

SERVING THE HOMELESS IN DURHAM SINCE 1967

**2024 YEAR END ORGANIZATIONAL REPORT
PRESENTED BY: MELISSA JACK-MORRISON**



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EMERGENCY SHELTER PROGRAM

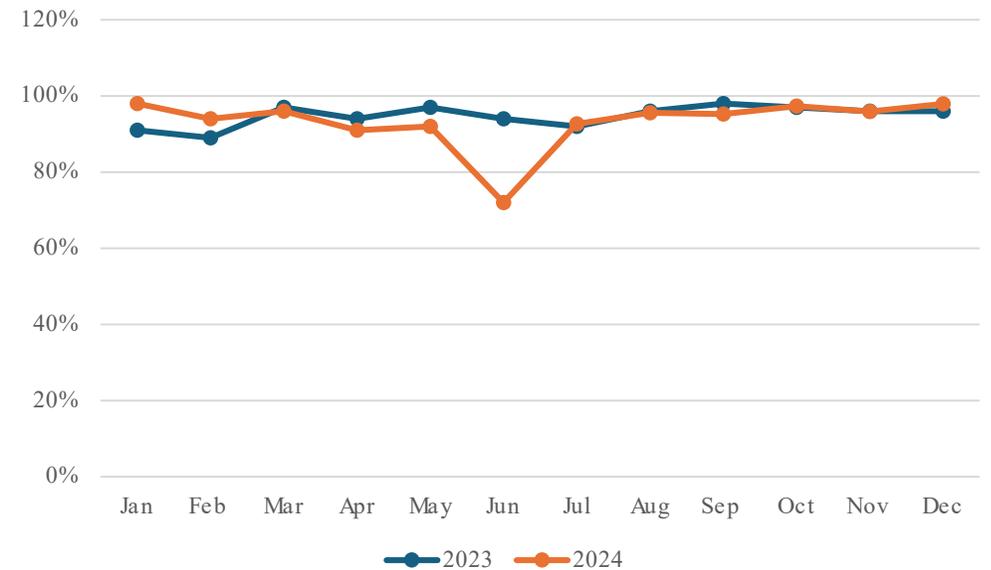
Year End Occupancy Rate: 92.48%

The Shelter Program supported : 655; 440 were 1st time shelter users

Contributing factors captured in 2024 around reason for Service are as follows:

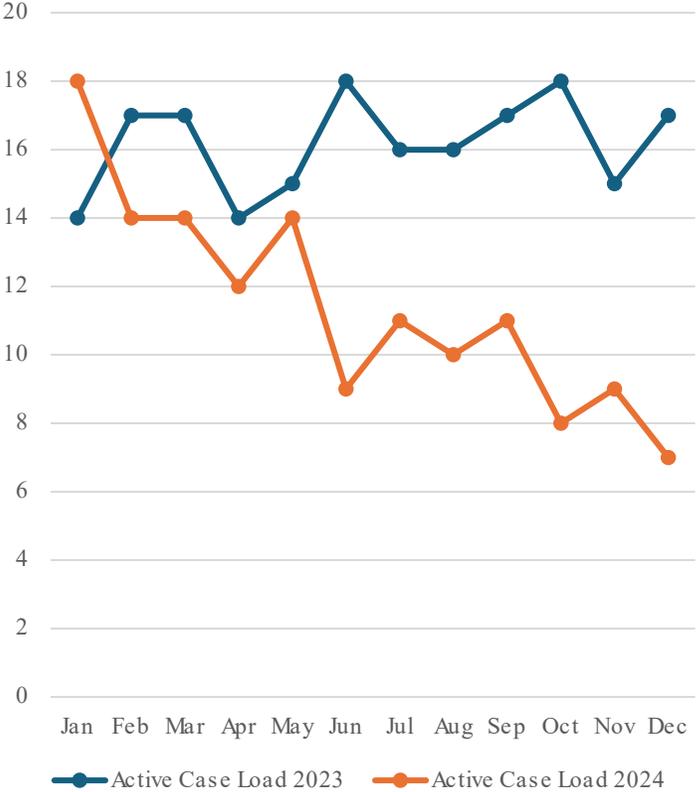
- * Family/ Relationship Breakdown/Lack of Family Support: 43.07%
- * Financial crisis: 39.17%
- * Mental Health: 35.28%
- * Lack of Affordable Housing: 32.60%
- * Substance use: 25.06%

