



SUPPORTIVE
HOUSING OF WATERLOO



2016
ANNUAL
REPORT



EXECUTIVE DIRECTOR'S LETTER

I am incredibly proud that as SHOW celebrated its 6th anniversary as a housing organization we can look forward to building upon our work to create a very bright future, including the development of our second building at 402 Erb St. West. As 2016 began, the board and staff created its' second Strategic Plan which will guide SHOW through to 2020, a plan that embraces the nurturing and growth of partnerships in the development of more affordable housing for our community. The plan allows us to continue building our social enterprise, Empower Cleaning, which grew out of The Hoarding Project, as a service to those for whom extreme cleaning will help maintain housing stability. Housing, Partnerships, Innovation, Resources and Infrastructure are the core elements of our Strategic Plan as we move forward; we work diligently to identify the gaps in service within our community and respond to the housing needs of those marginalized by poverty, status or life's many challenges.

SHOW is a partner to the Guelph Veterinary Outreach Project and together we hosted 4 free vet clinics in Kitchener in 2016 which provided care to the pets of our most marginalized community members. The I Do Project, which focuses on women who are fleeing forced marriage, completed a major research study, the results of which identified safe, secure and stable housing as a key factor in the reintegration of these women back into the community. We provided a no cost yoga program to many in the community, continuing our outreach through service delivery.

The board and staff of Supportive Housing of Waterloo are integral to our success; a hard -working, committed group of individuals who work diligently to ensure that we provide the community with the best possible SHOW we can be. Our partners, over 40 agencies, services, and organizations are vital in supporting our staff to assist our tenants and clients to maintain their housing, improve their mental health and cope with the many challenges life has given them.



Gael Gilbert
Executive Director

2016 AGM REPORT

From the President

Supportive Housing of Waterloo continues to be a vibrant agency in Waterloo devoted to providing supportive, permanent, inclusive and affordable housing. We are a young agency and our strength lies in the many partners that work with us to ensure Waterloo Region is a strong, vibrant and innovative community.

Much of our efforts in 2016 were devoted to the planning of our new affordable housing project at 402 Erb West which will feature 9 one-bedroom fully furnished apartment units. Total capital costs are \$2.2 million and to date we have gratefully secured capital commitments of \$1.78 million from the Province, the Region of Waterloo and the City of Waterloo, representing 80% of the total project budget. We are appreciative of the ongoing community support in helping us to raise the remaining \$420,000 to assist SHOW's efforts in creating a permanent, affordable, supportive and caring community at 402 Erb West.

I extend my gratitude to all of the staff of SHOW who work tirelessly each day in support of our tenants. You model the values of inclusivity, respect, collaboration and trust with our tenants and within the community at large. Our community is stronger and those who live at its margins are better because of the influence and leadership that you demonstrate.

SHOW has a committed group of donors and friends. On behalf of the Board of Directors, I thank you most sincerely for your ongoing support. Your commitment to our Mission – “to collaboratively provide housing and a continuum of supports to those who have experienced homelessness and encountered barriers to the fundamental right to safe and affordable housing”, serves to strengthen the lives of many in our community and serves to underscore the importance of living in a community where safe and affordable housing is available to all in need.

I am most appreciative to the Board of Directors for the ongoing support. Our work is vital to the many lives we impact each and every day and your commitment to our mission and values is an important reminder that providing safe, affordable and permanent housing for all those in need is foundational in our call to serve the community. I extend my personal best wishes to David Sunday who will be leaving the Board. You have contributed invaluable knowledge, skill and support to the Board of Directors and have put the needs of the organization, its mission and vision at the forefront of your deliberations.

You may recall that not long ago, mats on a church basement floor in differing locations each night of the week was the response to homelessness. However, a tenacious and forward-looking board of directors along with supportive levels of government, saw a different vision for housing the homeless population of our community. 362 Erb West opened its doors 7 years ago to 30 tenants. This structure continues to provide permanent and supportive housing to address the mental health and addiction issues of our residents. 402 Erb West continues the legacy of SHOW by offering additional safe, permanent and affordable housing and an opportunity for some, to build a new safe and secure life in our community.

We appreciate the community's support that made 362 Erb West a reality and we welcome the continued support as we make 402 Erb West the newest housing community where lives will be transformed.



