



Covenant
House



FOCUSING ON

RESULTS

2016 IMPACT REPORT

OUR MISSION

... is to serve suffering children of the street and to protect and safeguard all children ... with absolute respect and unconditional love.

OUR VISION

To lead change that challenges homeless youth to pursue a life of opportunity.

IMMEDIACY

Youth come to us in crisis and we provide for their basic human needs – food, clothing, a shower and medical attention – immediately.

SANCTUARY

We provide safety to protect our youth from violence and degradation.

COMMUNICATING VALUES

We show our youth that caring relationships are based on trust, respect and honesty.

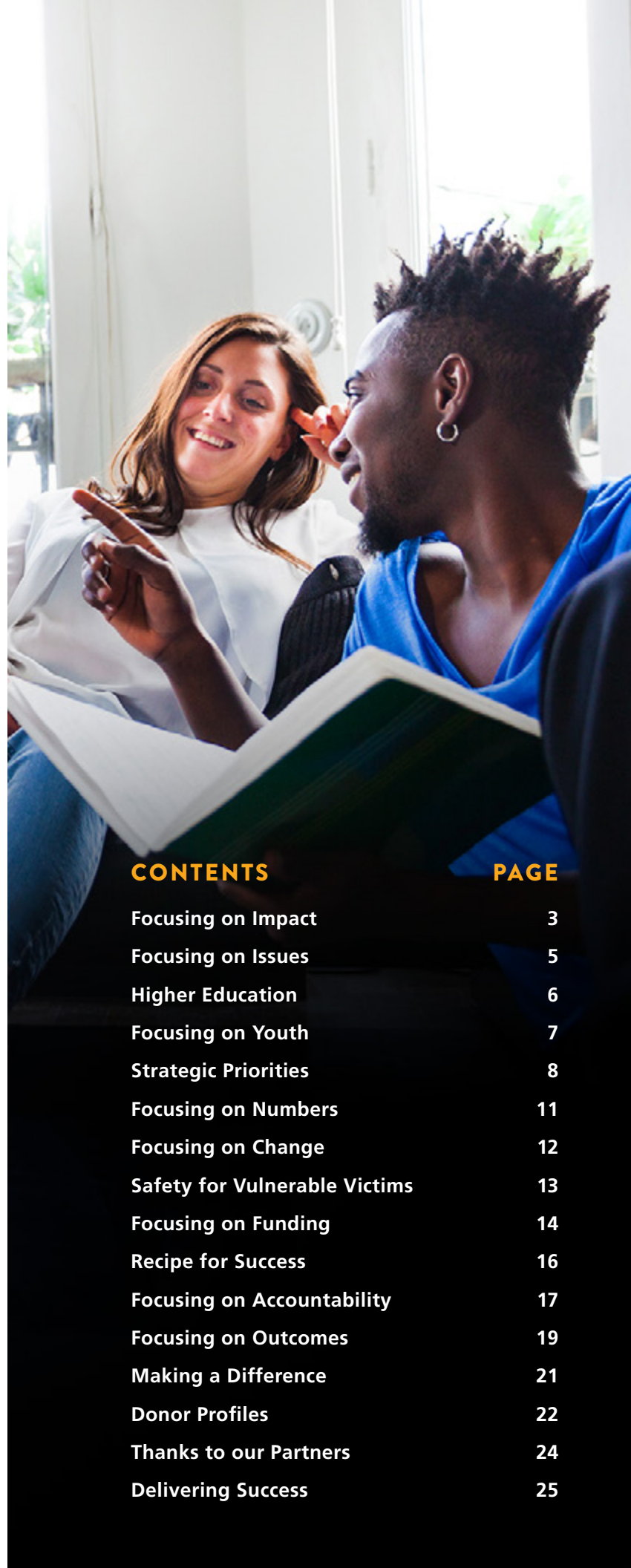
STRUCTURE

We provide structure and reasonable expectations so our youth can focus on their futures.

CHOICE

We help our youth make positive choices and encourage them to believe in themselves.

Learn more about our services at:
CovenantHouseToronto.ca



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FOCUSING ON IMPACT

THIS HAS BEEN A TRANSFORMATIONAL YEAR FOR OUR AGENCY AS WE CONTINUE TO FOCUS ON COMPLETING OUR PROGRESSIVE FIVE-YEAR STRATEGIC PLAN.

Now in the fourth year, our plan initiatives have concentrated on providing our youth with more opportunities for housing, employment and education. In particular, we have prioritized services for youth with mental health and addiction issues, and those who have been victims of sexual exploitation and trafficking.

Housing has been one of the most vital priorities in our plan and we have been steadfast in our commitment to provide our youth with more housing options. Our innovative plan calls for specialized housing for victims of trafficking, rent-reduced community apartments for a more independent living experience, and transitional housing for youth who require more support and life skills development.

These new options provide customized housing support to our most vulnerable youth. They also address one of the most significant trends we have seen over the past several years – the record high daily number of youth staying in our shelter much longer – 50 percent longer over the past five years. We believe this trend is a clear indication of Toronto's tight rental housing market and our youth's need for more access to stable, affordable and transitional housing with ongoing support.

This past year, we more than doubled the number of youth we placed in rent-reduced apartments. We are also providing more higher-needs youth with stable housing in our on-site transitional program and we will be opening a transitional housing program for female victims of sexual exploitation and trafficking this fall.

The specialized housing program is a key component of our ambitious \$10-million comprehensive anti-sex trafficking plan, including measures ranging from prevention and early intervention, to enhanced victim services, to research and knowledge sharing.

Employment and education are crucial to helping our youth move successfully towards long-term independence. Sixty-five percent of homeless youth have not completed high school, creating a major challenge to obtaining meaningful work with the opportunity for advancement. This challenge is heightened by persistently high youth unemployment, at about 14 percent in Ontario, and higher for homeless youth. National trends show that about 40 percent of young people aged 20 to 29 live with their parents – many continuing their education, others unable to find jobs or feeling they cannot afford to live completely independently.

