

annual report



**LEADING  
FROM  
STRENGTH**

  
**BOYLEstreet**  
COMMUNITY SERVICES





# OUR VALUES

We never give up even if the challenge is tough, seemingly impossible.

We stand with our community members, side by side, patiently and for as long as they want – a constant and consistent caring force.

Giving and receiving is a two way street at Boyle Street – our community members share many gifts with great generosity and open hearts.

Boyle Street is a home, a family, a village – a place of safety, trust, love, welcome and also a place with all the challenges that a home, a family, and a village bring.

We are there for our colleagues, supporting them, valuing their unique contribution to our community. Everything we do matters and the little things are just as important as the big ones – a small gesture can have a great impact on another's life.

**Our work is always ongoing and that is OK.**

Our community members are diverse, and we welcome everyone. We serve adults, youth, and families and are proud to act as a knowledgeable resource for Indigenous, 2SLGBTQIA+, and new immigrant communities.

We share much in common and that connectedness of experience is a strength to be recognized, celebrated, and drawn on.

We are many nations, many beliefs, many walks of life coming together, seeking to understand each other, accepting each other and enjoying each other for what we are and for where we are at.

The Creator is with us, the spirits soar within us and the culture of the First Peoples surrounds and protects us. We value our history as an agency and reflect on our past for guidance in moving forward – we value the experience and wisdom of our community elders.

Despite great challenges we believe unhealthy cycles can be broken, new opportunities created and, through healing, health restored.

Each member of our community is deserving of a full measure of dignity, support, and respect. We honour our community's resilience and celebrate and recognize our individual strengths and uniqueness.

We advocate and educate creatively and innovatively at many levels for justice for all. We believe that life is too serious to be taken seriously and humour is a central part of our life and work at Boyle Street.

At the heart of our work, we listen, care and empower our clients in order to assist them to find solutions to their challenges.



# 2023



# BOARD CHAIR MESSAGE



## BOARD CHAIR MESSAGE

Over the course of my career, I have yet to witness a team with as much perseverance and compassion as the staff and leadership at Boyle Street Community Services. It is my pleasure to thank each and everyone of you for your collective efforts.

This year marks the completion of the ambitious strategic plan that our organization launched three years ago highlighted by a bold capital campaign launched during a global pandemic. Our campaign faced barriers on (seemingly) all fronts, including an exhausting appeal process that delayed the planned openings for our new community centre and our new health hub.

At a time when life is growing more challenging, it is difficult to have to fight for services that are so desperately needed. I later realized that this is the battle that Boyle Street staff fight on a daily basis. But they do so with the knowledge that their efforts protect the lives, rights, and the mental and spiritual health of the people we serve. Such perseverance is nothing short of remarkable.

There are two drivers that I have witnessed as being the catalyst for such perseverance. First, the resilience of community members is not only a catalyst but an inspiration. Second, such determination can only be sustained through the support of amazing colleagues.

### THE ACCOMPLISHMENTS OF THIS TEAM ARE IMPRESSIVE. A FEW HIGHLIGHTS:



- We completed a comprehensive equity review as well as the implementation of recommended practices.
- In a continued shift toward housing choice, we continued to acquire and renovate a variety of residential properties. Acquiring these properties has improved the long-term financial sustainability of the organization, while improving stability for community members.
- Continued to advance partnerships with all levels of government, numerous partner agencies, and stakeholders in private industry.

*The success of the building project will be a significant milestone in the city's history. This undertaking is a once-in-a-generation infrastructure project, demonstrating what can be achieved through collaboration, and redefining what service delivery can look like.*

2022 also marks my last year as Chair.

I was first introduced to the organization during a research project in 2012. The organization felt a bit like a foreign land, as it was quite apparent that they do things differently here.

Judgment doesn't enter the building. People that are not welcome in other spaces (including other agencies) are embraced. Our values apply to anyone that interacts with Boyle Street Community Services whether they be funders, staff, volunteers, community members or board members.

This leadership has made the Board look good. Most often my role was to simply get out of the way. Every time I interact with staff, I come out with a better understanding of humanity. Being a member of this board has been an exercise in listening, being vulnerable at times (sometimes uncomfortable), and periodically shedding a tear. I am a better person for having had exposure to each of you - and for this, I will always be grateful. The successes of this organization over this past (challenging) year are a testament to the team at Boyle Street. On behalf of the Board, I want to thank each and every one of you for the hard work you do, and for the passion and resilience that you bring to work every day.

Most importantly, we are inspired by our community members people who continually face lived and intergenerational trauma yet approach each day with resilience. We continue to be guided by your knowledge and strength.

With gratitude,

**Greg Bott (he/him)**  
Chair, Board of Directors



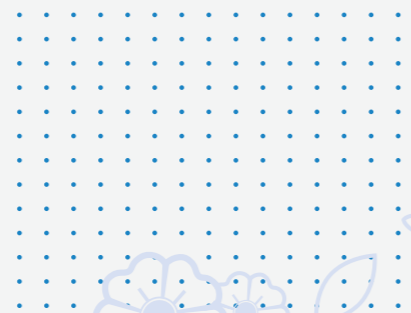


# MESSAGE FROM THE EXECUTIVE DIRECTORS



**2022/2023 HAS BEEN A YEAR DEFINED BY A FOCUS ON BUILDING OFF THE STRENGTHS THAT EXIST THROUGHOUT OUR ORGANIZATION.**

While the year has not been without its challenges, our organization has emerged more dedicated and resolved in our goal of finding ways to address the challenges and barriers faced by those we serve, our community members. We are proud of what the Boyle Street community has achieved and are excited to share those successes in our 2022/2023 annual report.



## FOSTERING STRENGTH IN OUR COMMUNITY:

Boyle Street Community Services has always been driven by a fundamental belief in the inherent strengths of the individuals, families, and communities we serve. We understand that this comes in many forms, and it is our privilege to provide a platform for individuals to build upon their unique capabilities and resilience. The past year has been a testament to the extraordinary strength displayed by those facing adversity - from navigating the intricacies of housing supports to overcoming the inequities of large systems - they have found their versions of success in the face of immense barriers and challenges. Through our various programs and services, we continue to focus on walking alongside those we serve, helping to harness their strengths and reach their goals.

