

AMAZING PLACE

2017 Report
to Community



Inn from
the Cold

We **protect** the most vulnerable.
We **lift** children and their families out of crisis into better futures.
We **pave the way** to healing and independence.
We are the **open door** to home for families.

In 2017, our 20th year of serving families experiencing homelessness and crisis, we achieved considerable success.

How we serve children, their families and the community continues to evolve in order to support better outcomes. Collaborative prevention and diversion services assist families to avoid crisis, emergency shelter services keeps families together, healthy and safe, and housing allows healing and empowers families to rise above crisis and into better futures.

We have grown from an emergency shelter to a valued partner within Calgary's Homeless-Serving Family Sector, working collaboratively to address gaps in the system of care and to optimize resources to the benefit of all. We have become an agency that addresses prevention before the crisis, and long-term housing solutions after crisis. We go far beyond the provision of basic needs and offer shelter, sanctuary

and healing through an integrated continuum of services that are connected into Calgary's Homeless-Serving System of Care to deliver wrap-around supports to ensure no child or family is homeless in our city.

Looking forward, we plan on building on our success, including working with partner agencies and stakeholders to invest in housing and support programs suitable for families to achieve independence, and improving operations to increase efficiency.

**We've changed the lives of many.
Let's change even more.**



Bruce Alger, CPA

*Board Chair,
Inn from the Cold*

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THEORY OF CHANGE

This model informs our approach to planning, execution and evaluation of our programs and services to build a community where no child or family is homeless.


By leveraging our role as leaders in the Family Homeless-Serving System of Care, we support vulnerable children and families in achieving independence. Through

providing access to prevention and diversion, emergency shelter and housing options, we promote resiliency and self-sufficiency to create positive social change.

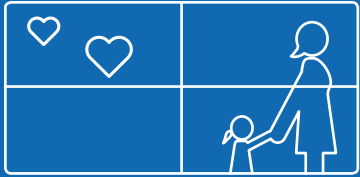
In collaboration with stakeholders and community, we partner with the Family Homeless-Serving System of Care by building capacity and sharing best practices.

In close collaboration with community partners Inn from the Cold provides:

Prevention & Diversion



Emergency Family Shelter



Supportive Housing



Basic Needs



Assessment & Triage



Health & Wellness



Early Childhood Development



Youth Development



Adaptive Case Management & Life Skills



Access to Education & Career Training



Access to Affordable Childcare



Indigenous Programming



Newcomer Supports

To prevent and end child and family homelessness.

A SAFE PLACE



SHELTER

Families come to our Emergency Family Shelter in times of crisis and we welcome them with open doors and open hearts. As Alberta's only street-level, no barrier, Emergency Family Shelter, our doors are open 24/7, 365 days a year. We turn no family away.

Our work to end child and family homelessness often begins before a family arrives at our shelter doors. Often, families will call prior to arriving. When they do reach us before they arrive, we focus on connecting them to other services and agencies to prevent the loss of their existing housing. When a family arrives at our doors, their housing is already lost. With no recourse but emergency shelter, we focus on quickly and compassionately supporting the families in accessing appropriate supports and housing.

As homelessness by its very nature is stressful, our goal is to always ensure every family's length of stay in shelter is as short as possible.

Beyond the provision of emergency shelter and basic needs such as nutritious meals and snacks, we provide medical care, case management, early childhood and youth development programs, access to education and job training supports, as well as linking them to partner agencies and other vital resources.

Shelter is the first step on our integrated continuum of services on the pathway to independence. Within 72 hours, a family will have completed an in-depth assessment to help identify and prioritize immediate and long-term needs and goals and to pave their way home.

In 2017

33,650

Shelter bed stays

944

Family members served

58%

Of shelter guests were children

27 days

Average length of stay



AN INNOVATIVE
PLACE

INTRODUCING “THE FAMILY HUB”

Family homelessness is a serious problem, one that can be prevented with early intervention and collaboration. Families in crisis need help, but more importantly, they need the right help at the right time.