Homeless youth who lack parental/adult support are at a severe disadvantage given the current market. Many of our youth are over 21, beyond the age for high school, and many need more credits to pursue post-secondary education or job skills training programs.

To address these barriers, we have concentrated our efforts on providing more training options and access to more services, particularly specialized programs delivered right in our facilities, because we know that this increases youth participation and success.

FOCUSING ON IMPACT CONTINUED

This past year, we have partnered with Youth Employment Services (YES) to provide more on-site employment support and we continue to offer our culinary arts job training program that sees 67 percent of participants finding jobs or going back to school. This fall, we will launch an on-site adult education program, in partnership with the Toronto Catholic District School Board for youth 21 and over.

Partnerships are an important cornerstone of our work as we believe in avoiding duplicating services that already exist. We have strategically aligned with others to address service gaps, add value to our work and create a continuum of services to better address the needs of our youth.

At the Board level, Directors continued to provide oversight to the advancement of our strategic priorities, particularly, our anti-trafficking initiatives. In the area of governance, the Board also worked on building capacity by ensuring that membership reflects diversity and the necessary competencies. Building a robust pipeline of potential Board Members, who first serve as Community Members on Board Committees, is key to our governance strategy.

As we continue to execute on our five-year plan, we remain mindful that it is only with the generous support of donors that we are able to offer our youth every possible opportunity for better futures.



A blue ink signature of Bruce Rivers.

Bruce Rivers
Executive Director



A blue ink signature of Duncan Hannay.

Duncan Hannay
Board Chair





FOCUSING ON ISSUES

Myths persist as to why young people are homeless. Often it is believed that they are rebelling against parental rules or that they come from low-income families or that they are seeking adventure.

In fact, most homeless youth have fled or been forced out of homes where there is physical, mental or sexual abuse and neglect.ⁱ Family breakdown, bullying, struggles with mental health, sexual orientation or identity may also force kids to the street. Or they may be victims of sexual exploitation and trafficking.

At Covenant House, we see youth from every background and every part of the country as well as some from other countries. About 50 percent of our young people reported that they came from average or upper income homes in annual surveys over the past three years.

For the young, the street is dangerous and often deadly. An estimated 30 percent of Canadian street youth have been involved in some form of the sex tradeⁱⁱ and we estimate a similar number among our youth.

Another study shows Canadian homeless youth are up to 40 times more likely to die young than their peers.

30% OF OUR YOUTH SAID THAT THEY STRUGGLE WITH MENTAL HEALTH ISSUES, 30% reported they have been **involved with child welfare** and 30% identified as **LGBTQ2S** in our latest youth survey.

ⁱ Gaetz, S. (2014). *Coming of Age: Reimagining the Response to Youth Homelessness in Canada*. Toronto: The Canadian Observatory on Homelessness Press.

ⁱⁱ *No Way Home: Canada's Street Kids*. Canadian Broadcasting Corporation, 2003. DVD.

ⁱⁱⁱ Stephen Gaetz, Bill O'Grady, Kristy Buccieri, Jeff Karabanow, and Allyson Marsolais (2013): *Youth Homelessness in Canada: Implications for Policy and Practice*, 2013. Toronto: Canadian Homeless Research Network Press.

HIGHER EDUCATION

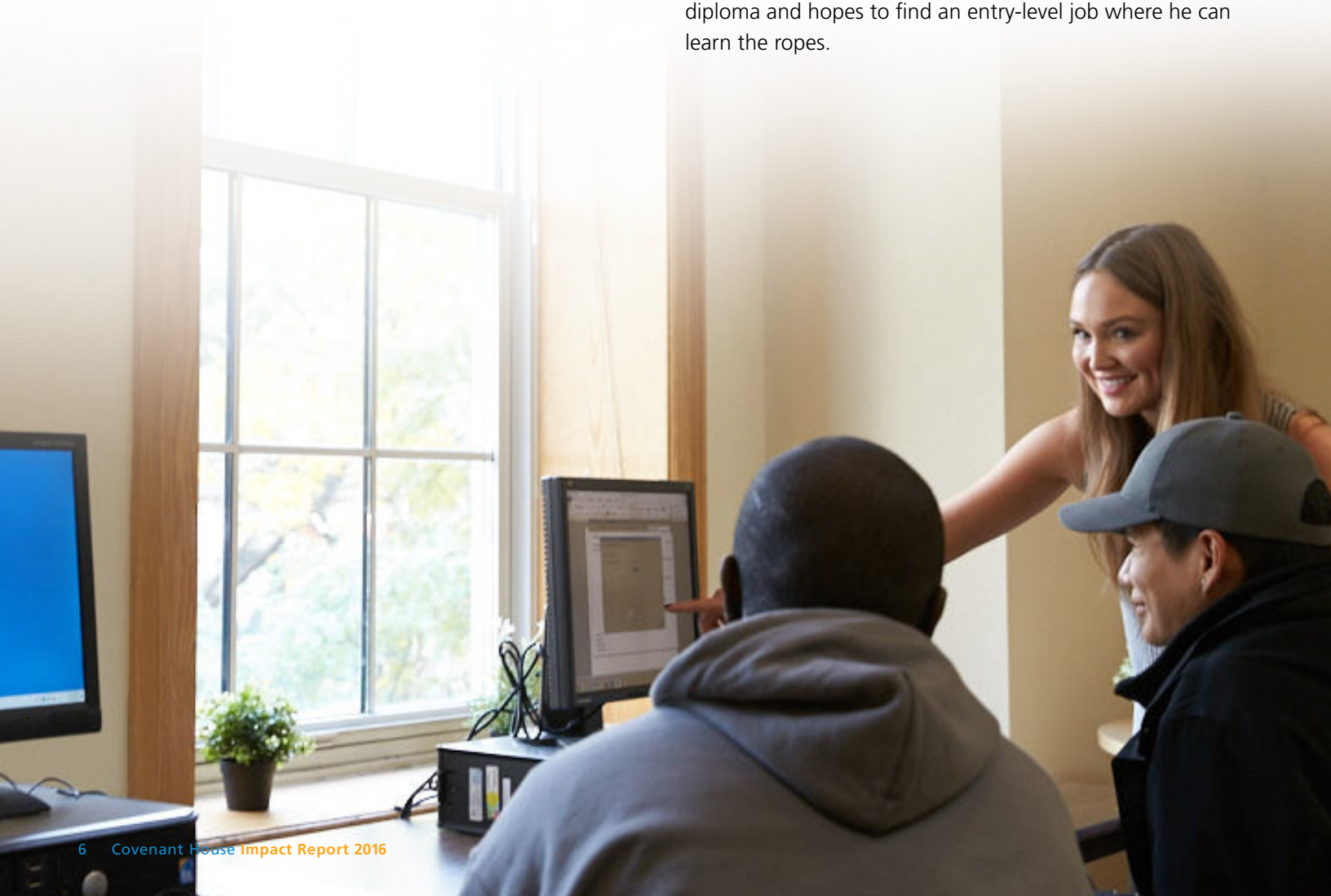
“SEEING THAT THESE YOUNG PEOPLE ARE SO MOTIVATED HELPS ME DO A BETTER JOB,” SAYS JESSICA MARQUIS, OUR NEW ADULT EDUCATION TEACHER. “THEY ARE AT A PLACE WHERE THEY CAN TAKE THIS ON AND IT’S VERY REWARDING TO WORK WITH THEM.”