MONTHLY SHELTER OCCUPANCY STATISTICS 2024



EMERGENCY FAMILY SHELTER AND SUPPORT PROGRAM

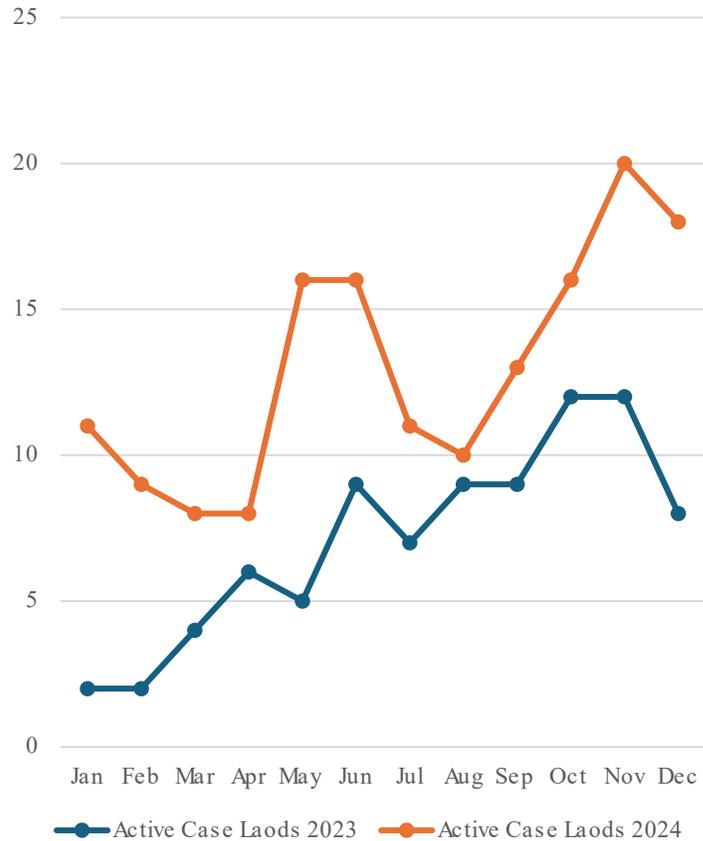
FAMILY MOTEL PROGRAM STATISTICS



- Average Family Motel Case Load for 2023: 16.16
- Average Family Motel Case Load for 2024: 11.41
- 20 Families housed in 2023
- 25 Families housed in 2024
- The family Motel program supported: 57 children in 2024
- The family Motel program supported: 82 children in 2023
- Average length of stay 87.3 days in 2023
- Average length of stay 89.6 days in 2024



