

More than Emergency Shelter.

CALGARY
DROP-IN
CENTRE


2018-19 Report to Community

Reporting January 1, 2018 to June 30, 2019

Land Acknowledgement

The Calgary Drop-In Centre is located on Treaty 7 territory, and respects the history, languages, and cultures of the people of The Blackfoot First Nation tribes of Siksika, Piikani, Kainai, the Stoney Nakoda First Nations tribes of Chiniki, Bearspaw, and Wesley, the Tsuu T'ina Nation and the people of Metis Region 3, all of whom continue to enrich our community.





We are on the path to ending chronic homelessness while alleviating the effects of poverty.

The Calgary Drop-In Centre (the DI) is more than emergency shelter. The DI provides essential care including housing supports, health services, and employment training to people who need help. Our programs and services connect people to permanent housing that meets their individual needs.

We provide 24/7 low-barrier emergency shelter and health services

We own and operate mixed-market housing

We engage and educate the community about how to help

We provide skills training and employment placement

We provide services to help people move into their own home

Our Values

RESPECT: Our actions honour the rights, differences, and dignity of others.

COMMUNITY: Through collaborative partnerships, we work together to build inclusive teams.

KINDNESS: We accept each person's uniqueness with compassion and empathy.

WELLNESS: We promote, provide and support holistic wellbeing.

ACCOUNTABILITY: We operate with transparency and integrity in both our relationships and our commitments.



**"Dear Calgary,
I'd like to share my experience with
you as a DI staff member in the
housing department.**

Few things in my life have been more fulfilling than seeing a person's mental and physical health drastically improve after moving out of emergency shelter and into their own home. In as little as two weeks, I've noticed the colour returning to a person's face and their hair growing thick and healthy. Most importantly, I've seen peoples' self-esteem begin to shine. People who thought they were going to spend their entire lives in emergency shelter have begun to develop dreams of returning to school or start gushing about the little wonders of living in their own place (things like... sleeping in past 5:30 am!).

Being a part of a person's journey and inspiring that hope is beyond fulfilling. Working in the housing department at the DI has been one of the most amazing experiences of my life and I can't wait to get more people housed!"

Ashley, Employee



As an organization, the Calgary Drop-In Centre (the DI) has become unrelentingly transparent, communicative, disciplined, and collaborative as we transform our work's intention, focus, and outcomes. The work we do is possible because of our dedicated employees, our committed board of directors, and the generous support of our volunteers, donors, community partners, and funders.

I am confident that we are well on our way to transforming emergency shelter from a destination to a process, with the intention to connect people to homes that meet their needs as quickly as possible. We have been tremendously successful thus far, reducing chronic homelessness in shelter by 46% since January 2018.

We have also enhanced our Health Services program at the DI. In collaboration with Alberta Health Services, we are now providing home care supports for people in shelter. This community-driven response will avoid unnecessary costs to the health care system and, more importantly, it will result in better and more appropriate care for those we serve. The drug crisis has been a challenge for both clients and staff, and we continue to seek solutions for this epidemic.

After eight long years and many trials and tribulations, Greenview Rise (formerly known as Centre 4800) is now officially open and housing residents. We look forward to continuing to work in partnership with the Thorncliffe-Greenview, Bridgeland, East Village, and the Downtown West End communities for many years to come and bringing community together for all.

Every role at the DI is filled by a steadfast, dedicated person who is grounded in our values. Without question, the greatest resource we have at the DI is our strong, kind, and resilient employees who make our ambitious goals possible.

Sandra Clarkson, Executive Director



Past Board Chair's Message

The board's work through 2018-19 covered important ground, from hiring an executive director who would be a gate opener for the organization to stewarding Centre 4800 (Greenview Rise) construction, to helping staff cope with the overdose epidemic, and many points in between.

Our board roster and committee compositions took advantage of directors' individual strengths and areas of expertise and interest for collective benefit. The contributions of new board members and the benefit of advisors to committee work brought valuable additional strengths to our team.

