



LIVING OUR PURPOSE:

Earning Trust



Calgary Homeless
FOUNDATION

2024 Report to Community



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In this space, we remember and honour our neighbours, family, and friends
- known and unknown - who have lived and died
because of the traumas of homelessness.
In past, present, and future - may they rest in power.

LAND ACKNOWLEDGEMENT

We acknowledge that the land upon which we gather is Indigenous land.

We also recognize that the traditional Blackfoot name of this place, where the Bow River meets the Elbow River, is Mohkinstsis, which we now call Calgary.

In the spirit of reconciliation, we acknowledge that we live, work, and play on Treaty 7 territory and the traditional lands of the Blackfoot Confederacy: Siksika, Piikani, Kainai, as well as the Tsuu t'ina Nation, and the Îyârhe Nakoda comprising of the Goodstoney, Bearspaw, and Chiniki First Nations. This territory is also home to the Otipemisiwak Métis Government of the Métis Nation within Alberta Districts 5 and 6.



Message from President & CEO, Patricia Jones

I'm grateful to share that Calgary Homeless Foundation marked its 25th anniversary in 2023. Our visionary founders held a great love for this city that inspired them to come together to ensure everyone in Calgary had not only a house but the skills and supports to make it a home.

Today, we honour that love by continuing to guide the fight against homelessness.

This fight remains as crucial as it is complex: we have a perfect storm of inflation, rental increases, large numbers of new Calgarians, and an affordable housing crisis. We know how devastating these changes can be for those who have a home—and for those at risk of or experiencing homelessness, the impact is exponentially worse.

The driving force behind our perseverance is the collection of stories and dedicated efforts that I am excited to present to you in this report. Throughout the year, we have concentrated on fostering a relationship of trust with our numerous partners—an opportunity we greatly value.

We know the stronger the trust, the more success we have in collectively meeting the needs of vulnerable Calgarians and achieving our ambition of co-creating a system-wide approach to homelessness.

The Coordinated Community Extreme Weather Response and our partnership with Fresh Start Recovery exemplify the meaningful change we can deliver to vulnerable Calgarians when we are in authentic relationships with all our partners, who are many and varied depending on community need.

To continue fostering those relationships—and support our ambition of forging an innovative path in technology and information-sharing—we continue to provide cutting-edge data to our partner agencies so they can evaluate their programs and the needs of individuals and families within them.

We actively promote reconciliation by respecting the expertise of our Indigenous partners and supporting their work. We also share our insights when invited and at shared tables as part of our goal to serve as a trusted advisor.

Gratefully, we strategically allocated funding from provincial, federal and municipal governments to guide the fight against homelessness. Recognizing the financial pressures these governments face in addressing public issues, we appreciate their trust in us to allocate resources.

Finally, we remain committed to fostering connections with all levels of government, as well as Indigenous communities, agencies, shelters, housing partners and the community at large. By working collaboratively, we can collectively provide coordinated and integrated support, aiming for a future where homelessness is rare, brief, and non-recurring—an episode in someone's life rather than a defining condition.

Thank you for your continued support of CHF. We are grateful for your trust.



Patricia Jones



Earning the Place of a Trusted Advisor

To earn our place as a trusted advisor, we know that listening to the voices of our partners is just as important as the expertise we bring to the fight against homelessness.

That's why we were honoured to participate in community round tables, task forces, and committees over the past year, where we learned from our partners and shared our data and big-picture understanding of the factors affecting vulnerable Calgarians.

- **Calgary's Community Investment Table.** CHF and six community partners coordinated funding in Calgary for pilot projects and targeted investments that address mental health, addiction, and public safety issues.

- **Calgary's Mental Health and Addiction Strategy Leadership Group.** Group members representing multiple sectors of the Calgary community were selected to help implement Calgary's Mental Health and Addictions strategy, catalyzing hope and support for individuals and families living with mental health issues and addictions.
- **First and Last Month's Rent.** A collaborative project funded equally by the City of Calgary, CHF, and United Way of Calgary and Area to overcome initial affordability barriers to housing for those needing financial support.
- **Community Knowledge Sharing.** CHF made presentations to Calgary's Downtown Safety Leadership Table and Red Deer Chamber of Commerce's Homeless Task Force, providing advice and insight on homelessness-related issues and the unified fight against homelessness.