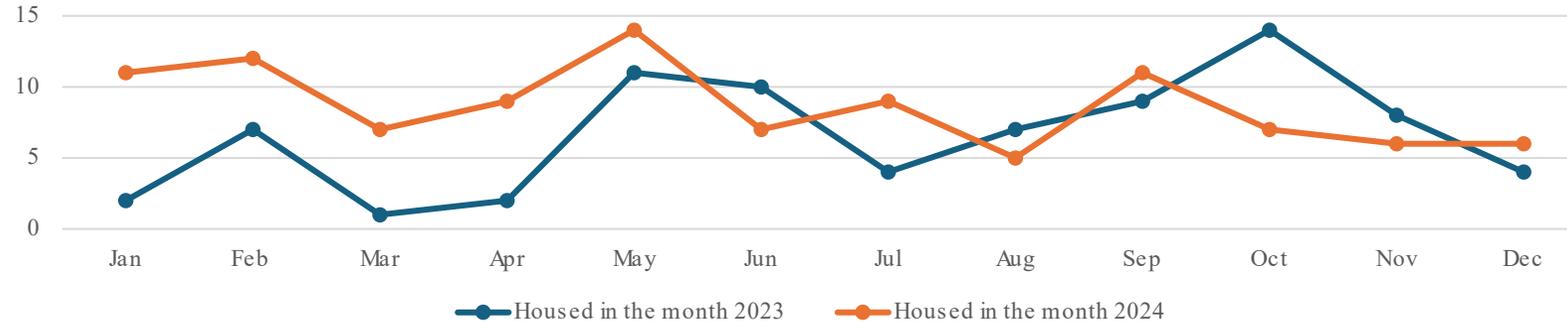
SENIOR MOTEL PROGRAM



EMERGENCY SENIOR SHELTER AND SUPPORT PROGRAM

- The Senior Motel Program intakes increased by 54.48%
- Average Case Load: 13 per month
- Average Length of stay: 93.45
- 15 Seniors were Housed

BRIDGES STREET OUTREACH 2024 STATISTICS



BRIDGES STREET OUTREACH PROGRAM

In 2024 the Bridges Street Outreach team supported 111 individuals to access various forms of housing, treatment and supportive housing.

Anecdotal evidence showed that approximately 15%-20% of individuals supported in 2024 required access to a supportive living environment that was beyond the scope of a traditional Transitional living environment due to their unique needs.

In 2024, 15 individuals accessed the Redemption House of Recovery (RHOR) Pre-Treatment program. 8 individuals accessed treatment and entered RHOR Post-Treatment house.

178 ATHOL STREET TRANSITIONAL PROGRAM

178 Athol St. Transitional Program Individuals who Returned to Homelessness 2024



This program is 1 year in duration and participants take part in daily programming i.e., Art Therapy, Fitness Friday, Motivational Mondays, Financial Literacy workshops, Creating healthy habits, General clean day, Access to a Psychologist and Addictions workshops every Friday afternoon.

This program has 24-hour staff support.

This program had 7 graduates; all graduates transitioned into permanent housing. 2 of these individuals secured employed.



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**178 ATHOL STREET
TRANSITIONAL PROGRAM
CONT'D**

This is a zine, that was created by participants at the 178 Athol Street Transitional Program during Art Therapy sessions in 2024. This artwork is displayed at our 121 Simcoe Street building.



