Founded in 1970, E4C is a charitable human services organization providing a range of services to Edmontonians in need. What started as a cooperative effort between four city centre churches has grown into a diverse organization that works to achieve effective and collaborative efforts in response to social needs and emergent issues within our community.

E4C exists to limit, alleviate and ultimately eliminate poverty. In our vision, E4C is an active, supportive and empowering presence in a time of individual, family and community need. We create opportunities for people to become self-supporting and lead in the growth of inclusive, caring communities. Dedicated to program and service excellence, we place high priority on developing collaborative partnerships, incorporating inclusive transparent operations, promoting public awareness and building broad community support.

In more than 40 years, E4C’s services have grown to over 20 programs, operating in four quadrants of the city and having an impact on over 10,000 people every year. Through the expression of E4C’s values – courage, compassion, connection, commitment – our programs and services address the fundamental causes of vulnerability for children, youth, families, individuals and communities.

We focus our current work in four areas: food security, housing and shelter, education and skill development, and community and connection. The following pages will describe how E4C supports an individual’s journey through our four focus areas.
E4C experienced significant change in 2012. In September, our Chief Executive Officer Michael Farris departed E4C after seven-and-a-half years. Our Chief Operating Officer Kourch Chan stepped in to be interim CEO. In the process, he is testing his seemingly endless energy reserves. Such change often challenges an organization both inside and out. It is a testament to the senior and agency leaders and the 250 plus full- and part-time staff that our programs continue to be delivered seamlessly and with the standard of excellence that has come to define this diverse organization.

As a preamble to recruiting our new CEO, the Board engaged a consultant to conduct an organizational review of E4C. We received frank feedback and clear recommendations which we believe will position us well over the ensuing years. Of note, we heard that a high degree of cohesiveness exists within the organization. That fills me with optimism. Now, more than ever, the ability to engage in effective collaboration with donors, stakeholders and volunteers will be of utmost importance. An organization which is not cohesive internally cannot engage in the effective collaboration needed to affect our community.

So, while change can bring challenges, it can also be energizing and invigorating. This past year, E4C became the managing partner of Inner City Youth Housing Project (ICYHP), a joint venture with the Bissell Centre and Boyle Street Community Services. This change has provided E4C with the opportunity to critically assess this valuable program, which provides some 20 high risk youth with both shelter and stability. It also allowed E4C to reaffirm and rejuvenate our relationship with our partners in our venture.

Speaking of renewal and rejuvenation, several years ago, E4C amended its bylaws to allow for membership of other faith communities. We are committed to moving forward in this regard. We have realized, however, that we must first take steps to reaffirm and renew our relationships with our existing member churches. While we have strong participation on our Board, much can and should be done to enhance lines of communication and create meaningful opportunities for engagement.

It is an exciting time to be part of E4C and many good things are in store for 2013.

- Dawn Pentelechuk
An example of empowering food security in children is E4C’s Young Chefs program. The program provides opportunities for children to develop skills in meal preparation, food safety, kitchen clean-up and team work. The children also enjoy eating the snacks and meals they have prepared. Two teachers, Wayne and Linda, from the grade 5 classroom at St. Francis of Assisi School, discuss the impact of the program.

“The Young Chefs program opens students’ eyes to better choices,” states Linda, educational assistant for the grade 5 class. Volunteer facilitators from the nutrition program at the University of Alberta work to set weekly outcomes for the students. Some of the outcomes include: following a recipe, using knives safely and using the stovetop and oven. What the students learn goes home with them. The food is eaten on site, but recipes are shared at home, as well as new tips the students have learned on safety around the kitchen.

Learning the skill of cooking is a basic life skill. Linda
People living in poverty are more likely to experience food insecurity due to their lack of access to sufficient and nutritious food. E4C increases food security by providing essential support, such as supplying three meals a day in our emergency shelter, providing children with a nutritious lunch or snack at school and building knowledge and skills around food access and nutrition.

Describes, “Lots of the kids don’t have snacks when they get home from school, nor dinner. So this is huge for them.” Upon touring the kitchen at St. Francis of Assisi, Linda reflects, “Sometimes I think of this school as more of a school of life skills, rather than an elementary curriculum.”