Supporting a System-Wide Response to Homelessness

We host conversations that bring our partners together.

These conversations build trusting relationships and help us learn from one another, so that we can work together to build a system-wide response to homelessness that ultimately helps Calgarians find their way home.

Here are some of the conversations we hosted last year:

- Twenty-five CEOs discussed the most pressing challenges they face leading organizations within the homeless-serving sector. Together, they identified solutions and sent a joint budget submission to the provincial government.
- A facilitated discussion with our funded agencies about overhauling the Needs and Services Questionnaire, the tool that housing strategists use to assess the needs of Calgarians experiencing homelessness before matching them with the appropriate services and supports. Based on the 589 pieces of feedback we received, we are redeveloping the tool so that Calgarians feel empowered, cared for, and safe when they are seeking help.
- In partnership with HomeSpace Society, we consulted with partner agencies, shelter partners, Indigenous elders, and Alberta Health Services to determine who and what was needed to provide the best services for families experiencing homelessness and people with highly complex needs before seeking out the most qualified service providers.



Collaborating Against the Cold

Since 2021, we've helped guide a city-wide support system that keeps Calgarians safe and warm in extreme weather conditions, while opening a door to resources they need to begin their journey home.

The Coordinated Community Extreme Weather Response, or CCEWR, provides vulnerable Calgarians with warming spaces, increased access to shelters, and essential items to help them weather the cold.

But that's just the beginning: when individuals and families visit a warming space, they gain access to supports and services in Calgary's system of care that help people to have a home, including expert staff that provide referrals to supportive housing; medical care; mental health and addiction supports, and other programs.

It's a team effort—and a starting point. By continuing to work with governments, community partners, and outreach groups long after the winter is over, we're co-creating a system that will serve our most vulnerable citizens throughout the year.

COMMUNITY PARTNERS



STEERING COMMITTEE

- Calgary Transit
- The Salvation Army
- Distress Centre Calgary
- City of Calgary
- Mustard Seed
- Alpha House
- Calgary Drop-In Centre
- Calgary Police Service
- Calgary Transit
- Calgary Transit Public Safety
- 911 Dispatch
- Alberta Health Services

WARMING CENTRES

A total of **26,796** visits to **6** seasonal warming centres that provided safe, warm spaces and support services to over **2,296** unique individuals.

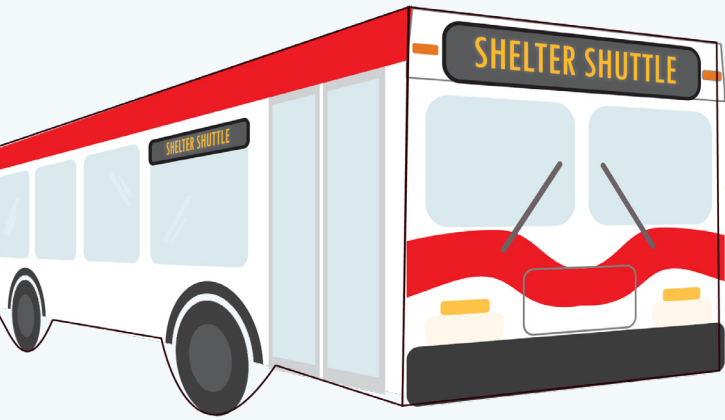


36 pets served at the Parachutes for Pets warming centre.



Warming Centre Visits by Location





TRANSPORTATION

Increased capacity from outreach teams reduced barriers with over **2,823** Emergency Shelter Shuttle transports, operating **7** days a week.

279 HELP Team Transports.

Provided **1,296** unique individuals transportation to warming centres.



ESSENTIAL ITEMS

#DonateEssentialsYYC raised donations that provided **203,581** essential items, distributed by **25** outreach teams.

