



2018-2019  
**REPORT TO THE  
COMMUNITY**

Boyle Street Community Services has been working in the inner city of Edmonton since 1971 to serve, support, and empower people to take control of their lives and escape the cycle of poverty and homelessness.

Boyle Street Community Services provides over 40 programs and services to over 12,000 individuals every year. 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, LGBTQ2S+, and newcomer communities.

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



2018-2019

## ORGANIZATIONAL DATA

### OVER THE 2018-2019 REPORTING YEAR:



177 Meals Served Every Day\*  
*\*recorded average during lunch services exclusively*



650 Families Served



18,377 Client Interactions

**1971** BOYLE STREET COMMUNITY SERVICES WAS ESTABLISHED

**390+** STAFF MEMBERS

**40+** PROGRAMS AND SERVICES

**9** LOCATIONS ACROSS EDMONTON

### CLIENTS' SELF-IDENTIFIED DATA:

#### GENDER IDENTITY



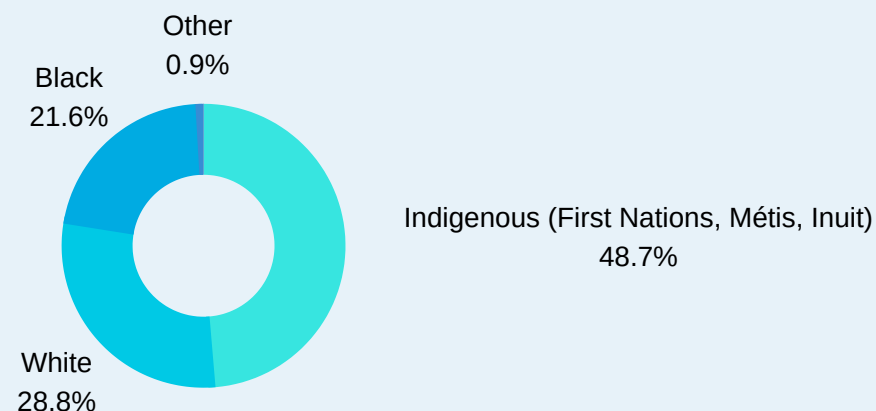
66.2% Men



33.6% Women

• 0.2% Non-Binary  
(or Non-Disclosed)

#### RACE/ETHNICITY



*a year's overview*

## EXECUTIVE DIRECTOR'S UPDATE



*We have many successes  
to be proud of this year.*

Our organization continues to be well regarded as a thought-leader and innovator in our sector. We have increased our public profile to better advocate for the people who we serve and educate on the challenges that they face.

Once again, Boyle Street has seen growth in revenue and continues to be one of the largest not-for-profits in the city. Our organization provides employment to over 380 staff across 9 locations in Edmonton and has a draft annual revenue of \$25m. It is fitting that this year we have made the decision to highlight a few of our numerous and strong partnerships in this Report to the Community. The nine examples of partnership presented in this report articulate the vastness and variety of those relationships and the pivotal role that they play in the success and growth of our organization.

There are a few examples from the year that typify the role that partnership has played in our success: A recent example was the role our Street Outreach and Housing teams played in helping to move and house individuals from more than 30 camps in Dawson Park after fires threatened their camps and the surrounding community. Working with the City of Edmonton Administration and Park Rangers, our staff delivered a safe and successful transition for some of Edmonton's most vulnerable.

They did so by providing dignity and respect to those individuals, and in doing so, made an incredibly negative situation into a quite positive one. This success was made possible because of the foundation of trust built between the City of Edmonton and us – a trust that is long-standing and vital to our work.

By deepening partnerships with funders like Homeward Trust, Stollery Children's Hospital Foundation, and the Edmonton Community Foundation, we emerged from the brutal winter months having helped to steward a life-saving Winter Emergency Response. With support from our funders Homeward Trust, we expanded our Community Centre's Drop-In hours, staying open 7 days a week to ensure that those living rough in our city always had a safe and warm place to be. During the coldest February days, our downtown Community Centre kept over 800 individuals a day warm and safe. Support from the Stollery Children's Hospital Foundation and the Edmonton Community Foundation ensured that our Winter Warming Bus served as a roaming Drop-In that provided food, shelter, and transportation to services outside of the downtown core. The Winter Warming Bus is critical in our winter city and we remain committed to finding long-term, sustainable funding for this service.

