



Everyone Needs A Home

ANNUAL REPORT 2024

OUR HOME ON NATIVE LAND

Homes First honours the land we live on, occupied since time immemorial by First Nations who were forcibly displaced from their homes. Our 9 shelters and 17 supportive housing sites sit on the traditional territories of the Huron-Wendat, Anishinabeg, the Chippewa, the Haudenosaunee Confederacy and most recently, The Mississaugas of the Credit River First Nations. Many have returned to Tkaranto in search of services and shelter. They are among the 2,500+ individuals we support, including migrants, refugees, members of the 2SLGBTQIA+ communities and other marginalized groups in search of safety.

Homes First is mindful that many of our residents were forcibly displaced from their homes either in present-day or generations past. We are dedicated to addressing homelessness and those most heavily impacted through our partnerships. These benefit Indigenous clients, as well as clients facing barriers due to their ethnicity, gender and gender expression, sexual orientation, visible and invisible disability and experiences of trauma.

The 46 treaties and other Indigenous agreements covering Ontario recognize the peaceful sharing and caring for the land and its resources. At Homes First, we also care for people. Creating healthier communities starts with acknowledging our past, and providing culturally-appropriate resources and support so our residents can build a better future.

EVERYONE NEEDS A HOME

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MESSAGE FROM OUR CEO AND BOARD CHAIR

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Dear Friends and Supporters,

This past year at Homes First has been one of bold progress, deep compassion, and renewed determination. In a city where homelessness continues to rise and systems remain stretched thin, your support has helped us deliver not just shelter—but real, lasting change.

In 2024, we supported 548 individuals find appropriate, permanent housing, each person with their own story of resilience and hope. Among them was a client who had experienced 11 years of homelessness—the longest in our organization’s recent history. Our Follow-Up Support Program provided stabilization services to 167 high- and moderate-needs clients

transitioning from shelter to permanent housing. Of those, six individuals needed rehousing—and notably, none returned to homelessness. These outcomes reflect the strength of our wraparound support model and the tireless efforts of our dedicated team.

At the heart of this work is our exceptional staff of over 840—frontline workers, case managers, peer support leaders, and administrative professionals—who bring compassion, skill, and purpose to their roles every single day. Their unwavering commitment continues to drive life-changing impact across our city.

Throughout the year, we remained focused on meeting immediate needs while also investing

in long-term solutions. We expanded access to trauma-informed care, enhanced internal systems, and deepened our advocacy for supportive housing as a cornerstone of a just and effective response to homelessness.

We are proud to be recognized for our expertise, but even more so for our willingness to evolve—rethinking outdated systems, scaling what works, and remaining accountable to those we serve. Most importantly, we continue to be inspired by the strength and determination of our clients, who remind us what is possible when people are given the dignity of stable housing and the right supports.

As we look ahead, we do so with urgency, clarity, and optimism. The challenges are great—but so is our resolve. Together, we are not only responding to homelessness—we are helping to reshape what’s possible for thousands of lives in our city.

Thank you for standing with us. Your trust, partnership, and generosity continue to move this mission forward.

With gratitude,

Patricia Mueller **Michael Heinrich**
Chief Executive Officer Chair, Board of Directors

HOMEFULL

\ hōm- fūll \

Having a place to live and thrive.

A place that makes you feel hopeful for the future.

“OUR WORK IS ROOTED IN A SIMPLE BUT POWERFUL
BELIEF: THAT EVERYONE NEEDS A HOME”

ABOUT HOMES FIRST

Homes First has been providing emergency shelter and supportive housing to Toronto’s most vulnerable individuals for 41 years.

Homes First has maintained a Housing First ethos focused on providing comprehensive wrap-around services to our clients once their immediate need for housing is addressed.

We currently support over 2,500+ individuals, including seniors, adults and families each night. Our agency operates 26 properties in Toronto, ranging from emergency shelters and supportive housing.

OUR 2024 IMPACT



2,500+
individuals are supported every day



26
properties operating across the GTA



89¢
of every dollar donated goes towards client services



548
clients supported into permanent housing



0
clients housed fell back into homelessness



65%
of our shelter clients are refugee claimants



Every contribution you make helps turn our mission and vision into meaningful action.

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.**

OUR VISION

Everyone has a home. The vast majority of people experiencing homelessness – even those with severe mental health and/or substance use challenges – can successfully stay housed and off the street with appropriate housing and supports.

“IT’S HARD SOMETIMES, BUT IT FEELS GOOD KNOWING WE’RE HELPING PEOPLE GET BACK ON TRACK.”

- Homes First Employee



JAZZ'S STORY: A SAFE PLACE TO FINALLY CALL HOME

Content Warning: This story contains references to self-harm, which may be distressing to some readers.

Alia Small, known to her friends as Jazz, grew up in Barbados. She had a stable career as a prison officer and a background in the military, but beneath the surface, life was far from easy. Growing up gay in Barbados meant living with the constant threat of harassment and discrimination.

"My country is very small," Jazz explained. "They're not very fond of gay people, so you face a lot of threats. People would harass us or tell us that what we're doing is not godly. Men would say things like, 'I can turn you back,' as if they could make me like men again."

The pressure and isolation became unbearable when Jazz entered a relationship with a partner who lived in Canada. "She knew about the

challenges I was dealing with," Jazz said. "She told me, 'Why don't you come to Canada? It's safer here. They accept gay people.' At the time, I wasn't aware of how different things could be."