Over the year, board committees gave outstanding attention to progress at Greenview Rise, oversight of the agency's financial health, refinement to our bylaws, and strategic plan.

As the agency advances necessary transformation to ensure the people we are here to serve are helped in meaningful and lasting ways, the board recognizes DI staff are the greatest asset of our organization.

As I pass chairpersonship of the board to very capable hands, I most appreciate the privilege of serving people experiencing homelessness in this way. I am proud of our careful deliberations of policy and staff supports as well as our demonstration of the value of the DI's work in Calgary as more than just an emergency shelter to all those outside of the organization. I thank each board member for their help in advancing the DI's purpose and most importantly I thank all the staff, volunteers, partners, and donors that do the hard work and make such a difference.

Sincerely,
Ken Uzeloc



Incoming Board Chair's Message

It is a great honor to be taking over as Chair of the Board of the DI for the 2019/2020 term. On behalf of the board of directors and DI management I would like to sincerely thank Ken Uzeloc for his

hard work and many achievements as chair of the board in recent years. My primary goal for this first term is to refresh the Agency's Strategic Plan. I look forward to continuing to ensure that the Calgary Drop-In Centre is aligned on our longer-term goals, shorter-term programming, and project priorities to drive the success of our organization.

Sincerely,
Graham Richardson

2019 Board of Directors

Graham Richardson (Chair)
Jackie McAtee (Vice-Chair)
Ken Uzeloc (Past Chair)
Jason Deliman (Treasurer)
Andrea Whyte (Secretary)

Fiona Clement
Licia Corbella
Mirela Hiti
Colan Kee
Jase Vanover
Tom Whitehead

More than **Basic Needs**

The DI offers more than a mat and a bowl of soup – we go above and beyond essential care by providing individualized support for people who need our help.



Responding to the Drug Crisis

Since January 2018, front-line staff reversed 164 overdoses. An increasing number of front-line staff are experiencing symptoms of post-traumatic stress disorder, which has led to more robust staff health and wellness programs.



Accessible 24/7 Emergency Shelter

We accept people as they are and have capacity to sleep up to 1,078 people.



Daily Meals

We cook and serve three meals, including snacks and bagged lunches 365 days per year.



A Place to Wash Up

We have showers, bathrooms, and washing machines to help people feel like themselves.



Health Services

We have a nurse-led health clinic and a new wing dedicated to Home Care services.



Employment Support & Skills Training

The DI offers employment programs to provide skills training, certification, resume support, and much more.

At the DI...

an average of **767** people
slept in shelter per day.

12,727 individual
people accessed services.

over **23%**
of clients are seniors.

2 million
meals served.

10,112 jobs were filled by clients
using Employment Staffing Services (ESS).

“Philanthropy isn't about giving
back to the community. It's about
being part of your community.”

- Anonymous

More than A House

The DI offers more than a set of house keys – we build confidence and provide the tools for people to exit the shelter system and move into their own home.



When Helping Hurts

In 2016, the chronically homeless count at the DI was at its peak with 433 people staying in the shelter almost daily. They had nowhere else to go for decades. The DI came to realize that many of its programs and services were unintentionally keeping people in the building. In 2018, we created new programs to provide additional access points to housing resources. The DI empowers people to live a life they deserve – a life with dignity, with safety, and within community.



Chronic Homelessness Prevention

When clients show signs that they won't be able to resolve their crisis on their own, we step in to help new clients navigate their options when it comes to housing and independence.



Wraparound Supports

We support clients in their new homes every step of the way – from helping with paperwork to explaining how their stove works, we do it all!



Free Goods Program

We provide community-donated furniture, and other household goods to furnish a client's new home, as well as clothing and computers.



Supportive Housing Buildings

We own and operate three mixed-market buildings and provide a total of 131 supportive suites and 106 market suites to people in Calgary.