## THE BACKBONE OF BOYLE STREET - OUR EXCEPTIONAL STAFF:

At the heart of our organization lies a dedicated and compassionate team of individuals we are proud to call colleagues. They work tirelessly to ensure that our mission is fulfilled in a way that honours and supports all those that we serve. They are the architects of change, the listening ears, and the helping hands that guide our clients on their journeys of self-discovery. Through their unwavering commitment, resilience, and creativity, our staff have remained the bedrock of Boyle Street, ensuring that our services remain relevant and responsive to the evolving needs of our community. From supporting pregnant women in navigating the healthcare system to the work of our Youth Community Supports Program (YCSP) creating a place of safety for vulnerable youth (Page 9) - our staff continue to set the standard of care in our sector. We are immensely proud of our incredible team and deeply grateful for their dedication.

## A HISTORY OF RESILIENCE AND GROWTH:

Boyle Street Community Services has a rich history that spans over five decades. Our roots are deeply intertwined with the history of Edmonton, a testament to the enduring impact of our work. Through the years, we have encountered and overcome numerous challenges and have evolved to meet the changing needs of our community. Our history and our organizational values (Page 1) are a source of inspiration, reminding us of the resilience and adaptability that define us. It is from this solid foundation that we continue to grow, adapt, and innovate, ensuring our services remain relevant, impactful, innovative, and far-reaching.

As we delve into this annual report, you will find stories of resilience, progress, and joy. The numbers and statistics speak to the impact of our work, but it is the human stories, the journeys of transformation, and the ever-strengthening bonds within our community that truly define us.

None of this would be possible without the unwavering support of our donors, partners, volunteers, and, most importantly, the community members we serve. Your belief in our mission to end chronic homelessness in Edmonton propels us forward and fuels our commitment to fostering strength, both in the individuals we serve and within our organization.

Thank you for being an integral part of our journey. Together, we will continue to build upon our strengths, thrive through the dedication of our staff, and honour the legacy of resilience that has shaped Boyle Street Community Services.



# PURPOSE STATEMENT

**OUR MISSION AT BOYLE STREET COMMUNITY SERVICES IS TO END CHRONIC HOMELESSNESS**



## OUR STRATEGY TO ACHIEVE OUR MISSION:

1. We focus on two distinct, inter-related service lines and advocacy streams: prevention and intervention.
  - a. Prevention addresses aspects we know are leading causes of chronic homelessness and end it before it begins.
  - b. Intervention supports those already caught in chronic homelessness to move beyond it.
2. We are led by the knowledge and strength of the people we serve and empowered by data.
  - a. We ensure those we work with are determining their own path; our role is to walk alongside, provide support, encouragement, and continually offer opportunity and choice. We are a motivating force when they need it.
  - b. We are guided by our values and know that lasting change comes from building holistic resiliency: mental, emotional, physical, and spiritual resiliency in balance.
  - c. We use data and research to constantly reflect, refine, and improve our work and to make better, quicker organizational decisions.

3. We relentlessly advocate on behalf of those we serve to create system changes.
  - a. We leverage partnerships to amplify the voices of those we serve and challenge systems that are not working in the best interests of those we serve.



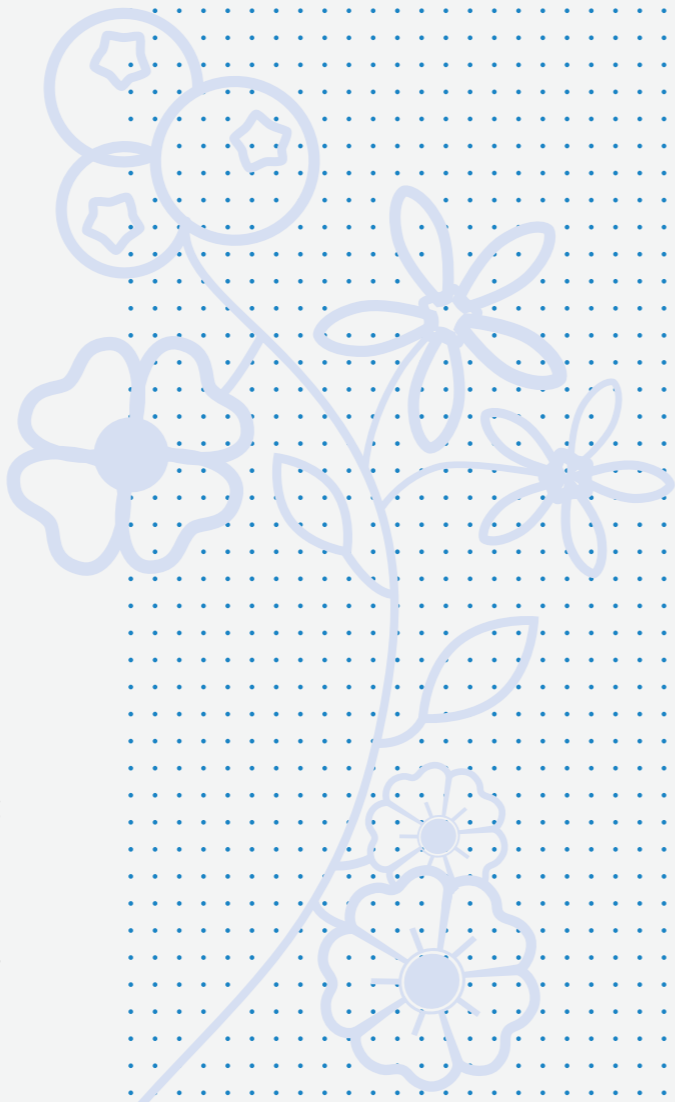


## OUR CORE AMBITIONS ARE:

1. Everyone we work with has a safe place to call home.
2. Everyone we work with feels connected to family and community.
3. Everyone we work with is building holistic resiliency.
4. Everyone we work with feels a sense of purpose and meaning in their life.
5. Everyone we work with needs us less and less over time.