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HOUSING FIRST PROGRAM

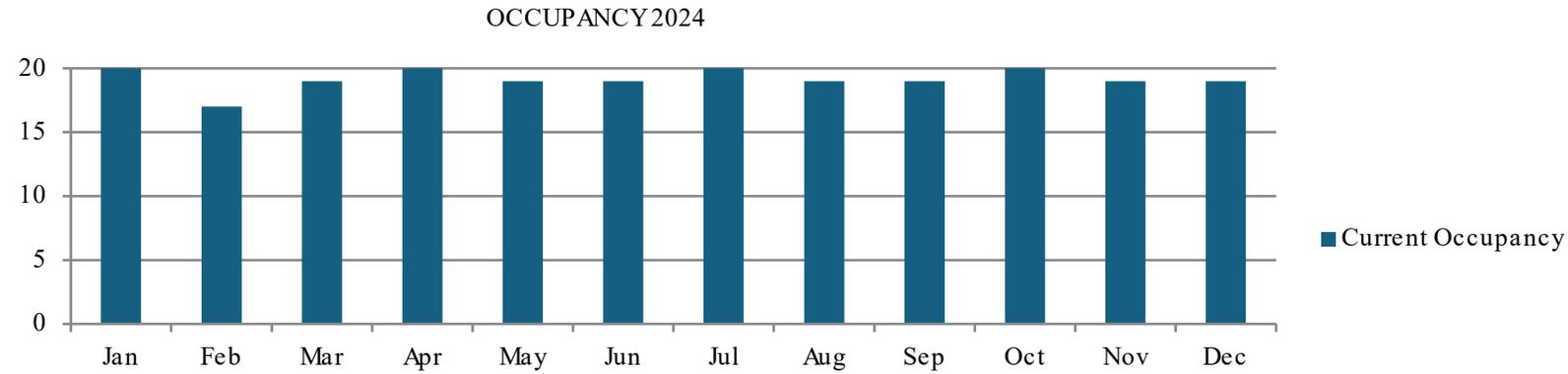


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Housing First return
to homelessness
rate remains below
5% 2024

Number of Home
visits conducted in
2024: 1065



COMMUNITY RESIDENTIAL FACILITY

- 26 residents graduated from the Community Residential Facility program
- 162 cases referred to Cornerstone's CRF program, 65 individuals were accepted
- Occupancy Rate for 2024: 96%

INTERNAL HOUSING PROGRAM



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Understanding that the organization supports the hard to house, there were 4 evictions in 2024. These four evictions ranged from extreme hoarding, drug trafficking, arrears and violence. These individuals were provided with referrals and support during their transition.

The Housing Support Team assists tenants with managing and maintaining their life skills.

These supports include but are not limited to:

- Financial Management
- Grocery Shopping Trips
- Monthly Tenant Meetings
- Recreational Activities
- Tenant Workshops
- Referrals to Community Supports



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INTERNAL HOUSING PROGRAM CONT'D

Location	0 to 1 Years	1 to 4 Years	5 to 9 Years	10 to 14 Years	15 to 19 Years	20 to 25 Years	25 + Years	# of tenants @ yr end	# of units full occupancy
133 Total	7	5	3	6	4	2	0	27	30
121 Total	1	2	2	0	0	0	0	5	5
454 Total	2	5	10	1	7	4	2	31	32
440 Total	6	16	0	0	0	0	0	22	21
Total for all Locations	16	28	15	7	11	6	2	85	88
Percentage	19%	33%	18%	8%	13%	7%	2%	97%	100%

Internally there are 88 units of housing and 97% of tenants remained housed in the year 2024.