Top 5 Items

31,209
hand warmers



30,142
snacks

24,350
band-aids



15,158
bottles of water

11,621
pairs of socks





From Crisis to Resilience: A Holistic Approach to Fighting Homelessness

We know it's critical to address the underlying factors—including trauma, addiction, abuse, racism, mental health challenges, and loss of employment—that can contribute to someone losing their home.

That's why we partner with agencies and organizations with the expertise to work with vulnerable people to deliver a system-wide coordinated response to homelessness that supports the whole person: their wellness, their financial stability, their connection to community, and their housing.

In some cases, this involves bringing key partners together every week with a person-centred approach to match people experiencing homelessness with appropriate supports within our funded system.

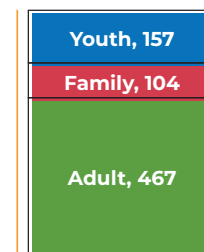
That means when we help match vulnerable Calgarians with housing provided by our funded agencies, they don't just receive a roof over their heads—they receive the supports they need to achieve independence and a better quality of life.

Our collaboration with Fresh Start Recovery is one such partnership.

Achieved Independence¹
Total = 1,229



Moved into Supportive Housing²
Total = 728



¹ Achieved Independence is defined as an individual or head of household who exited a supportive housing, prevention, or diversion program, with the exit destination being one of a specified group of locations or programs.

² Moved into Supportive Housing refers to an individual or head of household moving into a supportive housing program.

Additional context, data assumptions, and conditions on page 21.

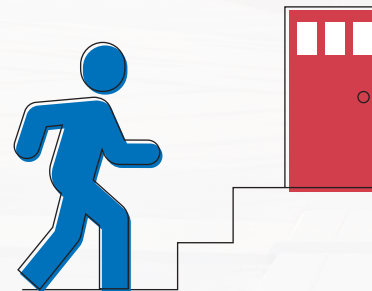
FRESH START RECOVERY: A CASE STUDY

In 2023, we partnered with Fresh Start to provide recovery-oriented care that helps vulnerable Calgarians with addictions begin their journey home. Fresh Start Recovery, a nationally recognized treatment program renowned for its personalized approach to healing, offers addiction treatment programs for individuals and families in Calgary with a focus on nurturing resilience.

Along with other partners, we invested in Fresh Start's construction of a new affordable housing apartment in Bridgeland, which offers 37 residential rental units for individuals in recovery. For the first time, CHF is exploring opportunities for people experiencing homelessness and addictions to enter into Fresh Start's housing program. This collaboration also provides the opportunity for our organizations to learn from one another and, together, provide more options for all Calgarians to be housed.

"Fresh Start is deeply grateful for our partnership with the Calgary Homeless Foundation. Together, we are committed to strengthening a recovery-oriented care system within Alberta. Our shared vision of providing long-term support and stability for those in need fuels our dedication to making a lasting impact in our community."

- Bruce Holstead, Executive Director at Fresh Start Recovery



Reaching Out in Love: Truth and Reconciliation

To serve the Indigenous community, we are committed to promoting the reconciliation necessary to break down barriers by giving, receiving, listening, and reaching out in love.

With guidance from our esteemed Indigenous partners, we continue to build meaningful relationships and to learn and grow by receiving feedback in a way that respects and honours oral traditions and wisdom.

In the past year, we have been honoured to support:

- **The Indigenous Warming Centre.** The first of its kind in Calgary, the centre provides a culturally safe space for the Indigenous community to warm up during a cold snap. The Aboriginal Friendship Centre of Calgary launched the centre as part of the Coordinated Community Extreme Weather Response funded by the City of Calgary.
- **The Aboriginal Friendship Centre's Elders' Lodge.** The lodge opened this past year, offering affordable housing and indoor and outdoor spaces to practice land teachings, hold ceremonies, and promote healing.

