

2022



ANNUAL IMPACT



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INSIDE THE REPORT

A Message from our Executive Director and Board Chair -----	3
Emergency Overnight Shelter Program -----	5
Your Impact - Jeremy's Story -----	6
Daytime Drop-In Centre Program -----	7
Your Impact - Tammy's Story -----	8
Street & Community Outreach Program -----	9
Your Impact - Brian's Story -----	10
Financials -----	11
Thank You -----	12
Permanently Rooted with S.H.I.F.T. -----	14
Moving Forward Together, Making a S.H.I.F.T. For Good -----	15



**“Hope is being able to see that there is light despite all of the darkness.”
– Desmond Tutu**



A MESSAGE FROM OUR EXECUTIVE DIRECTOR AND BOARD CHAIR

S.H.I.F.T. is grateful to the many partners and caring individuals who enable our work and is proud to present this snapshot of our impact in 2022. This past year was yet another profound example of S.H.I.F.T.'s resilience and capacity in the face of challenge. The changes our world has faced as a result of moving beyond the pandemic, amid an ongoing housing crisis as the backdrop for our work has exacerbated an already complex situation for individuals, families, and communities.

Looking back, we reflect on the key drivers and trends that determine our work today and in the future:

Behind the numbers - Every year we are confronted with the startling number of people, who in this otherwise wealthy and well-resourced area, struggle to make ends meet. Year over year we are seeing increasing numbers of those experiencing or at-risk of experiencing homelessness in our area, and the numbers continue to climb. Sadly, there is a large and growing gap between the wages individuals earn and actual costs to meet basic household expenses - a stress that is felt not just by the very poor in our community, but by middle class working families, veterans, retirees, and college graduates. This growing insecurity is stretching the human services safety net beyond capacity.

Working together, making a difference - Addressing these complex challenges requires new ways of working. S.H.I.F.T. is an innovator in South Simcoe, bringing together people and strategies from multiple service providers to harness and target expertise and resources for more effective impact for our neighbours. S.H.I.F.T.'s approach has been to work in purposeful and targeted partnerships, that help us mend the net and work towards greater community well-being.

OUR MISSION

To partner with the individuals and families we serve to make a meaningful SHIFT in their circumstances.

Blueprint for the future - For 2023, we are pursuing the development of a new multi-year strategic plan that affirms our Mission and lays out our Strategic Goals. In addition, our specific focus for 2023 will be on the growth of S.H.I.F.T.'s service programming and the launch of our capital campaign to raise funds for a new home, that will help us to become permanently rooted in South Simcoe.

As we close another successful year of S.H.I.F.T.'s operations, we extend a very hearty thank you to all that have contributed their time and efforts towards ensuring the well being, health and safety of our service users and staff. While this past year has seen significant relaxation of pandemic restrictions and a normalization of operations, the services of S.H.I.F.T continue to be in high demand. Even though the uncertainty and concern about the pandemic remained, **our dedicated staff demonstrated great passion for our work through a commitment to providing exceptional and compassionate services to those seeking our support.** With a skilled and dedicated leadership team firmly in place, we continued to develop and examine our policies, procedures and staffing structure and began the process to move forward with roles and positions to ensure optimum service delivery.

We continue to live in uncertain times. We have seen the negative impacts of the passed 3 years on our community and those whose voices have been overlooked. We believe in our service users, who have demonstrated such resilience through these difficult times; we are grateful for the staff who, despite all the ever-changing restrictions and recommendations, continue to provide life-saving supports to those in need; and we are grateful for the Board, volunteers and the community who rally around us, year after year, to help us achieve our mission of partnering with the individuals and families we serve to make a meaningful shift in their circumstances. To our donors, supporters, community partners, volunteers, Board of Director members and staff - your time, commitment, passion, and dedication make all the difference to keeping our families safe. Through innovation, hard work, and passion; together, we can and will end homelessness.

Thank you for being part of the solution.



OUR VISION

A community that empowers change.



ANDREW MACKENZIE
Board Chair



JENIFER PERGENTILE
Executive Director

EMERGENCY OVERNIGHT SHELTER PROGRAM

More than just a bed, housing-focused emergency shelter programs provide extensive wraparound support including ongoing client-centered case management, help with housing searches, health and income-related supports onsite and facilitation of referrals and assistance in accessing other support services to meet the unique needs of our participants.

We continue to see our participants numbers climb at alarming rates, while the availability of housing stock continues to plummet and housing affordability is nearly non-existent. Our team of dedicated frontline workers provide a housing-focused, inclusive and supportive environment, to bridge the gap between entering homelessness and moving into safe and sustainable housing, while providing resources for community-building.