When youth who have been homeless are ready to continue their education, they’re often beyond the age to go back to high school.

Jonathan, 22, dropped out of school in his mid-teens. Traumatized by the suicide of his father, he spiraled into homelessness. Jonathan found help in our health care clinic for his depression and anxiety.

Ready to get his life on track, he saw that his job prospects were slim without a diploma. To give young people like Jonathan a better chance at continuing their education, we opened an on-site adult education program for youth 21 to 24 as a complement to our school program.

In the program, which began last fall, Jonathan is working hard to get the last two credits he needs for his high school diploma and hopes to find an entry-level job where he can learn the ropes.



FOCUSING ON YOUTH

When kids don't have to worry about when they're going to find their next meal or where they're going to sleep, they can start to focus on their futures.

We take care of kids' immediate needs and offer them every opportunity possible to change their lives.

We give at-risk, homeless and trafficked youth the support they need every step of the way from preventing them from ending up on the street to providing them with the services they need to build independent and productive lives.

"At Covenant House, they show you how to take care of yourself," says a former resident.



PREVENTION

- In-school youth homelessness prevention and awareness presentations
- Sex trafficking awareness and prevention community training

CRISIS CARE

- Food, shelter, clothing, street outreach, on-site health care

SUPPORT & MENTORSHIP

- Drop-in services
- Programs for youth with mental health issues
- Counselling, including addiction issues
- Pastoral services for youth of all faiths
- Family reconnection
- Housing assistance
- Mentorship program

INDEPENDENCE

- Community apartments
- On-site transitional residence
- Practical life skills workshops
- Culinary arts job training
- Jobs and internships via community partnerships
- Employment services
- On-site high school
- Customized care for youth in the community
- Aftercare



2016 RESULTS

STRATEGIC PRIORITIES

AREA OF PRIORITY

2016 RESULTS (YEAR 4 OF PLAN)

2017 GOALS (YEAR 5 OF PLAN)

HOUSING AND AFTERCARE

including new community-based transitional & specialized housing option, more aftercare & expanded support for youth leaving the care of children's aid.

- Provided more than 895 youth with shelter & transitional housing, including 17 youth placed in community apartments
- Established two designated crisis beds in our shelter for victims of sex trafficking
- Expanded mentorship program to youth in residential program
- Provided one-on-one support to 181 youth living in the community

- Complete our target of placing 20 youth in community apartments
- Open & operate transitional housing program for female victims of trafficking
- Expand mentorship program to other agencies

EMPLOYMENT AND EDUCATION OPPORTUNITIES

including more job & apprenticeship training with industry partners & more educational opportunities.

- Established pre-employment program partnership with Youth Employment Services (YES) to provide job leads
- Achieved a 67 percent graduation rate in our culinary arts training program & secured continued funding for the program

- Expand YES partnership with pre-employment skills & job development
- Run five culinary training programs & secure multi-year federal Skills Link funding
- Pilot a "Front of House" training program for added employment opportunities
- Implement new adult education program with Toronto Catholic District School Board for youth ages 21 to 24



STRATEGIC PRIORITIES CONTINUED

AREA OF PRIORITY

2016 RESULTS (YEAR 4 OF PLAN)

2017 GOALS (YEAR 5 OF PLAN)

OUTCOMES AND COMMUNITY SUPPORT

including partnerships to better assist sexually exploited & trafficked victims, those with mental health & addiction issues & LGBTQ2S youth. Track program outcomes across all services to improve effectiveness.

- Evaluated partnership with Youthdale, on-site mental health program, with unanimous feedback on its great value
- Implemented evaluation tool to track individual youth progress & have begun to create logic models for programs
- Completed 3, 9 mos. evaluation of crisis beds, began to implement learnings & developed research framework for our anti-trafficking plan, 'Urban Response Model'
- Expanded mental health/substance use counselling with added staff member
- Midway through evaluation with CAMH (Centre for Addiction and Mental Health) on effectiveness of YIT (Youth in Transition) assistance for youth in maintaining independent living

- Continue to move our evaluation focus from outputs to outcomes
- Conduct community-based research on needs of trafficking survivors & process of exiting trafficking
- Complete impact evaluation work (Social Return On Investment)

ADVOCACY TO OFFER A STRONGER PUBLIC VOICE

including influencing public policy to improve the lives of at-risk, homeless & trafficked youth.

