Nellie's
Annual Report 2016-2017

SHELTER

EDUCATION

ADVOCACY

Nellie's Mission

Our Mission is to operate programs and services for women and children who have and are experiencing oppressions such as violence, poverty and homelessness. Nellie's is a community based feminist organization which operates within an anti-racist, anti-oppression framework. We are committed to social change through education and advocacy, to achieve social justice for all women and children.

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Your support brings smiles to so many faces!

What we do

Reasons for coming to Nellie's:

Abuse	46%
Homeless	27%
Threats	9%
Refugee	7%
Harassment	4%
Other	7%

Education sessions provided	1,344
Mentoring sessions provided	2,358
Referrals provided	2,777
Recreational sessions provided	229
Transportation supports provided	7,368

Number of meals provided	15,241
Number of snacks provided	45,723
Average number of days at Shelter	110
Shelter spaces provided	138
One on one counselling provided	5,096
Group counselling sessions	76

Unique Individuals served:

Pre-school	22
School Age	13
Youth (12-24)	15
Adults (25-64)	88
Seniors	2
Volunteers	137
Volunteer hours	8,975

Your Support is helping the growing number of women over 50 seeking Shelter

Forward Looking: Addressing Current and Future Needs

Next year, Nellie's will be turning 45 and while 45 is a milestone worth celebrating, it is also an opportunity to look to the future and what that may look like at Nellie's. In 2015, Nellie's underwent a transitional planning process (outlined in the 2014-2015 Annual Report Agency Report) that would allow us to focus our scarce resources, both in terms of finances and staff time, while remaining relevant. In order to have the most impact for clients and the community Nellie's serves, the Board instituted a Transitional Strategic Plan focused on addressing key issues within a strategic framework focused on organizational sustainability, social justice and program priorities that matter most to achieving our mission and vision.

As a result of the transitional planning process an external consultant was contracted in the fall of 2016 to do an independent evaluation of programs and services with the purpose of identifying the extent to which those programs and services support our mission and social justice priorities (mental health and accessibility), and the extent to which the processes used at Nellie's to implement programs and services contribute to our success in terms of achieving intended results.

The evaluation used data sourced from Nellie's clients, staff, volunteers and service partners and was gathered through one-on-one interviews, focus groups and an online survey available to all staff. What the data uncovered reinforced the belief of the Board and Management. Below is a condensed overview of the major points revealed through the process.

Staff

The staff identified a desire for clearer means to debrief work issues and a need for increased support as the major priorities moving forward. In addition, Nellie's focus on dealing with the effects of trauma means that staff has a need for ongoing training to ensure they have the correct skills to meet those needs. Staff also identified the need for more management resources to provide support and better tools to frontline staff. In order to accomplish this, partnerships and more management resources, including being present at external tables i.e. Harm Reduction, Housing, Mental Health and Accesibility Advocacy tables among others, was seen as needed to make this a reality.

Clients

Overall, 75% of clients indicated that the environment at Nellie's is a very safe one. Nellies' is a place where clients learn, among other things, about the:

- Cycle of abuse and how abuse and power has impacted their life and their relationships;
- Impact of mental health on physical health and what resources to access in order to meet their needs;
- Better skills to cope with "difficult people";
- Self-care when it comes to identifying and addressing stressors in life; and
- Understanding what can happen when we, as individuals care for others at the expense of caring for oneself in terms of achieving life goals.

79% of all clients engaged for the evaluation indicate that one of the key changes they experience after coming to Nellie's is a sense of relationship and connecting with others. Clients across both shelter and Community Support and Outreach (CSO) program services also indicate that the chance to talk to peers about problems is of paramount importance.

Social Justice

In 2016, Nellie's started to have discussion as an organization about what makes it unique from a social justice point of view. What emerged through that work, and is validated by the evaluation, is that Nellie's is an expert in trauma-informed, feminist services that integrate a harm reduction approach.

The evaluation also found that all stakeholders see Nellie's as playing a unique role in the Violence Against Women (VAW) sector that is highly valued and special. Women experience important changes in their lives after coming to Nellie's. This approach is a way of working with clients that involves being able to understand the impact of trauma even when clients may not identify it that way, to be able to support clients to talk about their experiences, and to be flexible and client-centered when the impact of trauma shows up in the behaviours clients may show or the challenges they may face.