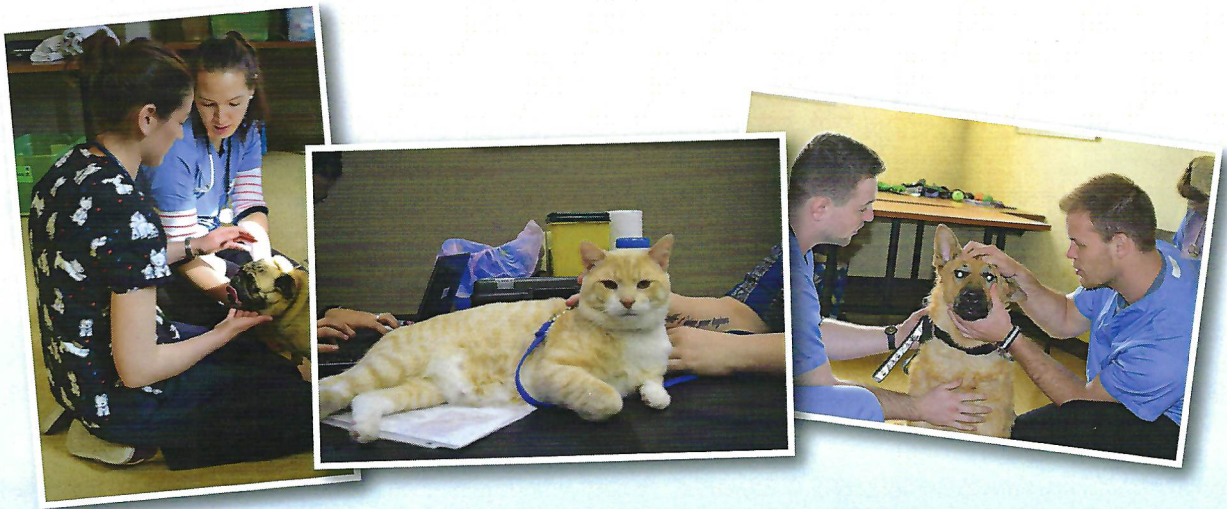
Sincerely,

Michael Schmitt

President, Supportive Housing of Waterloo

FREE VET CLINICS

Over the past 6 years, Supportive Housing of Waterloo has worked side by side with the Community Veterinary Outreach clinic, to offer free veterinary care for community members who may not have the means to access it for their pets otherwise. As an organization, SHOW works with multiple other agencies to provide reliable support for animals, as well as their owners in attending these clinics. Owners have a variety of medical tests and services to choose from for their animals, as well as preventative medical measures they can access for themselves. Some partners that make this a reality include, Family and Child Services, The Public Health Department, The Region of Waterloo, Employment and Income supports, and of course volunteers. Through planning, coordination, and commitment between agencies, the program has continued to grow annually, serving over 75 clients this past year. As word spreads about the work being done with the Community Veterinary Outreach clinic, we strive to continue to grow this program and support as many individuals, families, and pets who can benefit from its operation.



HOARDING PROJECT

The impact of The Hoarding Project in 2016 has been profound in our Region, intervening and preventing over 200 evictions, stabilizing the housing of close to 200 more people who were struggling to maintain their homes, referring over 150 to counseling, mental health supports, home care or legal services. The project was instrumental in assisting the reconciliation of more than 25 families, and trained countless first responders and social service workers in understanding how best to serve those living with this disorder. The Hoarding Project has been nationally recognized as a unique and outstanding response for those whose lives are severely disrupted by extreme and unsafe levels of clutter. This project not only facilitates one to one support but also provides support groups for those who hoard, and for their family members.

SHOW biz...

Maintaining the stability and housing of our tenants is a priority for the staff at 362 Erb St. West. Staff work diligently to provide the intensive supports needed by our residents, through counseling, group work, programs, and one to one supports. Group meals are very important for our tenants as it provides opportunities to socialize, learn new cooking skills, reduce isolation and help people reintegrate into the community. Volunteers are key in the provision of our community meals, a huge thanks to the wonderful folks from the West Vale community who have befriended our tenants for the past 6 years, each and every month. SHOW values an excellent relationship with our Waterloo community and is very appreciative of the support we receive from our neighbours and elected officials.