In November 2021, Jazz made the difficult decision to move to Canada and move in with her partner. But after three months, her now former partner asked her to leave. "I was homeless with nowhere to go. I remember having about \$5 to my name and calling every number I could find on Google." A call to The 519 led her to Central Intake, where she was directed to a shelter. "I had two hours to get there. I had no idea how to use the TTC. In Barbados, we don't use Google Maps, so I had to figure it out on my own."

"It was scary," Jazz admitted. "I didn't know anyone, and I felt so alone." The stress and isolation took a toll. "I got really depressed. I didn't want to eat. I didn't want to talk. I started cutting myself — it was the only way I knew how to cope."

At her lowest point, Jazz moved into a Homes First shelter. It was here where she connected with Ilami, a staff member at our Metro-Refugee Shelter. "Ilami fought for me," Jazz said. "She helped me get into a stable hotel shelter. But it wasn't just the shelter — it was the support they gave me."

Homes First provided access to mental health resources and medical care. "They got me into counseling and helped me get the medication I needed," she said. "The staff made sure I was eating and checked in on me. They didn't just put a roof over my head — they made sure I was OK inside too."

The community at Metro helped as well. "They held karaoke nights, knitting groups, and art days. It gave me a reason to get out of bed," Jazz said. "Ilami encouraged me to start volunteering. I would help with decorating for events and checking on other clients. They paid me a small stipend too — it made me feel like I was doing something meaningful."

Her turning point came when she was approved for permanent housing. "When I finally got my own place, I was 26 years old," she said. "I remember getting the key, walking in, and just standing there. I didn't have to see anyone if I didn't want to. I could cook my own meals, close the door behind me, and know it was mine." "It's amazing," she said. "I can come home, close my door, and know that I'm safe. I never thought I'd have that."

A prominent moment in Jazz's journey was being invited to share her story at the Homes First's annual fundraising gala - Homes For Dinner. "Standing up there and sharing my story in front of so many people — it was surreal," Jazz said. "I was nervous. My confidence was low, but I knew how far I'd come. Speaking about my journey made me realize just how much I had overcome." Jazz's speech left a deep impression. "It felt like I was finally owning my story," she said. "To see people listening and connecting with my experience — that was powerful."

Today, Jazz is thriving. She recently landed a job in parking enforcement and is about to start training soon. "It's a stable job with benefits, and it feels like I'm building a future," she said. Her personal life is also flourishing. She met her current partner while living in the shelter. "She never judged me for being homeless. She understood what I had been through. That's why I love her."

Jazz now spends her weekends giving back. "My partner and I make sandwiches, buy Tim Hortons gift cards, and hand them out to homeless people. People think that if someone is homeless, something's wrong with them — but you don't know what they've been through."

Reflecting on her journey, Jazz credits Homes First. "They helped me when I was homeless, got me counseling when I was depressed and connected me to the programs that got me where I am today."

When asked about hope, Jazz didn't hesitate. "Hope is Homes First," she said. "They gave me the tools to rebuild my life. Now, I want to give back and help others find their own version of hope."

"THEY HELPED ME WHEN I WAS HOMELESS...COUNSELING WHEN I WAS DEPRESSED, AND CONNECTED ME TO THE PROGRAMS THAT GOT ME WHERE I AM TODAY"

2024 IMPACT HIGHLIGHTS

Over the past year, Homes First has strengthened its impact through a wide range of programs, events, and services that support residents and build stronger communities.

From expanding housing and food programs to hosting meaningful celebrations and offering skill-building opportunities, our work continues to reflect our commitment to a more Homefull Toronto.

OUR SERVICE IMPACTS

COMMUNITY EVENTS

SITE CELEBRATIONS & ACTIVITIES

SUPPORT SERVICES & CLIENT ENGAGEMENT



OUR SERVICE IMPACTS

Over the past year, our work made a meaningful difference in the housing and homelessness sector. Homes First operated more than 25% of the active shelter beds in Toronto’s system and supported 548 clients in securing permanent housing.

We expanded our supportive housing portfolio with the addition of two new 24-hour sites—All Saints Dundas and Pembroke—bringing 75 new units to our offering.

With 26 properties operating across the Toronto, we serve a diverse population—65% of our shelter clients are refugee claimants—and all sites provide access to on-site medical care



and/or health supports to meet residents’ complex needs.

Through our Centralized Food Program and commercial kitchen, we produced an average of 200+ meals daily and distributed over 25,000 meals between April and December, ensuring consistent access to nutritious food across our sites.

 **75**
new units added to our portfolio

 **25,000**
meals served from our commercial kitchen between



COMMUNITY EVENTS

This past year was filled with memorable moments and community-driven celebrations that brought our mission to life in powerful ways.

We marked our 40th anniversary with Homes for Dinner: The Ruby Gala at the Globe and Mail Centre—an evening of reflection, gratitude, and a renewed commitment to building a Homefull Toronto.

In October, we proudly joined the TCS Toronto Waterfront Marathon for our very first 5km race, in partnership with members of the local UltraBlack Run Club, celebrating wellness and community.

Our beloved arts competition, Wanda's Arts—named in honour of a former resident and



passionate artist—returned for its 9th season, showcasing the creativity of Homes First clients who submitted original works for a chance to further develop their artistic talents.

Former Wanda's Arts winners and participants sell their pieces at our Homes First stall at The Arts Market – Dundas.)