- **The Aboriginal Friendship Centre's Red Dress Powwow.** The 1st annual Red Dress Traditional Powwow 2024 was a special gathering to honour MMIWG2S+ through sacred ancestral songs, drums, and dance.
- **Miskanawah's Buffalo Tracks Youth Conference.** The 2nd annual Buffalo Tracks youth conference provided over 60 youth, aged 15-24, with the opportunity to engage in an Elders' Panel, traditional dance teachings, and a mini round dance.
- **Seven Brothers' Circle.** This community-driven collective works to meet the basic needs, mental health, and spiritual concerns of First Nation, Métis, and Inuit people living in Treaty 7 territory and historic Northwest Métis homeland.
- **Oral Truth Telling Ceremonies.** We continue to learn and grow from Miskanawah, and have this year embarked on a journey to understand their Indigenous evaluation framework, which includes Oral Truth Telling Ceremonies as an important way to evaluate programs.

Forging an Innovative Path

CHF's cutting-edge approach to data plays an important role in earning the trust of our partner agencies and improving the lives of vulnerable Calgarians.

Our agency dashboards, launched in 2022, provide real-time data to agencies about their programs for people at risk of or experiencing homelessness.

Through the dashboards, we share up-to-date information with agencies on the success of their programs and the needs of individuals and families within them, making it easy for agencies to identify those who require more tailored supports to help them on their journey home.

We can also identify larger trends. That means agencies can improve their programs as they happen, and CHF can allocate funds to programs that deliver the greatest impact for our most vulnerable citizens.

Our agency partners trust our data, because—in partnership with them—we created a framework that makes it clear where the data comes from, how we collect it, and how we analyze it. It ensures our data paints an accurate picture of homelessness in Calgary.

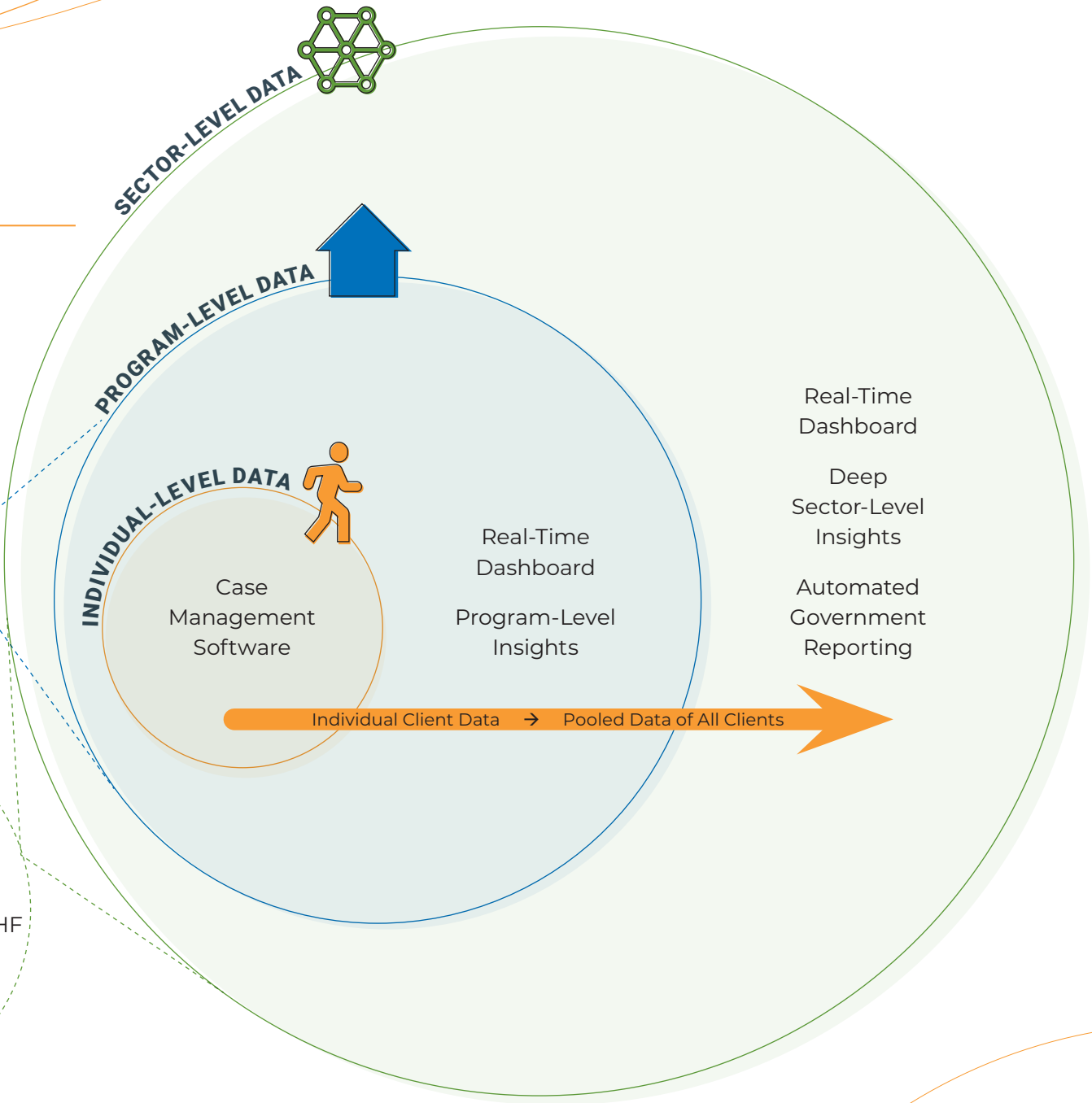
By revolutionizing our approach to data, our partner agencies have the power to access real-time information they can use to customize supports for each Calgarian they serve, so that every individual and family can be successful.