## THE CULTURE WE WILL FOSTER TO ACHIEVE OUR MISSION WILL BE:

1. Driven by our organizational values.
2. A relentless focus on the best interest of those we are serving, even when it is difficult.
3. Creative, innovative, and risk-taking.
4. Learning from what we do and constantly challenging assumptions, long-held beliefs, and ways of practice.
5. Freedom and autonomy by all team members to be nimble and adaptive to the needs of those we serve.
6. Highly accountable to each other and those we serve for decisions and actions. Excellence in all we do — those we serve deserve nothing but our best.





# CORE AMBITION 1

Everyone we work with has a safe place to call home.

The concept of “Housing First” is central to our mission to end chronic homelessness. This philosophy means that obtaining safe, appropriate housing (as a first step) creates the stable foundations necessary to build the many factors needed for individuals to thrive.

To house people with deserved dignity and respect, Boyle Street Community Services also believes that they must have the ability to choose housing that suits their needs. However, one of the challenges to this notion of housing choice is that the diversity of options continues to be a significant barrier in our sector. In effect, Edmonton’s housing shortage is as much about the lack of options as it is about a lack of overall infrastructure.

In response, we have narrowed our focus to creating diverse housing options that best address the unique needs of those we serve.

Boyle Street’s *wâpanAcâhcahk* (Cree for “Morningstar Home”) offers a unique housing option blending:

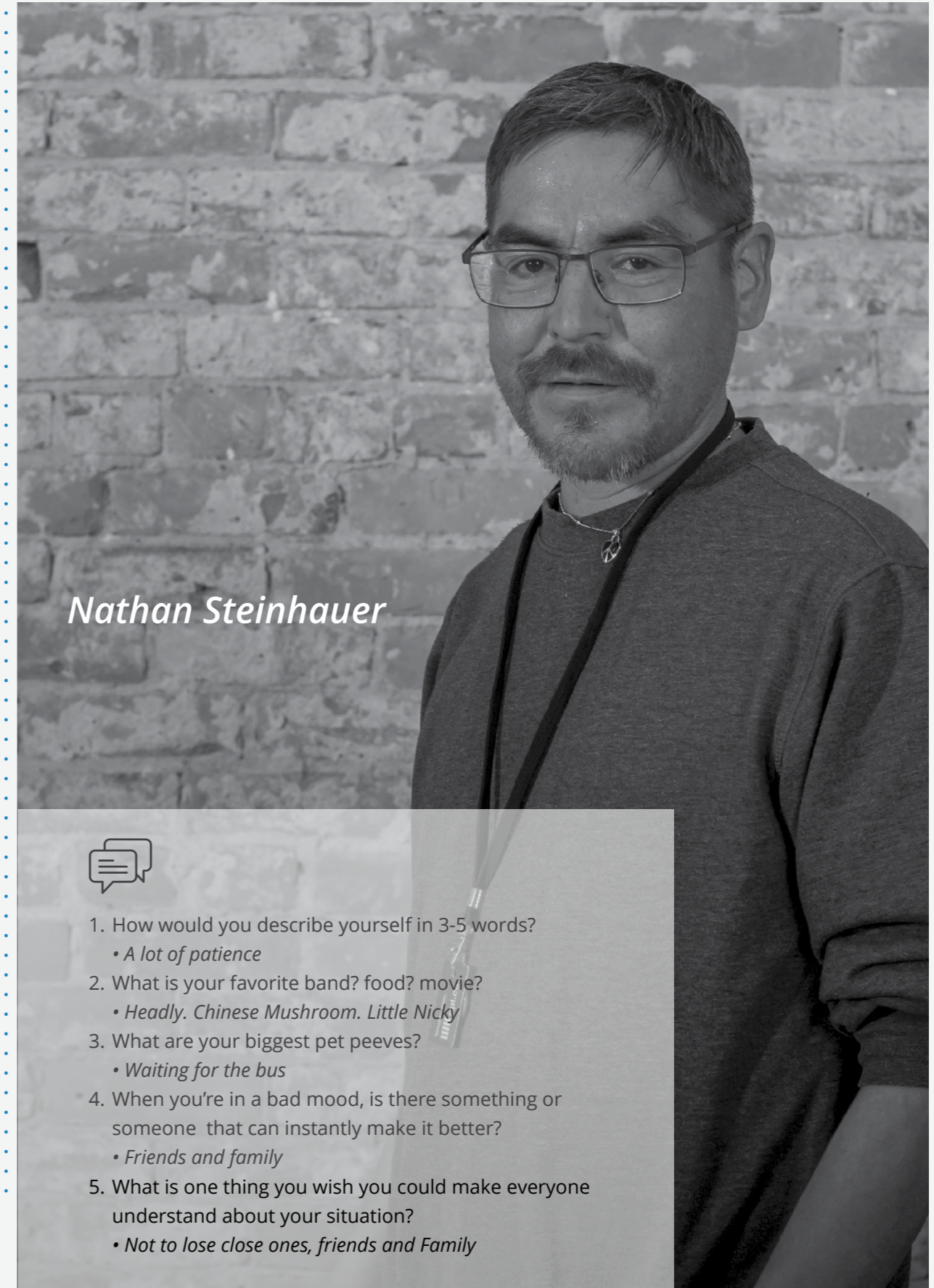
- ✓ the independence of your own apartment
- ✓ the community that comes from shared culture, experiences, and common spaces
- ✓ the support available through on-site Boyle Street staff

Residents at *wâpanAcâhcahk* live in fully furnished, modern apartments that are sustained through affordable rent. Accommodation is coupled with shared spaces (including a cultural room) where individuals can interact as part of a common community. This tangible sense of belonging is a critical support for people who otherwise experience chronic isolation from society. In this way, *wâpanAcâhcahk* is also a place where neighbours form important bonds through shared experience, proximity, and stability.

Through our ongoing partnership with Homeward Trust, Boyle Street Community Services has the agency to successfully operate this housing choice while offering tenants access to 24/7 support. Each resident is paired with a Boyle Street case worker who can help navigate the complex systems in health, employment, family services, and elsewhere that all people depend on to succeed. Other multidisciplinary team members include nurses, social workers, counselors, and an occupational therapist.