The Future

The Transitional Plan offers the following opportunities for Nellie's to strengthen its work going forward:

Programs and Services

1. Consider a service delivery model where transitional housing staff from CSO are located within the shelter at certain times of day in order to support shelter clients to access the expertise of those staff.
2. Consider the addition of a mental health worker in the shelter that can de-escalate crisis, assess trauma, and engage in crisis intervention as needed, to help build the capacity of the organization.
3. Move to a more active case management model, in order to meet evolving client needs. Include in this model a more formalized assessment of trauma so staff can better connect clients to the right resources and can connect healing trauma to self-care, community engagement and life goals.
4. Ensure events, supported by programming dollars, have an educational component that supports interventions that teach and support an analysis around VAW and systemic changes are open to both shelter and CSO clients.
5. Further develop and define Nellie's unique approach to trauma, harm reduction and mental health in order for it to become ingrained in the organization's culture, and to share with other organizations (with a focus on organizations serving the vulnerable populations identified in Nellie's social justice priorities).
6. Further develop the pathway for clients at CSO to drive the social justice priorities (mental health and accessibility) developed in 2016 that can start to develop resident leadership and civic engagement training in order to do social justice work in the community.

Organization

7. Secure resources for a new manager position, or Team Leads at the shelter and CSO, in order to provide more support to staff and to bridge external and internal social justice work.
8. Consider revising the data strategy, in order to better capture the breadth and depth of work being done and services being provided (e.g.better tracking referrals, applications made, advocacy engagements, etc.).
9. Revise the staff training plan for the organization, with individual staff choosing specific trainings on an annual basis where possible.
10. Develop a relief staff training program (which could include rotating opportunities for relief staff to engage in professional development activities, a training binder/manual that relief staff are required to review on a regular basis or a mentoring/buddy system where identified full-time staff can offer professional development supports to relief staff).
11. Continue to partner strategically against new social justice priority areas and populations.

We are looking forward to implementing the ideas that have been presented by the Transitional Plan which will constitute the starting point to developing our Strategic Plan for the next three years. The results of that work will better position Nellie's to meet current and future needs that will result in more successful outcomes for the women and children we serve.

Shelter Report

The Changing Face of Nellie's: More Children and Longer Stays

The 2016-2017 year at Nellie's has seen as influx of children in the shelter. Almost half of our current residents are children. This change in demographics has impacted Nellie's in several ways. An increase in children at the shelter has come with its own unique resource challenges as more funds are needed to provide for them. The increase in babies and toddlers means more and more of our already stretched food budget is being redirected to diapers and baby formula.

In addition to the increased costs associated with more children, Nellie's recognizes that the children who access our services with their mothers are also going through crisis. Abuse, including witnessing abuse, destroys a child's view of the world as a safe and predictable place . Children suffering from the effects of abuse and trauma might learn that they have to deal with their problems by themselves, adults don't keep their promises, bad things happen no matter how hard you try to be good, and life is not fair. In contrast, children who grow up with encouragement, fairness, and safety can approach life with enthusiasm and embrace new opportunities.

As a result, Nellie's has created a child care program aimed at creating a space that is responsive to the needs of children living in the house. The program includes: developing and enhancing community and connection among children and youth, taking creative methods of storytelling, increased quality of care, safety planning and coping strategies.

The housing crisis in Toronto and lack of a current National Housing Strategy has been at the forefront of news lately. Nellie's continues to provide support to women in shelter and women in the community in securing housing. Housing workers are often finding new and creative ways to work with women to access safe and affordable housing. However, the systemic issues of growing income inequality and lack of adequate and affordable housing often result in women staying longer at the shelter or transferring from shelter to shelter. Shelters meant for emergency housing are more and more becoming long-term housing for woman.

During women's stay at Nellie's, they are connected with a housing worker to provide support in finding and maintaining housing. They work with front-line counsellors to create safety plans, receive supportive counselling and get one-on-one support to navigate different systems, including income supports, legal systems (family, criminal, immigration) and accessing other programs and services offered.

