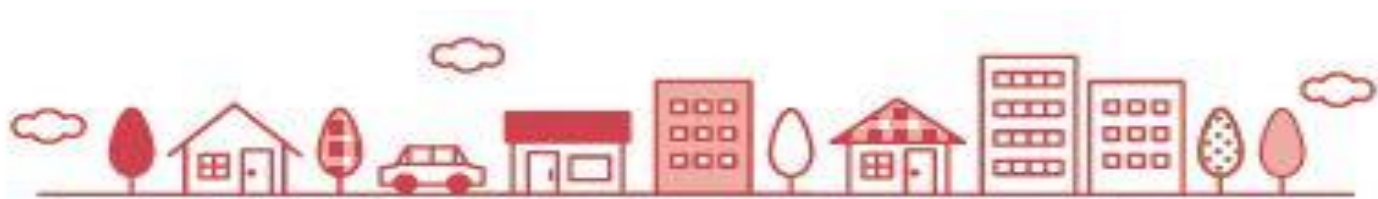
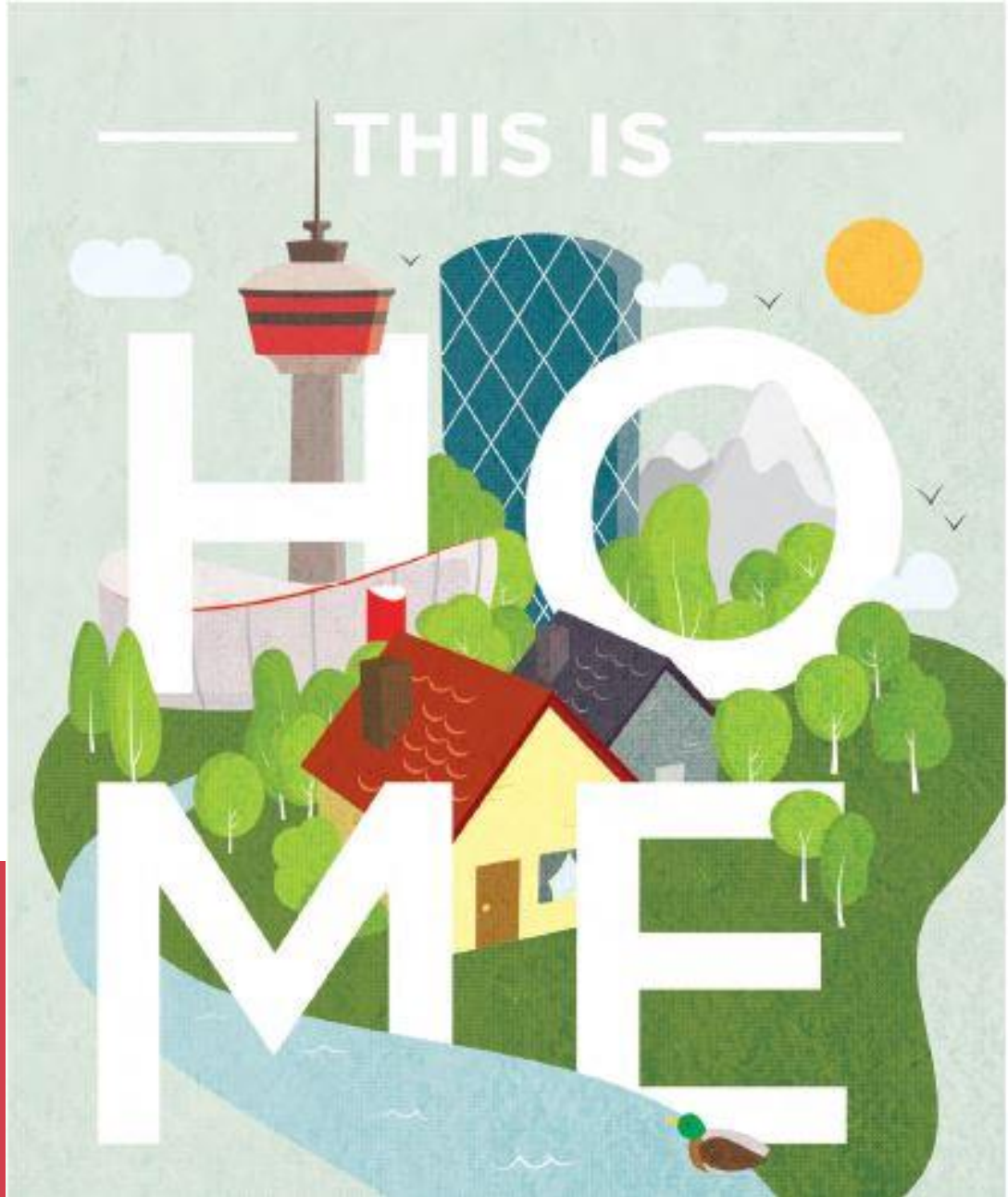




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Together, we will end homelessness in our communities.  
CHF will be a catalyst and enabler for Service Agencies and  
Systems to optimize client success.





