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Treaty Acknowledgement

e4c acknowledges that we are on Treaty 6 territory, the ancestral and traditional lands of the Nêhiyawak (Cree), Dene, Niitsitapi (Blackfoot), Anishinaabe, (Salteaux) Isga Nadoka (Stoney Nakoda), and Métis peoples. We acknowledge and celebrate the many First Nations, Inuit, and Métis peoples whose footsteps have marked these lands for generations, and whose histories, languages, and cultures continue to influence our work. and our communities.

"We're always looking out for our neighbors – I'll help you any way I can"

James Renner, e4c Intensive Case Management client

Mission & Vision

Our vision is the elimination of poverty. We are committed to working towards this vision together with interest groups, faith communities, service organizations, funders, businesses, government, and the community at large.

Our mission is to change lives and grow communities.

- To be a supportive and empowering presence in times of individual, family and community need;
- To create opportunities for people to become self-supporting, and to lead in the growth of inclusive and caring communities;
- To be dedicated to program and service excellence, and to place high priority on collaborative partnerships, inclusive transparent operations, promoting public awareness and building broad community support; and
- To be responsive to emergent needs, and to continuously seek new and creative opportunities to improve and develop services in our areas of expertise.

2019 In Review



\$11.6 million in credits & benefits were received after filing taxes through MTTP.

\$1.77 million received in donations and grants.



580 women experiencing homelessness were sheltered at WEAC.

Housed **240** children and families experiencing homelessness.

20 new Permanent Supportive Housing Units opened at Elizabeth House Lodge to support people with complex mental health and addictions.





75 people completed peer-led courses to support their recovery or wellness.

160 youth attained 1,320 high school credits.



7300 students received a meal or snack each school day.



15,000 persons received programming or services from e4c.



Message from the Board Chair and CEO

In 2019, e4c focused on continuing our work to change lives and grow communities. In this report, you'll read about milestones like becoming the new coordinator of the Wellness Network, continuing our work to build collaborative relationships with our community, and relying on those with lived experience to guide our work.

You'll read about the opening of Elizabeth House Lodge, where we welcomed 20 residents with complex mental health and addictions challenges. These residents are diverse, bringing artistic, culinary, and musical talents to the cultural landscape of our programs and services.

2019 welcomed two milestone events – the refreshed Hallway Café Gala, presented by Imperial Equities, and the WEAC Tea, presented by Marc de la Bruyere and Anne McLellan. The Hallway Café Gala was an intimate affair held in early spring at City Hall. Guests were transported through a prestigious silent auction while sipping cocktails, and into the dining room, where they heard moving stories from the Hallway Café's youth, and enjoyed a three course meal prepared by Chef Brian McBride and the Hallway's youth participants. Thanks to the guests, the evening raised over \$114,000. You'll read about the WEAC tea, which brings together like-minded individuals, raising over \$112,000 to continue to support our vision of a transformed WEAC, and to meet the womxn we serve where they are at. Guests heard from Dr. Ade Sapara, Lead Psychiatrist for the Inner City Transition Team, sharing the impact and importance of shelters like WEAC, and the need for continued support. Dollars raised at this event go towards operational needs like food, mattresses, furniture, and items that provide a touch of home .

Our journey towards fostering sustainable livelihoods for the people we support focuses on empowering each person to make their own decisions regarding choices that impact their lives, and celebrating their individual and collective strengths, rather than focusing on their deficits. Our culture and approach to support is built on the four pillars of compassion, courage, connection, and commitment, and interwoven in the very fabric of our organization. This report will take you on a journey of successes – not that of the organization, but of those that we walk alongside. It is through our collective impact that we continue to learn, adapt, and grow.

Patricia Bounds Board Chair Barb Spencer e4c CEO

Highlights

January

First resident moves into Elizabeth House, a 20-bed **Permanent Supportive** Housing lodge.

February

Received \$7300 from the Royal Alexandra Hospital Foundation to support the womxn at WEAC.

March

e4c's Make Tax Time Pay clinics opens for filing 3,923 returns, resulting in over 11.6 million awarded in refunds and credits. (Note: e4c took over the Make Tax Time Pay clinics from Vibrant Communities in 2009).

April

Inner Ways presents the inaugural Art from the Heart showcase, celebrating upcoming local artists and makers in Edmonton's inner city!

May

Celebrated 859 e4c volunteers during National Volunteer Week, and a celebratory "Sundaes on a Sunday" event, recognizing their dedication to our organization & community.

June

e4c celebrates 20 years with the McCauley Clean Up! This event brings together over 50 volunteers in a single day to remove garbage and debris from the McCauley neighborhood, and improve safety within the surrounding communities.