Because of you...

542

people were housed.

2,990

households
accessed our Free Goods Program.

we reduced chronic
homelessness by

46%

Chronic Homelessness:

This refers to individuals who access the Calgary Drop-In Centre more than 75% - or 267 days - in a calendar year.

“A housing-focused shelter means that every staff member plants the seeds of hope and housing with all clients.”

- Sandra Clarkson, Executive Director

100 Keys in 35 Days

The DI received a grant from the Calgary Homeless Foundation, which offered client flexible funding directly to individuals facing financial barriers to housing. This funding was used to secure people's first and last month's rent, damage deposits, utility arrears, moving costs, or transportation back to their hometown. In early 2019, the DI carried out a 5-week housing-focused campaign to see what we could do with "all hands on deck" and flexible funding. In those five weeks, 111 people were housed. This case study showed that financial assistance is necessary to end and prevent chronic homelessness.



CANADIAN SHELTER TRANSFORMATION NETWORK

The DI is a leading agency in the national movement to transform the way emergency shelters operate. More than food and shelter, emergency shelters can use their position in the community to help people find their own permanent housing.

“Shelters are at the centre of most homeless systems in Canadian cities.... If shelters shift their focus to housing, we can become engines of ending homelessness in our communities.”

— Sandra Clarkson, Executive Director

Our executive director, Sandra Clarkson and Mathew Pearce, Old Brewery Mission President and CEO became founding co-chairs of the Canadian Shelter Transformation Network, which is dedicated to supporting the transformation of housing-focused emergency shelters across Canada.





What does successful housing look like?

Housing on its own isn't enough. Most people experiencing homelessness have several unique challenges that prohibits their ability to easily exit the cycle of homelessness. DI employees work closely with clients to assess which kind of housing will offer them the most success.

Of the 326 people housed in 2018 alone, less than 7% returned to the DI for long-term shelter.

Greenview Rise



After nearly eight years, Greenview Rise (formerly known as Centre 4800) has officially opened its doors. This mixed-market building offers 46 supportive suites to people exiting the cycle of homelessness, which means DI employees work on site to provide wraparound supports and community building.

Greenview Rise also has 33 market-value suites offered to the community. The Calgary Drop-In Centre extends its deep gratitude to the Thorncliffe-Greenview community, the City of Calgary, the Calgary Foundation, the Government of Alberta, and the Canadian Mortgage and Housing Corporation for their support with this project.

The DI is actively seeking one-time capital funding towards renovation costs incurred.

★ ★ ★
2019 TOP 100
Charity in Canada:
Madeon's
&
Charity Intelligence
Canada

★ ★ ★
Calgary Catholic
Immigration Society
Information & Technology
Bridging Program
Appreciation Award

★ ★ ★
2019
Digital
Transformation
Award
(IT Transformation)

★ ★ ★
2019
United Way's
Together We Can
Award
(CLIC Program)

★ ★ ★
2019
Aspen Family's
Hope Award
(DI Furniture
Program)

More than A Job

The DI is more than a workplace – employees invest their time at the DI because they're passionate about working with Calgary's most vulnerable people. In return, the DI strives to be an employer of choice.



Putting People First

The DI isn't your typical workplace. Providing essential care and housing support for individuals in crisis can be challenging, so the DI provides thorough training, advanced technology, and wellness resources to ensure employees are set up for success every step of the way.



Staff Health & Wellness

The DI provides access to counselling for all employees, on top of working with a third-party ombudsman, Workplace Fairness West.



Information Technology Transformation

The DI continues to develop innovative ways to improve operational efficiency for the entire agency.



Teaching Kindness

DI employees bring their values home with them. How do we know this?

From the amount of fundraising from the kids of DI employees! From community events to lemonade stands, we are so grateful for their hard work and contributions to use at the "Kindness Centre".



At the DI...

300+ people
are employed.