We ended the year with our Holiday Extravaganza, a joyful event for children and families in supportive housing. Thanks to the generous support of Noble, the day featured arts and crafts and delicious treats. Individualized gifts for every single child were provided by Noble, Malvern and Lane Four—a heartwarming reminder of the power of compassion and collective care.



SITE CELEBRATIONS & ACTIVITIES

We celebrated the one-year anniversary of the Pacewood shelter naming ceremony alongside our clients and community partner, The 519—a meaningful milestone that honours the spirit of inclusion at Toronto's only 2SLGBTQIA+ trans refugee dedicated shelter.

With 26 sites across the city, Homes First continues to be an active and engaged member of dozens of Toronto neighbourhoods. As part of our contribution to building vibrant communities, we organized multiple clean-ups, fostering pride and connection among residents.

We also proudly launched a new Community Library at our Metro Refugee shelter, made possible through generous support from The Library Project. This welcoming space features



three laptops, a desktop computer, and comfortable reading and study areas designed to inspire learning, literacy, and connection.

Beyond our walls, clients enjoyed a range of enriching activities—from hikes and field trips to the Toronto Zoo, Aquarium, and Niagara Falls, to educational Harm Reduction Awareness events—all aimed at promoting well-being, empowerment, and joy in everyday life.



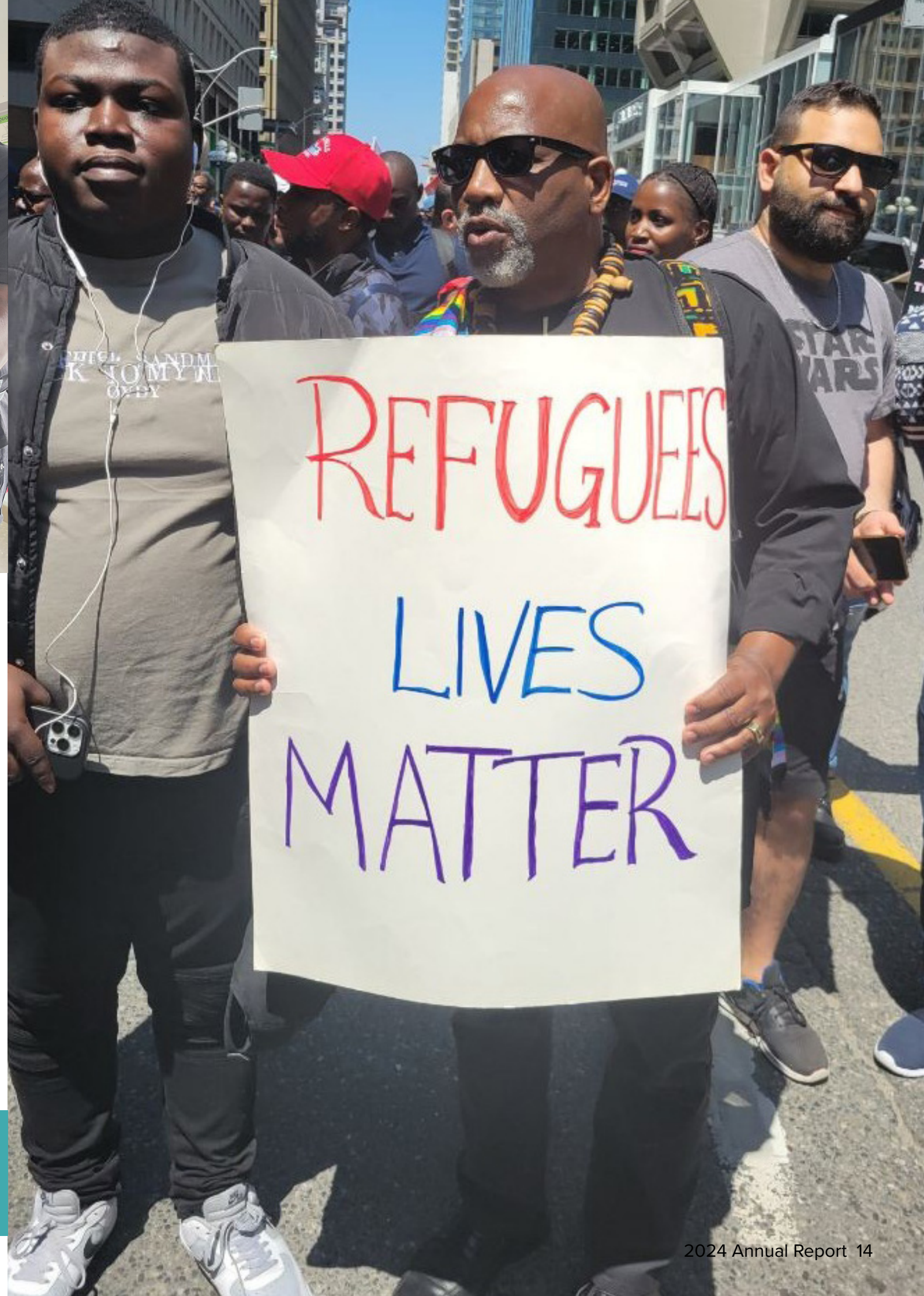
300+
guests attended
fundraising events



100+
volunteers across all activities

"I will forever be grateful for the staff & fellow clients at Homes First. The kindness and compassion from the team were overwhelming. They welcomed me with open arms & made sure I had a warm meal, a safe place to sleep, and, most importantly, the emotional support I needed to heal."