Boyle Street Community Services also offers housing choice for youth who cannot live in a home with their caregivers. Our Group Living Program collaborates to make this difficult situation as pleasant as possible. We do this by engaging with young people as individuals with agency and as a valued part of decision-making. Our multiple group living options are tailored to unique cohorts, while offering a non-institutional approach to this type of living.

Boyle Street’s ultimate goal is reunification, whether with immediate or kinship families (extended family, close friends, etc.). In other cases, best outcomes can include foster placements that unite siblings or supporting mature youth to successfully transition to independent homes.



Nathan Steinhauer



1. How would you describe yourself in 3-5 words?  
• *A lot of patience*
2. What is your favorite band? food? movie?  
• *Headly. Chinese Mushroom. Little Nicky*
3. What are your biggest pet peeves?  
• *Waiting for the bus*
4. When you're in a bad mood, is there something or someone that can instantly make it better?  
• *Friends and family*
5. What is one thing you wish you could make everyone understand about your situation?  
• *Not to lose close ones, friends and Family*



# 2

## CORE AMBITION 2

### EVERYONE WE WORK WITH FEELS CONNECTED TO FAMILY AND COMMUNITY.

Social isolation remains a significant challenge faced by those we serve, and this can make it difficult to face the additional challenges that come from experiencing homelessness and poverty. This includes mental and physical health, as well as social health.

While the heart of our services are in downtown Edmonton, we operate 40+ programs across 17+ locations throughout the city. One of these programs is Ubuntu, a partnership with Children's Services, in Edmonton's northeast, a traditionally underserved area of Edmonton. Ubuntu connects children receiving intervention services with homes, sometimes of friends and families, in times when children cannot remain with their parents. This accomplishes our aim of keeping vulnerable families intact and is part of our service model that is founded on culture, family, and community. These are key avenues for success.

Ubuntu maintains vital connections to family and culture whenever possible, upholding the four pillars of their work:

- ✓ Children: every child/youth will have a say in their future
- ✓ Family: every effort will be made to work with family members to keep them together
- ✓ Culture: we will understand and respect the cultural context of those we serve
- ✓ Community: every child/youth will live in, or be connected with, the community from which they come

The H.E.R. (Healthy, Empowered, Resilient) Pregnancy Program operates at the Boyle Street Community Services in Edmonton, aiming to help street-involved pregnant women access healthcare and social resources to achieve their pregnancy and parenting goals. The program offers a range of services including health education, referrals, system navigation, and accompaniment to health and social services. The program's team consists of registered nurses, a social worker, and peer pregnancy support workers, who work with women throughout their pregnancy and up to six months after birth. The program focuses on building trust, empowering women, and providing culturally safe and trauma-informed care.

The Youth Community Support Program (YCSP) is a collaborative mental health initiative by Boyle Street Community Services and Alberta Health Services. It assists youth and families who have repeatedly used hospital-based mental health services without progress. The program offers comprehensive support in a safe, respectful setting, emphasizing the value and inclusion of youth and families. By recognizing their strengths, successes, and resources, the program enhances positive identities. YCSP also helps families enhance dynamics, communication, wellness, and stability.



Helen Herbert



1. How would you describe yourself in 3-5 words?  
• *Busy, busy, busy, busy, busy*
2. What is your favorite band? food? movie?  
• *Country Music. No. Grease II*
3. What are your biggest pet peeves?  
• *Putting up with bit\*hy people*
4. When you're in a bad mood, is there something or someone that can instantly make it better?  
• *Friends. Walking. Alone time*
5. What is one thing you wish you could make everyone understand about your situation?  
• *That I'm a helpful person*