The Family Homelessness Prevention and Diversion Hub at Crossroads Centre (The Family Hub) will provide it. A collaboration of 10 family-serving agencies, with more to come, not only will it act as a one-stop-shop for families in crisis, with experts from the participating agencies

working out of one location, it will also work to prevent homelessness before it happens by helping families stay housed, even when in crisis.

A family can come to The Family Hub when they find themselves in a tough place and be matched up with the agencies and services they need to prevent their situation from deteriorating further. Agencies will work together to efficiently provide care that is empowering and sustainable to get families out of crisis and on a path to independence.

A HAPPY PLACE



SANCTUARY

Now that our guests are safe, our experienced staff delivers care through a trauma-informed lens, reducing toxic stress in children and building resiliency. We strive to keep family units intact, preserve the parent-child relationship and offer wrap-around supports and programming that are child and family-focused. We connect families to the right community resources

including health and wellness, education, immigration services, addiction treatment programs, early childhood development, childcare respite, job training and more so they can begin their journey home. With the support of our volunteers in everything we do, we support guests in addressing barriers they face on their path to independence.

In 2017

10,633

Attendance in
Early Childhood
Development
programs

100,950

Nutritious
meals served

57%

Of shelter guests
were Indigenous

18%

Of shelter guests
were new Canadians

56%

Of shelter guests
were new mothers

13,541

Volunteer
hours

A NURTURING PLACE



HEALING

We foster healing through a holistic approach to well-being, addressing emotional, spiritual, physical and mental needs of families. Homelessness is a traumatic experience. We focus our efforts on helping families cope with the trauma of homelessness and support them in achieving self-sufficiency through the many programs we offer in shelter.

We are a housing-first and housing-focused agency, doing everything possible to ensure a family's stay in our Emergency Family Shelter is as short as possible. Calgary's limited rental housing supply means families are spending an average of 36 - 40 days in the shelter before finding themselves at home. During their stay, we encourage families to access case managers who are

able to connect them to the right resources in order for the family to address the barriers that are preventing them from finding housing. Families also have access to on-site general and pediatric medical care, mental health support, occupational therapy appointments, dental care, prenatal and post-partum care, and many programs encouraging the overall wellbeing of each family member.

Once families move into appropriate housing, they have access to a variety of supports to meet the unique needs of each family member and the family unit as a whole. These supports include individualized case management, peer-support networks, agency referrals and community resources.

In 2017

53

Partner agencies

49

Families housed

1039

Served across all programs

2787

Medical appointments in shelter

22%

Of shelter guests reported mental health issues



A PLACE OF
YOUR OWN

HOME

Journey House is our place-based supported housing program. Our two buildings are designed for single female-headed households (Journey House 1) and families with 2 or more children (Journey House 2). Journey House 1 is owned by HomeSpace Society and Journey House 2 was purchased and renovated by the Inn in 2017. Program funding for Journey House is provided by the Calgary Homeless Foundation.

At Journey House, families live in individual units and are responsible for rent, food and transportation. We provide ongoing supports through adaptive case management designed to meet each family's unique needs. Families

remain housed in the Journey House program dependent upon their unique circumstances. There is no fixed timeline for exiting the program, however, the focus is always on assisting families to achieve independence. 25 families participated in Journey House 1 in 2016 and in 2017 we opened Journey House 2, which adds an additional 10 3-bedroom units to our supply.

In addition to the Journey House program, we provide supports to an additional 34 families in scattered site housing throughout the city. These families require light-touch supports to ensure sustainability in community. In 2017 we supported 31 in scattered site housing.

To the staff and Management of Inn from the Cold in Calgary,

Somehow saying “thank you” doesn’t seem like enough. But we hope you know how much your kindness has meant to us.

Words are not enough to express how grateful we are... you came into the picture when hope was lost and you rekindled the light. You gave us reasons to believe. For this we say THANK YOU in our own humble way... for all the support, integration and resettlement into the great nation of CANADA.