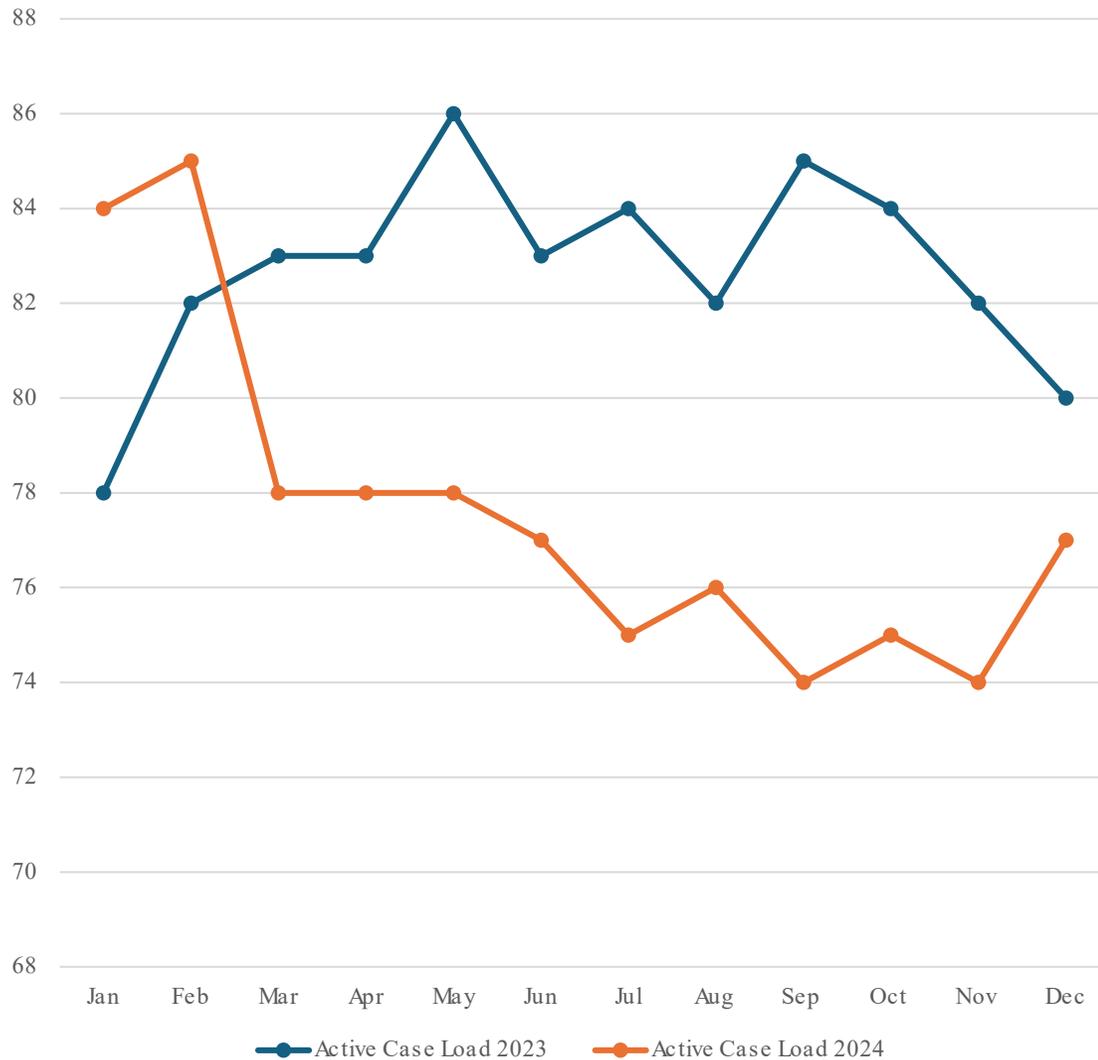
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COMMUNITY OUTREACH AFTERCARE PROGRAM

This team conducted:

- 658 Home Visits
- Participant Satisfaction Rating: 89%
- 3 Individuals were Rehoused
- 9 Preventions completed
- 0% return to Homelessness Rate
- 12 Community Recreational Outings
- 24 Workshops

COMMUNITY OUTREACH AFTERCARE PROGRAM





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HOUSING BENEFIT PROGRAM (ADMINISTERED THROUGH COMMUNITY OUTREACH PROGRAM)

- In 2024 there was a 100% success rate, individuals and families that received the portable housing benefits maintained their housing throughout 2024.
- The Community Aftercare team completes all the administration tasks associated with the portable housing benefits ensuring that annual income reviews are conducted, N1 notices are recalculated in accordance with RGI policies, and monthly subsidy amounts are provided to the landlord in a timely manner.



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The Community Kitchen Program held 24 classes with a total of 31 consistent participants. These cooking classes assist individuals to prepare meals with various food items including items that are provided by food banks.

COMMUNITY KITCHEN PROGRAM

The 178 Athol Street Transitional Program held 48 cooking classes. These classes are an integral part of the programming that equips individuals with the necessary skills for preparing healthy meals. The program participants acquired skills that are transferable upon graduation, these skills are also employable skills that are useful within the culinary sector.



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FOOD SERVICES PROGRAM

The kitchen program served and prepared 76,788 meals and 18,600 snacks within the shelter program in 2024. The programs that access these meals are the CRF (Community Residential Facility Program), Shelter Program and Transitional Tenants. All meals were served in accordance with Canada's Food Guide.



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ANNUAL COMMUNITY EVENTS



COMMUNITY BARBEQUE



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HOLIDAY BRUNCH

THANK YOU

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