- Served on Ontario Expert Panel on Homelessness
- Advocated for higher age of protection & transitional housing
- Advocated for & provided expert advice on a more coordinated provincial approach to combat trafficking & help for victims
- Provided anti-trafficking training to organizations supporting vulnerable youth
- Piloted sex trafficking content in middle & high school presentations

- Continue to build government relations activities, particularly in support of housing, employment, & anti-trafficking efforts
- Roll-out additional trafficking prevention/early intervention training to schools & other key audiences
- Develop framework for anti-trafficking Centre of Excellence, information & research hub



STRATEGIC PRIORITIES CONTINUED

AREA OF PRIORITY

2016 RESULTS (YEAR 4 OF PLAN)

2017 GOALS (YEAR 5 OF PLAN)

FISCAL STEWARDSHIP

including diversifying & expanding revenue sources, re-investing reserves in youth services & pursuing government funding, where appropriate.

- Piloted new monthly donor acquisition program with promising results
- Launched \$10-million anti-trafficking campaign chaired by Suzanne Rogers
- Secured over \$1,125,000 in government grants; 64 percent more than the previous year
- Launched new low cost corporate team event & raised almost \$400,000
- Continued to keep reserves within policy target of maximum six months of operating budget

- Continue \$1-million annual investment to gain more supporters online & through mail, particularly monthly donors
- Explore additional government funding for strategic initiatives
- Manage reserves in relation to target of up to six months of operating expenses

EXPANSION/ INNOVATION

including exploring the potential for another site outside of Toronto & working toward a national/international youth homelessness prevention strategy.

- Determined to focus expansion on Toronto versus other areas/provinces
- Began implementation of comprehensive anti-trafficking plan
- Continued to work with CAMH & other community partners on major research project funded by the province to gain insights into ending the cycle of homelessness
- Continued collaboration with Covenant House International & other sites; participated in international sex trafficking survey
- Supported collaboration with the National Learning Community as part of A Way Home Canada coalition

- Continue to implement anti-trafficking initiatives
- Complete implementation of current strategic plan; develop next long-term strategic priorities
- Continue collaboration with the National Learning Community as part of A Way Home Canada coalition

1,591

KIDS USED OUR DROP-IN AND STREET OUTREACH SERVICES

TRENDS

Higher daily numbers of youth staying longer and now need more services

LENGTH OF STAY

100% INCREASE in the past 10 YEARS, 13% IN PAST YEAR

895

YOUTH

STAYED IN OUR SHELTER, longer-term housing and community apartments

776 YOUTH WERE TREATED AT OUR ONSITE HEALTH CARE CLINIC FOR **6,741** VISITS, AN INCREASE OF ALMOST 11%

PARTICIPATED IN **23** LOCAL, PROVINCIAL AND NATIONAL PRESENTATIONS/TRAINING SESSIONS ON SEX TRAFFICKING

SUPPORTED 64 SEXUALLY EXPLOITED AND TRAFFICKED VICTIMS, **A 40% INCREASE**

FOCUSING ON

NUMBERS

431

JOBS

AND JOB TRAINING PLACEMENTS WERE

REALIZED BY OUR YOUTH

181 YOUTH RECEIVED ONE-ON-ONE

SUPPORT

IN THE COMMUNITY, A 12% INCREASE

300 YOUTH PARTICIPATED IN LIFE SKILLS TRAINING

WORKSHOPS

51

YOUTH WERE MATCHED WITH **MENTORS,** A 42% INCREASE

64

youth attended our in-house high school

EARNING 31 CREDITS

340 YOUTH WERE REUNITED OR RECONNECTED WITH THEIR

FAMILIES

35,000 STUDENTS

PARTICIPATED IN OUR IN-SCHOOL PREVENTION PRESENTATIONS, A **9% INCREASE**



FOCUSING ON CHANGE

As leaders who provide direct services, we are often called upon to provide advice to all levels of government.

As the only youth-serving agency member of Ontario's Expert Panel on Homelessness, we were gratified to see the government recognize youth homeless needs as a priority. We are encouraged by the province's acceptance of the panel's recommendations to help it meet its goal of ending chronic homelessness in the next decade.

The primary focus of our advocacy efforts this past year was the need for stable, affordable and transitional housing for homeless youth.

As the federal government began to develop a long-awaited national housing strategy, we joined forces with a number of national advocates to ensure youth homelessness was addressed. Similarly, we worked at the provincial level to support new affordable housing initiatives and we were among leading experts at the municipal table to offer our advice on new plans.

To help prevent young people from ending up on the street, we continued to urge the province to extend the age of protection from 16 to 18 so that youth struggling in difficult family situations can access support that is available to their peers in the child welfare system. We are encouraged that the province may soon take action to help these young people.

The issue of sex trafficking was another major focus of our advocacy work this past year.

We submitted an online petition to Premier Kathleen Wynne, signed by almost 11,000 people, urging the province to take more action.

We provided our expertise as the Ontario government developed its new, coordinated plan to combat trafficking and offer more support to victims.

We were also honoured to host the announcement of the province's plan here at Covenant House.

Globally, we are active participants with Covenant House International and other child welfare organizations striving to reduce youth homelessness.

Our advocacy efforts consist of three key priorities:

1 HOUSING
Stable, affordable options

2 PREVENTION
Ensuring youth don't end up on the streets

3 SPECIALIZED SERVICES
Specifically for victims of sex trafficking

SAFETY FOR VULNERABLE VICTIMS

As we implement our comprehensive five-year anti-trafficking plan, we are providing more support for young, female victims. Among our new services are two dedicated crisis beds in our shelter, opened in October 2015 – the first in the city.

Young women, like Shawna, can find safety in a shared room and connect with our specialized staff so that they can consider taking the first step out of their nightmare.