Nellie's continues to offer programming aimed at enhancing women's experience while living in the house. One example of a popular program is 'Nurturing Ourselves.' Nurturing Ourselves runs once a month and was created to give women an opportunity to develop boundaries and create space just for themselves, allowing time for healing, self-care and coping strategies. Some of the activities include: yoga, journaling and poetry.

Over the coming year Nellie's will continue to find new and creative ways to work with women, especially around the intersecting issues of trauma, harm reduction and mental health (an area Nellie's has deemed a priority and in which we have specific expertise). Nellie's will continue to advocate for change and work to address systemic issues that affect all women.

Healing Children Through Art & Play

Thanks to Emmanuelle Gattuso

Few of us get the chance to witness first-hand the amazing impact one action can have on the lives of others. Staff at Nellie's will tell you it's a memorable experience.

The action, initiated by philanthropist Emmanuelle Gattuso, involved a generous grant made through her Foundation. And the impact was the creation and implementation of Nellie's Child Care Program.

With this gift, Nellie's joins the eclectic group of organizations and services supported under the umbrella of La Fondation Emmanuelle Gattuso, which focuses on cancer treatment/recovery for all ages, as well as other health and cultural programs.

Many of the women who access our services have children who also experience the results of trauma and abuse. Their self-esteem may be at an all-time low and they may be depressed and fearful. Nellie's Child Care Program, which launched in January thanks to Ms Gattuso's gift, is designed to address the wide range of trauma-related issues facing children and youth living at the shelter. The program provides children and youth with valuable, appropriate content to enable healing through art, play and reflection, with the ultimate aim of helping them understand their feelings. Children are now better able to identify and come to terms with their feelings of anger and frustration. Moreover, we're able to provide them with the skills they need to better manage their feelings once they leave the shelter.

"I felt that the child care program was an important one as many of the children living at the shelter with their moms are also going through crisis. The child care program is helping to provide the children living at the shelter with coping strategies moving forward, and to understand their feelings of fear and confusion." says Ms. Gattuso.

While the child care program was initially intended to focus only on children, the program now includes their moms; offering them parenting and coping strategies to help them better understand the effects of trauma on the development and well-being of their child.

Thanks to the timely and committed action of Emmanuelle Gattuso, Nellie's shelter is now able to remedy a gap in its support services for families in crisis.

Your Support Helps Women Move from Shelter to Independent Living

Jane* came to Nellie's two years ago after leaving a physically and emotionally abusive relationship. Prior to arriving at our shelter Jane had a good job in human resources, but after years of abuse by her partner Jane started to experience depression and began to self-medicate with substances as a strategy to cope with the effects of abuse and the resulting trauma. Like so many women dealing with the effects of trauma Jane eventually lost her job and the support of her family. After a particularly violent incident Jane left her partner and arrived at Nellie's where she found shelter and support.

At Nellie's, Jane began working with shelter staff on healing and with a Transitional Housing and Support Worker, in our Community Support and Outreach office, to begin the process of securing housing. However, due to the trauma she experienced, Jane spent time in and out of the Gerstein Crisis Center for mental health crisis, as well as at CAMH.

Jane had difficulty finding housing on the private market due to a lack of affordable housing and discrimination from landlords based on a precarious housing history. The complexity of her mental health, substance use and trauma history made finding housing even more difficult. Like many homeless women Jane couch surfed for a while, but this lead to being sexually assaulted by someone whose home she was staying at, an experience all too common for women who experience unstable housing. Jane returned to Nellie's numerous times and always remained connected to her Transitional Housing and Support Worker.

After two years of working on healing, Jane was finally ready to work on securing stable, affordable housing. Nellie's successfully advocated for Jane and she was finally housed after 2 years of being approved for priority housing. Jane now lives in a safe and affordable home.

Without donor support we would not be able to provide women with the tools they need to make positive changes in their lives. Thank you for your support!

*Please note that women's names and other identifiable information have been changed in accordance with Nellie's policy on client confidentiality.

Multi-million dollar renovation plans at three Ontario housing co-ops are in limbo after receiving government demands to cancel rental assistance to low-income families.

The co-ops and the Co-operative Housing Federation of Canada (CHF Canada) have called on CMHC to respect the government's commitment to supporting low-income households living in housing co-ops by keeping rent-supplements in place for low-income households.