**BOYLE**street  
COMMUNITY SERVICES



# 3

## CORE AMBITION 3

### EVERYONE WE WORK WITH IS BUILDING HOLISTIC RESILIENCY.

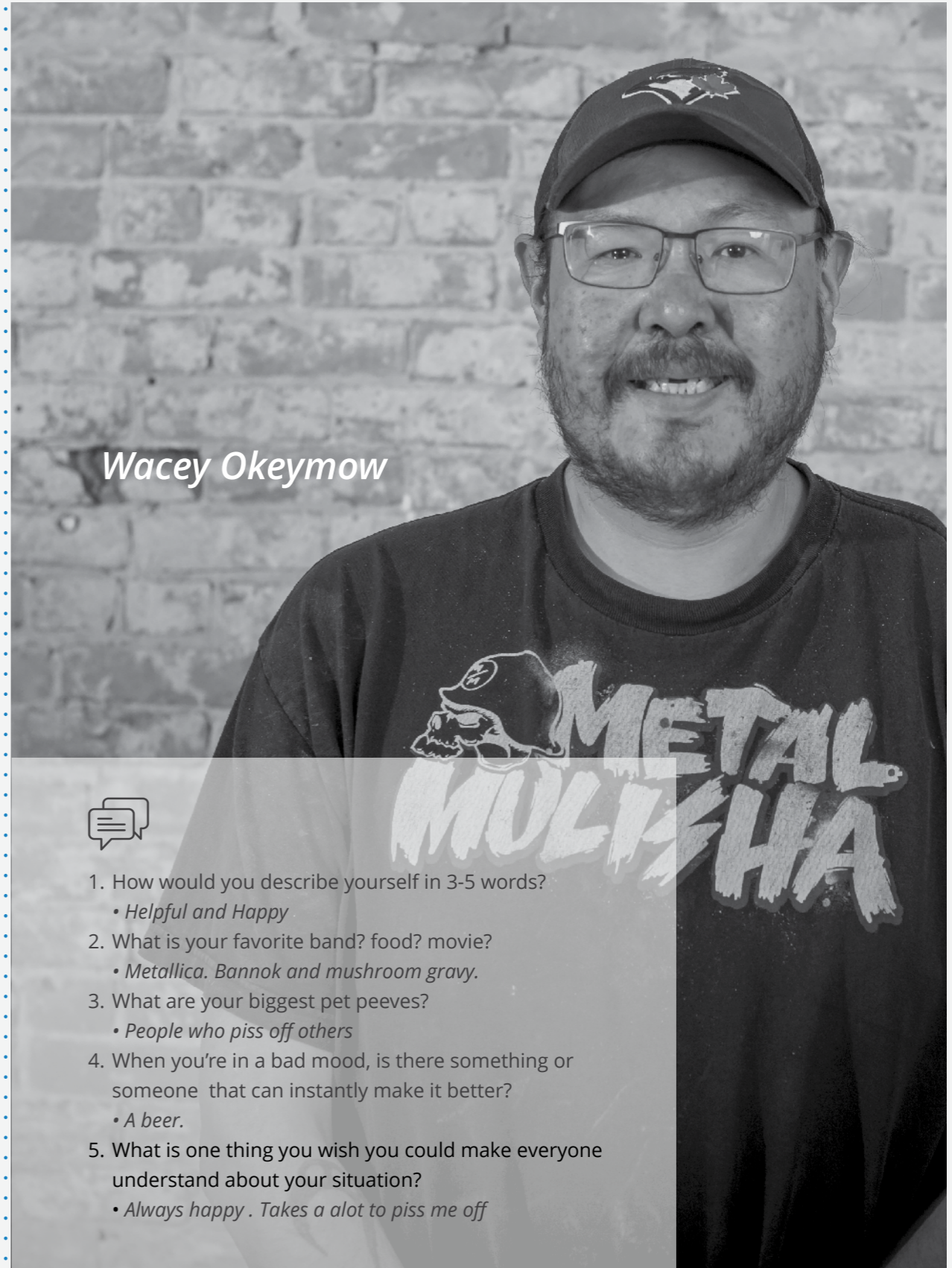
The intergenerational legacy and continuing reality of colonization means that Indigenous people are acutely overrepresented among Edmonton’s street-involved community. The unique barriers that Indigenous people experience also intersect with disabilities, gender inequities, poor mental and physical health indicators, and 2SLGBTQ+ identities that can require highly individualized support. In response, Boyle Street Community Services’ service model centres a holistic approach to building protective factors. This means working with people to build emotional, physical, spiritual, and mental wellness as Indigenous individuals. Our practice is founded on culture, including breaking down ways imposed through colonization and rebuilding processes anew. This work takes many forms engaging community members in ceremony, language, medicine, and land-based ways of knowing.

### OUR ORGANIZATION CREATES OPPORTUNITIES TO HEAL IN THE WAY THAT OUR COMMUNITY NEEDS TO HEAL.

In this last year, our organization has taken bold steps to further our commitment to decolonization and the Calls to Action outlined by Canada’s Truth and Reconciliation Commission. With okimaw peyese wakamik (Boyle Street’s new Community Centre) under construction, we are presented with a generational opportunity to renew this commitment. In recognition of our commitment, Boyle Street Community Services was recently honoured by an invitation to attend a gathering of the Assembly of First Nations (AFN) in Ottawa. Their Treaty Six leadership has voiced its support for the new centre as “deserved by their people”. Over the past year, Boyle Street has also been invited to and participated in ceremony to an unprecedented degree. In an effort to formalize our partnership with Indigenous peoples, our practice is now informed by a 15-person Elders Council. These efforts are supplemented by direct engagement with regional Indigenous leadership, and wisdom gathering sessions with community members, staff, and stakeholders.



Boyle Street Community Services has also actioned an agency-wide “Circle Practice”, empowering 37 staff to animate sharing spaces rooted in Indigeneity. These social venues for celebration, community, and grieving carry particular weight at this time - an essential resource in the face of concurrent mental health, opioid, and pandemic crises. The participatory nature of our cultural programming means that skills are learned through physical activity, storytelling, artistic engagement, and connection to living things and our shared earth. What bonds these efforts is a shared commitment to support every person’s journey to a sense of holistic resiliency. As Indigenous people, this journey often takes the form of a greater spiritual connection to culture and identity. Boyle Street offers opportunities for outings to the land that are missing from inner city life and facilitates artistic and cultural expression, often sparking memories of family that lead to poignant storytelling. This work sparks meaningful conversations about self worth and belonging — developing what Boyle Street Community Services calls emotional resiliency.



1. How would you describe yourself in 3-5 words?  
• *Helpful and Happy*
2. What is your favorite band? food? movie?  
• *Metallica. Bannok and mushroom gravy.*
3. What are your biggest pet peeves?  
• *People who piss off others*
4. When you’re in a bad mood, is there something or someone that can instantly make it better?  
• *A beer.*
5. What is one thing you wish you could make everyone understand about your situation?  
• *Always happy . Takes a alot to piss me off*



## CORE AMBITION 4

Everyone we work with feels a sense of purpose and meaning in their life.

The lived and intergenerational experience of our community members is often characterized by isolation from the belonging and self-worth that are central to a sense of purpose. In response, Boyle Street facilitates venues to restore and sustain these qualities through its diverse range of enterprises and employment opportunities.

HireGood is an exemplary model of this thinking. Wholly owned by Boyle Street Community Services, this social enterprise's employees (or "Helping Hands") are made up of our community members. In effect, our strength-based approach builds a competitive value in market sectors where our Helping Hands may be viewed as unemployable. Plainly, HireGood sees how our community is more than never less than.

This means that HireGood can offer unique social benefit services like:

- ✓ Junk Removal
- ✓ Washroom and Mobile Shower Attendants
- ✓ Safety Building (commonly called Security)
- ✓ Litter Pickup
- ✓ Needle Disposal and more

Importantly, we are able to do this while earning a profit for both our organization and community members alike. This money is then cycled through our programming and as income for individuals otherwise facing poverty.

Meaningful work through HireGood fosters the esteem of feeling wanted that is largely absent from personal backgrounds impacted by trauma. Income (and letters confirming employment) are also critical for obtaining stable, safe housing that develops self-worth.