13,000+ hours
were invested staff training.

53% of employees
identify as female.

Trauma Informed Care:

An approach that recognizes a person's negative behaviour likely stems from unresolved trauma. Employees meet clients where they're at, walking alongside them on their journey. It is a practice that promotes a culture of safety, empowerment and healing.

“I love my job because I am blessed to be working with such amazing and dedicated people. My co-workers are extremely talented and they are always going the extra mile to help our clientele.”

- Ken, employee

More than Giving to Charity

The DI receives even more than time, talent, and treasure from the community – we're gifted enormous compassion, advocacy, and backing from our extended DI family.



Computers

In 2018, we received the United Way Spirit of Gold Award for the CLIC program. Computers for Low-Income Calgarians (CLIC), run by the DI's IT department, refurbishes community-donated computers and gives them to low- and no-income Calgarians. These computers help people access education, housing, and employment opportunities. We give out an average of 600 computers per year.



Share the Streets Community Education

We facilitated our "Share the Streets" workshop to more than 1,140 community members about homelessness and what they can do to help their neighbours.



School Action Project

Our service-learning program taught over 1,500 youth about the value of giving back to the community. Students also created much needed seasonal, hygiene and move-out kits for clients.



Volunteering with the DI

We rely on the support of volunteers – we couldn't run our programs without our 26,400 incredible volunteers per year.



Meal Sponsorships

We are grateful for our dedicated sponsors whose contributions provide hearty and comforting meals for as many as 900 people per day. The DI received \$889,375 in meal sponsorships.

Because of you...

206,971
volunteer hours
were contributed.

This was equivalent to
96 full-time staff.

2,181
donors supported the DI.

\$889,375 was
raised in meal sponsorships.

434,540 clothing
and household items distributed.

“Volunteering at the DI is a very rewarding experience and I encourage everyone to educate themselves about the experiences of people living in homelessness. Once everybody is on the same page of understanding and acceptance, then as a whole community, we can make a change”

- Guy, volunteer

It takes a community to build community.



Volunteers!

Lasting Impressions

Samuel M.

Samuel is a dedicated DI volunteer who gave a client the belt he was wearing because he noticed that they needed one. When asked about it, Samuel said "it's nothing to me – he simply needed a belt."



ORANGE BRUNCH

2018 Award Winners

Kindness Award
Victor Ventura
Help Portrait

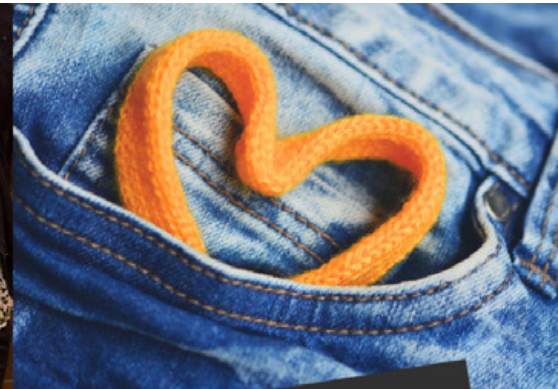
Community Award
Agnes Chen
Suncor Energy

Respect Award
Lauran Bohdan
Ismaili CIVIC 150

Wellness Award
Dr. Jenny Bradshaw
Vermilion Energy Inc.

Accountability Award
Kourtney Robinson
Mealshare

Legacy Award
Brian Graham
Dale Keith
Les Marmitons



That feeling of home


Thank you to the dozens of volunteers and community groups who donated furniture, household items, and helped put the finishing touches on Greenview Rise – our newest affordable housing building.

Thank you Mealshare



Not only does Mealshare sponsor many meals for many hungry guests, they partner with many other restaurants who come in to volunteer. In 6 years, Mealshare has contributed more than **\$379,263.85**.