OUR DATA WAREHOUSE

Partner agencies have direct access and can review and analyze their client and program-level data.

CHF uses the complete data set to monitor sector-wide trends and impact. Partner agencies can work with a CHF Data Analyst to understand the wider context around their programs.



Partner Recognition

We allocate funds from all orders of government to support agency work across the city. In guiding the fight against homelessness, we are grateful for the opportunity to fund and collaborate with our Indigenous allies, community partners, and governments to respond to the complicating factors of homelessness in Calgary.

FUNDED AGENCIES

The agencies we fund deliver diverse programs to people in need. Their work includes diverting individuals from shelters into housing; housing programs where integrated supports help people achieve independence, and providing medical, counselling, recovery, and financial support to help individuals maintain their homes.

These programs assist people at every stage of their journey toward home. The fight against homelessness would not happen without the contributions and work of the individuals across each of these agencies:

- Aboriginal Friendship Centre of Calgary
- Accessible Housing
- Alexandra Community Health Centre
- Calgary Alpha House Society
- Calgary Alternative Support Services
- Calgary Dream Centre
- Calgary Drop-in Centre
- Calgary John Howard Society
- Canadian Accreditation Council
- Children's Cottage Society
- Closer to Home Community Services
- CUPS Calgary Society
- Discovery House
- Distress Centre Calgary
- Enviros Wilderness School Association
- HomeSpace
- Inn from the Cold
- McMan Youth, Family & Community Services Association
- Miskanawah Community Services Association
- Mustard Seed
- Oxford House
- Salvation Army Community Services
- SHARP Foundation
- Trellis Society for Community Impact
- Woods Homes

CHF also funded additional agencies through the *Innovation, Capacity building, & Enhancement (ICE) Grants*, outreach, and other one-time grants.

INDIGENOUS ALLIES

Reconciliation is an ongoing journey for us, and we are deeply grateful for the guidance of our esteemed Indigenous partners, who continue to share their input and their oral traditions and wisdom with us. Thank you for your friendship and continuing to guide us on our journey of allyship.

- Aboriginal Friendship Centre of Calgary
- Stoney Nakoda-Tsuut'ina Tribal Council (G4)
- Miskanawah Community Services Association
- Siksika Nation

We want to extend a special thank you to Elder Jackie Bromley, Elder Linda Johnson, and Elder Francis (Butch) Wolf Leg.