2018/19 served as another great year for the C5 partnership and the North East Hub. Together with EMCN, Terra Centre, Norwood Child and Family, and Bent Arrow Traditional Healing Society, we launched the C5 North East Hub Community Kitchen, adding yet another program to a growing roster of outstanding community-centered services.

*a year's overview*

## EXECUTIVE DIRECTOR'S UPDATE

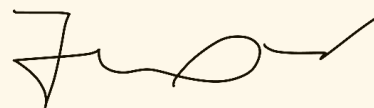
The success of the North East Hub was also recognized by City Council, who committed to operational funding for the Hub for the next three years, despite a very difficult budgeting cycle. Consistent funding will strengthen this important resource so that we can continue to build programs in an area of Edmonton that has been under-served.

The role of partnership in our success this year was not limited to our service delivery. This year we were proud to host the inaugural *The Face of Resilience Fundraiser Gala* with our close partners RE/MAX Elite. The black-tie event featured a sponsored fashion show which saw Boyle Street clients and staff walking the runway with RE/MAX Elite Realtors. It was quite moving to see the happiness and joy that participating in the event brought to our clients and colleagues alike. It was particularly symbolic seeing those who sell homes support those who do not have homes of their own. This important relationship not only served to provide valuable capital and resources to our organization, but also signalled that we are an important resource in our community: one that is valued by the business community who see the challenges that our folks face and want to support Boyle Street Community Services in alleviating them.

Our successes as an organization are not ours alone but shared with those who we work with every day: our community members, our clients; without their trust and willingness to share their struggles and challenges, we would not be equipped to provide service delivery in the ways in which they need.

This is, arguably, our greatest, most powerful, and most enduring partnership. Our clients also remind us that partnership is not easy and that despite the shared goals and aims, at times working together is arduous and trying, but that shared accomplishment is lasting and often unachievable in any other way. That is why, every day, the people who we serve provide value to our organization by celebrating with us, challenging us, grieving with us, and at times demanding better of us so to ensure that we do not ever lose sight of our mission of *"see[ing] that all people grow healthier through involvement in strong, accepting and respectful communities."*

Hiy Hiy,

A handwritten signature in black ink, appearing to read 'Julian', followed by a checkmark.

**Julian Daly**, Executive Director  
Boyle Street Community Services



*“If it wasn’t for this place, a lot of people would be suffering.  
If this place shut down there would be a lot of people in trouble.”*

- Bob, client

*“The staff at Boyle Street Community Services  
have helped me get my life back on track.”*