Cooking together reinforces habits of kindness and respect. During the sessions, the students are taught to rely on teamwork in the kitchen. They work together regardless of gender, culture or friendships outside the classroom. They rotate roles around the kitchen and quickly learn the pros of working as a team. They realize that if they share the responsibility, they are efficient and the dish is ready faster. “They learn about the role of sequence in cooking,” states Wayne, the grade 5 teacher.

Learning these skills in elementary school resonates with the kids throughout their lifetime. Wayne explains, “Some students wouldn’t get this exposure until Home Economics classes in high school, if they choose to take it. In Young Chefs, they start in grade 4 and continue until grade 6. These three years of learning will resonate. They’ll think about their experience when they’re getting their first apartment or buying groceries with their first paycheque.”

Dear Young Chefs,
I am really glad you guys taught me how to cook. It gave me time to think what I wanted to make my mom for Mother’s Day. I’m going to make her potato pancakes with French toast. I think my mom will really like it. Young Chefs gave me time to try new food. I really liked when we make weird things. Then we got to try them. My grandma liked the recipe with all of the vegetables. My grandma can’t eat meat. I wish you could teach us all year long. Then we could keep on trying new food. Thank you Teresa, Candace and Arlene.

Love Victoria

16 groups of students in the Young Chefs program learned to make 1136 MEALS
“She (Eliviah) broke me. She broke my bad habits. All the bad I had was suddenly gone. She’s like me in a bundle. And I have to protect her.”

Jaimie
Having a home is essential to a person’s wellness and quality of life. E4C provides a range of housing services such as emergency shelter, interim housing, affordable housing, permanent supportive housing and supports to get permanent housing and staying housed.

E4C’s Crossroads Outreach offers support to homeless and sexually exploited women. Through partnership with the Housing First initiative, Crossroads Downtown offers interim housing to women who have multiple barriers that hinder their chances of obtaining permanent housing. Jaimie shares the story of her journey from homelessness to shelter, respite and hope.

Jaimie had known Hannah Cully, Crossroads Outreach Team Leader, for five years. The consistency of their relationship had resulted in trust. So, when Hannah visited the storage closet Jaimie was living in, Jaimie accepted Hannah’s invitation to move into Crossroads Downtown.

It was in a tough time in Jaimie’s life. She was dealing with trauma, addictions and mental health issues, and she was pregnant. Jaimie was a tough personality and had uncontrollable anger. Knowing that, the staff at Crossroads Downtown made a conscious effort to work with Jaimie’s personality instead of against it. If Jaimie was having a bad day, they would leave her be. The space they gave her was the support she needed.

The staff watched her change little by little. She steadily gained respect for the staff. As her respect grew, so did the consciousness of her actions. She developed skills to manage her anger, she regained trust and she found stability. She became more patient, polite and respectful. She started to connect with family members, spending more time talking with them and helping them, rather than blaming them for the past.

Jaimie lived at Crossroads Downtown for five months, staying there until almost the end of her pregnancy. She moved out into an apartment two weeks before she had her beautiful baby girl. The staff at the hospital worked with Jaimie so she was able to bring her baby to her new home after being released from the hospital. She became clean, and five months later, she is still in her apartment with her baby daughter. Eliviah is Jaimie’s third child. Jaimie describes her bond with Eliviah as something different. Through the skills she learned and the bond she has with her baby, Jaimie says, “She broke me. She broke my bad habits. All the bad I had was suddenly gone. She’s like me in a bundle. And I have to protect her.”

Reflecting on Jaimie’s journey, Crossroads Downtown Manager, Catia Lima concludes, “How many times in our lives have we felt lost and alone and feel that nobody cares? We are thankful that we can provide hope, support and compassion for women going through a truly difficult time in life. And through that, we help them to succeed.”

19 women moved from Crossroads Downtown into permanent housing
“If it wasn’t for Clareview Head Start, my kids wouldn’t be progressing as they are. For everything they’ve been given, it is worthwhile for me to give back what I can.”

Susan
Education presents one of the pathways out of poverty. E4C works across the lifespan to help people develop their potential: providing children with an early advantage to be successful in school, assisting youth to overcome training and employment barriers and working with vulnerable persons to develop life skills and make positive life changes.