GOVERNMENT PARTNERS

We are grateful for the continued funding from the Government of Alberta, the Government of Canada, and the City of Calgary to support youth, families, and individuals experiencing homelessness.

Thank you for trusting us to allocate resources to programs that house our most vulnerable citizens with the supports they need, and for your continued support, partnership, and collaboration. Together, we envision a day when homelessness is rare, brief, and non-recurring—perhaps an episode in someone's life but never a condition that defines one's life.



Art Smith Awards

The Art Smith Awards, named after CHF's founder and awarded annually, recognize and honour individuals and programs for their extraordinary work helping vulnerable Calgarians find their way home.

We're proud to acknowledge the 2023 Art Smith Award winners.

THE ELDERS LODGE, ABORIGINAL FRIENDSHIP CENTRE OF CALGARY

Project Award

The Art Smith Project Award, accepted by Shane Gauthier, CEO of the Aboriginal Friendship Centre of Calgary, celebrates the Elders' Lodge for its innovative design and delivery. The 12-unit facility provides affordable housing for Indigenous elders alongside cultural gathering spaces, creating a home and connection to each other and culture. The facility's funding and development was a collaboration between the Government of Alberta, Calgary Homeless Foundation, Calgary Foundation, Canadian Mortgage and Housing Corporation, and the City of Calgary.



**NICOLE NETZBAND,
TRELLIS SOCIETY**

Employee Award

Nicole Netzband is a highly organized and compassionate Youth Diversion Case Manager with Trellis. The Frontline Employee Award recognizes her commitment to fighting homelessness and building positive relationships with youth and young adults, as well as their families and natural supports. Nicole exemplifies leadership and collaboration within the system of care, demonstrating unconditional respect as she supports individuals toward independence.



**SANDRA CLARKSON,
CALGARY DROP-IN CENTRE**

Leadership Award

Sandra Clarkson, CEO of the Calgary Drop-In Centre, is an accomplished project manager who empowers high-performance teams. The Leadership Award celebrates the significant impact of Sandra's leadership and expertise in the homeless-serving sector. Her advocacy in support of individuals experiencing homelessness and commitment to community collaboration contribute to long-term systemic improvements while encouraging others to take up the fight and lead change.



Support That Makes a Difference

529 individuals, businesses, and families supported us in the 2023/24 fiscal year.

We're so grateful for your generosity and trust. We allocate your resources for highest impact and outcomes in the fight against homelessness and this report shows how your support has improved the lives of our most vulnerable citizens.

A TRIBUTE TO JOAN HUDSON

Joan Hudson carried a fierce independence alongside a deep commitment to the people around her.

Born in 1935 in the rural town of Pense, Saskatchewan, Joan grew up working hard and learning the value of helping and being helped through the challenges faced by farmers in the Dirty Thirties. Her friends remember her as someone who was passionate about building a strong community.



Joan passed away on April 5, 2023. She was generous throughout her 87 years, and even now, she continues to make a difference.

In her will, Joan designated meaningful and significant gifts to several charities, including CHF. Her gift will contribute to CHF's ongoing work to guide the fight against homelessness, so we can meet the immediate needs of vulnerable Calgarians while supporting them on their journey home.

Thank you, Joan, for your incredible generosity, care for others, and for showing the power of an independent spirit within a strong community.

GREENGATE GARDEN CENTRES:
A Stronger Community is Better for Everyone.

Greengate Garden Centres has been a staple of Calgary for the past 27 years, and for just as long, the family-run business has been an active and generous supporter of non-profits and community organizations. CHF has been grateful for greengate’s support for 21 years.

Every Christmas, greengate Garden Centres rally their community to purchase specially selected Christmas tree ornaments. Every penny from the sale of those ornaments and a portion of all sales through December is donated to CHF to assist the most vulnerable members of Calgary’s community. In the spring, greengate sells Hope for Humanity roses and donates the proceeds to us.

Over two decades of steadfast support makes a remarkable difference. But it goes deeper than that. Greengate’s support is paired with an encouraging message for Calgarians, especially other businesses. Harington Telford, Vice-President of Marketing at greengate, says, “Any problem we see, we can fix when we come together as a community.”