July

Volunteers from e4c programs and services participate in a fundraising initiative with Taste of Edmonton, raising money for Youth Housing's summer recreation program.

August

The Summer Snack program fed 570 students across 7 camps, offering drop-in ArtStart programming.

September

The Wellness Network Learning Community relaunched on September 23, in partnership with Alberta Health Services and Prosper Place, building off of the strength of the previous network, and bringing wellness course offerings to the Edmonton community, co-created and co-facilitated by those with lived experience.

October

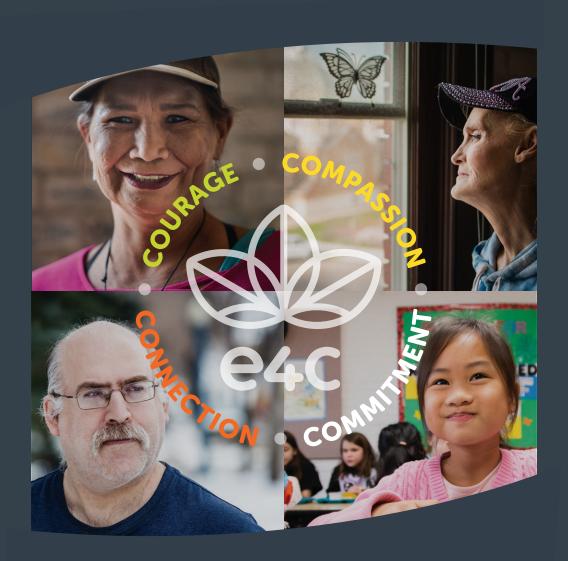
7.300 students in 41 schools received a healthy lunch/snack thanks to the School Nutrition program.

November

\$12,461 raised through the inaugural Giving Tuesday campaign in support of the School Nutrition Program.

December

Over 64 holiday care packages are delivered to the womxn spending the holiday season within WFAC



These Core Values are embedded in everything we do – from our philosophy of practice, to our recognition of the strengths of the people we walk alongside. Each person who walks through our doors seeking shelter, housing, financial empowerment, education, wellness, or food security demonstrates resiliency, and embodiement of these values.



Courage: It Begins with the First Step

It's hard to truly describe the impact of Diversion Services unless it's shared through an experience. In December 2019, a young mother of three arrived at Alex Taylor School. Amy* was a refugee with three young children, who had come to Canada via Ontario, escaping persecution in her home country.

With a language barrier, navigating supports upon arrival in Edmonton was difficult, and Amy ended up sleeping rough in coffee shops downtown with her children. A concerned citizen directed her to e4c, where she had her first interaction with Dorothy, Diversion Services Support. "I am so happy," Amy recalled when she first met with Dorothy. Dorothy provided translation services, advocacy, and helped Amy to navigate income support streams, as well as connected her to e4c's affordable housing.

Dorothy was also able to provide Amy with clothing donations like sweaters, warm jackets, boots, and scarves, essential necessities for navigating the cold Edmonton winters. "So many people come with more issues than just homelessness. We need to dig deeper. There are often underlying issues like addictions, or language barriers, or mental health," shares Dorothy. "You really can't focus on just one thing. It has to be a holistic approach." For Amy, the ability to move into affordable housing means more than a home. It means her children could enrol in school, that her family could spend their first holiday season in Canada safe, and with hope for what's to come.

Diversion Services

- 1. Person seeking supports arrives at e4c
- Person works with Diversion/ Homeless Supports to identify needs
- 3. Diversion works with person to identify income streams/ benefits, advocates for housing or additional community based resources.
- 4. Person is connected to other e4c programs or community services: like financial empowerment programming, community resources for food security.
- 5. Person transitions successfully into housing



James "Jim" Renner

"I want to live forever if I can, especially lately now that I have a home."

A Toronto Maple Leafs prospect in the late 80s, James experienced the highs and lows in life. "Guys like Lindy Ruff [the Dallas Stars coach], they send me Christmas cards. Check in on me. Hockey is a community." Playing elite hockey from a young age, followed by a career in commercial fishery caused James to experience significant injury to his knees, along with chest pains.

"The doctors sent me up to Edmonton from Taber around 2000. They said, 'we don't know enough about what you've got." In Edmonton, James was diagnosed with COPD, which he manages with medication and cannabis. Once in Edmonton, he bounced between rental apartments, and experiencing homelessness - couch surfing and sleeping rough. Like hockey, James found community in those who were homeless.



In 2019, e4c completed the communitybased research project, Creating Community Where We Live, focusing on how landlords and tenants could create community and well-being in rental communities.

"You become part of the community here. There are some great people. There's a Tim Horton's by 23rd Avenue. When I was homeless, and it was cold. They'd let me sleep there... you don't forget that. Just the other day, I was on Whyte Avenue, and a kid came running up to me that I saw, maybe 5 or 7 years ago. He said 'Jim! You're alive! I've been worried!"

