



# Red Door

## FAMILY SHELTER

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



## Annual Report 2012

### In this Issue

- Message from the President and the Executive Director
- Making a difference
- 2012 Client Facts
- 2012 Financials
- Thank you to our donors



### We want to hear from you!

We invite you to take a brief survey to get your feedback and to learn about your interests so that we can better communicate with you.

To take the survey visit:  
[reddoorshelter.ca/annual-survey](http://reddoorshelter.ca/annual-survey)

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

Over the past year, one of the biggest challenges we faced was to secure the future of our Queen Street location. In late 2010, the United Church of Canada made the decision to sell the building where our shelter is located and we have been in negotiations since. After a long process, we are thrilled to announce that the Red Door's long-term future has finally been secured. We have entered into an agreement with the developers Rose and Thistle Group LTD. Rose & Thistle has purchased the property at 875 Queen St. East and will be developing a condominium and building a new custom designed shelter on site for the Red Door. We are still in active negotiations with Rose and Thistle and will be announcing the details of future plans soon. Stay tuned.

This year, we have continued to see a trend in very high demand for our services and in this report we will focus on who we helped and how we helped them. We provided emergency housing and related support services to 280 families, helping them stabilize their housing and begin to rebuild their lives:

- 127 families came to us because they were fleeing domestic violence (45%).
- 73 families came because they are refugee claimants and had no place else to turn (26%).
- 80 families were experiencing a housing crisis such as an eviction (29%).

This year again, we have seen an increase in the percentage of families coming to us because they were escaping domestic violence as well as those coming to Canada as refugees. The majority of families we served (67%) were mother led families, demonstrating the reality that family homelessness is an issue that disproportionately affects women and single mothers.

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A harsh reality for families experiencing an episode of homelessness in Toronto is the very limited supply of affordable housing. The majority of the families we assist to move back into the community are still at risk of being homeless because they are moving into private market housing and are spending more than 50% of their income on rent. For the families we supported last year who moved out of the shelter into private market rentals, the average percentage of income spent on rent alone was 67%. Hence, they have very little left to spend on all the other household expenses such as food and clothing for their children.

This is why, again last year, we maintained our focus on assisting families to remain housed once they were back in the community through our Outreach Program and other key initiatives:

- 176 families used our food banks
- 123 families were assisted in their move back into the community by our moving program where they received donated furniture and other household items at no cost.
- 90 families were sponsored through our Holiday Giving program.

Through these initiatives, we supported an additional 273 unique families.

Another key aspect of the services we provide for our families is support for children and youth. On any given night at the Red Door, over 50% of our residents are children and we have extensive child and youth programming to support them through what is often a very painful transition. To help ease that transition and provide positive experiences, our child and youth programming focuses on healthy childhood development and education, strengthening bonds between family members, as well as providing counselling and support to children and families during a time of crisis.

We were pleased to have helped a total of 553 families by providing 280 families with emergency housing and related support services and 273 families living in the community with the supports they needed to remain housed.

Again last year, we made Charity Intelligence's Top Picks for 2011. This has been the third straight year we have made this list, the creation of which is the result of an extensive evaluation process that acknowledges the real value we add to our community.

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 supports and services to each family that comes through our doors.

Many thanks to you all!

Sincerely,



Barbara Campbell  
President of the Board of Directors



Bernnitta Hawkins  
Executive Director

# Making a difference...

Our weekly **Food banks** helped 176 families this past year, by distributing more than 100,000 lbs of food as well as grocery vouchers. Our food bank is an important service for the many families who must move into private market rental housing after leaving the shelter, where they pay on average close to 60% of their income on rent alone.



**Children's Programming** is an important part of our services since more than 50% of our residents at any given time are children - nearly 350 children stayed with us this year. Programs provide education, supportive counselling, and recreational activities that help create positive experiences and lasting memories.



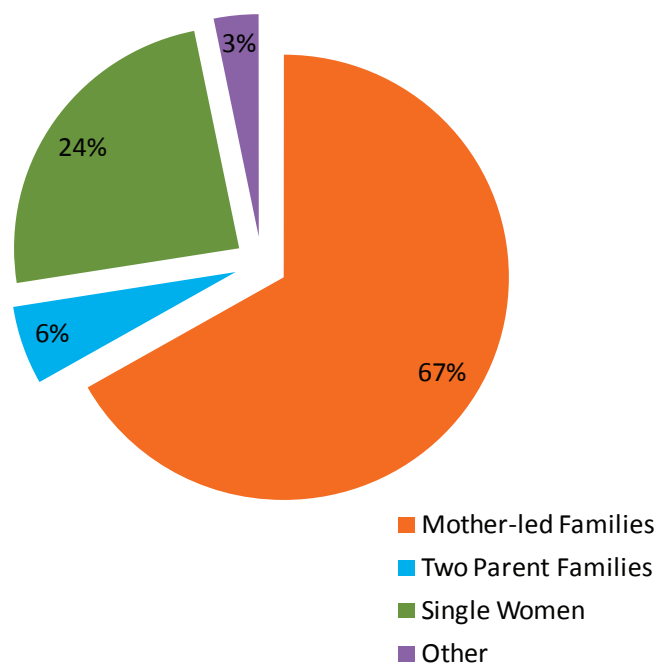
Our **Housing and Outreach** program supports families through their transition into the community. From helping them find equitable and affordable housing to accompanying them through their legal or immigration process, we provide ongoing access to important resources that enable families to succeed.