- Homes First Client



SUPPORT SERVICES & CLIENT ENGAGEMENT

We continued to strengthen our client support services and engagement opportunities throughout the year!

Our Pet Support Program, in partnership with the Toronto Humane Society and Toronto Animal Services through their SNYP Truck's vet care visits, provided clients with access to vital supplies and resources to help care for their beloved furry friends.

Our Barber & Grooming Program delivered free haircuts at multiple sites, helping residents feel confident and cared for through accessible personal grooming services.

To continue our work in addressing food security, we launched a series of activities in addition to the meals being provided by the

Centralized Food Program. We led onsite food banks for our most food insecure populations, implemented a cooking class series developed in partnership with a nutritionist and hosted several cultural cooking events. All these activities improved reliable access to nutritious food, providing opportunities to build skills and interpersonal connections.

We expanded client training with workshops and one-on-one support to address immigration-related needs, helping newcomers and refugees navigate complex systems.

We also continued our computer and financial literacy workshops, equipping residents with vital life skills that promote employment readiness and long-term stability.



150+

new events, programs and activities for all residents



60+

new volunteers and/or program facilitators for client programming

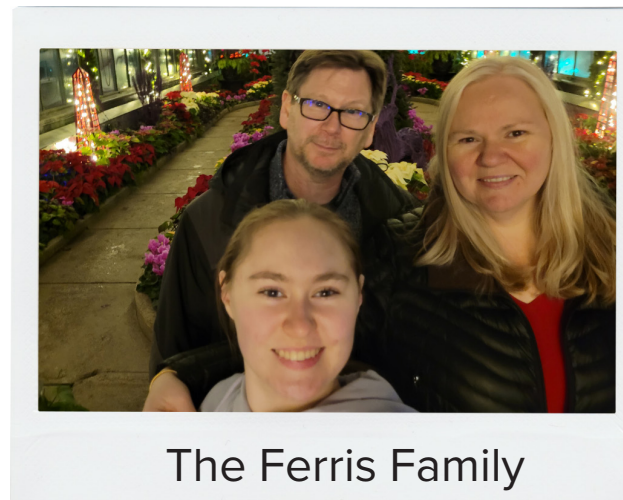


After 21 remarkable years at Homes First, Caroline Ferris has retired from her role as Director of Human Resources. Her impact spans far beyond policies and procedures—she leaves behind a legacy of consistency, fairness, and deep care for both staff and clients.

Caroline’s story begins in Regent Park, where she grew up in one of Toronto’s toughest communities. “I had great teachers and made good friends,” she said, “but I also saw and heard things I wouldn’t want my child to experience.” Her lived experience gave her an early understanding of what housing means to a person’s dignity and sense of security. It shaped her commitment to supporting vulnerable communities.

She joined Homes First in 2003 as a payroll benefits worker and, within days, found herself juggling two roles after her predecessor was injured. “We didn’t have the budget for another full-time hire, so I just figured it out,” she recalled. That experience set the tone for the rest of her career: resilient, resourceful, and committed to getting the job done.

Her leadership was quickly recognized. When her manager left, Caroline was offered the role—and she said yes without hesitation. Over the years, she helped grow the HR department from two staff to a team of 19, supporting an organization that expanded from 80 employees to over 800. “Back then, we struggled to find a venue big enough to fit 200 people for staff



meetings. Now we’d need space for 800,” she reflected. One of Caroline’s greatest contributions was bringing structure to a fast-growing and complex organization. “When I started, we had a collective agreement, but no one really knew the rules,” she said. “People were surprised when I explained what they could or couldn’t do.” She introduced consistent hiring practices, fair grievance procedures, and transparent communication—efforts that helped strengthen trust across teams.

Her leadership style earned respect from all corners. “One of the union stewards who filed the most grievances told me he respected me—He might not have liked my decisions, but he trusted me to be fair.”

Caroline is especially proud of the team she helped build. “That’s the hardest part of leaving,” she admitted. “But I’m doing everything I can to make sure they’re set up to succeed.” One of her proudest stories is that of Lorelli, a former volunteer who joined Homes First while waiting for her work visa. “When she got it, I asked if she wanted to join the team. She was shocked. Now she’s a senior HR manager.”

Like any long career in the nonprofit world, Caroline faced major challenges—complex labour relations, staffing shortages, and the unprecedented demands of the COVID-19 pandemic. “We had to think differently,” she said. “Instead of only hiring people who checked every box, we looked for transferable skills. Some of those hires turned out to be fantastic.” She also understood that supporting frontline staff meant understanding their reality. “I took training at the Toronto Hostels Training Centre when I first started. I wanted to understand what staff were going through so I could support them better.”

Caroline’s work helped shape Homes First into a more professional, transparent, and supportive place to work—without ever losing its heart. “In nonprofits, you don’t have big budgets. You have to get creative, build relationships, and stretch every resource.”

As she looks ahead to retirement, Caroline is excited for personal projects, home renovations, and long-overdue travel. “Chris and I are planning to spend 11 weeks in Portugal next year—he can work remotely for part of it, and I finally have time to plan the kind of trip I love.”

When asked what message she’d leave for the team, Caroline doesn’t hesitate: “I know it can feel like just a job—but it’s not. You’re making a real difference in people’s lives. If Homes First didn’t exist, where would those people go?”

Her legacy is clear: Caroline helped build not just a department, but a culture—one grounded in fairness, respect, and compassion. And that culture will continue to shape Homes First long after her retirement.