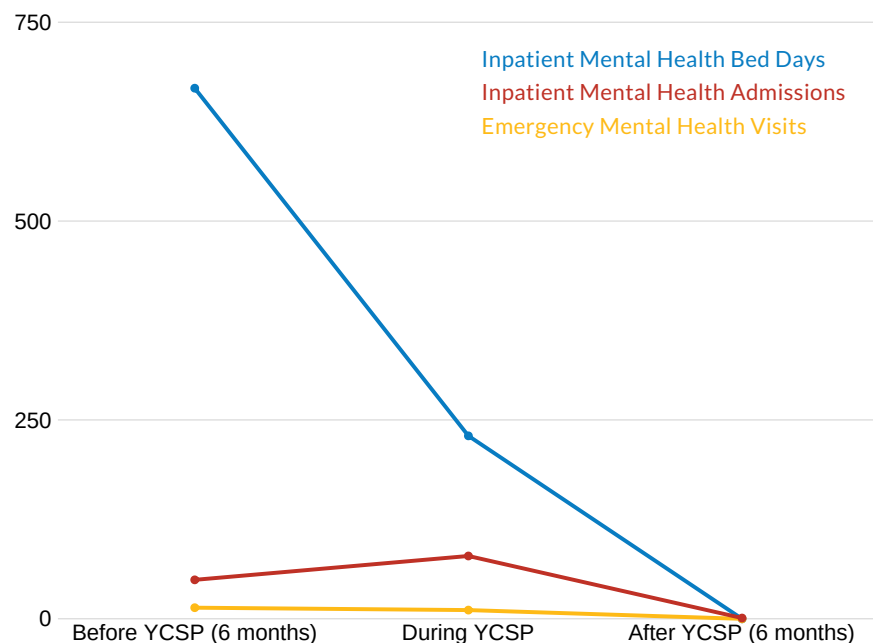
- Steve, client

youth & family

## YOUTH COMMUNITY SUPPORT PROGRAM (YCSP)

Edmonton's Youth Community Support Program (YCSP) is a community-based mental health treatment program, serving Edmonton and surrounding communities. This program is offered through a partnership between Boyle Street Community Services and Alberta Health Services. YCSP is an empowering, collaborative and innovative program for 20-25 youth and their families who have frequently accessed hospital-based mental health services without experiencing functional improvement.

### YCSP & HOSPITAL USAGE



A youth client of Boyle Street Community Services

*[Alberta Health Services] alone can do so little to support children and families. Our partnership with Boyle Street Community Services allows us to do so much more. Boyle Street Community Services' commitment to holistic wellness and individualized support allows youth to better support themselves and families to better support their youth.*

**- Karen Bozocsa, Program Manager**  
Alberta Health Services,  
Children, Youth, Families Addiction and Mental Health

*youth & family*

## C5 NORTH EAST HUB

Boyle Street Community Services is a part of the C5, a collection of 5 community agencies working collaboratively to give a voice to over 30,000 Edmontonians.

C5 Agencies include:

- Bent Arrow Traditional Healing Society
- EMCN (Edmonton Mennonite Centre for Newcomers)
- Norwood Child and Family Resource Centre
- Terra Centre for Teen Parents
- Boyle Street Community Services

Together, we operate the C5 North East Hub. It's a community-centered site designed to provide community-based supports utilizing the strengths of all C5 agencies.

Between the C5 Agencies, we support and empower:

- Indigenous individuals and families
- Some of the most economically, socially and culturally excluded and marginalized children, youth and adults in our inner city
- Newcomers, immigrants and refugees
- Children and their families living in vulnerable situation
- Teen parents



Photos taken at the C5 North East Hub Clareview Village Block Party, August 2018

“Without the tenacious efforts and leadership provided by Boyle Street Community Services, there quite simply would not be a C5 Hub. The C5 Hub has a culture of inclusion, diversity, and empowerment, which is informed by Boyle Street Community Services and its staff.”

- Corinne Saad, Director  
C5 North East Hub

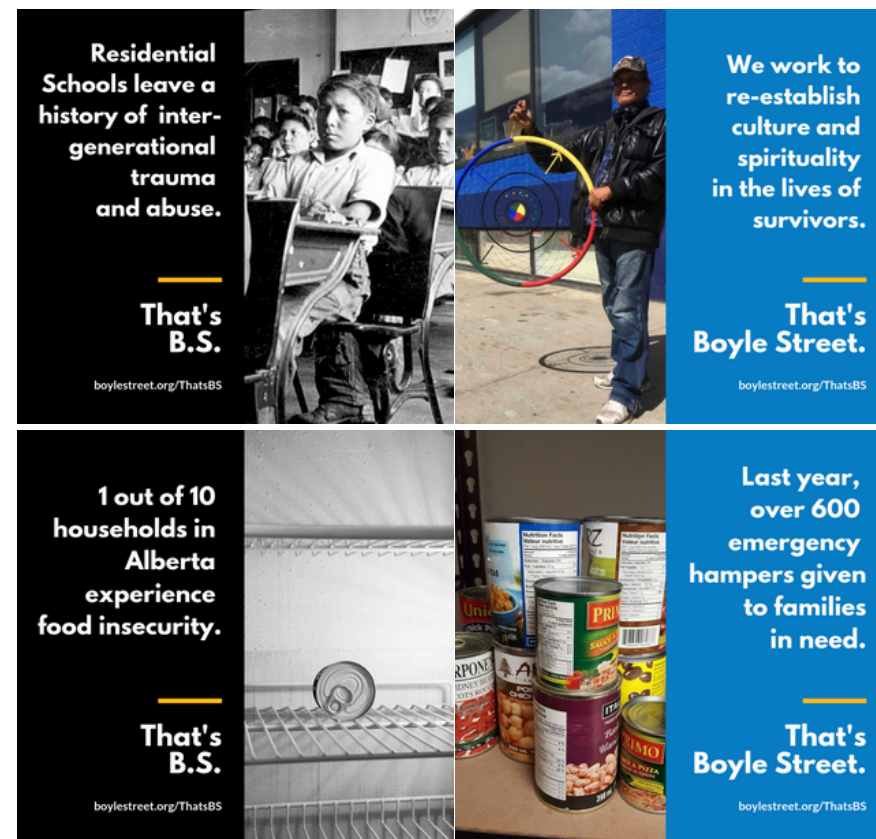
*growth & development*

## #THATSBBS HOLIDAY CAMPAIGN

During the holiday season of 2018, we called "BS".

