

HELPING
PEOPLE
REBUILD
THEIR
lives



ANNUAL REPORT 2016-2017



MESSAGE FOR EXECUTIVE DIRECTOR AND PRESIDENT OF THE BOARD

Board Members (L to R): Gavin Clark, Lori Chambers, Keith Hambly, Executive Director, Dan Newport, Hollie Devlin, President of the Board. **Absent:** Tyler Dykeman, Gail Flintoft, John Joseph Mastandrea, Robin Rhodes, James Watson.

Helping people rebuild their lives is at the core of what we do. Be it through the Homeless Outreach Program, our Residential Programs or our Supportive Programs, the goal is always to provide the assistance necessary so residents and clients are able to attain the highest level of independence and housing stability they are able to achieve.

Our professional front line staff is Fife House's strongest resource in supporting this goal. Whether through supports of daily living for those aging with HIV/AIDS, helping clients who are also struggling with mental health and substance use issues, or those who need assistance in navigating the social services to which they are eligible, they do it all.

Our dedicated volunteers provide thousands of hours of service in everything from meal programs to administrative tasks to events. The peer volunteer program has grown to become a critical part of this, and now leads activities such as our bi-monthly Housing Help Drop-in, the twice weekly Breakfast Club and many other supportive and community programs. Some peers have even become staff at the organization, demonstrating our commitment to the GIPA/MIPA principles.

The year ahead will be a transformative and exciting one for all of us. As we move forward on the Huntley Street Project, creating a second, specialized Transitional Housing Program, we project that by the end of the next fiscal year, the housing units for which we provide support services will increase by approximately 50%. This means that in 2018, our 30th Anniversary, we will have a residential capacity of 300. Think of it – that's 300 in 30! – quite an accomplishment for a small grassroots organization that opened its first 5 person residence in 1990.

We've come a long way in the past 29 years, and we hope to continue to grow and develop in the areas most needed by the HIV/AIDS community in the city.

After all, hope is essential.

Hollie Devlin
President of the Board

Keith Hambly
Executive Director

Denison & SCATTERED SITES

Denison is the oldest of Fife's residential programs and is home to five residents with staff on-site to provide 24 hour support services. Clients receive case management, practical supports and assistance with activities of daily living aimed at maintaining their health and living independently. The Denison Program also provides housing support and case management services to an additional 17 clients who are housed at three locations in our partnership with St. Clare's Multifaith Housing.

"HELPING PEOPLE HAS BEEN A LIFELONG DRIVE FOR ME. A COUPLE OF YEARS AGO I WAS HOMELESS, STRUGGLING WITH ADDICTION, AND EXPERIENCING SERIOUS HEALTH PROBLEMS. FIFE HOUSE WAS THERE FOR ME, AND THE DENISON PROGRAM HAS HELPED ME GET BACK TO A BETTER PLACE. IT'S GOOD TO KNOW THAT SOMEONE IS THERE FOR ME AT ALL HOURS. THIS SUMMER I'M GETTING BACK ON MY FEET AND WORKING TWO JOBS IN THE MENTAL HEALTH SECTOR."

Jarvis

The Jarvis residence, a partnership with Toronto Community Housing (TCH), provides 82 units of affordable housing and is one of the largest residential programs at Fife House. Staff provide client support services 12 hours a day, seven days a week. The Jarvis staffing team assist clients with a range of needs related to activities of daily living, case management, and advocacy; as well as providing community and meal programming. The team also provides offsite care and supports to an additional five units of housing with TCH similar to the Scattered Sites Model of our Denison Program.

“I JUMPED FOR JOY WHEN I WAS OFFERED AN APARTMENT AT JARVIS. I WAS VERY EXCITED TO MOVE INTO A PLACE THAT HAD SUPPORT SERVICES AVAILABLE WITHIN THE BUILDING. I NEEDED AN ACCESSIBLE UNIT AND HELP WITH MANY ACTIVITIES OF DAILY LIVING... I LOVE THE BUILDING AND ATTEND THE MEAL PROGRAMS AVAILABLE. MY LIFE HAS BEEN MUCH BETTER SINCE I MOVED TO JARVIS AND I HOPE TO BE HERE FOR A LONG TIME TO COME. IT IS MY HOME AND I LOVE IT. I AM VERY APPRECIATIVE OF THE SERVICES AVAILABLE TO ME THROUGH FIFE HOUSE.”