Thank you Caroline!



“YOU’RE MAKING A REAL DIFFERENCE IN PEOPLE’S LIVES. IF HOMES FIRST DIDN’T EXIST, WHERE WOULD THOSE PEOPLE GO?”



40 HOMES FOR DINNER

The Ruby Gala

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FORTY YEARS OF HOMES FIRST

Saturday, November 16th, 2024
The Globe and Mail Centre

More than 250 dedicated changemakers joined us at the Globe and Mail Centre to celebrate 40 years of Homes First at Homes for Dinner: The Ruby Gala event presented by Fitzrovia.

We were joined by two former Homes First clients who shared their personal stories of resilience and strength. The evening was a powerful reflection of how far we've come—and a clear reminder of the work still ahead.

The evening raised an incredible \$170,000 and inspired a renewed commitment to building a Toronto where everyone has access to a safe, stable place to call home. Surrounded by stories of impact and community, our supporters came together with a shared determination to keep pushing for meaningful, lasting change.

Thank you to every individual and partner who made this evening possible. We are immensely grateful for your continued support in helping end chronic homelessness in the City of Toronto.



HANIF'S STORY: A 11-YEAR JOURNEY TO STABILITY

Content Warning: This story contains references to child abuse, which may be distressing to some readers.

Hanif was born in Tanzania to two loving parents, but by the age of 10, he had lost them both — his mother to cancer and his father to a broken heart. With no family to support him in Tanzania, he was adopted by his older sister and her husband and brought to Toronto in 1973. Life in a new country was hard from the start.

"I didn't know how to speak much English. I went to school and people thought I was a dumb kid," he recalls. "For the first couple of years, I was basically a lonely kid." Those early school days were marked by exclusion, confusion, and bullying. "You know, you go in a class and people look at you — but the only barrier I had was English. I spoke Gujarati, which is a dialect of Hindi, and I spoke Swahili."

Though his sister did her best to support him, her husband was another story. "He was very strict. He used to hit me a lot." When the marriage ended, the weight of responsibility fell on Hanif. "My sister was paying rent and child support because the boys chose to live with him, and I had to help her pay the bills. I went to work."

He started working in a factory, at supermarkets, and as a building superintendent. "I used to work for a long time. You get up early, go to work, come home, eat, and sleep. That was my life."

Still searching for something better, Hanif moved to UK, in his early twenties to see if life there

would be different. "I went to London for a while, but I didn't like it there." After a few years, he returned to Canada at age 27. "I had better chances of surviving here."

Back in Toronto, Hanif applied for and worked a series of jobs — janitorial work, dishwashing, and maintenance — but rejection became a constant. "I felt the rejection, it was really a horrible thing. I didn't want to go back there and apply again. It felt like I was begging — begging for something that I have to work for."

The years wore on him. "It started to get to me. You try, and try, and then you just feel tired inside. Sometimes I would just sit and think, 'What am I doing wrong?'" Despite his growing mental strain, he pushed forward, scraping by. "You survive. That's all you can do."

Then, at age 45, things fell apart. "I was living with a roommate, and he passed with cancer. I didn't have anywhere to go." It marked the beginning of Hanif's long journey through housing insecurity. "I started staying in a hotel. It was supposed to be temporary, but one week became two, then a month." Soon after, he lost his job due to frequent sick days, as he was dealing with both mental and physical health challenges stemming from years of labour-intensive work and long-term depression.

Hotel living drained what little savings he had, and once the money ran out, Hanif began cycling between shelters and motels. "I would stay in a shelter for a bit, then back to a hotel, then back to a shelter. It was like that for years." "Sometimes I would get placed somewhere and think, maybe this is it. But then you have to leave again. And you start over. You don't even unpack anymore. You live out of bags."

The lack of stability took its toll. "I was tired. I was frustrated. I felt like giving up many times." Despite all his efforts, the system often failed him. "I kept going to places and hearing, 'We don't have space.' Or, 'Go here, go there.' But nothing ever came through."

That cycle went on for 11 years. "You lose your privacy, your independence. It's not easy being older in that situation. You feel invisible."

Finally, he was referred to Homes First. "They treated me good. I got food, I got help. And they respected me." For Hanif, something as simple as consistent meals made a big difference. "Before, I was staying at a shelter where you got a sandwich and tea in the morning — that's it. Here, I got breakfast, lunch, and dinner. That helps a lot."

More than food, it was the support of the staff that helped Hanif take the next step. "They helped me with the paperwork. Helped me apply for housing and disability. I couldn't have done it without them."

Now in his 60s, Hanif finally has a place of his own — a seniors' residence with a small kitchen, where he can cook, do laundry, and live in peace. "I cook for myself now. I clean. I go to the store. I'm doing good." He reflects on the long road he's travelled with quiet gratitude. "I tell the young people, don't give up. If I can go through all that and still be here, so can you."

After decades of survival, Hanif has found stability "I'm not complaining," he says with a small smile. "I thank God for everything."

"THEY TREATED ME GOOD. I GOT FOOD, I GOT HELP, AND THEY RESPECTED ME."

OUR STRATEGY FOR THE FUTURE



As we look to 2025 and beyond, Homes First remains steadfast in our commitment to ending chronic homelessness through compassion, innovation, and collaboration. Across all departments, our unified vision is rooted in a belief that everyone deserves not just shelter, but a home—a place of safety, dignity, and opportunity.