It has been a year full of transitions, and S.H.I.F.T. has focused its efforts and risen up to the challenge of change. Our service users remain at the center of our work, and we know that we have to be innovative and dynamic to meet of the changing needs we see on the ground. Through strong collaborations, we offer more than just shelter and hot meals; we are a hub that nurtures new beginnings and linkages through supports that offer real and holistic solutions.



85+
Individuals
Supported



800+
Nights of
Safety



300+
Referrals for
Health, Mental
Health & Housing
Supports



35+
Individuals
Housed

29%

of individuals experiencing homelessness in South Simcoe are experiencing hidden homelessness. Often known as "couch surfing," this describes people who are staying with relatives, friends, neighbours or strangers because they have no other option.

YOUR IMPACT

We first met Jeremy, a senior living in New Tecumseth, when he contacted S.H.I.F.T. seeking support. Unhoused at the time, Jeremy utilized the Drop-In and Emergency Overnight Shelter (EOS) programs to change his circumstances and find shelter from harsh conditions. Assisting Jeremy's journey to independence, the EOS and Drop-In frontline staff connected him with housing programs and employment support. Through our volunteer meal-maker program, and with the support of our donors, we were also able to offer Jeremy warm meals that met his unique dietary requirements, acknowledging the added stress a medical diagnosis may bring to someone experiencing homelessness. Jeremy's motivation and the knowledge that a group of caring professionals supported him enabled him to secure a full-time job and a place to live.

Due to circumstances beyond his control, Jeremy was forced to vacate his newly rented residence shortly after discharge. Because S.H.I.F.T. had helped him in the past, Jeremy found comfort in returning to the shelter program. He knew he would be respected and safe during this trying time. S.H.I.F.T.'s kindness and support were invaluable to Jeremy throughout his stay at the shelter. With the support of the EOS and Drop-In team, and in collaboration with his already established crew of community supporters, it took Jeremy only a short time to find a better housing arrangement near his workplace. Jeremy is delighted to have a home, a job, and, most notably, stability. He is grateful to have had a place where he felt safe and cared for while experiencing one of his hardest life challenges.



**Names, dates, and photos have been changed to ensure confidentiality and respect privacy.*

DAYTIME DROP-IN CENTRE PROGRAM



Building upon the success and positive impact of the 2021-2022 pilot of the fulltime winter program, S.H.I.F.T. has incorporated the Daytime Drop-In Centre Program as a regular winter-based program, offered in conjunction with the Emergency Overnight Shelter Program. Although predominantly utilized by those accessing our shelter services, the program is open to all, as a safe, warm place to get and stay warm throughout the day, and access food, supplies and housing-related supports, regardless of their housing status.

During daytime hours, while the shelter program is closed, participants have access to internet, computer, phone, hot showers, basic and personal hygiene supplies, harm reduction supplies, warm and to-go meals, snack and drinks and community. Our dedicated frontline workers assist Participants to access housing-related resources to assist them in obtaining and/or retaining permanent and safe housing. For those willing to engage to a greater extent, as well as those accessing the shelter program, specialized staff are available for structured case management for housing-related goals and activities.

In partnership with local community, health and housing services, onsite supports are offered, providing participants an opportunity to meet with workers 1-1 for wrap-around and additional help in meeting their housing goals.



1000+
Participant
Interactions



1000+
Meals
Provided



20+
Individuals
Supported
Each Month



250+
Connections
for Housing-
Related
Supports

34+

individuals are experiencing homelessness in South Simcoe on any given day. Male identifying persons, between the ages of 25-54 make up the majority of those identifying as experiencing homelessness.

YOUR IMPACT

**Names, dates, and photos have been changed to ensure confidentiality and respect privacy.*



The Outreach team first met Tammy at our weekly stop at a partnering agency, where the team provides supplies and connection to Participants accessing their programming. At the time she was experiencing chronic homelessness, living on the street in a community of South Simcoe, couch surfing and living in other precarious situations.

At first, interactions with Tammy were short in nature, supplying basic needs such as hygiene supplies, blankets, and clothing. As the outreach team built a rapport with Tammy, she began to trust our team, and come out of her shell about her story. She explained she was fleeing domestic violence and that she saw her current living situation as a fresh start. With time, she began opening up about her goals for her future, such as going to addiction treatment, finding stable housing, and regaining custody of her children.

Through consistent relationship and rapport building, Tammy agreed to transition into our emergency overnight shelter program, to gain stability and safety while working towards these goals. While in shelter, both the outreach and shelter teams worked collaboratively and diligently to assist her in meeting her goals. Tammy also used the support of the Drop-in Centre to complete housing-related activities to meet her goals. With hard work, Tammy was accepted into an all-women's treatment program, and was able to move into transitional housing for women fleeing abuse that would allow her to return upon completion of the program.

The outreach team remained connected to Tammy, upon her return to the transitional housing program, assisting Tammy in meeting her basic and housing needs. Today, Tammy is continuing to grow and flourish in housing that is safe and stable.