James estimates he was homeless off and on for over 20 years, and connected to e4c through the George Spady Centre. Now that he has an apartment of his own, he tries to give back to the community that gave him so much. "I see folks in the neighborhood that are down on their luck, or doing drugs. I'll ask if they want to come up, have a bath, have dinner with me. I like the company. The last woman that came up - she just stopped by the other day and shared that she was 30 days clean. I'm proud of her."

Supplementing his income by bottle picking, James shares that picking is a great way to remain connected to the community. "My friends, they call me every day and make sure I'm alive," he laughs. "when I'm out picking, they'll come out and give me a hand. I'm not as mobile as I used to be."

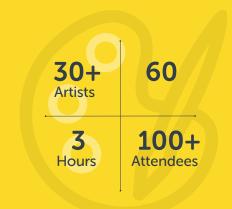
Community and compassion are engrained in the people we walk alongside, guiding the work of the organization, supporting over 15,000 individuals in the Edmonton area in 2019.

Our Housing First Rapid Rehousing team initiative that works with individuals and families experiencing homelessness, to transition to their own home. Rapid Rehousing provides housing and follow up supports for up to 3 months, to ensure the individuals are fully settled in their new community. In 2019, Rapid Rehousing successfully supported 78 individuals and families experiencing homelessness to move into their own home.

e4c's Intensive Case Management team is a Housing First initiative, working with individuals requiring a little extra support in order to remain successfully housed. ICMT works with individuals like James, helping them to secure essentials like housing and income support, and connect to their community. ICMT supports individuals for up to one year. In 2019, ICMT accepted 79 people into the program, initiating follow up supports, and 84 individuals successfully graduated from the program.







Inner Ways' Art from the Heart Event

In 2019, Inner Ways launched an inaugural art showcase at the Edmonton Intercultural Centre, celebrating local inner city artists - showcasing their artwork and design projects, while bringing together food, music, and community.

A challenge for many artists in the inner city is exposure and connection to avenues in which to sell and showcase their work. The StreetPrints program, a collaborative between Boyle Street Community Services, and e4c, works with artists to provide a venue to create and store their artwork, empowering them to access a consistent creative outlet, regardless of their living situation. Street Prints artists were invited to showcase their pieces at Art from the Heart.

Each artist went through a formal application process, including a submission of their work, artist profile, providing them with the experience of applying for a vendor spot, without added pressure. These skills can be applied as artists take their work into the community to showcase on an independent level, at farmer's markets, trade shows, or other events. We look forward to hosting another art showcase in 2021.

"In 2019, Inner Ways housing programs collaboratively launched an inaugural art showcase at the Edmonton Intercultural Centre, celebrating local inner city artists - showcasing their artwork and design projects, while bringing together food, music, and community and sharing about themselves. Art from the heart wanted to provide a means of motivation for those in our community struggling with mental health and addictions to have a meaningful outlet to express themselves creatively and build ongoing connections with other artists."

Jananie,
Wellness Coordinator, Inner Ways

Elizabeth House BBQ



In 2019, Elizabeth House welcomed the first of 20 residents into the newly-opened permanent supportive housing lodge. The Lodge offers a welcoming space for individuals that experience mental health and addictions challenges, and celebrates the value they bring to the community through their strengths and interests.

e4c operates the Lodge in partnership with Alberta Health Services, where an occupational therapist, social worker, nurse, and peer support worker are on site during the week to provide wrap around supports.

Community is engrained in the culture of e4c, and it was a natural inclination for the residents of Elizabeth House to welcome their neighbors into their home/backyard. Catered by the Hallway Café, the residents hosted a barbecue in August to celebrate being a part of the Alberta Avenue community. MLA Janis Irwin was in attendance.

What is Permanent Supportive Housing?

"Permanent Supportive Housing provides the level of support required to address complex and interconnected challenges, such as persistent addictions and mental illness. Permanent Supportive Housing often includes on-site staffing to assist with tenancy and manage day-to-day issues, as well as work towards long-term recovery."

Homeward Trust Solutions to Homelessness, 2019

Commitment

55+ Wellness Network Programs Throughout YEG

Recovery Oriented Course Offerings

40+

Course Facilitators Sharing Their Lived Experience Full-Time Employees
Dedicated To Furthering
The Impact of The
Wellness Network

Wellness Network

The Wellness Network was founded in 2013, transforming in fall 2019 to become the Wellness Network Learning Community, focusing on a collaborative approach to community wellness, in partnership with Alberta Health Services, Prosper Place, and those with lived experience. Programs and courses are cocreated and co-facilitated by individuals with lived experience, including opportunities like Writing for Recovery, Wellness Recovery Action Planning (WRAP) and other recovery oriented initiatives. e4c employs two Peer Navigators to support and coordinate the Wellness Network utilizing peer support as an approach to enhance recovery and wellness.