E4C’s Clareview Head Start (CHS) is a comprehensive preschool and family support program for families with low incomes. Each child attends the program for four half days per week. A team of professionals, including teachers, key workers, family support workers, speech pathologists, occupational therapists, and other health professionals, work with the child and family to enhance growth and development. Parents are involved in setting goals for themselves and their child over the course of a year. Susan shares her story of how she and her children benefitted from their participation with this program.

Susan’s son, Joseph, started going to CHS in September. Joseph had moderate delays in his fine motor skill development, and Susan was concerned about him entering kindergarten the following year. Through his experience at Clareview Head Start, Joseph made remarkable progress and he is now confident in his fine motor abilities. Joseph has been a quiet and shy child, and through CHS, Susan is learning about his personality and his learning style. She is better able to understand how he processes information, and, therefore, better equipped to communicate with him at home.

CHS became an even larger part of Susan’s weekly routine when she joined the Parent Group and her daughter became enrolled in Early Head Start. Her daughter, McKenna, is two years old and has improved in her speaking and social skills. McKenna now understands about sharing her possessions, and she has developed an appreciation of crafts. Her speech skills have improved so much that she knows all the words to songs during circle time. As an added bonus, when the clean-up song is sung around her home, she starts cleaning up without a fuss!

Clareview Head Start staff describes Susan as a role model for fellow parent participants, through her actions and how she parents her children. Susan has volunteered to be the secretary on the Parent Advisory Committee and she is “counting pennies” to fundraise for CHS’ new playground. Susan says, “If it wasn’t for this program, my kids wouldn’t be progressing as they are. For everything they’ve been given, it is worthwhile for me to give back what I can.”

When thinking ahead five years down the road, Susan sees her kids succeeding in school. She suspects that her son would have been lost and in the principal’s office if not for interventions at CHS. Education is important to all generations of her family, and she’s happy that her kids are learning the value of it early and that they are excited to get on the school bus each day.
Community can be formed within many of our programs. This year, we received a letter from a Meadow’s Place resident that sums up how this formation takes place. E4C’s Meadow’s Place is a permanent supportive housing program for 19 adult males with varying types of mental illness. The program aims to support people with mental illness achieve and maintain their highest level of personal growth, well-being and independence within the community, with the least amount of intrusion.
Healthy communities come from healthy relationships between community members. E4C works to grow community capacity through supporting people’s participation within their community, grassroots community projects and collaborative ventures with other community organizations.

“Well, another year has passed at Meadow’s Lodge and I have to say that this year finds me in better mental health than a few years before. I first came to Meadow’s in 2001, when I was 29, and moved in right on New Year’s Eve. Despite being a newcomer, I was invited to the New Year’s celebration. It was great to feel welcome. It seemed everything my former place lacked, my new place had. I was put into a comfortable room in a large house. I was made welcome by three roommates and others from the other houses.

“As anyone can imagine, being in the hospital for six months takes a lot out of a person. Meadow’s gave me the chance to start slowly and build my life back up. If I were to summarize in one word what Meadow’s means to me, I would say ‘community’. When I am here, people don’t judge me or say I have something wrong with me. They have issues of their own to deal with, and they understand that I do too. If I need some time and space to do my writing, I can always find a quiet area. If I have mental health issues, I talk to the staff. I also get my medication with far more regularity and dependability. The staff and residents seem to all work together for mutual benefit.

So, what have I accomplished in 11 years since I first came here? I have been able to put together and complete four books. I have written newspaper articles that have put my name in national and international circles. I have taken guitar lessons, art classes, acted as a board member for Boyle-McCauley News, and I’ve had a chance to play sports and keep myself in shape. How could one ask for more?”

-- Leif

The shortfall for permanent supportive housing in Edmonton is 2100.

- Edmonton Area Community Plan on Housing and Supports: 2011-2015
“By making those first few glides, that’s a moment the kids will remember forever. That feeling. That initial feeling of… I can do it! That’s a feeling they’ll take with them when they apply for school and try for jobs. It’ll be built into them.”
Every December at E4C, our program managers gather and share their highlights of the year. Stories range from letters from students to stories about women whom they have worked and grown with. This year, Dan Glugosh, Our Place Manager, brought his Queen Elizabeth II Diamond Jubilee medal for all to see. The medal symbolizes 10 years of growth; it encapsulates the story of McCauley rink and Dan’s dedication to the seeing it through.