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# CHF President & CEO

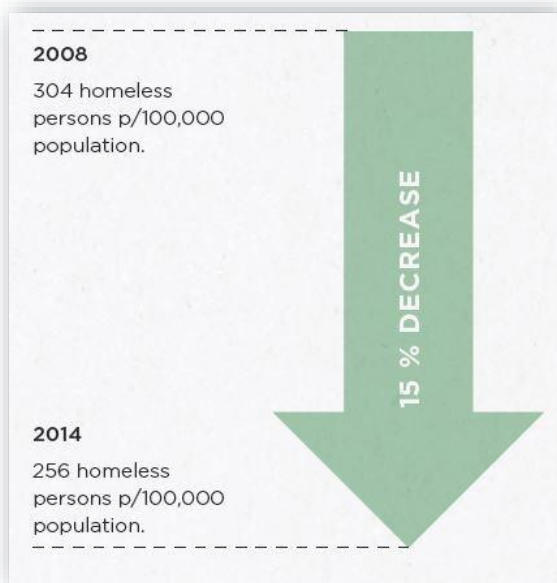
## Report to Community: Highlights

2014 - 2015





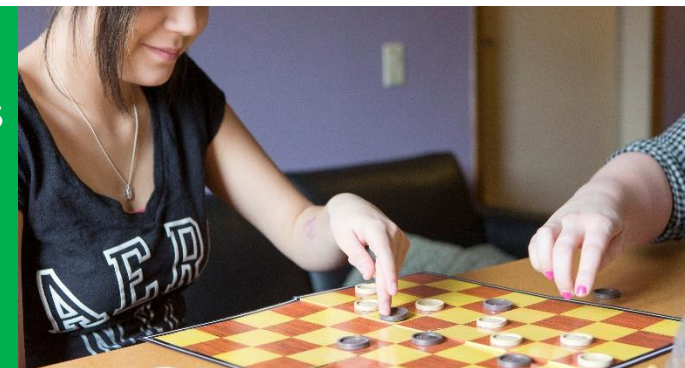
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# Ending homelessness in **Calgary**

- 6,663 people counted as homeless in 1<sup>st</sup> 7 Cities PIT Count
  - Homelessness decreased 15% in Alberta 2008-2014
- 3,555 people counted as homeless in Calgary
  - 15% decrease in Calgary per 100,000 pop 2008-2014

- 895 people placed in housing
- Funding provided to 60 programs delivered by 27 agencies
- 39 programs provided 2,231 housing spaces with supports



# Collective **Leadership** & Collective **Impact**

- Launch of Calgary's updated Plan to End Homelessness: People First in Housing First
- I Heart Home YYC
- Calgary Council on Homelessness
- Ending Family Homelessness Action Panel – Collaborative planning committee
- RESOLVE Campaign
  - Stepping Stone Manor
  - Aurora on the Park (DP)
  - Providence House (DP)





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**ENDING HOMELESSNESS IN CALGARY**



“Seniors aren’t going to be the potential wage earners, housing should not be about health care. It should be about **home**.”

*Arlene Adamson  
Executive Director  
Silvera for Seniors*



# Supporting **client success** through **housing with supports**

## CHF Place Based Housing

- 79 new units under development
- PSH project prototype developed
- Successful community consultations with no appeals

## CHF in **RESOLVE** Campaign

- Stepping Stone Manor
- Aurora on the Park (DP)
- Providence House (DP)
- 11 Home Builders

## Housing Spectrum

- GOA, Persons with Developmental Disabilities
- Master leases with agencies
- Scattered site pilot; CHC





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“I enjoy my position with CHF because I am a **part of a bigger picture** that truly helps people be the best that they can be. My part is small, but providing a clean, healthy home for my neighbours at Longbow, I think, may help them to care more for others, and for themselves.”

*Randy  
Building Manager  
Longbow*





# Supporting **client success** through **front-line agencies**

- Coordinated 45 training programs for community
    - 1,153 front-line participants
  - Tapped experts from 13 agencies to facilitate training programs
- Decreased administrative burden on agencies
    - RFP process simplified
    - Streamlined process for Key Measurement Indicators
- Enhanced communication with agencies and timely feedback on program performance; support success & apply learnings



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“Because of the **system of care**, the communication has improved between agencies. The collaboration piece has gotten stronger. The importance of collaboration and working together is big...it’s nice to see how that continues to be focused on.”