STREET & COMMUNITY OUTREACH PROGRAM



450+
Individuals
Supported



2400+
Participant
Interactions



20+
Individuals
Housed



700+
Harm
Reduction
Interactions



1500+
Meals
Provided



In 2022, the team worked to ensure their reach extended to each of the 5 municipalities that make up South Simcoe on a consistent basis, establishing a greater presence in each community, building upon established and creating new partnerships to ensure those at greatest risk received services. This has increased their ability to make meaningful connections with participants, and through their efforts they saw record numbers of participants, service interactions and harm reduction interactions.

As S.H.I.F.T.'s only year-round program, currently, the Street & Community Outreach Program offers services 6 days per week, throughout South Simcoe. With a specific focus on prevention of homelessness, the Outreach team focuses on linking unsheltered, at-risk of homelessness and precariously housed individuals and families with housing resources for positive housing outcomes. Team members connect with participants where they are at, to provide access to food, basic needs and hygiene supplies, harm reduction supplies, information and much more.

Through the development of positive relationships, the attainment of the larger goal of helping people access the services and supports they need in order to help them move forward with their lives can be achieved.

70%

of individuals experiencing homelessness in South Simcoe are experiencing chronic homelessness.

YOUR IMPACT

Our outreach team first met Bryan on one of our weekly trips to the his community. Interactions were initially light-hearted and consisted of general small-talk and the sharing of many jokes. As our team began to interact with Bryan on a more frequent basis, he shared more of his story with us, and disclosed that he was unhoused and his concerning living conditions. Our team assisted him with some basic supplies, including: a tent, tarp, sleeping bag and blankets, some hand and foot warmers, and some food. As we continued to meet with Bryan, he shared that while he was happy to live a transient lifestyle, he was concerned for his son's health and wanted to find stable housing for both himself and his son, Prince (18yrs), who was living in a group home since Bryan had moved into the area. Prior to this they had both been either couch surfing at friends, or living in tents.

As the weather turned colder, Bryan was able to move into an AirBnB with an individual in a similar situation. He stayed there for about 3 weeks before he was able to find his own housing. As a result of the collaborative support Bryan received from S.H.I.F.T. and its community partners, he has gone from chronically homeless to housed. His story encompasses how powerful community entities can be when working together.

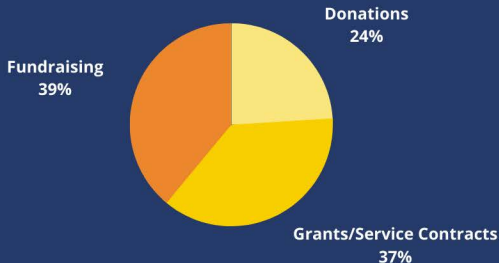
Bryan hopes to soon move Prince in with him fulltime. He continues to give back to his community by accessing S.H.I.F.T. resources such as harm reduction supplies and hand warmers and handing them out where he was previously tenting. He also is a wonderful advocate, and works to get other people connected with S.H.I.F.T. and community partners.

**Names, dates, and photos have been changed to ensure confidentiality and respect privacy.*

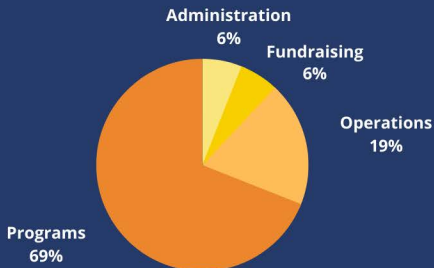


FINANCIALS

REVENUE



EXPENSES



A message from our Treasurer

Reflecting upon my first year in the role, and the many learning opportunities I was presented with, it is apparent to me just how integral S.H.I.F.T. services are to the overall well-being and safety of our community.

In 2022 we implemented a new bookkeeping software. This new software has allowed us to create more in depth and thorough reports, be better accountable to the Board and our funders, and apply improved financial processes.

This year, S.H.I.F.T. increased our staffing and program operations, as we adapted and improved services to better meet the growing needs of our community. Our Outreach, Drop-In Centre and Emergency Overnight Shelter programs are now staffed by qualified and passionate professionals, complemented by our incredible team of dedicated volunteers.

I am blown away by the ongoing and unwavering support of our community. Our supporters have rallied behind S.H.I.F.T., both year round with regular donations, as well as at our annual Coldest Night of the Year fundraising event, where we raised a record amount of funds for S.H.I.F.T.

I look forward to seeing what the year ahead brings, as S.H.I.F.T. embarks on a capital campaign to find a new location and become permanently rooted in South Simcoe.

- Caroline Ruffolo

THANK YOU

Thank you to the following generous leadership donors and grant funders for their significant financial or in-kind contribution of \$500 or more in 2022.