McCauley rink, located on 96th street (Church Street), has the downtown skyline framing the sideboards. However, the rink was once littered with mattresses and needles, and is still next to a liquor store.

A number of years ago, Dan Glugosh had worked for McCauley Apartments, another E4C program. Part of his job was to build community for the residents of McCauley Apartments and to contribute to McCauley community development. Dan started offering weekly programs at the rink. It became a regular part of his job, but eventually became a part of his life as a community member and father. Dan began volunteering outside of work and although he does not manage McCauley Apartments any more, he still volunteers at the rink every day in the winter.

Each winter night, an average of 30 kids come to the rink. Due to the demographics of the neighbourhood, a lot of the kids have not skated before. Many Canadians can recall the feeling of skating on fresh ice, the sounds of blades carving out movements. “When a kid learns to do this in their neighbourhood,” Dan describes, “it is a confidence builder. By making those first few glides, that’s a moment the kids will remember forever. That initial feeling of ... I can do it! That’s a feeling they’ll take with them when they apply for school and try for jobs. It’ll be built into them.”

On Family Day, there was a skating party that saw 300 people come to the rink. Dan’s two boys are often there with him, as pictured in the photo. It is down the street from their home, and residents of all neighbourhoods are welcome. “On Family Day, when my kids get a call from their south side friends asking if they can spend Family Day at McCauley, I’m proud of that. Because it wasn’t long ago that people were scared to come here. I’m proud of the rink. It’s a part of the community, and we invite anyone down.”

Dan has been with E4C for 15 years. The legacy of his work is his dedication. Sheer commitment to a project translates to a value system that is shared on the ice and taken into the futures by community members.
IN 2012

15,914
Total number of people who benefited from E4C's programs and services

FOOD SECURITY

Over 1,598,967 Meals served
95% of children in the School Lunch Program increased their attention span in the classroom

HOUSING AND SHELTER

Over 1,252 individuals were housed through permanent supportive, affordable, interim housing and shelters
63 women in Elizabeth House successfully transitioned into independent housing

123 E4C SERVICE SITES

NORTHWEST

CENTRE

WEST

SOUTHWEST

SITES SURROUNDING EDMONTON
Total number of people who benefited from E4C’s programs and services: 15,914

Classes Taught: Over 486

81% of youth maintained work or school after completing the Kids in the Hall Bistro program.

Tax Returns: Over 4422

Completed by Make Tax Time Pay and $1,749,000 returned to low-income families.

7,598 contacts were made through Crossroads Outreach such as home visits, supported referrals and outreach.

Programs and Services

Educational and Skill Development:
- Over 486 Classes Taught
- 81% of youth maintained work or school after completing the Kids in the Hall Bistro program

Community and Connection:
- Over 4422 Tax Returns
- Completed by Make Tax Time Pay and $1,749,000 returned to low-income families
- 7,598 contacts were made through Crossroads Outreach such as home visits, supported referrals and outreach

Programs and Services
Keith (PJ) Duggan has been involved with E4C for over two decades. He first encountered E4C through his policing career. He was introducing an alternative model of policing to the inner city and changing the attitudes towards prostitution. His goal for his officers was not to issue charges, but to get eight women off the street, to give them other opportunities, to connect them to other lifestyles. When he became aware of E4C’s emerging Crossroads program, it was a natural fit. A relationship was formed between the manager and through the partnership of the police force and E4C. Materials, such as “the bad date sheet” were developed. The bad date sheet (now called the Safety on the Streets sheet) is still used today to track reports of violence and is distributed to women on the streets through Crossroads Outreach.

Because of PJ’s involvement and experience with E4C, he was elected to the E4C Board of Directors thirteen years ago. The highlights of his tenure were seeing the organization develop many needed programs. He saw his police work and his board work become intertwined, working towards the outcomes that the community needed. He says, “It’s an extension of my work in policing, of including police in the community. Both police and E4C personnel were committed to good work in support of people in need.”

What kept PJ at E4C for so long was our staff, as PJ recalled E4C’s recent organizational review by an external consultant. “Those consultants have worked with 550 organizations. And out of that 550, they told us that they have not seen more dedicated staff with a better attitude towards themselves and to the organization they work with.”