– Letter from Family in Journey House 2

A GRATEFUL PLACE



2017-2018 DONOR RECOGNITION

We are so grateful for the amazing support provided by our community.

In addition to our valued donors listed here, we would like to say “thank you” to all of our donors, including those who wish to remain anonymous — your impact does not go unnoticed.

Core Funders and Partners

Alberta Lottery Fund
Calgary Food Bank
Calgary Homeless Foundation
COBS Bread
Crescent Point Energy
Government of Alberta
The Calgary Foundation

Program Supporters and Sponsors

4 The Kids Foundation
– *Nutrition, Clothing, and Medicine*
Anonymous Donor
– *Data and Evaluation*
Arthur J. E. Child Foundation
– *New Journeys: Assessment & Triage*
Boardwalk Charitable Trust Fund
– *Housing Support, Journey House, and Staging for Stability*
Business Fore Calgary Kids Foundation
– *Early Childhood Development*

Calgary North Hill Lions Club
– *Early Childhood Development & 2017 Halloween Party*
Calgary Shaw Charity Classic Foundation
– *Early Childhood Development*
Children’s Hospital Aid Society (CHAS)
– *Early Childhood Development & Birthday Parties*
CIBC Children’s Foundation
– *Family Support Program*
Government of Alberta
– *Shelter Enhancement Initiative and Affordable Childcare Program*
The Calgary Foundation
– *Data & Evaluation*

The City of Calgary: Calgary Housing
– *Journey House Community Program*
P.E.A.R.L Foundation
– *Health & Wellness*
QR77/Westin Hotel Calgary Children’s Foundation
– *Early Childhood Development*

Capital Supporters

CREB® Charitable Foundation
– *Journey House 2*
Gerald A. Cooper Key Foundation
– *Journey House 2*
Hockey Helps the Homeless
– *Youth Zone and Sensory Rooms*

Inter Pipeline
– *Kitchen Lease and Journey House 2 Exterior Renovations*
Rotary Club of Calgary South
– *Bed Frame & Mattress Replacement*
Victoria Park Business Revitalization Zone
– *Exterior Building Wrap*

Community Neighbors

Platinum (25,000+)

Boris Rochman Fund at the Calgary Foundation
Diana Tierney
Douglas Gray
Estate of Audrey Joyce Shaw

Gary Nissen
Husky Energy
J.C. Anderson Family Foundation
Karen Zutter
Poelzer Family Foundation at the Calgary Foundation
RBC Foundation
Rick F. Braund and Doreen Brault-Dawson
Steve & Iveah Hutchison
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The Anonymous Foundation
The Carrera Foundation
The Kaiser Charitable Foundation
William S. Herron Family Charitable Foundation

Gold

(\$10,000-24,999)

Alison & George Wadsworth
Aqueduct Foundation
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Rude Boys Snowboard
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The Greene Family Charitable Foundation

The Wettstein Family Foundation
The Winston Golf Club
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YYC CYCLE - Spin Studios

Silver

(\$5,000-9,999)

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Caron & Partners LLP
Coril Holdings Ltd.
Dream Office LP
Edmonton Community Foundation
Eresman Family Foundation
Estate of Donald Harris
Eugene Nagai
Ferus Inc.
Glen & Nancy Charitable Gift Fund
Grosvenor Canada Limited
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McCarthy Tetrault Foundation
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Paul Verhoeff
Prairie Merchant Corp.
Private Giving Foundation
Pulse Seismic Inc.
Ralph Cross
S & E Services Limited Partnership
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Sinopec Daylight Energy Ltd.
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Sunshine Village
Tamarack Acquisition Corp.
The Maja Foundation at The Calgary Foundation
The Tenaquip Foundation
The Welty Family Foundation
Tudor Ridge Foundation
United Way of Toronto and York Region
W. Brett Wilson
Werklund Foundation
Yoko & Phillip Galvin

Bronze

(\$2,500-4,999)