Sherbourne

The Sherbourne Apartments is designed to serve an integrated population of seniors and people living with HIV/AIDS (PLHA). Fife House provides housing and support services for PLHA in 45 of the 122 units in the building, a combination of bachelors, one bedroom, and two bedroom units. Supports are provided 7 days a week, 24 hours a day on a continuum based on identified client needs and goals through ongoing case management and service plans. An emphasis is placed on life skills development and supporting independent living. Over the last four years, the Sherbourne Program has played an integral role in the success of the HIV/AIDS Complex Care Project, housing ten individuals living with HIV/AIDS who are aging and have complex health conditions. The Sherbourne staffing team's engagement and support with the Complex Care team and its clients, has led to several clients graduating from the Complex Care Program to service as usual with residential program supports.

"I MOVED IN TO SHERBOURNE AROUND 3 YEARS AGO. I WAS HAVING DIFFICULTY MANAGING MY PREVIOUS APARTMENT; IT FELT LIKE I WAS BEING SWALLOWED. I WAS OVERWHELMED. THROUGH SUPPORTS I WAS ABLE TO MOVE INTO SHERBOURNE AND RECEIVE SUPPORT THROUGH COMPLEX CARE. WITH CASE MANAGEMENT AND STAFF SUPPORT I WAS ABLE TO REGAIN CONTROL OF MY LIFE. I GRADUATED FROM COMPLEX CARE AND I HAVE THE SKILLS AND CONFIDENCE TO MANAGE MY HEALTH AND APARTMENT WITH SUPPORT OF SHERBOURNE APARTMENT SUPPORT STAFF"

Transitional HOUSING PROGRAM

The Transitional Housing Program (THP) provides temporary supportive housing (9 month stays) in a shared communal living environment to 11 people living with HIV/AIDS, many who have a history of homelessness. Each individual has a furnished bachelor unit with kitchenette and bathroom, and share common living, dining, kitchen, and laundry facilities. THP staff team provides clients with goal focused service planning, intensive case management, assistance with activities of daily living, and advocacy support; with a focus on improved health outcomes, finding permanent housing, and connection to needed care and supports.

Over the past year, the program served **22 persons**, with 16 move-ins and 14 move-outs with 79% of clients reaching their goal of independent housing.

"I STARTED WORKING WITH HOP AND THEN I LIVED IN THE THP. AT FIRST FIFE HOUSE WAS JUST AN AGENCY FOR ME TO FIND HOUSING...BUT THEY WEREN'T JUST HOUSING WORKERS; THEY WERE REALLY THERE TO SUPPORT ME. THP WAS A PLACE FOR ME TO START OVER. I WAS VERY HAPPY WITH THE WAY STAFF "HANDLED ME". I SAY IT THAT WAY BECAUSE MY ATTITUDE WAS UNSTABLE A FEW TIMES, BUT THEY (THP STAFF) TREATED ME RIGHT AND I AM THANKFUL FOR THAT."

Addictions SUPPORTIVE HOUSING

The HIV Addiction Supportive Housing Program (ASH) is a Housing First partnership between Loft's McEwan Program and Fife House. ASH is aimed at addressing gaps in service for homeless PLHA who experience health, mental health and severe substance use challenges, who are cycling in and out of hospitals, prisons, and detoxification units. Fife House is the housing agency and manages 32 units of rent-supplement housing through head leases "scattered" throughout the City of Toronto. Loft/McEwan provides the intensive case management supports on a ratio of 8:1.