Through the dedicated work of the staff, PJ says, “The greatest successes are the new generation of our inner city. We are changing all of this, all of these situations, and setting the structure up for them.” E4C gratefully appreciates the long-time dedication of a board member like PJ and the hundreds of other volunteers who give of themselves and their time in the service of our community.
Volunteers are an essential part of the work we do at E4C. Volunteers demonstrate courage, compassion, connection and commitment in their service to change lives and grow community.

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<tr>
<th>Program</th>
<th>Volunteer Hours</th>
<th>Volunteers</th>
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E4C is a registered non-profit charitable organization with an independent Board of Directors. Six member churches form the partnership at the core of E4C:

All Saints Anglican Cathedral  
Augustana Lutheran Church  
Christ Anglican  
First Baptist Church  
McDougall United Church  
St. Joseph’s Basilica

Pictured above:  
*Back row:* Roger Thomson (Treasurer), Orest Myroon, Patricia Bounds, Claire Redpath, Peter Prinsen, Edward (Ted) Hill, (Secretary), Keith PJ Duggan  
*Middle row:* John Cotton (Vice President), Jan Pierzchajlo, Sharon Schnell, Bonnie Tejada, Bob Hiew, Jeff Grobman  
*Seated:* Dawn Pentelechuk (President), Tara Graham  
*Missing:* Marney Mustard and Ross Lizotte (Honorary lifetime member)
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E4C programs and services are funded in part by:

**Government of Canada**
- Canada Mortgage and Housing Corporation
- Human Resources and Skills Development Canada
- Public Health Agency of Canada

**Government of Alberta**
- Alberta Advanced Education and Technology
- Alberta Culture
- Alberta Education
- Alberta Health Services
- Alberta Human Services
- Alberta Justice
- Alberta Municipal Affairs

**City of Edmonton**
- Family and Community Support Services

**Metis Nation of Alberta**
- Rupertsland Institute

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- Capital Region Housing Corporation
- Edmonton and Area Child and Family Services Region 6
- Homeward Trust Edmonton
- United Way of Alberta Capital Region

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Edmonton International Airport (EIA)
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Local No. 37
Edmonton Regional Institute of Public
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Emmaus Evangelical Lutheran Church
Encantos Skin Care Inc
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Council
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Projeny Inc
Purple Dirt Productions
Railway Veterans’ Organization
REACH Edmonton
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Risen Lord Lutheran Church
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Northeast- District 5370 Charitable Foundation
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Royal LePage Shelter Foundation
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St. Christopher Council # 4788
St. David’s Welsh Male Voice Choir Edmonton
St. John’s Lutheran Church
(Ardrossan)
St. Joseph Assembly Fourth Degree, Knights of Columbus
St. Joseph’s Roman Catholic Basilica
St. Luke’s Anglican Church
St. Mary’s United Church Women’s League Ladies, a branch of St. George’s Parish
St. Matthias Anglican Church
St. Paul’s Evangelical Lutheran Church
Ladies Aid
St. Paul’s Women’s Group
St. Peter’s Columbus Club
St. Stephen’s Anglican Church
St. Thomas More Church Catholic Women’s League
Steele Heights Baptist Church
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The Melting Pot
The Mustard Seed Edmonton
The Muttart Foundation
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The Royal Canadian Legion Edmonton Ex-Service Women’s Branch #215
The Stollery Charitable Foundation
Titan Supply LP
Trinity Christian Reformed Church
Trinity Global Support Foundation
Show Kids you Care
Trinity United Church Women
U-B Unique Boutique Ltd.
Ukrainian Catholic Women’s Club of Holy Cross Parish
Union 52 Benevolent Society
United Church Women Beverly United Way of Calgary and Area
United Way of Greater Toronto
United Way of York Region
Unity Church of Edmonton
Ursulines of Jesus
Vicky’s Homes
VITERRA Inc
Waste Management of Canada
Wellington Garden Centre
Werosta Property Management Inc
Wesclean Equipment and Cleaning Supplies Ltd
West Area Social Committee
West Jet
Williams Engineering
XL Furniture
Zaheerali Lakhani Professional Corp