By leveraging digital, social, video, and direct mail assets, Boyle Street Community Services highlighted the challenges faced by those living in poverty. Through a partnership with Edmonton City Centre Mall (Oxford Properties Group), the marketing campaign provided the general public with an opportunity to contribute to the work we do every day to address those challenges.

The #ThatsBS campaign offered an alternative narrative to traditional campaigns concerning issues of poverty and homelessness by engaging with the notion that the status quo is simply unacceptable. The goal of #ThatsBS was to elicit a feeling of discomfort in viewers while also empowering potential donors to help others in their community.



#ThatsBS social media marketing materials

*Boyle Street Community Services has been a partner of ours for many years. With our proximity in the downtown core and our customers' desire to give back to our community, we have strengthened our partnership with this amazing organization over the past year, specifically. The programs that Boyle Street offers to their clients have such a wide breadth and we are honoured to be able to contribute to that in a small way. With so many people walking through our doors each day, we have mandated to raise awareness for great non-profit organizations like Boyle Street Community Services and involve them in our marketing campaigns. The team at Boyle Street has been such a pleasure to work with. They are dedicated, empathetic and passionate about what they do. It is a true inspiration. We are grateful to be part of this journey and look forward to working with them as the years go on.*

**- Zaina Yusuf, Marketing Manager  
Oxford Properties Group**

*growth & development*

## THE FACE OF RESILIENCE FUNDRAISER GALA

In late 2017, RE/MAX Elite approached Boyle Street Community Services with the intention of volunteering and providing lunch service to our downtown Community Centre. After the service, the RE/MAX Elite staff were elated at the experience they had with Boyle Street staff and clients and expressed their desire to do even more for our community.

The relationship between RE/MAX Elite and Boyle Street Community Services continued to blossom in the following months, as RE/MAX Elite staff were committed to collecting donations and fundraising for a variety of engagements to benefit the Community Centre, including a large outdoor barbeque featuring tasty meals and live music for our clients.

In September of 2018, we came together in partnership to host the inaugural *The Face of Resilience Fundraiser Gala*, a black-tie event that featured live music, a celebrity guest, a fashion show, and a variety of auctions, all to benefit Boyle Street Community Services.

The Gala was an incredible success and raised over \$165,000 in proceeds. As a result of the Gala, our Community Centre was able to purchase new, industrial-sized kitchen appliances, build new washroom facilities for staff and clients, and build a concrete accessibility ramp for Four Directions Financial.



Event photos from the inaugural *The Face of Resilience Fundraiser Gala*, September 2018

“The feelings of humility and gratitude our team experienced [while volunteering] led us to want to make Boyle Street Community Services a larger part of our community spirit.”

- John Mattiello, Owner/Realtor  
RE/MAX Elite

*housing & outreach*

## NORTHSTAR APARTMENTS & HOUSING FIRST

Northstar Apartment complex is a 62-unit building owned and operated by Boyle Street Community Services in partnership with Leston Holdings. It is a mixed-income residential project that houses individuals and families, some of whom were previously experiencing homelessness. It's more than just a building — it's a community that gathers to celebrate, prepare food in the collective kitchen, and discuss issues at the residents' council.

The Housing First program is a twelve month intensive case management program designed to support individuals and families who are experiencing chronic homelessness and face multiple barriers to housing. Housing Outreach Workers assist participants with finding and securing housing that meets the participant's specific needs. The housing participant then works with a Follow-up Support Worker to identify goals, establish a case plan, and make connections to appropriate supports that can help achieve housing stability.



