



# Red Door

## FAMILY SHELTER

*Ending family homelessness...  
one family at a time*



## Annual Report 2011

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The Red Door is once again participating in this year's Scotiabank Toronto Waterfront Marathon Charity Challenge.

With such amazing support last year, we're more than doubling our fundraising goal this year. Help us reach our goal of raising \$25K to support our programming!

Whether you do a Marathon, Half Marathon or 5k, or support someone who does, your fundraising makes a difference!

For more information, please email: [fundraising@reddoorshelter.ca](mailto:fundraising@reddoorshelter.ca)

### A Message from the President and the Executive Director

Over this past year, we have seen the need for our support services to homeless families intensify. There are two facts that best illustrate this deepening need. First, our shelters operated at a 97% occupancy rate for the entire year. This means for all intents and purposes we were always full. It does not mean there was no turnover, but rather that there were always more homeless families in need of shelter.

The second reality is that the majority of our families move into private market rental housing and are paying on average over 56% of their income in rent. This means they are still at the risk of being homeless.

In response to these realities, we redoubled our efforts to provide concrete supports that are designed to assist families to remain housed once they are back in the community. First, through the generosity of a bequest from the Glenda Milrod Estate we are now able to provide to each family that moves out a small amount of financial support, in the form of gifts cards that assist them to purchase groceries and essential household items for their new homes. Secondly, because so many families face the reality of having to choose between feeding their children or paying the rent, we have increased the frequency of our food banks to twice a week and when available we are also able to provide grocery store gift cards.

Last year, we also concentrated on increasing our support through our holiday sponsorship program. This is the program where at Christmas time we match a family who has recently moved out of the shelter with a donor, or a group of donors who want to give a wonderful holiday experience to a family in need. This past year we were able to match 90 families with the many very generous donors who came forward.

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Another area of focus was improving the effectiveness of our Moving Program. In this program we pick up gently used furniture and household items in the community and give these items to our families when they move out. Over this past year, we were able to increase the number of families helped by this program to 138 families. We did this by prioritizing resident moves over donor pick-ups. It is always a balancing act between donor pick-ups and resident moves because the generosity of the community far outstrips our capacity to give it away.

In addition to our focus on increasing our supports to families once they have moved out, we also saw an increase in the number of new families we served. This past year we provided emergency shelter and other related supports to 342 families, a 20% increase over last year.

As in previous years, families come to our shelters for three main reasons:

- Women and children fleeing violence in their homes
- Families experiencing an eviction or other housing crisis
- Refugee claimants escaping war and/or violence in their home countries

For many years families were split evenly across each category. However, we are now finding that the proportion of families in each category is changing. The percentage of families coming because they are refugees has dropped to 23%; and the number of families who came because they were experiencing a housing crisis, and/or fleeing abuse increased to 37% and 40% respectively.

One of the biggest challenges we faced this past year was the United Church of Canada's decision to sell the building that our Queen Street shelter is located in. We are very happy to report that our negotiations to purchase our Queen Street location are going well. We are hoping for a positive resolution to what has been a long standing challenge.

Another accomplishment we are very proud of is that we continue to be on Charity Intelligence Canada's list of Recommended Charities in 2010. We were one of only 36 charities in Canada to make this list. This recommendation is the result of an extensive evaluation process and acknowledges the real value we add to our community.

In closing, we are pleased to have helped over 635 families end their episode of homelessness this year. We want to extend a deep and heartfelt thank you to our donors and supporters for the tremendous generosity you have shown us over this past year. We also want to thank our dedicated staff, volunteers and Board of Directors for all their efforts to provide the best possible support and services to each family that comes through our doors. Many thanks to you all!

Sincerely,



Christine Mapp Batchelor  
President of the Board of Directors



Bernnitta Hawkins  
Executive Director

## Photos of the Year



Former residents Eduardo and Joanna, were honored at our AGM for their outstanding volunteer support at the Red Door's weekly foodbank.

Children from the shelter feeling the groove during an African drumming workshop, one of many great recreational activities provided for through the Luisa Cinquegrana fund, established by donors Ron LaConte and Betsy Barber.