Sixteen-year-old Shawna was brought to us by police. She accepted their help when she was found in a motel where her boyfriend had been forcing her to sell herself.

He had promised her they'd have a perfect life together and convinced her to leave home to come with him to Toronto. Here, he asked her to sell herself until they had enough money to get a start. Shawna went along wanting to believe in their dream. Romance soon turned to terror and humiliation. Her trafficker took her identification, her money and threatened her younger sister when she resisted.

Our crisis beds are part of an emergency response protocol with partners, including police, victims' services and other community agencies expert in helping trafficked victims. Young women may be found by police or they come forward on their own.

“THESE YOUNG WOMEN NEED TO BE ABLE TO SEE THAT THERE IS A WAY OUT FOR THEM,” SAYS MICHELE ANDERSON, ONE OF OUR TRAFFICKING ADVOCATES.

“OUR CRISIS BEDS & SPECIALIZED SUPPORT OFFER THE CHANCE FOR THEM TO BEGIN THAT JOURNEY.”



FOCUSING ON FUNDING

Our donors provided 82 percent of our total revenue last year and your support has enabled us to offer life-changing programs to thousands of young people.

We ended the year in a much stronger financial position with a \$600,682 operating surplus versus a budgeted \$500,000 deficit. This was the result of solid fundraising increases, reduced expenses and more government funding.

Fundraising revenues exceeded budget by \$777,000 and were more than \$1,286,000 over the previous year. This was primarily as a result of higher revenues in our direct response, events and bequest programs. In our direct marketing area, we continue to invest in the growth of our donor base that resulted in almost 27,000 new donors, about 9,000 less than we planned. This was unexpected given the strong previous performance of our program and new strategies to address this shortfall will be developed for fiscal 2017.

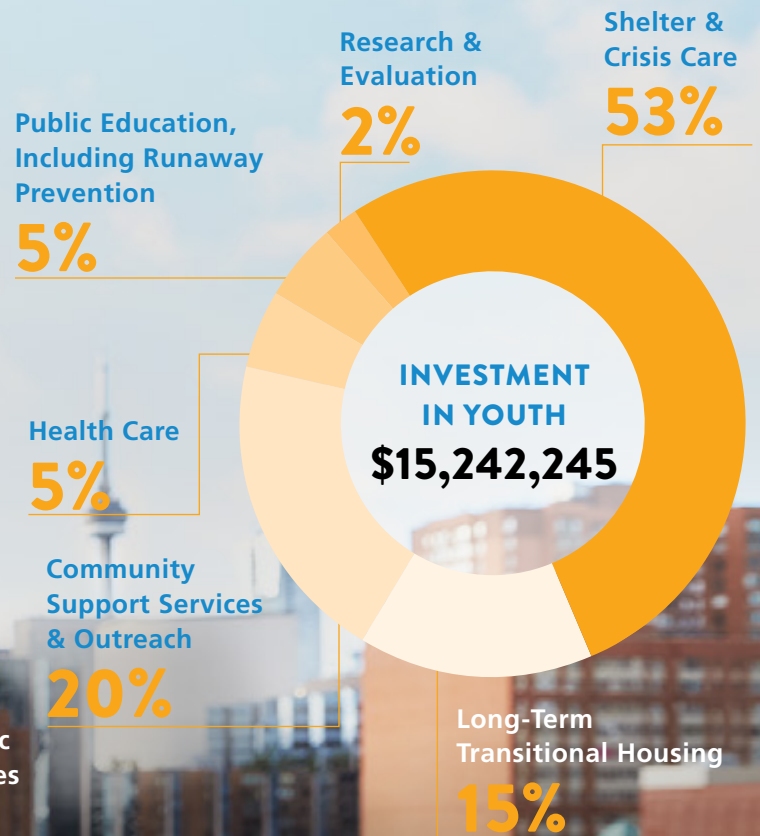
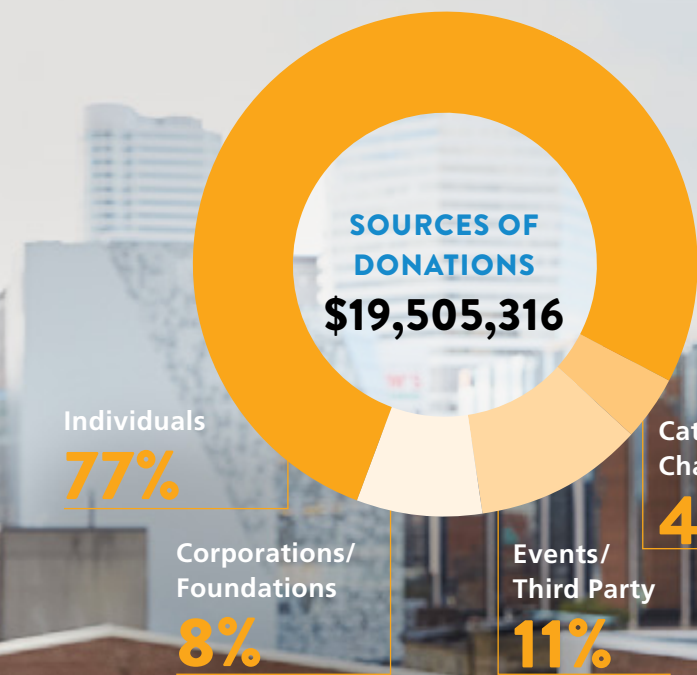
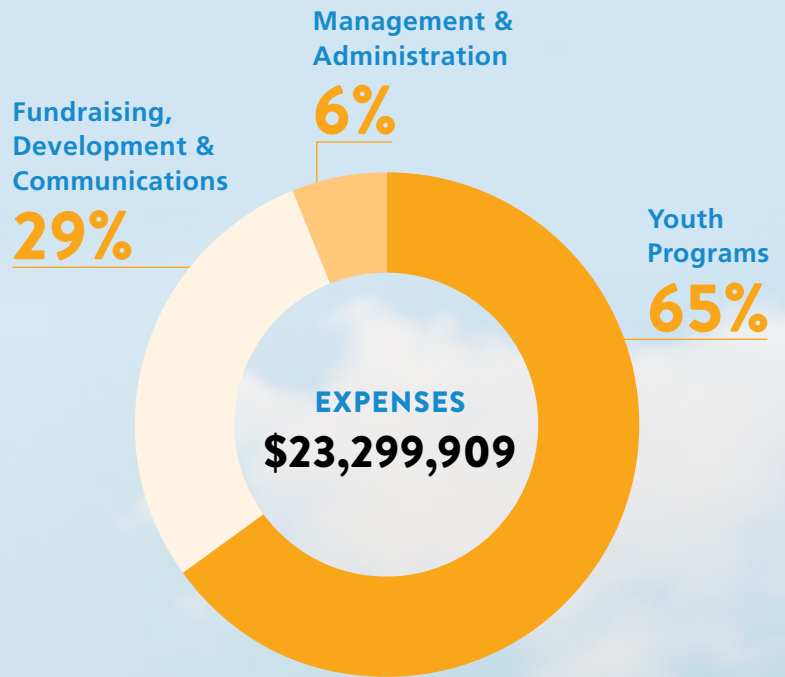
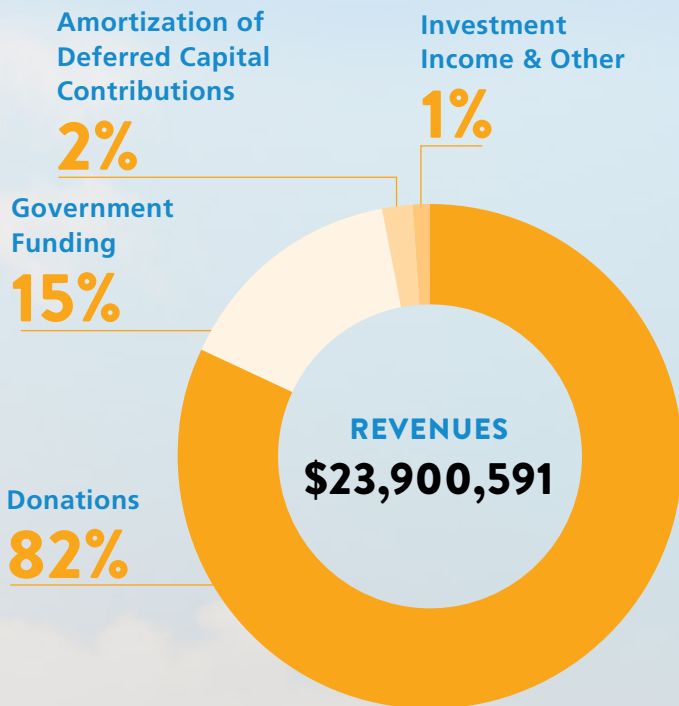
FOR OUR FULL FINANCIAL STATEMENTS, GO TO:
CovenantHouseToronto.ca