In 2016/17 the ASH Program maintained a consistent success rate and routinely falls within the 90th percentile for health stability and housing retention. This year, the ASH program was awarded an increase in funding to secure an additional 8 units of housing and an additional case manager. This will be an exciting year ahead.

JOE CAME TO THE ASH PROGRAM IN 2013 WITH A LENGTHY HISTORY OF UNSTABLE HOUSING, COUPLED WITH FAMILY TRAUMA, MAKING IT DIFFICULT TO MANAGE HIS HEALTH AND SETTING THE TONE FOR ADDICTION TO A DANGEROUS COMBINATION OF OPIATES AND ALCOHOL. JOE IDENTIFIED NEEDING SUPPORTIVE HOUSING THAT WAS PREPARED TO HELP HIM NAVIGATE HIS HEALTH AND HIV AND WITH ASH STAFF, BECAME MORE AWARE OF WHAT HE NEEDED TO SUCCESSFULLY MAINTAIN SAFETY WHEN HE USED. WITH THIS SUPPORT FROM STAFF AND WITH THE STABILITY OF HOUSING, THAT HE NOW FEELS VERY PROUD OF, JOE MADE THE DECISION TO ENTER RESIDENTIAL TREATMENT THIS YEAR AND HAS BEEN LIVING SUBSTANCE FREE FOR 10 MONTHS, THE LONGEST HE HAS ABSTAINED IN HIS LIFE! WITH THIS NEW CLARITY, JOE HAS ADDRESSED NEARLY ALL OF HIS LEGAL ISSUES, MENDED RELATIONSHIP WITH HIS FAMILY AND IS NOW ABLE TO ADDRESS OTHER GOALS LIKE GOING BACK TO SCHOOL, BUILDING HIS COMMUNITY AND FEELING LIKE AN IMPORTANT PART OF IT. WE ARE VERY PROUD OF JOE.

ONTARIO HIV AND SUBSTANCE USE TRAINING PROGRAM (OHSUTP)

As OHSUTP reflects on the year that's past we realize how much we've grown. OHSUTP now has more of an online presence and we're entrenched in the development of an interactive and self-guided HIV 101 online course. The course features not only the latest science around HIV but also highlights stories from peers around the province who are HIV positive. After a well-received pilot test, the course will be launched in the fall of 2017. Our online presence also included the availability of pre-recorded webinars focussing on the best practices as it relates to using injection and crack smoking equipment. Similar to our in-person trainings, there are opportunities to ask questions, contact us for additional resources, and receive a certificate of completion.

Our in-person trainings also grew as we organized two-day networking symposiums. Day one highlighted the work of local agencies for our participants to connect with and day two offered break-out sessions which provided opportunities to learn about harm reduction strategies as it related to specific substances and/or populations.

Supportive PROGRAMS

Homeless Outreach and Coordinated Access Programs

The **Homeless Outreach Program** (HOP) has been providing housing search and placement, eviction prevention, and transitional supports to PLHA for 16 years. Our largest program in terms of caseload, with more than 350 active clients last year, the program housed 163 PLHA.

Coordinated Access to HIV/AIDS Housing and Supports is a common intake and assessment tool and process for all HIV related housing and case management supports for homeless PLHA, and those at risk of homelessness. A formal partnership involving eight housing and support service providers, the project received 426 referrals, with 243 completing full intake and assessments. The provision of a single access point or hub with the goal of connecting clients to the right services at the right time has been very successful. One client stated that the streamlining of clients through Coordinated Access has increased access to our Housing Help Drop-in for clients needing updated housing applications, transfer requests, and landlord mediation and advocacy. The Housing Help Drop-in is led and run by peer volunteers and serviced 406 clients last year.

Rosie was referred to Fife House's Coordinated Access Project by Hospital staff after experiencing an assault. Besides homelessness, she was also experiencing challenges related to mental health and facing legal complications, making it very difficult to focus on and navigate her housing. Upon meeting Rosie, the intake worker quickly connected her to the Homeless Outreach Program. The HOP worker was able to get her into a mental health facility where Rosie's mental health stabilized and helped her establish her next steps. With the help of HOP, she rented a room for individuals living with HIV, where she lived for a year. HOP staff also supported an approval for Housing Connections medical priority and she was soon offered an apartment from Toronto Community Housing at our Jarvis location.