Boyle Street's Artist Markets represent yet another impactful venue where community members sense value and inclusion. Hosted by Qualico in downtown Edmonton, participants can sell artisan wares to folks they could not ordinarily meet because they are not otherwise welcome in top tier office towers. As a result, artists feel included in society (while reducing stigma across social classes).

In a similar vein of a strength-based approach, artists are able to sell their creations in an environment where Indigenous practices and knowledge are positioned as a desirable asset. Thus, our community members share their culture in a purposeful and meaningful way

Our work demonstrates how reducing stigma does not need to be complicated. Commonly, our society can frame vulnerability in terms of basic needs: shelter, food, or clothing. Boyle Street shows the value of thinking beyond the basics and allowing them to tell all of us what is important.

This includes connection, purpose, belonging, and simply feeling valued.



Patricia Hele



1. How would you describe yourself in 3-5 words?  
• *Happy, outgoing, spontaneous, mature, and caring*
2. What is your favorite band? food? movie?  
• *Def Leopard. Spaghetti. Rockstar*
3. What are your biggest pet peeves?  
• *Lying*
4. When you're in a bad mood, is there something or someone that can instantly make it better?  
• *Best Friend*
5. What is one thing you wish you could make everyone understand about your situation?  
• *It's a struggle, how to overcome things*



# 5 CORE AMBITION 5

EVERYONE WE WORK WITH NEEDS US LESS AND LESS OVER TIME.

**Four Directions, Mail, and ID Services served 5000 clients who only needed light touch services and then were able to move on**



Four Directions Financial Services Inc., established in 2016 as a partnership between ATB Financial and Boyle Street Community Services, was formed to address the lack of accessible financial services for those who are unbanked or underbanked. Their focus is on those without relationships with mainstream financial institutions (unbanked) and those with limited engagement in the financial sector (underbanked). These limitations are due to social stigma, lack of identification, and, in some cases, racial bias.

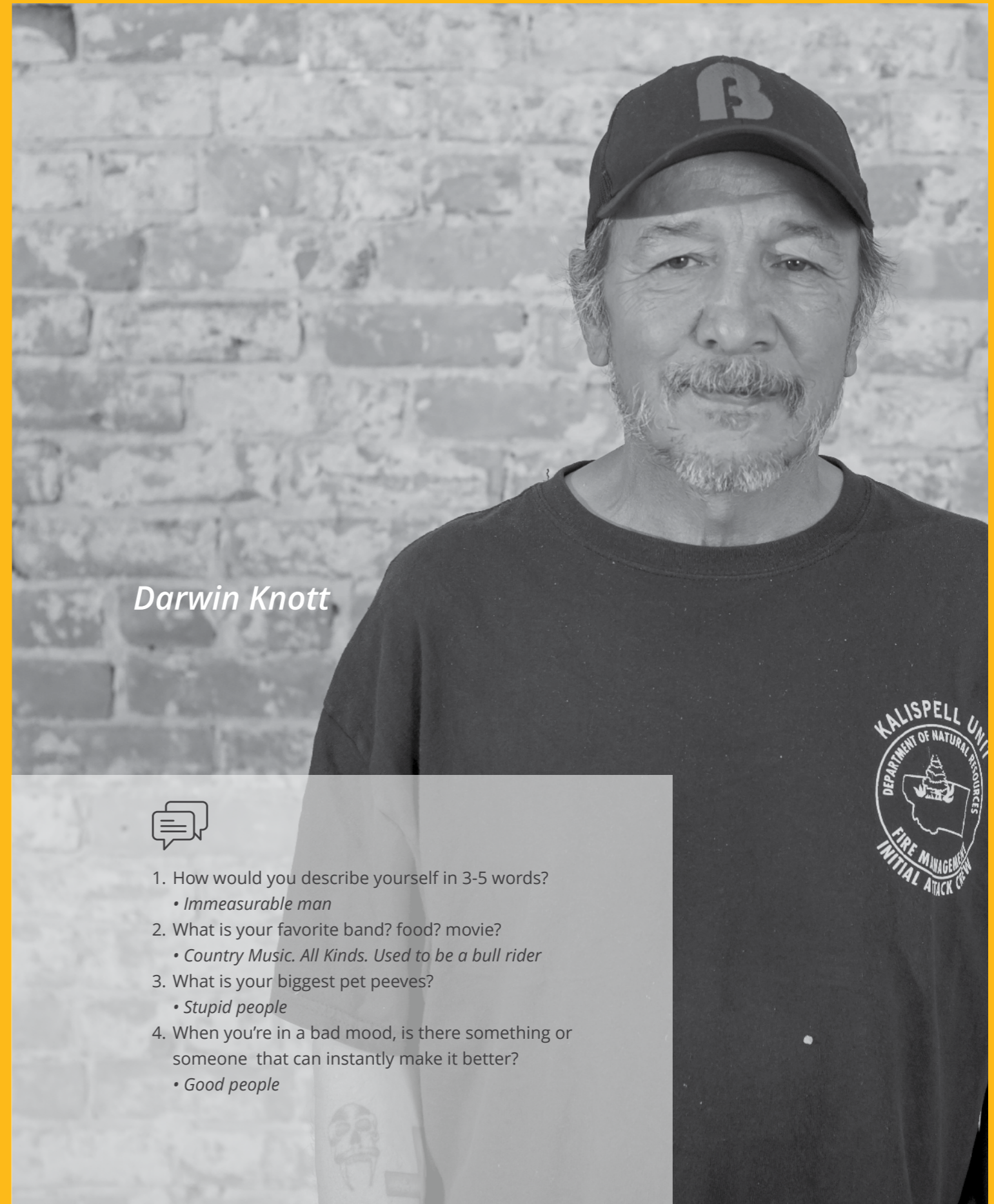
Providing basic and affordable financial products and services to reduce banking barriers, Four Directions Financial Services also supports the community by offering referrals related to housing, mental health, addiction, and cultural support. From the start, Four Directions Financial Services was designed as a community interest company, treating customers as beneficiaries. Any extra profits generated by Four Directions Financial Services are reinvested in Boyle Street to further support our mission.