Northstar Apartment Complex exterior

*Northstar is an example of the great things that can happen when partners are equally invested on every level. We came together offering different experience, expertise & resources and it's been fantastic seeing what can happen when we combine efforts and work together. We are succeeding at Northstar by helping others to succeed; it's really quite remarkable!*

**- Dinika Matychuk, Vice President**  
Leston Holdings

*housing & outreach*

## HEAVY USERS OF SERVICE (HUOS)

The Heavy Users of Service (HUoS) is a community collaboration staffed by Boyle Street Community Services and the Edmonton Police Service to support individuals who are most frequently interacting with emergency systems (police, paramedics, emergency rooms, etc). The team consists of two Constables and one Sergeant, two Navigators (frontline community workers) from Boyle Street Community Services, with support from an Analyst and an Administrative Assistant.

The partnership allows for a diversity of expertise most suitable to assist this population, all of whom suffer intensely from chronic, interweaving issues such as: traumatic histories, mental illness, substance dependence, declining physical health, impaired capacity, persistent poverty and homelessness. Clients work through a graduated system toward an overall objective of enhanced self-sufficiency.



Clients of Boyle Street Community Services

*“The EPS/BSCS partnership has proven to be invaluable by providing support, transportation and navigation to our HUoS clients. When we combine our resources and efforts, agree to share information, and innovate around a common goal, we improve the quality of life for ‘complex clients’. We continue to learn and refine the model from our experiences and hope to be able to expand in order to positively affect the lives of the many vulnerable people experiencing complexities from addictions, mental health issues and homelessness.”*

**- David Veech, Deputy Chief**  
Edmonton Police Service

*partnership & collaboration*

## FOUR DIRECTIONS FINANCIAL

Four Directions Financial is an ATB agency that ensures Edmontonians who are experiencing homelessness or living in poverty can open – often for the first time – a bank account with a mainstream financial institution.

Four Directions Financial offers the same products and services found in any ATB location. By using innovative technology, like biometric identification, Four Directions Financial makes banking more accessible than ever for the previously unbanked.

Entering into its third year, Four Directions Financial continues to grow while providing essential financial services to those experiencing poverty in Edmonton. As Canada's lowest barrier bank, Four Directions Financial was recently recognized by REACH Edmonton at their Council for Safe Communities awards luncheon for its role in creating safer communities by helping to break the cycle of poverty.

Four Directions Financial would not be possible without the generous support from our partners at ATB Financial who work closely with us every day to ensure our clients get the customer experience that fits their complex needs while adhering to financial institution regulations.



Exterior of Four Directions Financial

“This first-of-its-kind financial agency, which uses biometric technology to make banking accessible for over 1,000 customers, would not be possible without our incredible partners at Boyle Street Community Services. At ATB, we believe in our customers and strive to make banking work for everyone. We are so proud of this initiative which is helping customers gain financial health and confidence.”

- Sandra Huculak, Managing Director  
Corporate Social Responsibility and Social Enterprise  
ATB Financial

*partnership & collaboration*

## SUPERVISED CONSUMPTION SERVICES

Supervised Consumption Services provides a safe, secure and sanitary place of respect for clients to consume substances. Clients are supervised by staff including nurses and counsellors, and informational materials regarding addiction are readily available. At the core of supervised consumption services is a commitment to providing dignity and respect to individuals who use the sites. In addition to supervised consumption, service users are also provided with opportunities and information regarding the over 40 wrap-around programs and services that Boyle Street offers.

Additionally, staff can refer clients to external service (health, mental wellness, detox and treatment, etc.) because of the relationships cultivated in the site. Working with our partners George Spady Society and Boyle McCauley Health Centre, we are helping to save lives and improve health outcomes for those who we serve.



Interior of Supervised Consumption Services, Community Centre

*Having worked together with Boyle Street Community Services to create supervised consumption sites embedded in our agencies we have deepened the relationship between our two organizations. By combining our expertise in primary health care with Boyle Street's community supports we are helping those who face multiple barriers to inclusion navigate complex systems and achieve better health outcomes.*

**- Cecillia Blasetti, Executive Director**  
Boyle McCauley Health Centre

**302**

*overdoses reversed*

**4,583**

*referrals made*

**28,793**

*total visits*

**1,105**

*unique individuals*

Statistics collected from March 23rd, 2018 - June 9, 2019

*moving forward*

## HOUSING & OUTREACH

The Housing Outreach Prototype Team is a collaboration between Boyle Street Community Services, Bissell Centre, and Homeward Trust. This housing-focused team, composed of housing and outreach specialists, and a harm reduction nurse, was designed to house and support individuals experiencing chronic homelessness that have been outdoors for a long period. In most cases, the participants have had previous interactions with other housing supports but haven't achieved long-term housing stability through the traditional Housing First model.