Just an example of Coordinated Access and the Homeless Outreach Program working together to streamline housing services and get people into housing quickly and efficiently.

HIV/AIDS COMPLEX CARE PILOT PROJECT

The HIV/AIDS Complex Care Project is an innovative partnership led by Fife House aimed at addressing changing care and support needs, and housing needs of people living with HIV/AIDS who are aging, experiencing aging related illnesses, complex care, and cognition issues. The partnership involves eight agencies including McEwan Housing and Support

Services, COTA Inspires, Toronto Community Housing, Toronto Central Community Care Access Centre, St Elizabeth Health Care, Casey House, St Michael's Hospital , Sherbourne Health Centre, and the Toronto People with AIDS Foundation. The Project delivered an innovative enhanced model of community care and support, and a high support housing model to increase access to services and health management.

The Project served 7 new clients over the last year, with a total of 28 clients in both its high support housing model and enhanced model of community care.

The Complex Care Project has received an additional year of transitional funding. Over the next year, the Complex Care Project will continue to work with community partners to transition key components of the model of care to service as usual, and will partner with TCLHIN Mid-East Sub-Region Virtual HUB to develop and lead Transitional Coordinated Care Planning for PLHA with complex health conditions.



Volunteers are an essential part of the work of Fife House. Many generous people contribute their time and skills through a range of different programs, committees, administration, events, and peer support. Last year 257 volunteers contributed 14,867 hours, equivalent to 7 full time staff. Of these, 50 are peer volunteers (volunteers who are PLHA) who want to give back to their community. Of those, 31 are current or past Fife House clients/residents. A peer volunteer, reflecting on this involvement wrote:

'Volunteering for Fife House has improved my outlook and overall well-being by giving me satisfaction in knowing that what I am doing no matter how small has an impact on someone else's overall health and well-being and gives them hope, health and home!'

The Volunteer Program also engages volunteers from corporations and large organizations who contribute their time, and money, to support us, with 45 volunteers in this group. Fife House also supports student learning in the workplace. This fiscal year a total of 16 students were placed in different programs, contributing 3,942 hours. This year, we partnered with five other Ontario organizations on a funding application for a new peer engagement program through the Public Health Agency of Canada (PHAC). We were able to secure 5-year funding to continue and grow our peer engagement work.

Community PROGRAMS

The Community and Volunteer Programs were merged this year to become the Community Programs, Volunteers and Peer Engagement Department to aid in expediting the supply of volunteers and residents' involvement in the activities.

Resident-led initiatives are an important part of community programming including: Breakfast Club, Art Group, Gardening Committee and support with Community Meals. Residents instituted dancing classes, Spanish classes, singing groups, and a knitting club. The Program coordinates field trips, weekend brunches, gentle exercise, photography club, weekly bus to a mall and canine visiting. Staff and Peer Programs continually build partnerships with service providers to offer new opportunities. A partnership with Second Harvest provides weekly food items, including fresh produce, used to prepare nutritious meals to residents allowing us to provide more free meals. This year, Community Programs provided 105 social and recreational programs, 73 haircuts, and 2,927 meal programs.

Our roof top garden and deck was restored in the fall and residents helped to revitalize the garden by choosing and planting herbs, fruits and flowers.

The Wellness Centre continues to offer free alternative therapies such as massage, reiki and energy balancing, reflexology and mindfulness, made possible by the generous donations of our volunteer practitioners. The Centre increased massage to 45 minutes and added a massage therapist, providing 347 alternative therapy sessions to residents.