"A kitchen table to make memories around. A couch to relax on. These everyday objects make a world of difference to someone moving into a home for the first time. ATB Financial is honoured to work with the Calgary Drop-In Centre through its free goods program and connect with Albertans during such meaningful moments in their lives."

ATB Financial™

- Curtis Stange, President & CEO,
ATB Financial



Heartprint Threads

Heartprint Threads has supported the DI for years. In 2019, the social commerce company donated 80 blankets to Greenview Rise to ensure each resident has a piece of "cheerfulness and warmth in their new home".

Donors!



**CALGARY
FOUNDATION**
FOR COMMUNITY, FOREVER

"Having a home is fundamental to happiness, health, and a sense of belonging to community, which is why Calgary Foundation is honoured to provide support for the Calgary Drop-In Centre's Greenview Rise project. Our shared goal of setting citizens up for success opens doors for those rebuilding their lives."

- The Calgary Foundation



Thank you Calgary Corporate Challenge!

The DI was honoured to be selected as one of ten charities of choice for Calgary Corporate Challenge (CCC). This opportunity meant that the DI received even more support from the philanthropic community - from razor drives, cash donations, group volunteering, participation in the DI's "Share the Street: Engaging Vulnerable People" workshop, and so much more. The DI is proud to include CCC participants as part of the extended DI family.





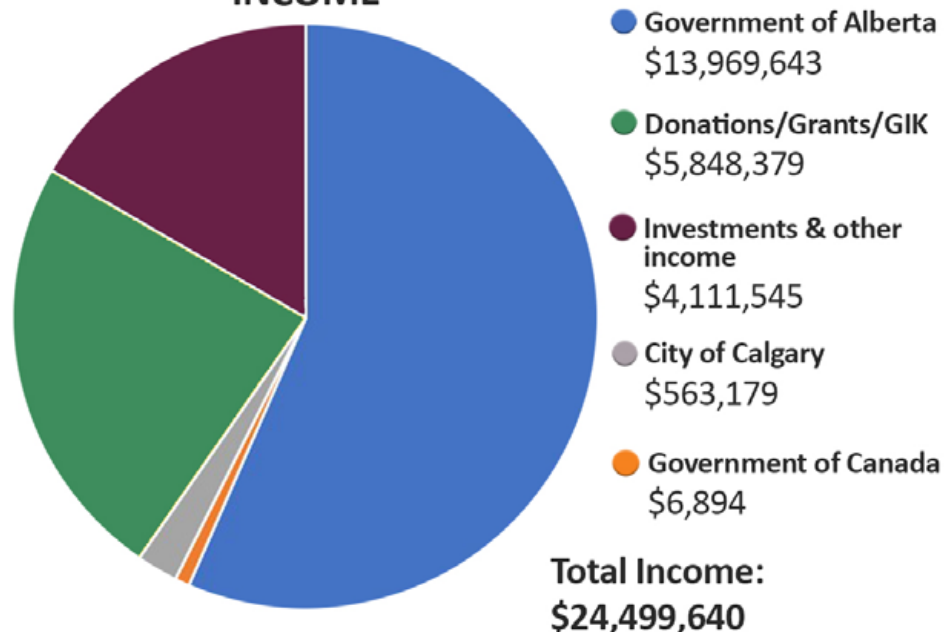
The Calgary Drop-In Centre (the DI) utilizes our finances very carefully for our programs and services, facility maintenance, and capital expenditures. This year, we were able to decrease our facility costs and food expenses as part of our financial control. We make sure our revenue sources are used efficiently for the benefits of clients, community, and staff.

To highlight one accomplishment from a year of achievements, we completed our affordable housing construction, which was a capital project. These affordable housing units benefit low-income Calgarians. As part of our housing-focused strategy, the DI continues to maintain an operating reserve for unexpected events.