Alice Buchanon

Alliston Pentacostal Church

Alpha Omega Signs Inc.

Anchor Point Church

Amy & Brad Matheson

Barbara & Darin Lawson

Barbara Hustler

Baxter Canada Corporation

Blue Sea Foundation

Canada Gives

Carolyn Knowles

Chris Duncan

Christian Reformed Church of Allison

Church of Evangelists

Connor Crisp

Cortina Kitchens

Father & Son Fence and Deck

Flato Developments

Giant Tiger Alliston

Home Depot Foundation Canada

John & Shelia Kleinikkink

Knights of Columbus Sacred 4120

Knox Presbyterian Church

Kyle Coleman Foundation

Loeland & Janet Parliament

Masco Corporation

Marz Electric

Mike & Sarah Jansen

Milligan Energy

Park Hill Paving

Pat Jackson

Patrick & Mary Gail O'Donnell

Pay Pal Giving Fund Canada

Retired Teachers of Ontario District 17

Robert McArthy

Royal LePage RCR Realty Inc,

Simcoe Parts Services Inc.

Somerville Nurseries Inc.

The Beeton & District Agricultural Society

The County of Simcoe

The Leonard & Betty Jeffrey Foundation

The Simcoe Free Church

The Town of New Tecumseth

The Tonglen Foundation

Theodora Smit

Tom Shephard

Vitullo Plumbing

Walmart Canada Corporation

Wes Ryan

White Star Sodding

William Brown

Willies Car & Van Wash

Yasar Bayraktar

Yorkwood Building Group Ltd.



THANK YOU



☑ COLDEST NIGHT OF THE YEAR

In February 26th, 2022, members of our community braved the cold and wind to help raise funds for people experiencing homelessness. In an entirely outdoor event, amid continued precautions due to the global pandemic, **more than 330 walkers forming 56 teams came together to raise over \$160,000** - surpassing our initial goal of \$150,000.

coldest
*night
OF THE YEAR

☑ BOARD OF DIRECTORS

Thank to you an incredibly dedicated team of professionals who give their talent, skills and passion in another year of service. Andrew MacKenzie (Board Chair), Melissa Marshall (Board Vice-Chair), Lisa Nicol (Past Chair), Caroline Ruffolo (Treasurer), Alicia Kalozdi-MacMillan, Tina Molenaar, Ken Marsh, Maggie MacMurchy, Jennie Nadeu



☑ VOLUNTEERS

Our volunteers are passionate and dedicated to partnering with us in our goal to ensure that participants feel safe, supported, and welcome. They dedicate their time and passion to listing people out of poverty and homelessness. Thank you for persevering through another challenging year alongside us.

☑ S.H.I.F.T.'S DEDICATED STAFF TEAM!

Thank you to our passionate and caring team of frontline staff who make a difference every day! Their hard work and dedication has helped to bring S.H.I.F.T. programming to new heights. We are grateful for their unwavering commitment to serving Participants across all programs each and every day. We are lucky to have such a great team!





S.H.I.F.T. has been a leading catalyst for change in how individuals experiencing homelessness are served and cared for in South Simcoe. As the only service of its kind serving the vast geographical area of South Simcoe, S.H.I.F.T. has been driven to create programming that meets the unique needs of the vulnerable population we serve, increase shelter capacity and services aimed at reducing chronic homelessness and provide advocacy and solutions for participants in a safe and timely manner.

Today, S.H.I.F.T. serves hundreds of individuals experiencing or at-risk of experiencing homelessness throughout South Simcoe throughout the year. While the number of individuals we see has grown every year, there are still more out there. Our goal is simple, but ambitious: to end the cycle of homelessness, assisting our participants to overcome their challenges, and become stable and contributing members of the community.

To accomplish that goal, we will need to expand both our facilities and staff. To enable us to serve our participants more effectively, we will need to purchase property to build or retrofit space sufficient to meet our growing programming and adequately meet the needs of the communities we serve. While these goals are ambitious, they are necessary... and we know that we can meet them through the continued generosity of our donors and the community. Every dollar that we raise is going directly to increasing our capacity to serve those experiencing homelessness in South Simcoe.

MOVING FORWARD TOGETHER MAKING A *SHIFT* FOR GOOD

2022 WAS A YEAR OF TRANSITION WITH YOUR SUPPORT WE CONTINUE TO CHANGE LIVES

Since 2017, S.H.I.F.T. has been providing emergency overnight accommodations, meals and supports to individuals and families who are experiencing or at-risk of facing homelessness and food insecurity in South Simcoe. We know that we are just at the beginning; there is so much we can achieve together.

We are determined to reach the day when homelessness in Simcoe County no longer exists.
A day when everyone has access to safe, sustainable, and affordable housing.

With your support, that day will come.



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