

# Boyle Street Community Services: Our Work

Founded in 1971, Boyle Street Community Services' story began when 12 people came together and decided that more needed to be done for those living on the margins in our city. 50 years later, and with over 450 staff members, Boyle Street Community Services remains steadfast in its resolve to see all who we work with are provided the opportunity to achieve their goals.

Each year, Boyle Street Community Services serves over 12,000 people across nine locations at risk of, or experiencing, homelessness. At the core of our work is a drive to build relationships with those that we serve – to provide a place where their challenges and stories can be heard with compassion and care. We meet people where they are on their journey and walk alongside them to provide guidance and support as they move toward healing.

**Mission: To  
End Chronic  
Homelessness**



## 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 road to homelessness and poverty is not uniform: some are born with the legacy of the residential school system; others experience trauma without adequate services to support them; and still others live with physical and mental health challenges. Regardless of their route, those experiencing homelessness face unimaginable barriers once they enter a cycle of poverty.

Just as the experience into poverty is not uniform, neither is the journey out of it. Our unique approach to addressing chronic homelessness is focused on the needs and desired path for each person, informed by best practice, and enabled by innovation, risk-taking and creativity.

## Supports and Services

Boyle Street Community Services provides over 40 programs and services in the City of Edmonton.

### Creating Family and Community Supports

- Finding and reuniting families
- Kinship Care placements
- Family visit facilitation
- Prenatal support and care
- Pregnancy support
- New parent support

### Building Holistic Resiliency

- Mental health
- Community gardening
- Health/Wellness programs and fairs
- Addiction support
- Access to art
- Art therapy

### Providing Purpose and Meaning

- Access to Elders and Knowledge Keepers
- Travel to rural communities
- Opportunities to participate in ceremony
- Traditional medicine and teachings
- Community and street outreach

### Finding Housing Supports

- Group-living care for kids and youth aged 2–22
- Diverse housing (bridge, transitional, identity-based)
- Housing retention

### Ensuring Lasting Success

- Follow-up support
- Financial services
- Social enterprise employment
- Managed alcohol program
- Supporting youth out of care

## By The Numbers:\*

- **7,036** unique visits to the downtown Community Centre
- **530** people housed and assisted to maintain housing
- **2,232** I.D. cards registered to our community
- **82,200** meals served to our community
- **80,390** litres of litter were removed through our Downtown Proud Social Enterprise
- **13,100** hours committed by 375 volunteers
- **4,835** contacts made by Street Outreach
- **219** employed in our social enterprises (90% of which are experiencing homelessness and poverty)
- **3000+** Bank Accounts

\*Annual Data

## Partnerships

Boyle Street Community Services is engaged in over 20 partnerships and collaborations with other providers in Edmonton to ensure positive outcomes for the people we serve.

Some examples of our partnerships across the sector:

- **C5 (Boyle Street, Bent Arrow Traditional Healing Society, Edmonton Mennonite Centre for Newcomers, Terra Centre, Norwood Child and Family Resource Centre)** – Provide community-based supports in NE Edmonton utilizing the strengths of all C5 agencies.
- **Edmonton Police Services** – Creation of the HELP (Human-Centred Engagement and Liaison Partnership) which matches community navigators with police officers to provide support to those that are chronically homeless.
- **Child and Family Services** – Providing services and supports for street-involved youth and for families to keep children with their parents or with kin.
- **Local hotels and other facilities** – Repurpose spaces to provide a dignified, safe way of protecting thousands of BSCS clients from COVID-19 and connect them to pathways out of homelessness.
- **ATB Financial** – Partnered to create Four Directions Financial, a financial institution specifically designed to support those we serve.