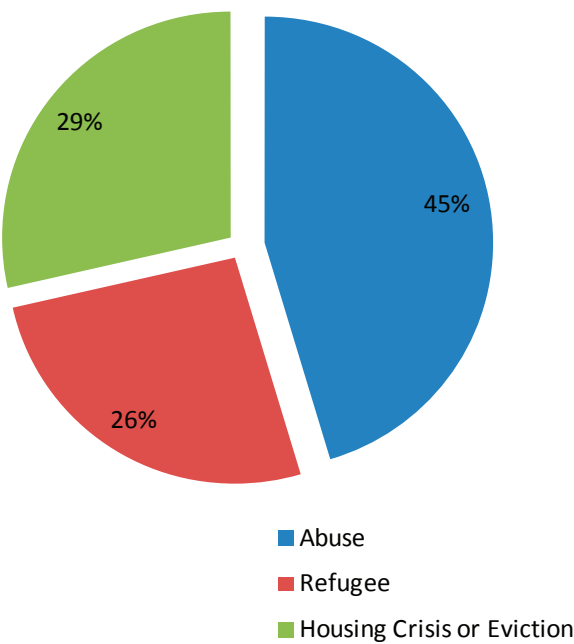
A unique initiative at the Red Door, our **Moving Program** provides donated furniture and household items to families when they are ready to move out of the shelter - many of whom arrived at the shelter with nothing. The average savings of over \$1,800 per family goes a long way to easing both the stress and financial burden of starting again.

# 2012 Annual Report

## Family Composition

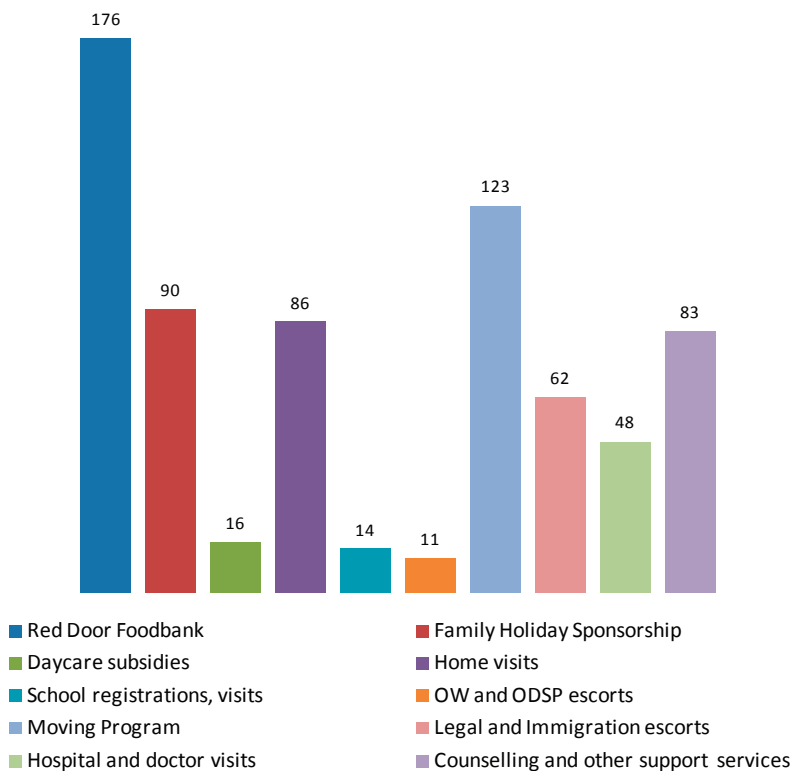


## Reasons for Coming



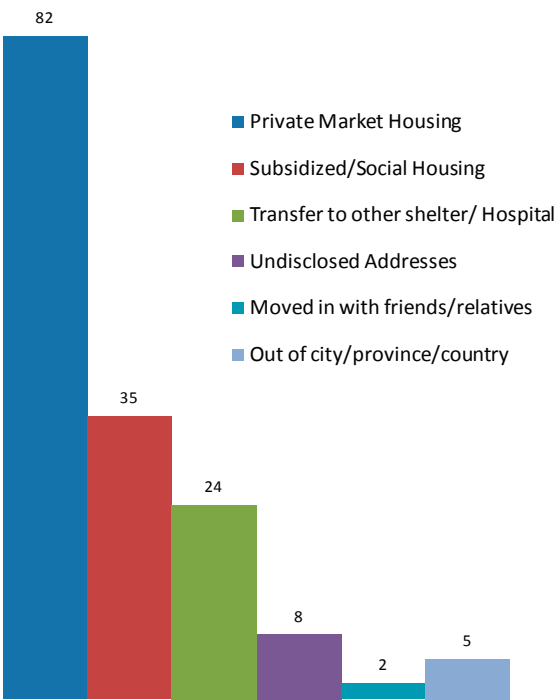
## Outreach Program Statistics

Number of families supported by:



## Outbound Housing Statistics

Number of families who have moved to:



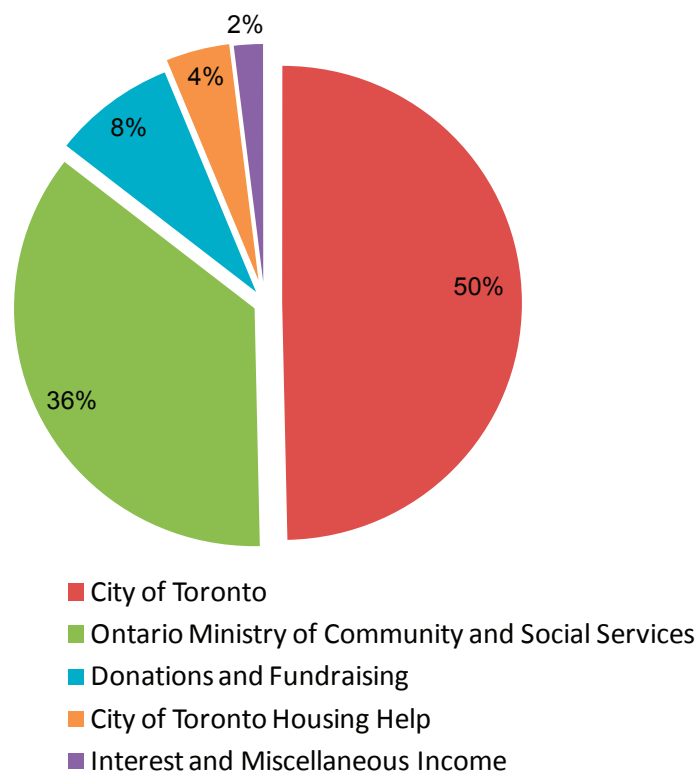


## Woodgreen Red Door Family Shelter

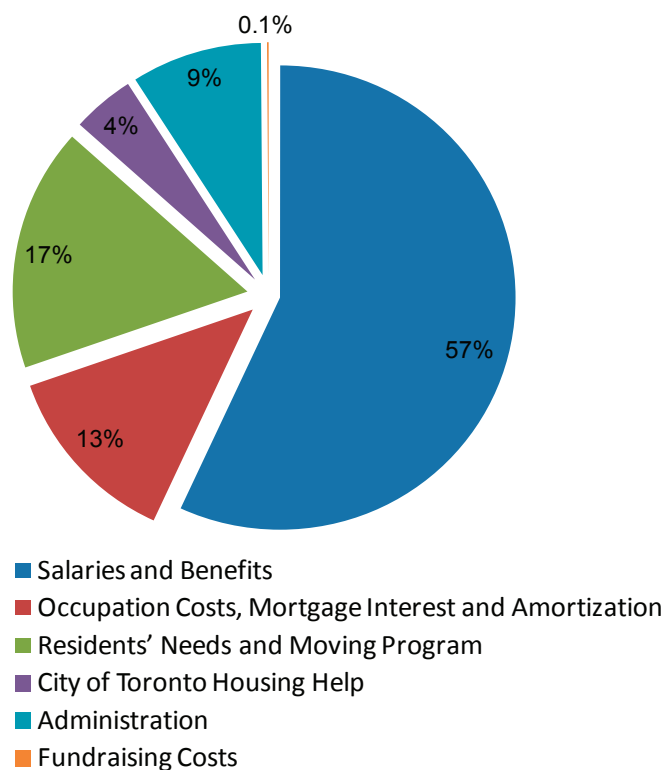
### Revenue and Expenses for the Year Ended March 31, 2012 (in thousands of dollars)

	2012	2011
<b>Revenue</b>		
City of Toronto	\$2,702	\$2,672
Ontario Ministry of Community and Social Services	\$1,952	\$2,023
Donations and Fundraising	\$449	\$351
City of Toronto Housing Help	\$233	\$232
Interest and Miscellaneous Income	\$107	\$106
<b>Total Revenue</b>	<b>\$5,442</b>	<b>\$5,384</b>
<b>Expenses</b>		
Salaries and Benefits	\$3,080	\$2,913
Occupation Costs, Mortgage Interest and Amortization	\$691	\$745
Residents' Needs and Moving Program	\$915	\$818
City of Toronto Housing Help	\$232	\$233
Administration	\$486	\$624
Fundraising Costs	\$6	\$21
<b>Total Expenses</b>	<b>\$5,411</b>	<b>\$5,354</b>
<b>Excess (deficiency) of revenues over expenses</b>	<b>\$31</b>	<b>\$30</b>

### 2012 Revenue



### 2012 Expenses



# Thanks to all of our many donors!

This year we received tremendous support once again from the community. Many new donors have joined our family of supporters. We gratefully acknowledge and thank each of you for your commitment and generosity.

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**Red Door**  
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one family at a time*

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