About Time - National Strategy on Housing

We at Nellie's know from decades on the frontline of the fight for social justice for all women and children, that system change is infuriatingly slow. Yet every so often, there comes the opportunity to change government policy and make real progress. Year in and year out, we push for change, with the help of our staff, donors, volunteers, and of course the women who come to Nellie's, and every day, prove what is possible when women are given a chance. We know opportunities for system change are rare, and when the moment arises, we've got to be ready.

Now appears to be one of those moments. The federal government is currently developing no fewer than three national strategies that will shape public policy and funding decisions that affect women and children. A National Housing Strategy, a Strategy to Address Gender-Based Violence, and a Poverty Reduction Strategy are all currently under development and set to be released this year. Together, they could have a lasting impact on the lives of women and children across this country.

The National Housing Strategy will set out the investments and outcomes for the full spectrum of housing from homelessness to home ownership. It will incorporate a new federal-provincial agreement that will set the terms for how governments will work together to improve housing affordability. Critically, it will also feature an update and expansion of the Homelessness Partnering Strategy, a key mechanism for government funding of homelessness serving services.

Women and men experience homelessness in very different ways. Advocacy around homelessness has been dominated by male-led organizations, hiring male marketers to convince male politicians. This has consequences for what we think of as homelessness, who gets to the table, and how funding is decided. The federal government has singled out survivors of domestic abuse as a priority population for the strategy. We're keen to see them open their eyes to the gendered effects of homelessness.

They might be helped by the Federal Strategy to Address Gender-based Violence. The strategy aims to strengthen efforts to prevent and address gender-based violence and ensure a coordinated, evidence-based response.

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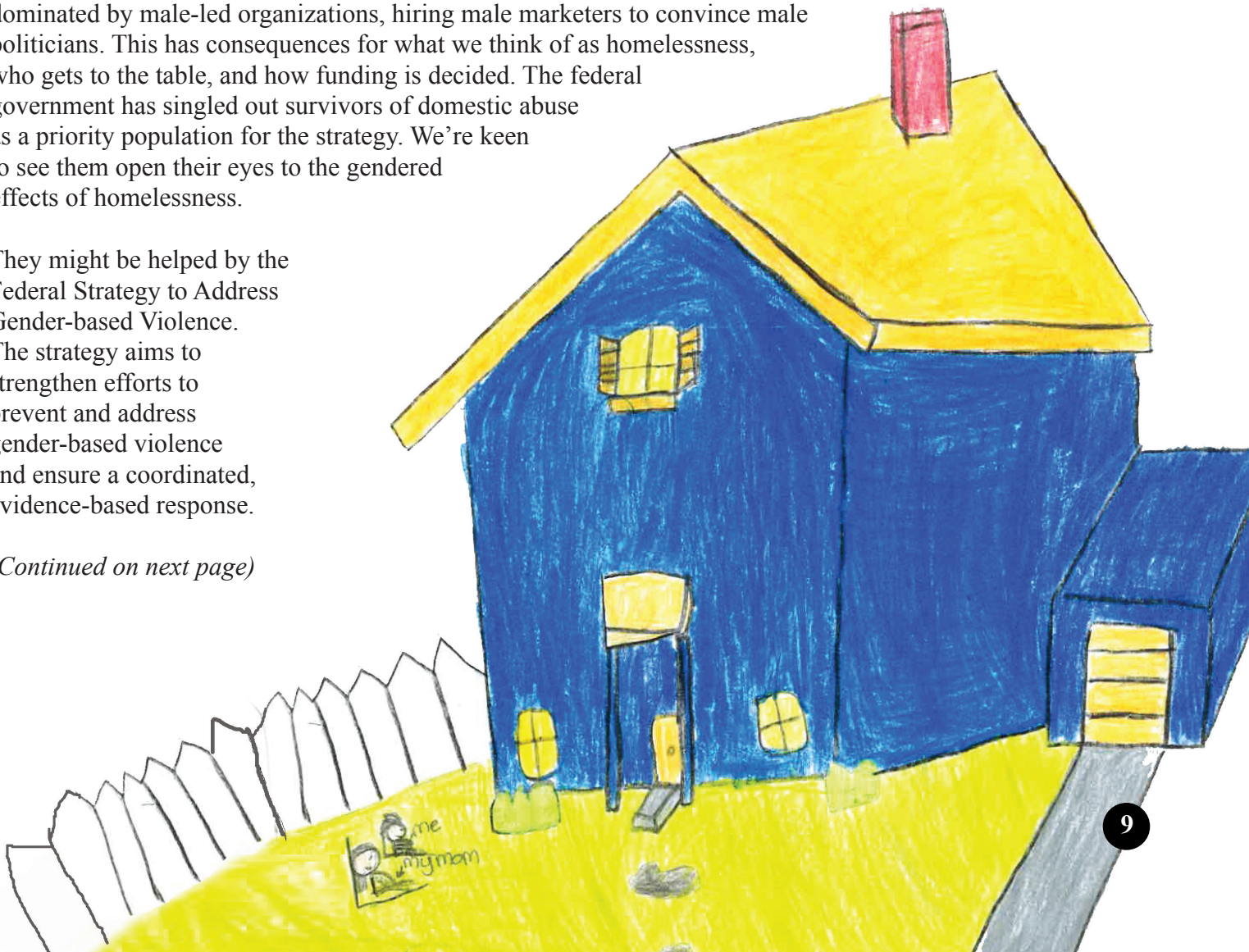