Our Housing and Shelter teams are focused on strengthening low-barrier, trauma-informed, and person-centered services that support both immediate needs and long-term stability. By evaluating and refining our policies, we aim to improve accessibility and client outcomes, while deepening partnerships with the City of Toronto and community agencies to drive systemic solutions to homelessness.

In parallel, our Client Services department will continue to prioritize evidence-based, life-saving practices. From expanding harm reduction initiatives to integrating technology that improves care delivery, our goal is to meet

the complex needs of clients experiencing substance use and mental health challenges, as well as housing precarity. We are also enhancing encampment outreach and exploring new programming tailored to those with the most acute needs.

To support our mission operationally, our Property and Development teams are leading efforts to sustain and grow our housing infrastructure. With critical capital repairs underway and expansion plans at sites like 90 Shuter Street, we are investing in long-term housing solutions. Strategic acquisitions through the MURA program and sector-wide partnerships will enable us to scale deeply affordable, supportive housing for Toronto's most vulnerable populations.

Internally, Homes First continues to build a resilient and inclusive workforce. Our Human Resources strategy centers on fostering a culture where employees feel valued, supported, and equipped to thrive in their

roles. This commitment to employee well-being ensures the strength of our services and the sustainability of our work.

On the public engagement front, our Fundraising and Development team will lead bold campaigns, grow values-aligned partnerships, and bring donor communities closer to our work through storytelling, data-driven communications, and events like our signature Homes for Dinner gala. These efforts will help us broaden our reach and deepen the impact of every dollar raised.

Together, these strategic priorities reflect not only the scale of the challenges we face—but also our determination to meet them head-on. United by purpose and driven by the lived experiences of those we serve, we are building a future where every person has access to safety, stability, and a true place to call home.

From our home to yours:
Directors of Homes First

DIRECTORS OF HOMES FIRST

Jamie Facciolo, **Director of Development and Homelessness Initiatives**
Kim Farrell **Director of Human Resources**
Dana Hansen, **Director of Fundraising and Development**
Lacey Kerr, **Director of Housing**
Ade Olubode, **Director of Finance**
Michael Potvin, **Director of Client Services**
Justin Ryan, **Director of Property Management Operations**
Jessica Uthayakumaran, **Director of Shelters**



We refuse to accept homelessness as inevitable.

We believe in a Homefull Toronto.

A city where homelessness is history, where everyone has access to the transforming power of home and the most vulnerable have the support necessary to flourish, because...

You can be sheltered but hungry, safe but alone, housed but unhealthy, that's not homefull.

This is your invitation to reject the status quo, redefine expectations, confront stereotypes, and commit to building a Homefull Toronto together.

This is more than wishful thinking.

Homelessness is not an insurmountable challenge. Solutions exist.
We know the way forward.

All that's left is the collective compassionate commitment of a unified community to make this our reality.

For 41 years, Homes First has provided shelter, housing, support, and community for Toronto's most vulnerable people. We're more than a charity; we're a catalyst for change.

We're committed to a Homefull Toronto. But we can't get there without you.

If you believe Toronto should be Homefull, make this your commitment too...

VISIT [HOMEFULLTORONTO.CA](https://homefulltoronto.ca)





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Furniture Bank
Gateway Linens
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Metropolitan University
Midwest Toronto Ontario Health Team

Milliken Church
Neighbourlink
Neighbourlink North York
Nia Centre for the Arts
North York Arts
North York Community House
North York Community Legal Services
OneChurch
Ontario Brain Injury Association
Ontario Non-Profit Housing Association
PARC
Parkdale Activity - Recreation Centre (PARC)
Parkdale Queen West
Parkdale-Queen West Community Health Centre
Pride TO
Progress Career Planning Institute (PCPI)
Psychotherapy Clinic
Scarborough Addiction Services Partnership
Second Harvest
Sherbourne Health
Skills for Change
SNYP Truck
South Riverdale Community Health Centre
St Michael's Nursing – Emergency Department
St. Elizabeth Health
St. Michael's ACT Team Streets To Homes
St. Micheals - Unity Health
Street Haven
Street Health
The 519
The Bentway
The Neighbourhood Group
The Wise Self
The Works (Toronto Public Health)
TNG
Toronto Alliance to End Homelessness
Toronto Chinese Methodist Church
Toronto Community Housing

Toronto Community Paramedic
Toronto Humane Society
Toronto International Film Festival
Toronto Public Library (Multiple Branches)
Toronto Shelter Network
Transforming Style
triOS College
Troid (Masjid al-Furqān)
Trustcare Pharmacy
Waterfront Neighbourhood Centre
West Neighbourhood House
Willowdale Community Legal Services
Willowdale Dental Clinic
Willowdale Legal Services
Women's Support Network of York Region
Woodgreen Community Services
YMCA
Young Street Mission

GIFTS IN KIND

13th Street Winery
Aga Khan Museum
ALC21
Alicia Medeiros
Altas-Apex Roofing Inc
Ana Pascos Portrait Arts
Anonymous
Artage Portraits
BaseCamp Climbing
Blood Brothers Brewing
Church of the Holy Wisdom
Clay With Me
Colette Kim
Dean Davidson Design Inc
Downward Dog Yoga Center
F45 Danforth Studio
Flat Rock Cellars
Formula Fig
Gillian Gillies Interiors
Green Standards Ltd.
Harrison Mercer
Hockey Hall of Fame
Irene Austin GIK