We received \$769,000 more in government funding than in the previous year. We continued to receive grants from the Ontario Government in support of our Youth in Transition program, new grants for our anti-trafficking initiatives and our funding from Service Canada for our culinary arts training program was renewed.

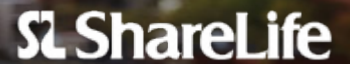
We continued to see volatility in the financial markets. However, we did realize a modest increase of \$26,000 in our investment income over last year due to interest earned in the fixed income portion of our investment portfolio. We reduced our expenses by \$304,000 over budget through prudent financial management.

We continue to re-invest our surplus to fund our strategic plan initiatives and capital projects to upgrade our facilities and systems. For this reason, we are budgeting for capital spending of \$520,000 in fiscal 2017.





The Standards Program Trustmark is a mark of Imagine Canada used under licence by Covenant House Toronto.



We are most grateful to Catholic Charities and ShareLife for their continued support of our transitional housing, Youth in Transition and mentorship programs.

RECIPE FOR SUCCESS

LOCAL RESTAURANTEUR SEAN GAYLAN HAS PROVIDED OUR YOUTH WITH PLACEMENTS AND JOBS IN HIS EATERY OVER THE PAST FEW YEARS.

Meaningful employment is key for enabling homeless youth to transition to sustainable independence. Our culinary arts job training program is helping our youth to reach this goal.

Sebastian, like many of the program participants, now sees a career path where he had believed he had no future beyond homelessness. A victim of child abuse, he quit school, fled his home and drifted aimlessly. Sebastian found his way to the program and discovered he had a talent for cooking. He's now starting a placement in a local bakery.

The seven-week on-site sessions provide our youth with basic skills and the professionalism they need to work in the fast-paced hospitality industry. Led by our chef instructor, youth work as a team in our fully equipped kitchen. Through partnerships with employers, graduates move on to 10-week placements that often lead to permanent jobs.

With funding from Skills Link Canada, the program saw 72 young people participate last year and 67 percent of graduates getting jobs or continuing their education.



FOCUSING ON

ACCOUNTABILITY

GOVERNANCE

ORGANIZATIONAL EFFECTIVENESS

Covenant House Toronto measures its effectiveness by its ability to successfully deliver and expand its services for at-risk, homeless and trafficked youth. This is managed through a continuous-improvement framework that focuses on its operations, including its program effectiveness, fundraising ability and efficiency, governance practices and stewardship.

DECISION-MAKING

The Board of Directors is responsible for the stewardship of the agency and for the oversight of its management and business affairs.

Our governance structure includes policies, guidelines and practices that provide a framework for decision-making and operations across the agency, such as Board recruitment, succession planning, senior staff compensation and evaluation, Board and Committee mandates, risk management, strategic and annual planning, and financial management and controls.