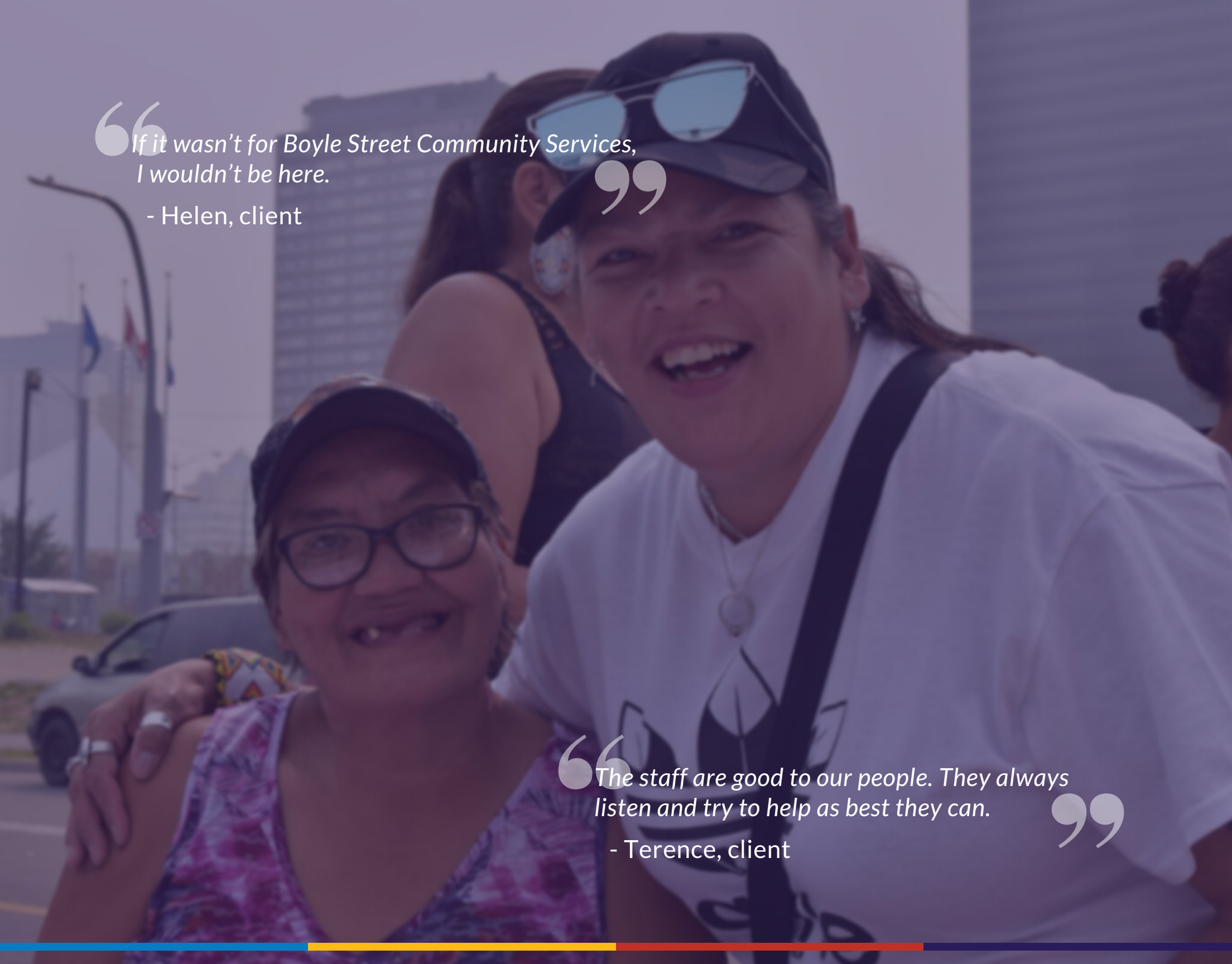
The intent is for outreach, housing, and case management support to work towards addressing an individual's circumstance of homelessness. Drawing from a range of skills and experience, the team meets people where they are at and works to find appropriate housing solutions through frequent and consistent contact.