Jean Pierre Acio Jeffery Ikeaka Karen Langill Kristine Francis Kula Yoga Studio La Muze Gallery Lane Four Lansing United Church Longo's Method Integration Inc Michael Salter Mindful Movement Centre My Insurance Broker My Pilates Studio Niagara College Toronto Noble One Church TO Othership Paget Ross Palatine Hills Estate Winery Pamela Earle Paradise Grapevine Pastor Claudette Guy GIK PointClickCare Project Impacting Lives Rajendra Singh Reapers Image Production Ltd. Redefine Fit Rose Pope Royal Ontario Museum Sandra Persaud Saving Strides Shawn & Ed Brewing Co. Brewing Experience Shirley Ing Shoebox Project Sicorp Socks 4 Souls Canada Sovering Insurance Sri Sathya Sai Baba Intl., Pickering Devotional Group Steam Whistle Brewing TD Bank The Bee Shop The Circus Fix The Food Dudes The Keg Toques from the Heart TPC Toronto at Osprey Valley Trixie Deveau Vince De Angelis	Willowdale Bowling Club DONORS \$20,000+ Charitable Impact Foundation (Canada) Filion Wakely Thorup Angeletti LLP Fitzrovia Real Estate Inc. La Fondation Emmanuelle Gattuso Paliare Roland Rosenberg Rothstein LLP \$10,000 - 19,999 Alpha Resources LTD. Barbara and John Hepburn Foundation National Bank Financial Sovereign Insurance Sysco Foods The Tenaquip Foundation La Fondation Tenaquip \$5,000 - 9,999 Dart Glass 1989 Hazz Associates Home Trust Company KSV Advisory Mohan Broadbent Saint Elizabeth Foundation Westaire Airconditioning and Heating Ltd \$3,000 - 4,999 Akler Browning LLP Alan Greenspan Anonymous Anonymous Barker Hutchinson & Associates Ltd. CHUM Charitable Foundation Flutter International Quality Employment Rige Associates Roto Rooter SJC Enterprises Inc.	Square Canada Tau Foundation Torys LLP \$1,000 - 2,999 Anthony Farnell Beate Bowron Canada Contractors Corner CMS Building Consultants Inc. Dawn Tattle Family Foundation Dion Construction Partners Inc. Geoff Waterman Gordon Hamilton Jordan Wong Kari Dehli linda Barker Lois Lindsay Malvern Spiritual Sai Centre Mazon Canada McCarthy Tetrault LLP Mohammad Khazaei PayPal Charitable Giving Fund Peter Zissis Race Roster Rob Blakely Rosemary Gartner Sandra Barton The Globe and Mail \$500 - 999 Amelia Flaus Anna Shepherd Ashley Shilliday Barry Matsui Catherine Macdonald Christie Brenchley Curry Wood Diego Huang Dongyeon Lee Dorothy Valk Elizabeth Kelly GHS Resources Givewise Harrison-Walker Foundation International Brotherhood of Electrical Workers L.U. 353 JM Foundation Joan MacCallum	John Lepoutre Kaz Ogino Kelly Emery M. Elizabeth Hill Margaret Procter Paul Beeston Sarah Boulby Sarah Mainguy Scott Walsh Stephen Paul-Michael Wendy Wright \$100 - 499 Alan Barthel Andrew McGuffin Ann Hildebrand Annick Rose Yao April Joyce Asmae Allou Astrid Sanabria Barbara Tangney Bhagwant Persaud Brenda Morgan Bushra Mir Carol Macfarlane Carol Thompson Carroll Guen Hart Charlene Francisco Charles von Willerding Cheryl Donais Christine Di Cresce-Beausoleil Christine Sloss Christopher Hervey Cliff Menzies Clifford Orwin Craig Golding Damian Abratowski Dan Cooperstock Dana Hansen Danoosh Chamani David Dwyer Davide Lazzari Dawn Rzepka Deborah Kay Derek Polson Diane Hanson Dilshad Alam Dimitri Youbi-Misaac	Dorothy Harraher Eden Kaill Edward Marchewka Evan Gropper Faisel Gulamhussein Farhan Ali Khan George Davie Geraldine Campbell Gillian A Clarke Glenn Kauth Greg Lawrence Hilary Johnson Hiyab Redae Ikechukwu Nwibe Ivars Enzelins Jamie Bradford Jamie Yoon Jane Robinson Janet Newlands Jasmine Randhawa Jeff Liu Jessica Farebrother Jessica Ooi Joel Turgeon John Leeson John Steven Josee Rivard Joseph Pare Josephine Luu Josiah Hetherington Katherine Money Kenneth Yue Lance Yee Laura Chelaru Leah Tomlinson Leo Jaegerman Leo Hilliard Lori Lyons Lorraine Gauthier Magdalena Tulecka Manpreet Singh Maria Castro Maria Lazic Marsha Melnik Martin Kotic Martin Wiener Matthew Levy Maxine Harris Megan Mitchell	Melissa Da Palma Mervyn Abramowitz Michael Derby Michael Goldstein Michael Royle Mike Heinrich Milena Braticevic Monica Chi Nataliya Pekar Oliver Jerschow Patricia Werner Paul Bourbonniere Paulina Salamo Pearl Eliadis Peter Tebbutt Rachel Kuah Rahul Kashyap Ralph Fernando Ramona San Pedro Richard Badowski Richard Roze Rochelle Baum Sam McDadi Seth Wayne Shawn Winsor Sophie Ghobrial Sophie Jordan Steven F. Rosenhek Susan Schiller Suzanne Bond Suzanne Denis Taddle Creek Tulsi Kapadia Vickie Hansen-Richardson Vytas Mickevicius Werner Krebs
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OUR LOCATIONS