Decisions regarding Covenant House Toronto's strategic direction are made by the Board of Directors based on an environmental scan, as well as recommendations from management and the Standing Committees of the Board. The direction is set based on ongoing evaluation of its current programs, a review of available community services, feedback from its stakeholders and economic conditions.

FISCAL STEWARDSHIP AND TRANSPARENCY

Covenant House is somewhat unique among social service organizations in that more than 80 percent of our annual operating budget comes from donors, where many others receive most of their revenues from government funding or other organizations.

While we are working to access more government funding, we also want to ensure our services are viable over the long term and responsive to our youth's changing needs.

As a primarily self-funded agency, we recognize that we must have a diverse portfolio of fundraising programs and revenue sources to ensure financial viability and reduce risk.

We have been working toward the development of lower-cost fundraising sources for the past several years, such as monthly giving and major gifts programs, as well as expanding our bequest income. However, the latter can be quite unpredictable.

With minimal government funding and comparatively low bequest revenue, we must raise funds through a variety of means which can be more costly. We have been working toward the development of lower-cost fundraising sources for the past several years and have been successful in growing monthly giving, individual major gifts, bequests and peer-to-peer events.

Our fundraising efficiency is in line with government and industry standards.

FOCUSING ON ACCOUNTABILITY CONTINUED

RESERVES

Covenant House's policy is to maintain a maximum reserve fund up to six months of its current operating budget to be used for emergency situations, capital upgrades and/or for the agency's future development.

Since the organization is so heavily reliant on donations, we must guard against situations where economic conditions, fundraising performance fluctuations or postal disruptions can put the agency's programs at risk.

INVESTMENTS

The agency's responsibility is to address the manner in which its investment portfolio is managed. The responsibility for the agency's long and short term investments lies with the Board.

RISK MANAGEMENT

The agency is committed to an ongoing program of risk management to protect the organization and its assets (people, property, income and reputation). Management is responsible for the delivery of a Board-approved risk management policy which deals with program delivery, governance, operations, finance and regulatory compliance.

Over the past several years, the agency has implemented a risk-management process that includes risk assessment to identify those issues that can pose threats, mitigation plans to deal with these issues based on priority and a risk registry to track progress.

Mitigation plans include our complaints policy, as well as policies and procedures for youth, staff, donors and the general public; our code of conduct; and whistle-blower policy.





FOCUSING ON OUTCOMES

Our Research Advisory Committee member, Dr. Barbara Fallon (right), University of Toronto Associate Dean of Research, reviews plans with Amanda Noble, our Research and Evaluation Manager.

We have taken significant steps toward better understanding the impact and effectiveness of our work while also becoming more accountable to our youth and our donors.

We began putting systems in place that will allow us to track outputs and outcomes not only across programs but also to track the progress of individual youth.

SNAPSHOT OF OUR PROCESS INCLUDES:

1. Preliminary research

To evaluate a program, we start by interviewing staff and youth. We ask: what are the individual-level outcomes being achieved? And, what aspects of the programs have the greatest impact on these outcomes?

2. Creating a logic model

A logic model is a program's conceptual framework. It provides the 'logic' of how a program produces change. For example, if we invest staff time, provide youth with basic needs (inputs), then provide assistance (access to income, employment) and aftercare, youth will have increased housing stability (outcomes).

3. Determining measures/indicators

Once we know what outcomes we are trying to achieve, we need to decide how to qualify and quantify these outcomes. If the expected outcome is housing stability, an indicator may be that a youth remains housed for a year.

4. Testing our model – conducting research

We test our program model through quantitative and qualitative research methods. Are youth successful at reaching the outcomes as anticipated? Why or why not?

5. Developing recommendations & making adjustments

Our findings can both substantiate our program theory or point to areas that need to be adjusted. Generally, a set of recommendations is generated and then implemented. If necessary, the logic model is updated.

6. Starting the process again

Once any adjustments are made, we begin the process again to ensure that we are meeting our goals.

FOCUSING ON OUTCOMES CONTINUED

CURRENT PROJECTS:

Our research team will be working on multiple research and evaluation projects in the next five years, often in partnership with leading academic researchers and community partners, including:

1. Determining indicators to measure outcomes in our crisis shelter.¹
2. Examining the impact of peer mentoring on the health and wellbeing of participants, and understand barriers for trafficking survivors.²
3. Investigating the effective coordination of services and the sharing of client information to improve service delivery, via a new communication system, to sex trafficking survivors.³
4. Determining the needs of trafficking survivors at various stages of recovery and identify service provision gaps.⁴

¹In partnership with Dr. Michael Shier, University of Toronto

²Funded by Public Health Agency of Canada (PHAC) in partnership with Dr. Vicky Stergiopoulos, CAMH

³Funded by the Ontario Trillium Foundation in partnership with Dr. Barbara Fallon, University of Toronto, communication and information sharing among partners

⁴Funded by the Gordon & Ruth Gooder Charitable Foundation in partnership with East Metro Youth Services and FCJ Refugee Centre



MAKING A

DIFFERENCE

Many individuals and organizations made contributions to Covenant House Toronto during our fiscal year ending June 30, 2016.

Event sponsors, third-party fundraisers, anonymous contributors and those who provided in-kind items and services make a significant difference and are essential to our operation.

To all our supporters, we express our sincere gratitude. Your assistance enables us to care for the young people who rely on us.



MEANINGFUL SUPPORT

Donors like Colin Chappell, who give monthly, recognize the importance of helping to provide us with stable, longer-term support.

Colin, a retired employee from a municipal government IT department, knows from personal experience the work that Covenant House does.

“As a young man, I used a service similar to Covenant House,” says Chappell, “so I fully understand what it’s like to need help when times are tough.”

When he had the opportunity to tour the house a few years ago, he was impressed with the scope of our services and the staff’s dedication to meeting the needs of the young people we serve.