A TASTE
FOR LIFE

presented by



With the generosity of 44 restaurants and the thousands of diners who turned out, 'Taste' raised more than \$90,000 for services to our clients and residents, bringing the total the event has raised since 2001 to more than \$1,200,000. Volunteer hosts play a significant role in the success of 'Taste', encouraging friends, family and colleagues to join them at their restaurant and encouraging donations directly to Fife. The community and volunteer nature of the event keeps overhead to a bare minimum, ensuring that 95% of the funds raised go to programs and services. What could be easier than going out for dinner and helping people at the same time! Thank you and special thanks to the generous support of TD. We are deeply appreciative of the in-kind support from YP Dine, VIA Rail, WestJet, Starbucks and the Food Dudes. The 2018 event will be held April 25 – save the date for great dining for a great cause! If you are interested in becoming a volunteer host, please contact us. still have fun!



PERFORMERS
FOR LIFE

The Toronto theatre community continues their generosity by allowing our volunteers to 'shake the can' following performances of one of their shows and we are truly grateful for their support. Companies large and small, from Mirvish Productions to Tarragon Theatre and Buddies in Bad Times have been ongoing partners since the beginning. Again,

costs are extremely low, so almost all of the donations go where they are most needed. We are always looking to expand to new theatres to approach, so if you are connected to a performing arts group, please contact us about their participation. We are always respectful of the patrons and the space, but still have fun!



presented by

BMO



Spotlight was reinvented and a significant departure from previous years; four of the biggest names from the hit TV series, RuPaul's Drag Race, performed in Spotlight was reinvented and a significant departure from previous years; four of the biggest names from the hit TV series, RuPaul's Drag Race, performed in front of a sold out audience at The Danforth Music Hall. The crowd laughed, roared and came together in song, at an unforgettable evening called Shady Queens. The drag superstars performed their top hits and shared their personal experiences from being on the show. The continued support of BMO Financial Group has allowed us to grow the event to its current level, for which we are very appreciative. Helping achieve success were The Printing House, Veritas Communications, OUTFRONT Media, Scruff, IN Magazine and Gay Living who helped with promotion and advertising. Spotlight 2017 is scheduled for Tuesday, October 3rd and will continue with the RuPaul's Drag Race theme, focusing on comic drag icons!

Research AND EVALUATION

The Department of Research and Evaluation at Fife House is engaged in community-based research (CBR) and evaluation studies that impact the programs and services for people living with HIV/AIDS.

Youth, HIV and Housing Study

In January 2017, Fife House received funding from the Ontario HIV Treatment Network (OHTN) for this community-based research study developed by Fife House, in collaboration with Wilfrid Laurier University, AIDS Committee of Toronto (ACT), AIDS Committee of Durham Region (ACDR), The Teresa Group, YMCA Sprott House, Centre for Addiction and Mental Health (CAMH) and PLHA youth community members and further supported by advisory committee comprising of Egale Canada Human Rights Trust (Egale), Peel HIV/AIDS Network (PHAN), LOFT Community Services and Toronto Public Health. Homelessness (housing instability) significantly impacts the youth demographic, as youth outnumber other demographic groups in the homeless population in Canada. A substantial population of PLHA are dealing with homelessness and housing instability, corresponding with increased risk behavior. Housing is a key determinant of health and previous research has shown that stable housing positively impacts service utilization, compliance with antiretroviral therapy (ART) and reduces participation in high risk activities. While homelessness, housing instability, and HIV in general are well researched, there is a dearth of published literature specifically on housing instability of PLHA youth.

The objectives of this study are as follows:

- To identify the individual, systemic and structural barriers to social support and health care services that unstably housed PLHA youth experience.
- To explore the issues of stigma and discrimination (housing related and otherwise) as relates to gender, age, income, race and sexual orientation, experienced by unstably housed PLHA youth.
- To document the variation in experiences of perinatally infected youth (long term survivors now) and those infected later in life.

This study will generate preliminary data to make a case for additional research and address some of the gaps in literature. The findings of this study will help Fife House, YMCA-Sprott House and Egale (collaborating on this research study) develop and modify housing services and programs to better support PLHA youth, impacting their quality of life. The data generated is also critical for ASO's with youth focussed programs, to make and advocate for changes based on research evidence.

