
Grace Church
Humber College
Inner City Health Association
Journey Home Hospice
Ontario Non-Profit Housing Association
Parkdale-Queen West Community
Health Centre
Pilot Place
Regent Park Community Health Centre
Robin Hood Army Canada
Ryerson University
Second Harvest
South Riverdale Community Health
Centre
St. Elizabeth Health Care
Street to Trail
The Works
Therapeutic Paws of Canada
Toronto Alliance to End Homelessness
Toronto Shelter Network
University Health Network
Volunteer Toronto
Willowdale Interfaith Coalition

HOMES FIRST SOCIETY STATEMENT OF FINANCIAL POSITION

(As of December 31st)

2020**2019****ASSETS****Current**

Cash and Cash Equivalents	3,784,431	2,019,804
Accounts Receivable	956,374	660,508
Government Funding Receivable	2,170,744	1,900,136
Prepays	212,121	141,954

Total Current Assets**\$7,123,670****\$4,722,402**

Property and Equipment	5,130,630	5,697,034
Assets Under Capital Lease	2,169,114	2,675,525
Restricted Investments	2,754,731	2,518,664

Total Assets**\$17,178,145****\$15,613,625****LIABILITIES****Current**

Accounts Payable and Accrued Liabilities	5,130,020	3,396,086
Government Remittances Payable	489,943	287,825
Deferred Contributions	668,284	210,513
Current Portion of Mortgages Payable	925,221	1,841,581

Total Current Liabilities**\$7,213,468****\$5,736,005**

Deferred Capital Contributions	285,518	470,938
Restricted Contributions	120,393	119,058
Mortgages Payable	5,806,114	5,777,149

Total Liabilities**\$13,425,493****\$12,103,150****NET ASSETS**

Externally Restricted Net Reserves	2,324,520	2,150,185
Internally Restricted Reserves	309,818	249,421
Unrestricted Net Assets	1,118,314	1,110,869

Total Net Assets**\$3,752,652****\$3,510,475****Total Liabilities and Net Assets****\$17,178,145****\$15,613,625**

STATEMENT OF OPERATIONS

(As of December 31st)

	2020	2019
REVENUES		
Government Funding - City of Toronto	35,454,528	22,989,228
Revenues from Tenants	1,402,247	1,350,497
Donations	356	171,593
Government Funding - MOHLTC	353,820	453,214
CAMH - High Support Funding	273,894	302,251
United Way	224,855	204,312
Amortization of Contributions	185,420	185,420
Management Fees	116,089	116,089
Non-Rental Income	47,700	60,391
Other	173,432	210,523
Total Revenue	\$39,027,394	\$25,962,447
EXPENSES		
Administration & Program Expenses	28,042,961	17,244,758
Maintenance Expenses	7,995,424	5,439,160
Mortgage Principal & Interest	1,173,517	1,395,777
Utility Costs	819,701	802,650
Property Taxes	282,049	307,633
Allocation to Restricted Reserve Fund	261,844	432,538
Amortization	185,420	185,420
Insurance & Bad Debts	259,033	141,321
Total Expenses	\$39,019,949	\$25,949,257
Excess (Deficiency) of Revenues over Expenditure	\$7,445	\$13,190

HOMES FIRST FOUNDATION STATEMENT OF FINANCIAL POSITION

(As of December 31st)

	2020	2019
ASSETS		
Current		
Cash and Cash Equivalents	96,037	143,149
Term Deposit	5,000	5,000
Accounts Receivable	-	8,929
Grants Receivable	7,896	9,434
Prepays	-	14,370
HST rebate receivable	3,663	12,761
Total Assets	\$112,596	\$193,643
LIABILITIES		
Current		
Accounts Payable and Accrued Liabilities	-	41,987
Due to Homes First Society	8,037	76,010
Total Current Liabilities	\$8,037	\$117,997
FUND BALANCES		
Net Assets	104,559	75,646
Total Liabilities and Net Assets	\$112,596	\$193,643
STATEMENT OF OPERATIONS (As of December 31st)		
REVENUES		
Donations & Fundraising	133,510	563,482
Grants	18,894	22,641
Interest	128	626
Total Revenue	\$152,532	\$586,749
EXPENDITURES		
Wages & Benefits	64,612	307,009
Fundraising Activities	9,615	125,248
Administrative Overhead	49,392	86,340
Disbursement to Homes First Society	-	120,139
Total Expenditures	\$123,619	\$638,736
Excess of revenues over expenditures	28,913	(51,987)
Net Assets, Beginning of Year	75,646	127,633
Net Assets, End of Year	\$104,559	\$75,646

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**HOMES
FIRST**
Everyone needs a home