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Toronto, M5A 2A2

ALL SAINTS - PEMBROKE HOUSE

70 Pembroke St
Toronto, M5A 2N8

BATHURST-LAKE SHORE SHELTER

545 Lake Shore Blvd West
Toronto, M5V 1A3

BELLEVUE

87 Bellevue Avenue
Toronto, M5T 2N8

BRANDON

57 Brandon Avenue
Toronto, M6H 2C8

DELTA HOTEL PROGRAM

2035 Kennedy Road
Scarborough, M1T 3G2

DUNDALK HOUSE

39 Dundalk Drive
Scarborough, M1P 2W5

HURON

490 Huron Street
Toronto, M5R 2R3

JARVIS

289 Jarvis Street
Toronto, M5B 2C2

KENNEDY SHELTER

702 Kennedy Road
Scarborough, M1K 2B5

LAWRENCE SHELTER

4117 Lawrence Avenue East
Toronto, M1E 2S2

MEEGWETCH

800 Adelaide Street West
Toronto, M6K 3V6

METRO REFUGEE

22 Metropolitan Road
Scarborough, M1R 2T5

NORTHCOTE

75 Northcote Avenue
Toronto, M6J 3K2

PACEWOOD

Downtown Toronto

PLACER COURT

101 Placer Court
North York, M2H 3H9

PLEASANT MANOR

434 Gerrard Street East
Toronto, M5A 2H2

SHEILA MILLER

50 Earl Street
Toronto, M4Y 1M3

SHUTER BUILDING/MAIN OFFICE

90 Shuter Street, Suite 206
Toronto, M5B 2K6

224 SPADINA

224 Spadina Road
Toronto, M5R 2T8

SPADINA HOUSES

140 & 164 Spadina Road
Toronto, M5T 3B3

ST CLAIR SHELTER

3576 St. Clair Avenue East
Scarborough, M1K 1M2

VAUGHAN

175 Vaughan Road
Toronto, M6C 2M4

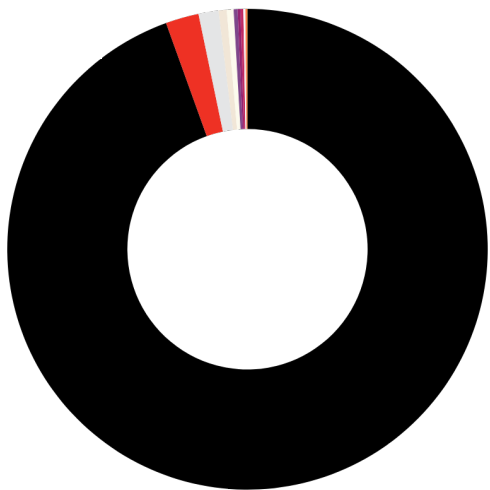
WALES

29 Wales Avenue
Toronto, M5T 1J3

WILLOWDALE WELCOME CENTRE

5800 Yonge Street
Toronto, M2M 3T3

FINANCE REVIEW: SOCIETY FUNDS



REVENUE

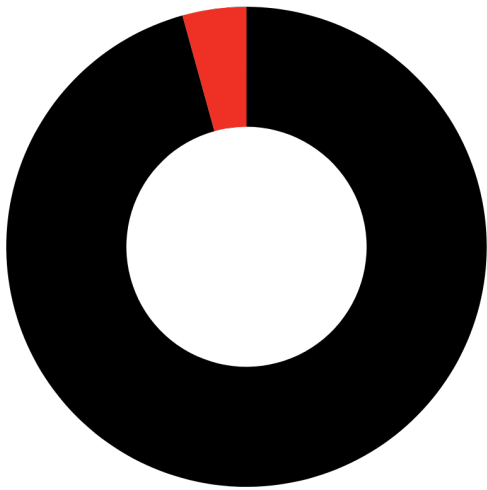
Government Funding - City of Toronto	\$75,758,536
Revenues from Tenants	\$1,788,418
Program funding	\$1,083,615
Donations, Interest & Other	\$431,093
Government Funding MOHLTC	\$370,914
Deferred contributions	\$215,699
Federal grants	\$155,000
Provincial grants	\$147,375
Management fees	\$110,893
Non-rental income	\$89,891
Amortization of Deferred Capital Contributions	\$19,596



EXPENSES

Administrative and Program	\$65,811,690
Maintenance	\$10,264,980
Allocation to Restricted Reserve Funds	\$1,107,363
Amortization	\$1,010,256
Utilities	\$939,740
Insurance and Bad Debts	\$523,951
Property Taxes	\$296,046
Mortgage Interest	\$162,786

FINANCE REVIEW: FOUNDATION FUNDS



REVENUE

Donation and Fundraising	\$490,615
Interest	\$22,272



EXPENSES

Wages and Benefits	\$152,400
Fundraising Expenses	\$112,555
Donations to Homes First Society	\$81,116
Aministrative Overhead	\$12,763



Canadian Charitable Registration No: 865843932RR0001

90 Shuter Street, Suite 206

Toronto, ON M5B 2K6

Phone No: 416 214 1870

Email: info@homesfirst.on.ca

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Cover photo by Екатерина Шумских