Typical banking rules demand ID verification, a challenge for vulnerable individuals in our community, limiting access to banking and basic services. This often leads to using cheque cashing establishments, which carries a higher risk of loss or theft, particularly for those in precarious situations. Four Directions Financial Services offers an alternative, allowing vulnerable individuals to transition from unbanked to banked status. We're also proud to be the first organization in Alberta to offer biometrics to clients.

We provide mail services and act as the home address for many of our community members who have no fixed address. Mail we receive can range from personal letters to healthcare cards and other forms of official mail. More than 2000 individuals list Boyle Street as their mailing address, and our ID & Mail services Coordinator, Bob, forms a unique relationship with most of the community members that he helps.

Bob also assists community members with obtaining ID. From provincial identification to birth certificates and treaty cards, Bob and his team can help with obtaining ID for the first time, or reobtaining ID that was lost or stolen. Having ID breaks down barriers to fighting the cycle of poverty and homelessness because ID can often be the thing that stands in between getting a job or provincial assistance.

Four Directions Financial and ID services represent just a few of the light-touch services we provide everyday. These services, while often basic in complexity, provide a level of security and stability that often makes a world of difference in the lives of those that we serve. This year over 5000 individuals accessed these types of services, helping them move forward to their hopes, dreams, and goals.



Darwin Knott



1. How would you describe yourself in 3-5 words?  
• *Immeasurable man*
2. What is your favorite band? food? movie?  
• *Country Music. All Kinds. Used to be a bull rider*
3. What is your biggest pet peeves?  
• *Stupid people*
4. When you're in a bad mood, is there something or someone that can instantly make it better?  
• *Good people*



# OUTCOMES AND STATS

Boyle Street Community Services is committed to accountability across all 40+ programs and services offered by our organization. Below is just a snapshot of the amazing work taking place everyday.

IN 2022 WE SERVED:

2022

- 8,062 Unique Individuals
- 74,557 visits to the community centre.



## ID SERVICES WORKED WITH

• 3,263 Individuals



## STREET OUTREACH

made 5,463 contacts with individuals or groups.



## 148 TOTAL VOLUNTEERS

- Special Occasion Volunteers: 344.5 Hours
- Program Support Volunteers: 9384.5 Hours
- Bingo Volunteer: 66 Hours
- Board Members: 310 Hours



## FOUR DIRECTIONS

- Total # of Accts: 1677
- 89 % of Customer referrals come from AB Income
- 77 % identify as Indigenous
- 66.5 % have funds remaining in their account at the end of each month
- 34 % of Customers have access to debit cards and online services
- 8 % of customers have invested in GICs, TFSAs, and Savings accounts in 2022

## GROUP LIVING PROGRAM SUCCESS STORY

At *mahihkani wâti*, a set of siblings came into our care. They came from an environment with very little structure and had been placed with us due to a foster home break down. One of the children was very reactive and aggressive toward staff and at times their younger sibling. The GLP team enlisted support from colleagues at Ubuntu to help stabilize the kids.

Once the team implemented an incentive rewards chart, consistency, and provided a safe environment for them, we saw a decrease in aggressive behaviors and saw an increase in them using their words and expressing emotions in a healthy and safe way. Staff have been praising them when using their words and using positive reinforcement.

As of June, they have completed their first year of school and will be attending a behavioral class that can support their needs and education. GLP staff and the management team advocated for the kids tremendously during the school year to get them where they need to be.





## JEREMIAH'S SUCCESS STORY

Everybody seemed to warn everybody about Jeremiah\*. There were characterizations like: intense to the point of being overwhelming, dubious credibility, no accountability; Jeremiah had been through the catacombs of "the system" and left a trail of these types of assessments on his way into exile on the perimeters of support. He had been housed in the past, with some success, before everything went south leaving black marks against his file and few options remaining. Jeremiah had been outside now for a long time. Years were going by. He was slipping through everyone's fingers, and they were letting him go. A high-status persona brought low made it difficult to see eye to eye with Jeremiah but getting over the history was what everyone needed to do in order to untie this knotted impasse.

Taking where he was at right now, at face value, without regard to the stories or the histories proved to be the key. Strangely, when one put the judgements aside and bracketed the case file, there was room for a new presence to emerge. Jeremiah was changing and feeling that requires knowing one is not what one once was. He described re-evaluations of memory and the past. There were recognitions of failure and there was acknowledgment of vulnerability. He knew he was changing, but would anyone believe him? Boyle Street chose to support him as he was, the tough past and the changing present. Those who would not let go of a grudge would have to get out of the way. We heard his story again, but it had brought him to a new place and new insights. As another winter loomed over his remote camp, the energy of desperation grew palpable. Jeremiah began to lose interest in the vast installation of curated objects which made up the menagerie of his camp. His mental health began to decline. He did not leave the tent. He voiced doubt in his sanity, especially since he had been moderating substance use, but began experiencing disturbing episodes of delusion. He was no longer choosy, or demanding, but seemed scared. He was open and grateful for anything we could offer. Whatever it took to be welcome back into the fold.

It took prying against old obstacles to make room for Jeremiah. Some of the more cynical assessments of his acuity were dialed back in his file and some new options for housing opened up. People who formerly had stood in his way had moved on or dropped their agendas. We pushed and pushed and reminded, calling at the front, the back and the side doors of bridge housing facilities until, deep in the coldest December in eighty years, one of those doors opened and Jeremiah came back inside.

Jeremiah was transformed. The tension seemed to melt off his presence. His mental health began to stabilize. His face was clearer and brighter. The chaos of his collection in camp was harnessed, symbolized in some carefully chosen items which he used to decorate his room in an artistic fashion. His solitude in the remote camp opened into new friendships with others in the facility. He began to engage in music and art and to draw others into the orbit of his healing who in turn seemed to be nurtured. Jeremiah began to organize activities for everyone in the community that there might be greater breadth of sharing and flourishing throughout the building. From lost and lonely, he became someone others sought and appreciated, and he had only just passed through the door."