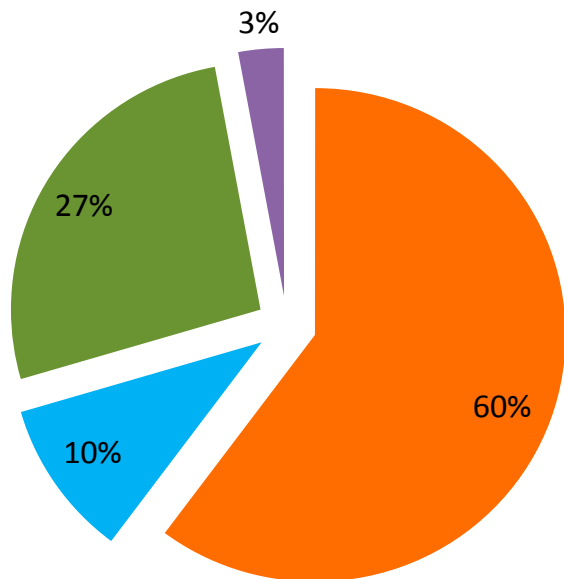
A crowd awaits the arrival of Santa Claus at the Red Door's annual Ex-Resident Holiday Party. More than 100 families attend every year.



Budding artists point out their favorite works at the JOY art show, an exhibition featuring artwork by children who participated in the Red Door's new Art Therapy Program this year.

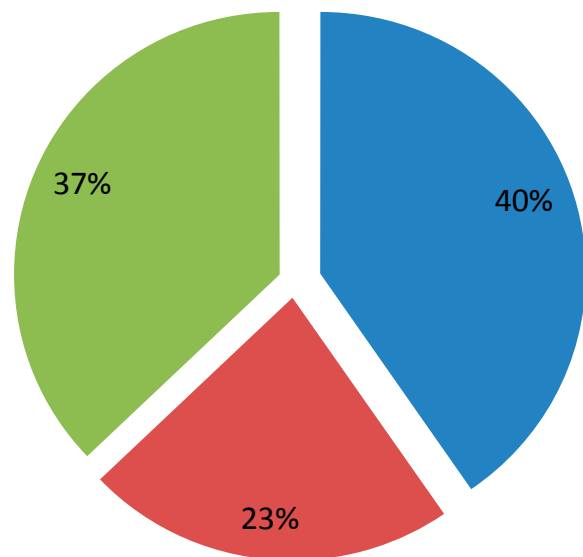
# 2011 Annual Report

## Family Composition



- Mother-led Families
- Two Parent Families
- Single Women
- Other

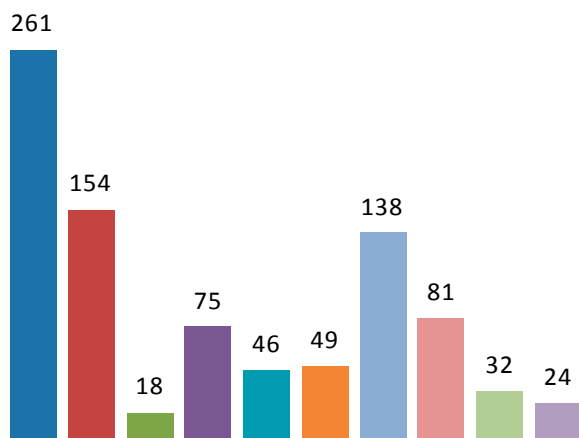
## Reasons for Coming



- Abuse
- Refugee
- Housing Crisis or Eviction

## Outreach Program Statistics

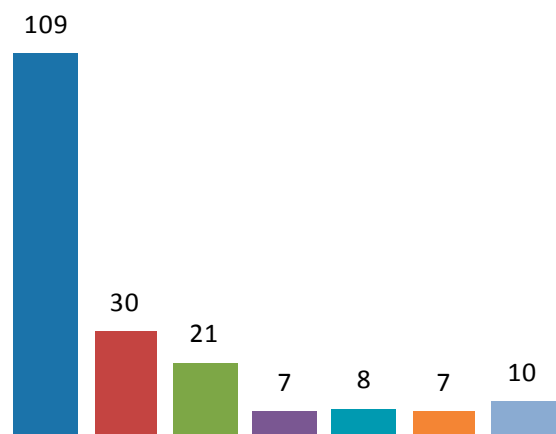
Number of families supported by:



- Red Door Foodbank
- Family Holiday Sponsorship
- Daycare subsidies
- Home visits
- School registrations, visits
- Employment escorts
- Moving Program
- Legal and Immigration escorts
- Hospital and doctor visits
- Counselling and other support services

## Outbound Housing Statistics

Number of families who have moved to:



- Private Market Housing
- Subsidized/Social Housing
- Transfer to other shelter
- Undisclosed Addresses
- Moved in with friends/relatives
- Moved to a single room
- Out of city/country

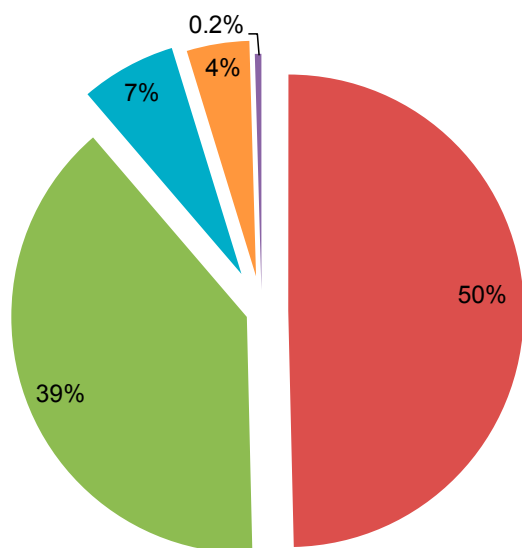


## Woodgreen Red Door Family Shelter

### Revenue and Expenses for the Year Ended March 31, 2011 (in thousands of dollars)

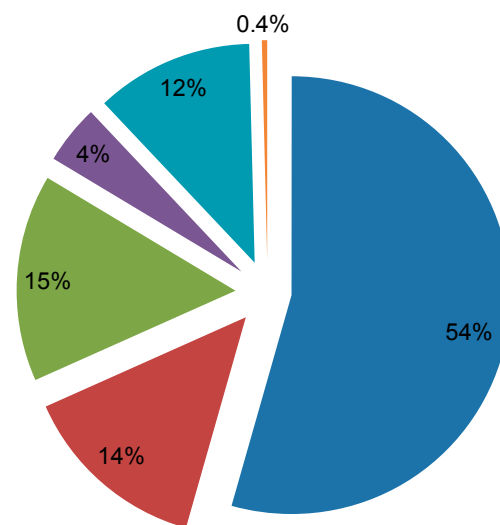
	2011	2010
<b>Revenue</b>		
City of Toronto	\$2,672	\$2,634
Ontario Ministry of Community and Social Services	\$2,105	\$2,021
Donations and Fundraising	\$351	\$312
City of Toronto Housing Help	\$232	\$229
Interest and Miscellaneous Income	\$24	\$11
<b>Total Revenue</b>	<b>\$5,384</b>	<b>\$5,207</b>
<b>Expenses</b>		
Salaries and Benefits	\$2,913	\$3,023
Occupation Costs, Mortgage Interest and Amortization	\$745	\$677
Residents' Needs and Moving Program	\$818	\$801
City of Toronto Housing Help	\$233	\$233
Administration	\$624	\$438
Fundraising Costs	\$21	\$27
<b>Total Expenses</b>	<b>\$5,354</b>	<b>\$5,199</b>
<b>Excess (deficiency) of revenues over expenses</b>	<b>\$30</b>	<b>\$8</b>

### 2011 Revenue



- City of Toronto
- Ontario Ministry of Community and Social Services
- Donations and Fundraising
- City of Toronto Housing Help
- Interest and Miscellaneous Income

### 2011 Expenses



- Salaries and Benefits
- Occupation Costs, Mortgage Interest and Amortization
- Residents' Needs and Moving Program
- City of Toronto Housing Help
- Administration
- Fundraising Costs

For a copy of our 2011 financial statements and auditors' report, please contact our Development Office at [fundraising@reddoorshelter.ca](mailto:fundraising@reddoorshelter.ca)

# Thanks to all of our many donors!

This year we received tremendous support from the community with record holiday donations and many new donors who have joined our family of supporters. We gratefully acknowledge and thank each of you for your commitment and generosity.

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Jeffron de Savoye  
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