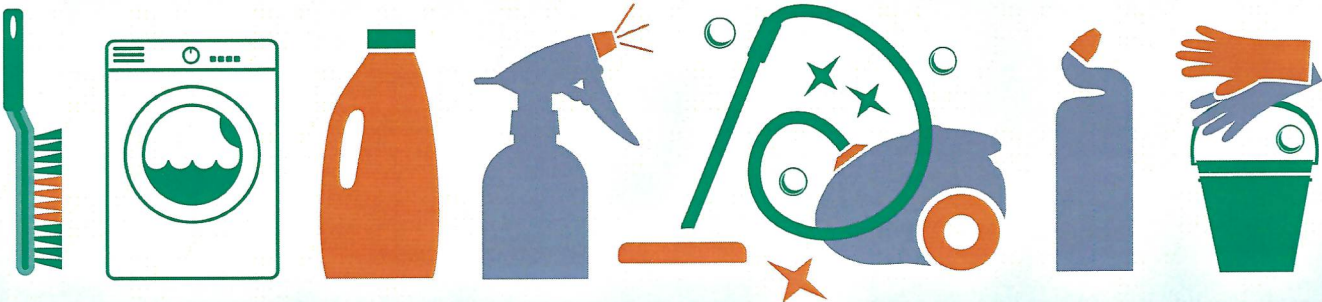


THE "I DO!" PROJECT - SURVIVORS' INITIATIVE

Focused on people who are fleeing forced marriage, the staff completed the work on this initiative through production of an in depth research report which identified safe and secure housing as being the most necessary response for those whose lives have been affected by this issue. The research completed for the I Do project will be applied to several community initiatives working with victims of human trafficking. Housing is key in providing the stability and security that will prevent revictimization of this very vulnerable sector.

EMPOWER CLEANING

Developed as a response to those whom we serve through The Hoarding Project, Empower Cleaning has steadily grown, providing extreme cleaning services as well as prepping homes for extermination services. Referrals for this service come through many social and private housing providers, landlords, social service agencies, seniors' support services and word of mouth.



MISSION STATEMENT

WE BELIEVE:

- Housing is a fundamental right
- The principles of 'housing first' guides our mission
- The principles of harm reduction guide our practice

VISION

Creating a community where affordable housing and supports are available to all.

MISSION

Our mission is to collaboratively provide housing and a continuum of supports to those who have experienced homelessness and encountered barriers to achieve their fundamental right to safe and affordable housing.

VALUES

Inclusive: welcoming and open to all

Collaboration: working in partnership with community to provide supports and services

Respect: treating all people with dignity

Trust: providing an environment of safety, confidentiality and security

PARTNERSHIPS AND MORE...

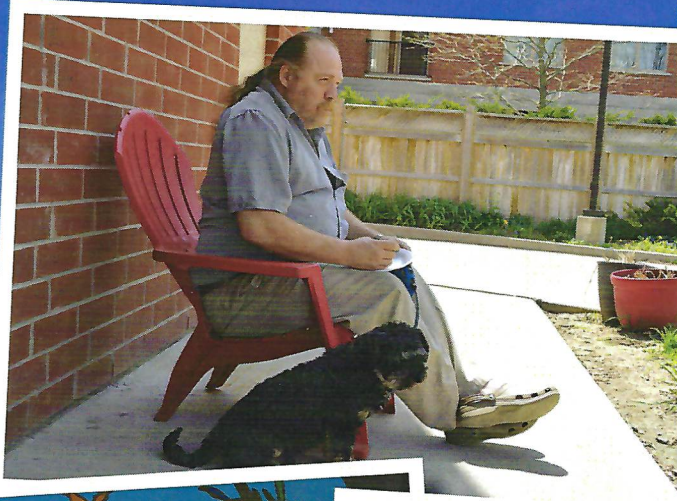
- Thresholds
- ASH Program
- Community Support Connections
- Local Immigration Partnership
- Hhug
- Highview Community Church
- Wilmot Family Resource Centre
- F & C S
- HAV Link
- Guelph Veterinary Outreach
- ACKCWA/Sanguen
- The Wilfrid Laurier School of Social Work
- University of Waterloo
- Waterloo Rotary Club
- Housing Services Corporation Insurance Advisory Committee
- StepHome
- Region of Waterloo First Responders and By-Law offices
- Connectivity (Kitchener and Cambridge)
- Carizon
- YWCA
- OneRoof

SHOW IS PROUD TO PARTNER WITH A MULTITUDE OF SERVICES AND COMMUNITY SUPPORTS!

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