The Wellness Network Learning Community focuses on enhancing one's recovery journey through education, while sharing the resources they need to support their learning journey. Courses range from art therapy to confidence building, writing workshops to self-advocacy, life skills to peer support, focusing on seven dimensions of wellness: emotional, social and cultural, career and academic, financial, physical, environmental and spiritual. Through a combination of these dimensions, one's journey to wellness improves.

"Prosper Place became involved in the steering committee for the Wellness Network Learning Community two and a half years ago. Since launching in the fall, we have 5 approved courses being facilitated at Prosper Place, and 2 in development. At Prosper Place, we support individuals with a diagnosis of mental illness - these include folks with chronic mental health, to those experiencing a setback in their mental wellness journey. The Learning Community's success really speaks to the need for collaboration and resource sharing within Edmonton. As a small agency, it can be difficult to get our message out, and learn what resources and areas of expertise exist. Through collaboration, we can begin the evolution."

Lori Pratt, Prosper Place

"Working with peers who are empowered to share their lived experience has broadened my view of recovery.

For so long, professionals have been the only voice of expertise in helping people through their recovery journey.

By recognizing someone's lived experience as evidence, and by encouraging peers to share that experience, the

Wellness Network helps people find and maintain hope, build a meaningful life, re-establish a positive identity,
and take responsibility and control for their own wellness."

David Prodan,

Entering e4c's 50th Year

The stories shared within this report would not have been possible without the unwavering support of our donors and stakeholders. Through the generosity of community grants, corporate and individual donors, e4c surpassed \$1.77 million in donations in 2019, with over 859 volunteers supporting programs and services.

Thank you to the 134 new donors that supported the organization in 2019, gifting a total of \$100,200.

The journeys of the people we have walked alongside for over 50 years are challenging, and rewarding. In 2019, your support empowered over 15,000 Edmontonians to take the next step forward in their journey. Thank you! Together, we have made purposeful steps forward to ending poverty within Edmonton.

Donations:



and snack to **7,300**Edmonton students in 41 Edmonton schools.



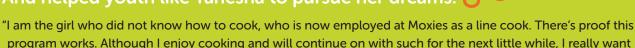
Empowered over **580** womxn to access WEAC, purchasing essentials like hygiene items, and clothing, providing small comforts and a touch of home to those seeking shelter.



Assisted **160** youth in the Hallway Café program to obtain over 1,320 high school credits.

And helped youth like Tanesha to pursue her dreams:

to enroll into Grant MacEwan in the music program. Music is my first love."



Thank you.

Financials



e4c STATEMENT OF FINANCIAL POSITION

Year Ended December 31, 2019

Assets	2019	2018
Current	6,361,700	4,864,226
Long Term Investment	1,217,279	1,072,162
Inner City Youth Housing Project	136,445	133,597
Capital Assets	9,992,840	10,056,814
	17,708,264	16,126,799
Liabilities		
Current	4,268,974	4,684,963
Long Term Debts	1,784,496	2,012,081
Deferred Conditional Grants	8,000	24,000
	6,061,470	6,721,044
Net Assets	11,646,794	9,405,755
Total	17,708,264	16,126,799



e4c STATEMENT OF OPERATIONS

Year Ended December 31, 2019

			Invested in		
	Unrestricted	Restricted	Capital Assets	Total 2019	Total 2018
Revenues	454,198	24,388,388	293,489	25,136,075	21,677,279
Expenditures	46,652	22,275,366	553,323	22,875,341	21,085,330
Excess (deficiency) of Revenues over					
Expenditures before other items	407,546	2,113,022	(259,834)	2,260,734	591,949
Other items:					
Gain on disposal of capital assets	_	_	85,791	85,791	_
Inner City Youth Housing Project		2,848	_	2,848	(11,934)
		2,848	85,791	88,639	(11,934)
Excess (deficiency) of Revenues over					
Expenditures	407,546	2,115,870	(174,043)	2,349,373	580,015

^{*} A complete set of Audited Financial Statements are available upon request

Thank you for being a part of e4c's 2019 journey.

We cannot continue on this journey without the tireless efforts of many. Thank you to our board of directors, our staff, and the Edmonton community. Together, we can end poverty within our city. Let's stay connected in 2020.

I didn't know anything about being homeless. I didn't know what to do, or how to get help. I was sleeping under trees in St. Albert. The social worker at WEAC saved my life. I have been so grateful to her forever, she is truly the best thing that has ever happened in my life.

- Donna, former WEAC client

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