# CONSOLIDATED FINANCIALS

for a more detailed financial report, please contact development at [development@boylestreet.org](mailto:development@boylestreet.org)

REVENUE	2023
GRANTS AND REVENUE	29,613,743
FUNDRAISING	1,652,054
REIMBURSEMENT OF EXPENDITURES	1,086,329
REVENUE FROM SOCIAL ENTERPRISE	2,195,429
INCOME FROM INVESTMENTS	13,903
<b>TOTAL</b>	<b>34,561,458</b>

EXPENDITURES	2023
WAGES AND BENEFITS	21,982,123
CLIENT SERVICE EXPENSES	9,347,411
ADMINISTRATION	1,806,628
TAX, AMORTIZATION INTEREST	443,715
INSURANCE	250,294
STAFF TRAINING	275,663
<b>TOTAL</b>	<b>34,105,834</b>
<b>EXCESS OF REVENUE OVER EXPEDITURES FOR THE YEAR</b>	<b>455,624</b>



# KEY CONTRIBUTORS

Brian & Dawn Vaasjo	Bryan Ross	Stantec
Jay Hamilton	Elizabeth Gierl	RE/MAX Elite
Ada Hole	Diana van der Stoel	TELUS
Neil and Jeanie McBain	Dave Labreche	The Backyard
Sarah Prescott	Cynthia Puddu	On Side Restoration Services Ltd.
Drs. Joan and Bob Turner	John Pinsent	Chandos
Lucille Seguin	Ann Gish	Patrick & Diana Priestner
Marilyn and Tom Grabowski	Sakshi Sharma	Anne & Peter Wightman
Blaine and Marcy McIntyre	James Torkelson	Edmonton Oilers Community Foundation
Steven Oosterhof	Associated Engineering Group Ltd.	The Stollery Charitable Foundation
Micheal Dal Bello	Sean McDonough	Leston Group
Norm Perrin	Maggie Mitchell	RL Holdings Inc.
Robert Karras	Petra & Richard Schulz	The Connor, Clark & Lunn Financial Group
Deena Hinshaw	Jessica Sanderson-Barry	Susan Andrew & Michael Cohen
Dr. Robert & Janet Bailey	Judy Philpott	Eldon & Anne Foote Fund.
Michael Stensby	Swanson/Pierzchajlo Family	David and Holly Freeman
Kirk Macdonald	Karsten Mundel	Malissa & Quentin Huillery
Nancy Defer	April Susan Van Buul	The Dianne & Irving Kipnes Foundation
Bahareh Nourian	Cynthia Marks	Escape City
Alvin & Geraldine Morris	Kyra Lieu	Matthew & Kimberly Simmonds
Craig Mackenzie	TopBlok Consulting In	Patricia Hartnagel
Robert Frohlich	EPCOR	Station Lands [Qualico & Ledcor]
Paul Major	The Brick	Carman & Averie McNary
Sharon Barbour	Beljan Development	Leon & Vonnie Zupan
Siobhan & Alan Brilz	Andy Holt Communications Ltd. (A-Squared Communications)	Savard Family Memorial Fund
Nore-Aldein Assiff	Triostar Productions	Fairway Legacy Foundation
Malcolm Scott	Sherritt International	Edmonton Community Foundation
Jeffrey Stepnisky	ATB	John Maude and Susan Quinn Charitable Foundation
Capital Power	Bentall Green Oak	Butler Family Foundation

Liverpool FC Supporters Edmonton	Brookfield Residential (Alberta) LP
Congregation of the Sisters of St. Joseph in Canada	Track'N Trail
Rotary Club of Edmonton	Strathcona Law Group
The Church of Jesus Christ of Latter-Day Saints	Equinox Therapeutic and Consulting Services
ATCO Electric Employees (EPIC)	Al-Terra Engineering Ltd
United Way of Alberta Capital Region	Wawanesa Insurance
Covenant Christian Reformed Church	7180063 Canada Limited/Chris No Frills #3649
Clementine Turner Memorial Fund	Alley Kat Brewing Company Ltd
Advanis Inc	RONA Foundation
Intact Financial Corporation	Rotary Club of Edmonton West
Alberta Sound Exteriors	MacEwan University Rotaract
Inside Education	Venturi Engineering Solutions



**THANK YOU TO ALL OUR SUPPORTERS WHO GAVE OVER 4800 GIFTS IN 2022 TO SUPPORT OUR MISSION TO END CHRONIC HOMELESSNESS.**

# FUNDERS

City of Edmonton	FCSS - City of Edmonton
Alberta Housing and Urban Affairs	Public Health Agency of Canada
Homeward Trust Edmonton	Alberta Health
Alberta Health Services	Canadian Women's Foundation
United Way	Federal Funding (Status Card)
Health Canada	Reach Edmonton
Indigenous Services Canada	Children's Services Edmonton Region



# PARTNERSHIP HIGHLIGHT



Capital Power has been a partner with Boyle Street Community Services for over 10 years, and we are immensely grateful to their leadership and staff for their substantial and ongoing support. They have been a leader in monetary support for our organization – contributing over two million dollars to our Build with Boyle capital campaign – and a leader in volunteerism and advocacy. They have stepped up to serve meals, collect socks, and buy art from our community members – each time providing the respect and dignity that we know Edmonton’s most vulnerable deserve.

Our partnership highlights the truth of one of our core values: “We share much in common and that connectedness of experience is a strength to be recognized, celebrated, and drawn on.” Our partnership with Capital Power is just that – a connectedness of experience, a relationship that shows the strength of meaningful partnership in the downtown core.

The work we do, and will continue to do, would not be possible without their generosity, talent, and care. We cannot overstate the value of our partnership with Capital Power to our organization and to the people we serve each day across the city of Edmonton.

*At Boyle Street, partnership goes beyond one gift, one action, or one meeting. We know that it requires work, commitment, and shared values. Partnership is at the core of our work and is critical to the success of our organization and those we serve.*



# THANK YOU



*Thank you to staff and clients for helping to make this annual report a reality.*




# THANK YOU






Charitable Registration no.: 118814391 RR0001

Boyle Street Community Services is the trade name of The Boyle Street Service Society, an Alberta society and a registered charity.

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 Boyle Street Community Services

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