Abe Brown
Allstate
Associated Canadian Travellers - Calgary Club
ATB Financial

ATCO EPIC Program
Benevity Social Ventures Inc.
BioWare ULC
Black Swan Energy
Blaine & Karen Walker
Bryce & Heather Williams
Calgary Catholic Teachers' Charities Association
Calgary Parrothead Club
Calgary Transit
Caroline & Chris Bruggencate
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Jupiter Resources Inc.
Kaitlin Sharpe
Lawson Lundell LLP
Lee Horbachewski
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McCarthy Uniforms on behalf of Martin McCarthy
Michael Lang
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NPR Limited Partnership
Parents of Dynamic Dancers Association
PCL Construction Management Inc. (Calgary District)
Pembina Pipeline Corporation
Peter Calverley
Raymond James Canada Foundation
Réal Foley
Rewucki Family Foundation
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Ronald & Hope Lowry
Ruth Spivak
Sandra Williams
Schnadig International Corporation
SemCAMS ULC
Source Office Furniture
St. Pius X School
Supreme Men's Wear Ltd.
Suzanne I. West
TELUS Communications Inc

The Canadian Society of Exploration Geophysicists
The Clint Brooks Family Foundation

Inn Crowd Monthly Donors

The Inn Crowd is a community of dedicated citizens that play a vital role in ensuring the Inn can achieve its mission and vision. Monthly giving provides consistent, sustainable support to children and families in need. THANK YOU to all of our 2017 Inn Crowd members, to our families, you really are an INNspiration!

A. Kai Poscente
Adie Muench
Alan Fedoruk
Alanna F. Loftus
Alice L. Boberg
Allison Wolfe
Angela Chios
Anne Fattouche
Anne Macleod
Anne O' Driscoll
Arne Van Aerde
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Bruce Rothwell
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Chris Stephens	Karen Anthony	Ronald W. Doherty	Raging River Exploration	Calgary Housing	Families Matter
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Danelle Hames	Karen Walker	Ruth Lee	Scotiabank	Calgary Legal Guidance	Good Food Box
Dave Botterill	Katherine Trajan	Ryan Aucoin	Secure Energy (Drilling Services) Inc.	Calgary Philharmonic Orchestra	Healthy Babies Network
David Ball	Katie Lewkonja	Ryan Goudie	Steel Reef Infrastructure Corp.	Calgary Pregnancy Care Centre	Horizon Housing
David Dickinson	Kevin B. Jones	Ryan Gour	Stikeman Elliott LLP	Calgary Public Library	Jesus Loves You Society
Diane Gregory	Kevin MacDougall	Sarah VanDusen	Telus Corporation	Calgary Reads	John Howard Society
Don K. Rettie	Kevin Mailo	Sebastien Tetreault-Bergeron	VistaVu Solutions Inc.	Calgary Sexual Health Centre	Knox United Church
Donna M. Burwash	Kevin Robertson	Sheryl Anne Parkin	Community Collaborators	Calgary Vision Centre	La Leche League
Duane Stubbs	Kim Anderson	Shirley Deitz	<i>Inn from the Cold works closely with many respected community partners to ensure that our children and their families have access to comprehensive, supportive services. The work we do would not be possible with YOU!</i>	Canadian Mental Health Association	Little Hippies Yoga
Eric D. Rasmussen	Kristen Simpson	Stefica Turuk		CanLearn Society	Louise Dean Centre
Erin Fischer	Laureen A. Swann	Stephen P. Murray		Centre for Newcomers	Louise Dean Centre
Gabriel Y. Chen	Leela Domingo	Sydelle Hurley		Charity Intelligence	Matronae Midwife
Gabrielle Calder	Lisa Shim	Tanya Pariseau		Children's Cottage Society	Motherhood Matters
Garth Smith	Louise Thompson	Tim Bibby		City of Calgary	Mount Royal Early Childhood Program
Gary Clarke	Margaret A. Hunt	Todd Frankel		CN Gunn School	Neighborhood Link
Gary Webber	Margaret Doherty	Tom Geddes		Calgary Police Services	Norfolk Housing
Genevieve Groulx	Margo Elliott	Trempe Moore		Calgary Urban Project Society (CUPS)	PAX Investments
Glenda Nyberg	Marilyn Fry	Trudy Gai Ward		Crescent Heights High School	Pet Access League Society (PALS)
Gordon Weicker	Marilyn Vavasour	Wendy Ng		Calgary Interfaith Furniture Bank	Pin Drop Bridgeland POST
Graham Martinelli	Mary Anne Moser	Yue Ren		Calgary Interfaith Food Bank	Quest Theatre
Graham R. Bennett	Mary Cheriton	DreamINN Big! Gala Sponsors		Dental Care for Children	Shaganappi Community Health
Gwendolyn Blue	MaryTeresa Caughlin	BMO Nesbitt Burns		Discovery House	Sheldon Chumir
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A SUCCESSFUL PLACE