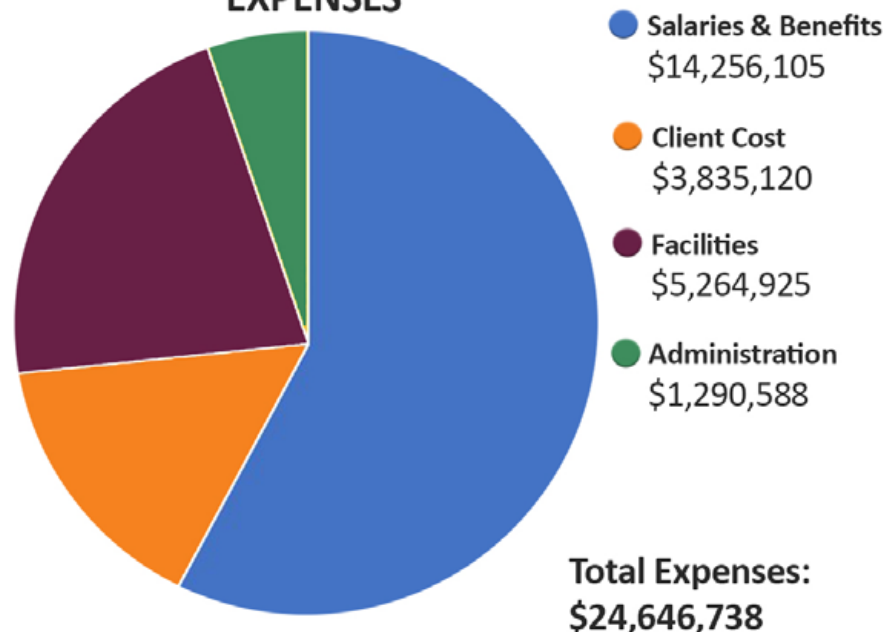
- Jason Deliman, Board of Directors, Treasurer

April 1, 2018 - March 31, 2019

INCOME



EXPENSES



It will take **more than** the Calgary Drop-In Centre to accomplish these goals.

There are several ways to get involved:

- Volunteer your time and talent
- Donate a monthly gift
- Become a meal sponsor
- Invest in Greenview Rise, our newest supportive housing complex
- Take our Share the Streets course and become a DI ambassador

Have a unique idea about how you can make an impact?

We'd love to hear from you! Email us at community@thedi.ca

Thank you to our partners:



Working in a housing-focused shelter is complicated. There are moments when you question whether you're doing the right thing, because you often work with people who resist the housing process. Yet, after a bit of conversation, it's like a switch flips and the person's eyes light up. It's those moments where you watch someone who previously felt undeserving or incapable of having their own home who slowly starts to believe in themselves. It's about watching that person show up for themselves and to see their confidence grow with every step they take. We work for that moment where they have keys and they put them in their door. These are the most inspiring parts of my job. Housing is hard, housing is beautiful, housing is a human right.

- Sandy, employee

CALGARY
DROP-IN
CENTRE

LIVAN
/ SUPPORTIVE HOUSING PROGRAM
DROP-IN CENTRE

A NOTE
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R YOU AND
NKS FOR ANY
RING MY SOJOURN

THIS IS AN
OPPORTUNITY — THAT
DO MY BEST TO MAKE

AND, SEAN, I
APPRECIATION FOR HIS
THANKS TO ROSIE, M
GENUINE CARE AND CONC
PHASES.
AM I SCARED?
I HAVE THE

To all staff:

At the lowest point in my
life, I found comfort and
sanctuary with you. I am forever
grateful for impact that
your staff members have made
upon me. Without their kindness,
I would have never been able to
resolve all the issues I was facing.
Thank you. And please always know,
that for those of us that have
passed thru your doors, you have
made a huge difference in our
lives.

Sincerely,
C.

STAFF

Kindness

"At the lowest point in my life, I found comfort and
sanctuary with you. Please know that for us that
have passed through your doors, you have made a
huge difference in our lives."

- Chuck, former client

Learn more at www.calgarydropin.ca