For Colin, it is important that he is investing in something meaningful. He particularly appreciates the life skills sessions that are provided and believes they can help prepare young people to find employment and move towards independence. “I like the fact that the skills taught to the youth can be grasped with relative ease and applied to real life situations.”



Team Blackstone took home the top honours at our first Guts + Glory Corporate Team Challenge. Andrew Lapham (centre) with (left to right): Marco D'Arienzo, Megan Pfrimmer, Bobbi Dodds-McTait and Geoff McTait.

GUTS + GLORY

New corporate athletic team challenge proved winning event

Our first Guts + Glory Corporate Challenge event, generated more than \$375,000 and helped us attract new corporate donors and their employees.

The event brought together 19 teams of six from financial, investment, legal and media companies to tackle 10 obstacle challenges like rope climbs, relays and hurdles.

Participants also worked their networks to fundraise.

The event was designed with the strategic goal of expanding our popular low-cost, peer-to-peer fundraising events and increasing our engagement with various individuals.

Guts + Glory was held in February, Covenant House Month, and we plan to make it a highlight of the month going forward.

DONOR PROFILES CONTINUED



Rob Guenette (right), TAXI CEO, accepts our tribute from Covenant House Board Member Harris Fricker (centre) and Executive Director Bruce Rivers.

RAISING AWARENESS

Our long and valued partnership with TAXI, our pro bono advertising firm, has enabled us to raise broad public awareness of the plight of homeless youth and the need to support them.

Last year, we presented TAXI with our “Keeping the Promise” award for their commitment to our cause. TAXI’s support has helped us raise more than \$280 million since 1997.

The highly recognized agency has produced numerous pro bono, multi-media public service campaigns for us, including international award-winning creative.

Many of the memorable images have helped dispel the myth that youth are homeless by choice. Senior executives have also lent their leadership as voluntary members of our board and committees.

The “Keeping the Promise” award is Covenant House’s highest tribute for organizations or individuals who have made extraordinary contributions – those who personify Covenant House’s commitment to inspire, heal, educate and mentor homeless youth.

THANKS TO OUR PARTNERS

We collaborate with key partners locally, nationally and internationally in areas of advocacy, services provision, anti-sex trafficking efforts and research to strengthen our impact, reduce duplication and share knowledge.

ADVOCACY PARTNERS

International

Covenant House International

International Forum for Child Welfare

National

A Way Home Canada

Canadian Alliance
to End Homelessness

Canadian Housing and Renewal
Association

Canadian Observatory
on Homelessness

Child Welfare League of Canada

Local

Toronto Alliance to End Homelessness

Toronto Shelter Network

Toronto Youth Shelter
Interagency Network

SERVICE PROVIDER PARTNERS

International

Covenant House International

Mindfulness without Borders

True Colors Fund

National

Children's Aid Foundation

Global Knowledge Canada

Regional

Ontario Mentoring Coalition

Youth Employment Services (YES)

Local

Central Toronto Youth Services

Centre for Addiction and
Mental Health (CAMH)

Children's Aid Society of Toronto

Inner City Health Associates

Native Child and Family
Services of Toronto

PAID ID clinic

St. Michael's Hospital

Toronto District Catholic School Board

Youthdale Treatment Centre

Youth Substance Abuse Program

SEX TRAFFICKING PARTNERS

Regional

Ontario Crown Attorneys' Office

Local

Baker & McKenzie

Breakaway Addiction Services

Boost Child and Youth

Advocacy Centre

East Metro Youth Services

Jean Tweed Treatment Centre

Justice for Children and Youth

St. Michael's Hospital

Toronto Police Human Trafficking
Enforcement Team (HTET)

Victims Services Toronto

RESEARCH PARTNERS

National

The Canadian Observatory
on Homelessness

Regional

The Hindsight Group

Local

East Metro Youth Services

FCJ Refugee Centre

Dr. Vicky Stergiopoulos,
Physician-in-Chief, CAMH

Professor Barbara Fallon
(University of Toronto)

Professor Elizabeth McCay
(Ryerson University)

Professor Michael Shier
(University of Toronto)

DELIVERING SUCCESS

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President, Global Lending Solutions
D+H

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Partner, Enterprise Risk Services
MNP LLP

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Technology and Operations
CIBC

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Build Toronto Inc.

DIRECTORS

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(Resigned following Federal election)
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Toronto Police Services

Lynn Factor

Child Victim Witness Support Program
Boost Child & Youth Advocacy Centre

Harris Fricker

CEO
GMP Capital Inc.

Jeremy Gayton

Partner & President
lg2

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Purolator

Sister Mary Rowell

Sisters of St. Joseph

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Toronto Police Services

Rahul Suri

Financial Services Executive

Dr. Joanne C. Turner

Professor Emerita
Renison College,
University of Waterloo

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Shirley Broderick

Director, Finance & Purchasing

Josie do Rego

Director, Development
& Communications

Carol Howes

Director, Program Services

Cindy Metzler

Associate Executive Director



For a full list of our Board committees and their membership, go to:

CovenantHouseToronto.ca/Committees

FEBRUARY

Covenant House Month

Raising awareness of youth homelessness

Our third annual Covenant House Month built on our initial success and helped us raise awareness of youth homelessness and support for our work.

Throughout the month, our social media and advocacy initiatives highlighted the often overlooked and misunderstood issue of youth homelessness while special fundraising activities garnered much-needed support.

February is traditionally the coldest month and also marks the opening of our agency in 1982.

COVENANT HOUSE INTERNATIONAL

Covenant House Toronto is part of a 27-location network, spanning from Alaska to Latin America that served more than 57,000 at-risk, homeless and trafficked youth last year. Covenant House is the largest privately funded child care agency in the Americas.

Thanks to our designers, photographer and printer for their contributions to the production of this Impact Report.

Charitable Registration Number 10699 0195 RR0001



**Covenant
House**

Opening Doors for Homeless Youth

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