In 2017, we served more families across all shelter and housing programs than the year prior with 1039 families compared to 1004 in 2016. Despite high demand we were able to drop average days spent in shelter from 40 days to 36 days, safely exiting families out of shelter and into housing.

Our mission is to provide high-quality trauma-informed care to families in crisis. By moving families quickly through shelter into affordable and appropriate sized housing with supports, we are able to reduce the trauma of homelessness and accelerate family's healing.

"I know that I can achieve a lot more now. I have experienced success with help from the workers. I didn't expect I could get into college but I did!"

– Anonymous, Journey House Resident

FUNDING SOURCES

\$7,337,801

Donations

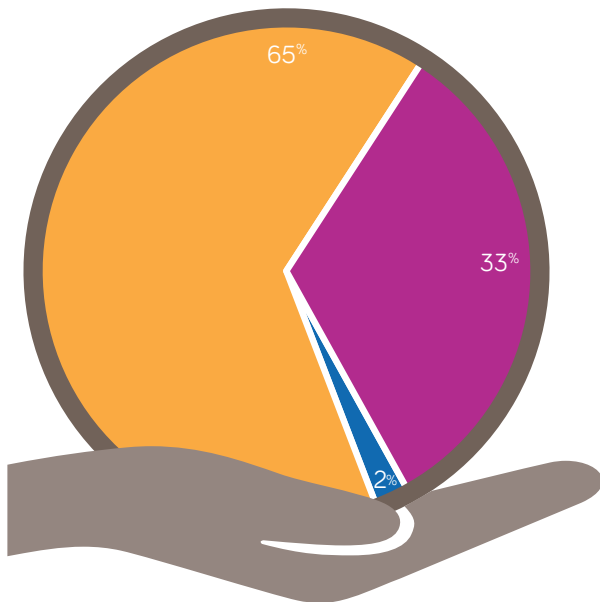
\$4,796,910

Government

\$2,433,049

Other

\$107,842



FUNDING USES

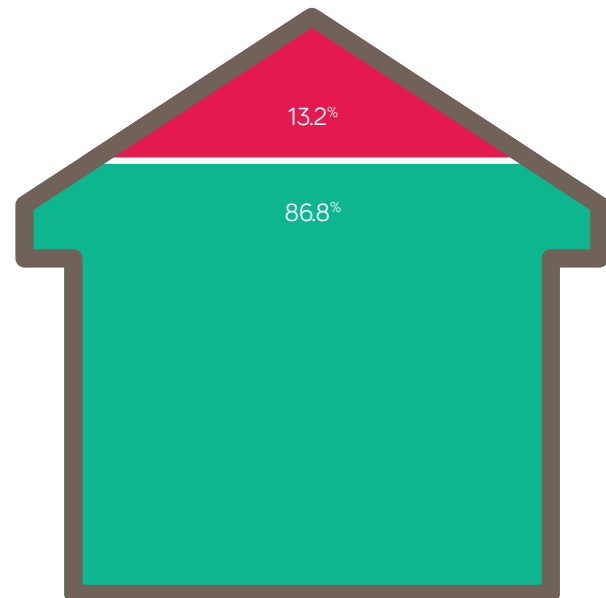
\$7,678,297

Administration

\$1,014,749

Program Expenses

\$6,663,548



HIGHLIGHTS

20th Anniversary

We celebrated our 20th Anniversary in 2017. It was a wonderful celebration reminding us of the change that can happen when community comes together. The Inn's focus has changed substantially over 20 years but our mission has remained the same, to build a community where no child or family is homeless.

Claire's Campaign

Claire's Campaign is Inn from the Cold's annual matching campaign that has provided much needed funding for shelter operations, family support programs, case management, and Journey House 2. Started by philanthropist Gary Nissen in 2013, in honor of his mother Claire, the campaign has had incredible impact on the lives of children and families experiencing homelessness. To date, the campaign has raised over 6 million dollars thanks to the generosity of Gary Nissen, Karen Zutter and the Hutchison Family, who matched donations made by the Calgary community.

"I think you need to ask yourself... do you want to see kids succeed? If so, you should donate to Claire's Campaign."

– Gary Nissen,
Claire's Campaign Chair

Journey House 2 Opening

In December 2017, we opened Journey House 2. Thanks to the generous contributions from Claire's Campaign, the Gerald A. Cooper-Key Foundation, CREB® Charitable Foundation, the Calgary Foundation, and the Calgary Homeless Foundation, we were able to have Journey House 2 open and families moving in by Christmas. The building is a 10 unit, three-bedroom apartment building, with an eleventh unit being re-purposed as a Family Resource Centre. It serves as a community hub to encourage and support families in their transition from homelessness to being at home in the community. Units in Journey House 2 are larger to accommodate larger family sizes and are available to both dual parent families and single parent families. Opening Journey House 2 is the first step in filling the substantial lack of larger-size affordable housing units for families.