DONORS

Fife House is grateful to the many corporations and foundations that support us. Without their help, we would not be able to provide essential programs and services to our residents and clients, on which they rely. The following is a list for the 2016-2017 fiscal year.

CORPORATIONS

BMO Financial Group
Central Medical Pharmacy
Make Room for Living Inc.
Prodigy Retail Construction
Taylor Hazell Architects
TD Bank Financial Group
TKB Hanna & Associates
Whole Foods Market Yorkville

FOUNDATIONS

A & A King Family Foundation
CHUM Charitable Foundation
James Raymond Cowling Foundation
M•A•C AIDS Fund
Realtors Care Foundation
RBC Foundation
The Benevity Community Impact Fund
The Lloyd Carr-Harris Foundation
The McLean Foundation
Tippet Foundation

FUNDERS

Core funding for programs and services is provided by:

Toronto Central Local Health
Integration Network



Ontario

Toronto Central Local Health
Integration Network

GOVERNMENT OF CANADA

- Public Health Agency of Canada
- Employment and Social Development Canada
 - Homeless Partnering Strategy
 - Canada Summer Jobs

ONTARIO MINISTRY OF HEALTH AND LONG TERM CARE

- AIDS Bureau
- Housing, Forensic Mental Health and Community Services

CITY OF TORONTO

- Shelter, Support and Housing Administration
 - Housing Support Service Projects
 - Hostel Services
- Employment & Social Services
 - Investing in Neighbourhoods

Ontario HIV Treatment Network

Centre for Independent Living in
Toronto, Inc.

Toronto Community Housing
Corporation

McEwan Housing and Support
Service/LOFT Community Services

CONDENSED STATEMENT OF FINANCIAL POSITION

year ended March 31, 2017 with comparative figures for 2016

condensed statement of financial position	2017	2016
assets		
current assets:		
cash and short-term deposits	\$ 716,434	\$ 680,531
other	120,263	112,349
	836,697	792,880
capital assets		
	424,008	511,130
	\$ 1,260,705	\$ 1,304,010
liabilities, deferred contributions and net assets		
current liabilities	\$ 241,565	\$ 275,597
mortgage payable - long term	166,821	187,901
deferred contributions-other	424,681	449,274
deferred contributions-capital campaign	173,776	163,293
	1,006,843	1,076,065
net assets	253,862	227,945
	\$ 1,260,705	\$ 1,304,010

CONDENSED STATEMENT OF OPERATIONS

year ended March 31, 2017 with comparative figures for 2016

condensed statement of operations	2017	2016
revenue:		
grants:		
core	\$ 2,898,176	\$ 2,895,027
one time	1,400	7,574
development	460,683	424,778
capital campaign	-	7,253
other income	597,326	500,194
	3,957,585	3,834,826
operating expenses:		
salaries and benefits	2,718,545	2,642,508
programs	788,899	823,022
rent	151,145	145,695
administration	82,503	76,818
development	68,555	47,408
advertising and recruitment	11,292	16,114
other	113,289	103,846
	3,934,228	3,855,411
excess of revenue over expenses	\$ 23,357	\$ (20,585)

Mission

To provide secure and affordable supportive housing and support services for persons living with HIV/AIDS (PLHA).

Values

We believe that:

- Access to secure and affordable housing is a key determinant for health and well-being of people living with HIV/AIDS.
- Our services must be provided in a flexible manner in order to meet the diverse needs of residents, clients and those who support them.
- Co-operation, collaboration and partnership with other service agencies are essential to the delivery of focused, cost-effective services.
- Principles of equity, access and respect of diverse communities are the cornerstone to helping PLHA thrive.
- The meaningful involvement of diverse PLHA communities is essential to building and leading our agency to bring about positive and lasting change.
- Our research informs our direction through knowledge creation, transfer and exchange that lead to improved services that enhance the quality of PLHA's health outcomes and lives.
- All people have the right to live and work in an environment of mutual respect, compassion and dignity.
- Hope is essential.

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