*Adam Melnyk  
Outreach and Housing Location Manager  
Alpha House*



# Evidence and Outcomes-based decision making

- Developed and refined Key Performance Indicators
- Developed and implemented Performance Scorecard
  - Peer-to-peer evaluations
- Adjusted program funding based on performance
- Hard decisions made (transition plans for all affected, no return to homelessness)
- Used data to identify gaps in System of Care
- Advocated for and funded gaps
  - ie. CUPS - Couples programming with Key Case Management



“Instead of having to make several different referrals to a client, we can make one. When someone is in distress, it’s about simplifying the whole process. **It’s all about the client** versus the programs.”

*Jerilyn Dressler  
Senior Manager, Contact Centre  
Distress Centre*



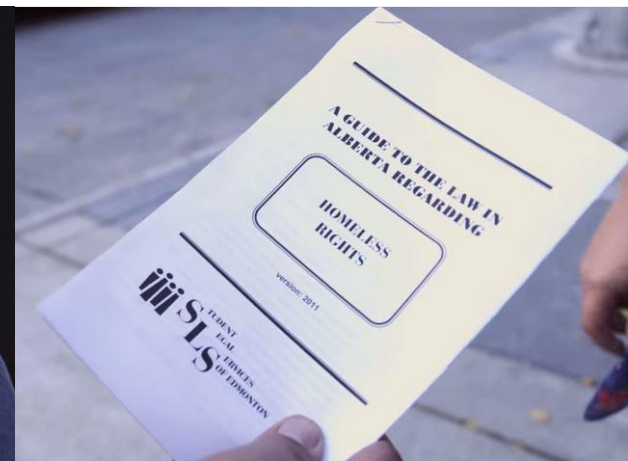
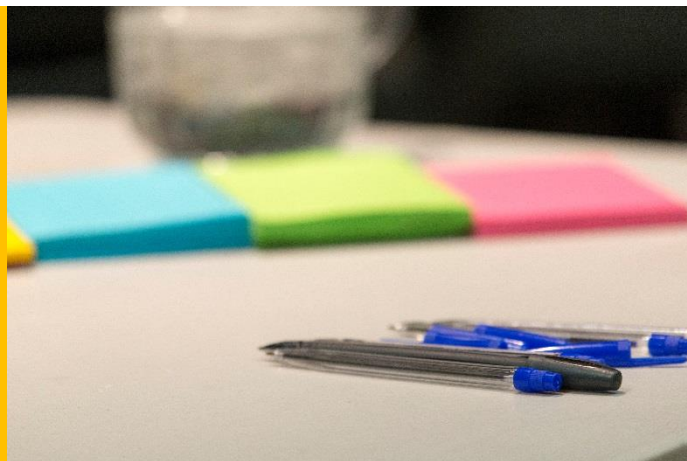


## Mobilizing research and data

- Community Research Forum
    - 2 day event to set community research agenda
  - Currently 6 research projects in progress (Community-Needs)
- Homeless Charter of Rights
    - Partnered with Alberta Human Rights Commission
    - People of experience informed process & involved in development
- Publications:
    - Promising Practices for Homeless Families
    - Aboriginal Women's Voices:  
Breaking the Cycle of Homelessness and Incarceration

“Increasing **education is one of the solutions** to dealing with the problem of the justice system and homelessness. I don’t think it’s the only solution, but it’s the one that’s going to have the biggest long term impact.”

*Joshua Lam  
Lawyer and Director  
Calgary Homeless and Employment Services  
Documentary: Do You See Me?*



## Providing **backbone support** in service of **Community**

- Strategic 'Big Picture' Vision
- Stewarding plan success to 2018 and beyond
- Recognition of excellence in sector
  - Art Smith Awards
- Supporting agencies to achieve successful client outcomes by delivering backbone services
- Systems lens
- Best and emerging practices
- le.
  - Update to Calgary's Plan
  - Homeless Management Information System (HMIS)
  - Coordinated Access & Assessment(CAA)
  - Building community capacity
  - GOA and GOC funding

# Calgary Homeless Foundation

## Strategic Priorities

### 2015 - 2016

- Develop CHF's future 5 year strategic vision & plan
- Examine CHF's future role in housing to optimize greatest value for Calgary
- Fulfill CHF specific deliverables within Calgary's Plan
- Strengthen & deepen CHF's relationships with all stakeholders ; continually earn backbone privilege
- Advocate at all levels of government to secure greater Action and Accountability to impact Calgary's Plan





“Ending homelessness is one of the most important things we can do together, as a City. Because **every single one of us has a part to play** to make sure every one of our neighbours has the opportunity to live in a place that is safe and to have a life of dignity.”

*Mayor Naheed Nenshi  
City of Calgary*





## Q & A

Alan Norris  
Past Chair, Board of Directors  
← 2014

Cameron Bailey  
Chair, Board of Directors  
2015 →

Diana Krecsy  
President & CEO