"If it wasn't for Journey House, me and my boys would still be waiting up on the third floor of the Inn."

– Adriana,
Journey House Resident

Youth Zone and Sensory Rooms Openings

Thanks to the generosity of Hockey Helps the Homeless, we were able to renovate and open three new program spaces in our Emergency Family Shelter. Two sensory rooms opened in November 2017, which allow our Health and Wellness team to host therapeutic sessions which help stimulate or de-stimulate the senses. Therapeutic sessions in our sensory rooms have helped shelter guests of all ages with insomnia, grief, trauma recovery, depression, anxiety and more. The Youth Zone opened March 2018 and plays an important role in the lives of youth while in shelter. The Youth Zone provides age-appropriate activities to engage youth in a safe environment where they feel comfortable being themselves and also to de-stress.

"I used to just read in my cubicle, which made me feel kind of lonely... coming here is something that really helps me. I didn't have any friends here before I started coming to the Youth Zone."

– Youth, age 13

Launch of INNformation Series

We strive to be a Centre of Excellence in family homelessness. Part of achieving that goal is through research, sector collaboration and sharing information reflective of the work we do and the people we serve. In February 2018 we launched our Family Homelessness INNformation Series as a way to gather and share information, celebrate excellence, dispel myths and to talk about the significant differences between family homelessness and singles homelessness. Since then the series has explored many different trending topics in homelessness, interviewed over a dozen agencies in the homeless-serving sector and received thousands of views.

Sponsors and Supporter Recognition

The good we do is not possible without you. Your generosity and gracious spirit has helped thousands of children and their families, and will continue to help countless others. It is because of you that we are able to offer shelter, sanctuary and healing to families and children in crisis, helping them achieve independence. You make an enormous difference by helping the most vulnerable.

To find out how you can help change a homeless child's life, contact us at:

Inn from the Cold
110 - 11th Avenue SE
Calgary, AB T2G 0X5, Canada

info@innfromthecold.org
403-263-8384