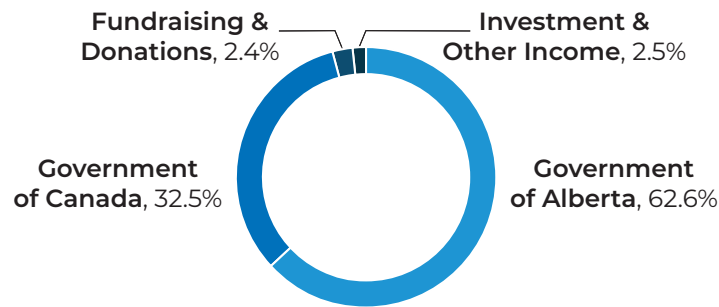
He adds, “Responding to homelessness is complicated, but Calgary Homeless Foundation and their partners have an excellent track record. I trust them to use the resources where they’re most needed. Greengate finds ways our work can generate support for them, which is the easy part—think how much we could fix and how strong our community would be if every business found a way to invest back into the community.”

Financial Summary

FISCAL YEAR ENDING MARCH 31, 2024

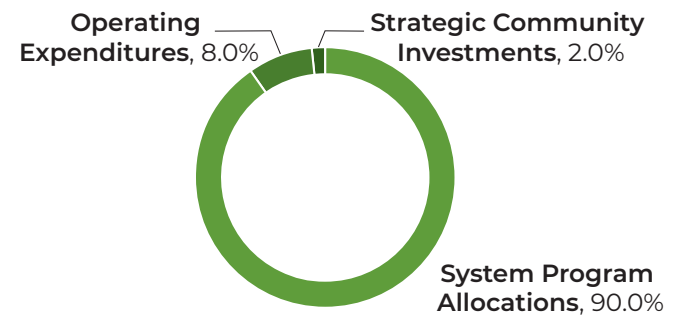
Revenue: \$66,471,854
Expenses: \$75,428,426

Funding Sources:



Government of Alberta	62.6%	\$41,629,031
Government of Canada	32.5%	\$21,580,799
Fundraising & Donations	2.4%	\$1,629,776
Investment & Other Income	2.5%	\$1,632,248
	100.0%	\$66,471,854

Funding Uses:



System Program Allocations	90.0%	\$68,128,418
Strategic Community Investments	2.0%	\$1,176,109
Operating Expenditures	8.0%	\$6,123,899
	100%	\$75,428,426

HOUSING PROGRAM DATA: ASSUMPTIONS & CONDITIONS

Moved Into Supportive Housing

- Defined as a move-in into a supportive housing program by an individual or head of household.
- Move-in occurring between April 1, 2023, and March 31, 2024.

Achieved Independence

Prevented, Diverted

- Defined as an individual or head of household who exited one of the following types of programs:
 - » Prevention
 - Exited with one of the following destinations: Family Home, Long-Term Housing with Supports, Own Home, Renting - Subsidized, Renting - Unsubsidized.
 - » Diversion
 - Exited with one of the following destinations: Addictions Treatment Facility, Child Intervention Services Placement, Correctional Facility, Family Home, Hospital/Medical Facility, Hotel/Motel, Long-term Care Facility or Nursing Home, Long-Term Housing with Supports, Own Home, Renting - Subsidized, Renting - Unsubsidized, Staying with Family or Friends (Couch Surfing), Transitional Housing.
 - Exit occurring between April 1, 2023, and March 31, 2024.

Left to Destination Outside of HSSC

- Defined as an individual or head of household who exited a supportive housing program with the exit destination being one of the following categories: Independent Stable Housing, Community Program, Primary System.
- Exit occurring between April 1, 2023, and March 31, 2024.



Calgary Homeless FOUNDATION

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CHF is committed to providing transparency and accountability to our stakeholders. We invite community members to anonymously voice any concerns regarding our business conduct to our external whistleblower line at 403-214-1821.