Clients of Boyle Street Community Services

*Homeward Trust is piloting a new outreach housing project in partnership with Boyle Street Community Services and Bissell Centre to house people that are sleeping rough. This team is intended to serve individuals experiencing chronic homelessness who are sleeping outdoors or inside of places not meant for human habitation. This will be done through a series of innovations to the current housing approach that will address the unique needs of this target population. They will also explore other ways to reduce the barriers to housing. It is really exciting to see our organizations come together around this work as it is a really great example of focusing on outcomes and being open to new approaches. Each organization involved is bringing their expertise, passion and experiences to this project and we are already seeing positive outcomes after only a short time working together.*

**- Emily Dietrich, Chief Programs Officer**  
Homeward Trust Edmonton

A photograph of two women smiling outdoors. The woman in the foreground is wearing glasses and a patterned top. The woman behind her is wearing a white t-shirt and a cap with sunglasses. They are standing in front of a city street with buildings and flags in the background.

*“If it wasn’t for Boyle Street Community Services,  
I wouldn’t be here.”*

*- Helen, client*

*“The staff are good to our people. They always  
listen and try to help as best they can.”*

*- Terence, client*

moving forward

# COMMUNITY CENTRE REDEVELOPMENT

2018/19 saw Boyle Street Community Services continue to look to the future to address the emerging need to redevelop the downtown Community Centre location. Advocacy for the project has continued both through dialogue with various levels of government and with potential private donors. This spring also saw us launch a public information campaign about the renovation of our downtown Community Centre building that included providing voters with an opportunity to voice their support for our redevelopment to their elected representatives. Over 500 constituents sent letters to their local candidates and the response from candidates was positive. We remain committed to seeing that this vital renovation gets done and will continue to advocate for its completion.



We are here to serve, support and empower people to take control of their lives and escape the cycle of poverty and homelessness.



## THE ISSUE

Our current community centre is overcapacity and in very bad physical condition due to age. This limits our ability to deliver services effectively.

### We need your support to build a new Community Centre so we can improve access to existing services!

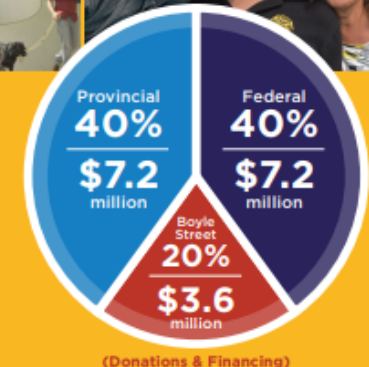
The Community Centre at Boyle Street a new way of making it possible to break the cycles of poverty, homelessness and ill health for people in Edmonton's inner city.

Our vision is to restore hope and realize potential – in the people we serve, the people who serve them and the broader community. **There must be opportunities for all** people to thrive, not simply survive. Our pledge is to help people achieve the best possible outcomes for themselves and their families by providing the supports and services they need – when, how and where they want them.



### Why this project matters to all Albertans:

- 1 Our community centre is a key access point for **vulnerable people from all corners of Alberta** who are experiencing poverty and homelessness.
- 2 Providing effective access to services saves **tax payer money**. Helping people lift themselves out of poverty reduces expenses on policing and healthcare.
- 3 The proposed building is designed to honour **indigenous culture** and provide the space we need to support our clients in their journey of healing. It also aligns with the overall vision and several of the 94 calls to action of the Truth and Reconciliation Commission.



(Donations & Financing)

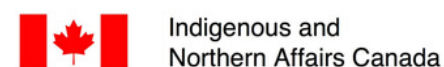
A modest provincial investment of \$7.2 million will help greatly improve access to services for some of Alberta's most vulnerable.



Visit [www.building4boyle.ca](http://www.building4boyle.ca) to voice your support for this important project, and to find out more information.

*thank you*

## OUR FUNDERS



**Pat & Diana  
Priestner**

**[INSIDE BACK COVER POCKET]**

*Client and Community Centre photos taken by  
Alexandra Day and Kaylee Cheladyn, unless stated otherwise.*