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Lindsay Kelly
Ruth Kelly
Annette Kennedy
Reta Kennedy
Therezinha Kennedy
Marilyn and Gary Kerr
Thank you for your generous support.
## E4C Statement of Operations

*Year Ended December 31, 2012*

<table>
<thead>
<tr>
<th></th>
<th>Unrestricted</th>
<th>Restricted</th>
<th>Invested in Capital Assets</th>
<th>Total 2012</th>
<th>Total 2011</th>
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<tbody>
<tr>
<td><strong>REVENUES</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contract income</td>
<td>$ -</td>
<td>$8,788,851</td>
<td>$ -</td>
<td>$8,788,851</td>
<td>$8,881,107</td>
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<tr>
<td>Donations and grants</td>
<td>145,996</td>
<td>2,277,646</td>
<td>53,600</td>
<td>2,477,242</td>
<td>2,743,591</td>
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<tr>
<td>Bistro operations</td>
<td>-</td>
<td>243,916</td>
<td>-</td>
<td>243,916</td>
<td>284,040</td>
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<tr>
<td>Rents and client fees</td>
<td>-</td>
<td>883,696</td>
<td>-</td>
<td>883,696</td>
<td>867,011</td>
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<tr>
<td>Other</td>
<td>94,019</td>
<td>55,381</td>
<td>-</td>
<td>149,400</td>
<td>150,857</td>
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<tr>
<td>Member contributions</td>
<td>28,374</td>
<td>-</td>
<td>-</td>
<td>28,374</td>
<td>44,384</td>
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<tr>
<td>Interest</td>
<td>7,542</td>
<td>11,499</td>
<td>-</td>
<td>19,041</td>
<td>17,616</td>
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<tr>
<td><strong>Total</strong></td>
<td>275,931</td>
<td>12,260,989</td>
<td>53,600</td>
<td>12,590,520</td>
<td>12,988,606</td>
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<tr>
<td><strong>EXPENDITURES</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Wages and benefits</td>
<td>1,285,452</td>
<td>6,197,549</td>
<td>-</td>
<td>7,483,001</td>
<td>7,306,561</td>
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<tr>
<td>Client and other</td>
<td>668,903</td>
<td>2,242,650</td>
<td>-</td>
<td>2,911,553</td>
<td>3,000,828</td>
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<tr>
<td>Contracted supplies</td>
<td>-</td>
<td>868,092</td>
<td>-</td>
<td>868,092</td>
<td>869,187</td>
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<tr>
<td>Amortization of capital assets</td>
<td>-</td>
<td>-</td>
<td>418,931</td>
<td>418,931</td>
<td>453,321</td>
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<tr>
<td>Administration fees and recovery</td>
<td>(1,788,648)</td>
<td>1,788,648</td>
<td>-</td>
<td>-</td>
<td>-</td>
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<tr>
<td><strong>Total</strong></td>
<td>227,888</td>
<td>12,119,618</td>
<td>418,931</td>
<td>12,766,437</td>
<td>12,736,412</td>
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<tr>
<td>Inner City Youth Housing Project</td>
<td>-</td>
<td>30,342</td>
<td>-</td>
<td>30,342</td>
<td>4,707</td>
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<tr>
<td><strong>(Deficiency) excess of revenues over expenditures</strong></td>
<td>$48,043</td>
<td>$171,713</td>
<td>$(365,331)</td>
<td>$(145,575)</td>
<td>$256,901</td>
</tr>
</tbody>
</table>
PROGRAMS AND SERVICES

Affordable Housing
ArtStart
Clareview Head Start
Community Garden
Crossroads Downtown
Crossroads House
Crossroads Outreach
Early Head Start
Elizabeth House
Financial Management Hub
Housing Works
Intensive Case Management Team
Kids in the Hall Bistro
Make Tax Time Pay
McCauley Apartments
Meadow’s Place
Northeast Community Program
Our Place
School Lunch & Snack
Summer Snack
Women’s Emergency Accommodation Centre (WEAC)
Young Chefs

Joint Ventures and Partnerships:
Inner City Youth Housing Project
Mosaic Centre
Night Safety Centre

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Edmonton AB T5H 3T7
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Fax: 780.425.5911
E-mail: info@e4calberta.org

www.e4calberta.org
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Twitter @E4CAAlberta

Charitable Registration Number
13155-8140-RR0001