National Strategy on Housing Cont'd

Importantly, it will also initiate a long overdue national personal safety survey. A major national survey on violence against women has not been done since 1993. Government runs on data, and numbers–what gets measured, matters. It's about time we measure the personal safety of women and children.

Finally, the Poverty Reduction Strategy is the government's attempt to recognize the complex social and economic factors leading people into–and out of–poverty. Canada does not have an official definition of poverty, or an official measure to track it. Now is our chance to influence how the federal government understands poverty, and define the government's responsibility across key areas that impact poverty. To know what those areas are, the government would do well to start with the range of programming offered by Nellie's: housing, food, health, employment and education. These are the foundations.

At Nellie's, we know it takes work on all levels to achieve social justice. We take care of the basics, because without food on her table and a door to lock behind her, it's impossible for a woman to build a life for her and her children. We provide a holistic range of services and programs to support women creating opportunities for themselves, and to create opportunities for kids to be kids.

We take what we've learned and contribute on committees and advisory councils that help spread knowledge and best practices. We're proud of the fact that Nellie's anti-racism anti-oppression framework has become a model for other organizations.

But we also know individuals and organizations are players in a bigger game. We need to change the rules of that game, to remove the barriers of abuse, prejudice, and oppression for all women and children. That's why Nellie's has a dedicated volunteer committee on social justice.

That's why our donors support us so generously, to ensure we remain independent to speak truth to power. Nellie's has never been afraid to seek a new solution, or, when we have to, to fight on behalf of all women and children.

The province sets a guideline for rent increases every year. For 2017, it is 1.5 per cent. But there is a loophole — it only applies to units built before Nov. 1, 1991.

On the flip side, the 1991 issue creates a problem for landlords who own older buildings: How can they cover spikes in utilities or taxes without being allowed to adequately raise rent?

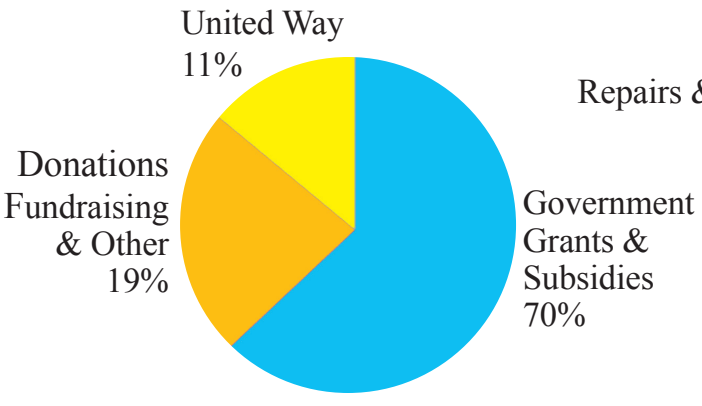
Renters who rely on Ontario's Disability Support Program may encounter sky-high prices and discriminatory landlords while apartment hunting in Toronto.

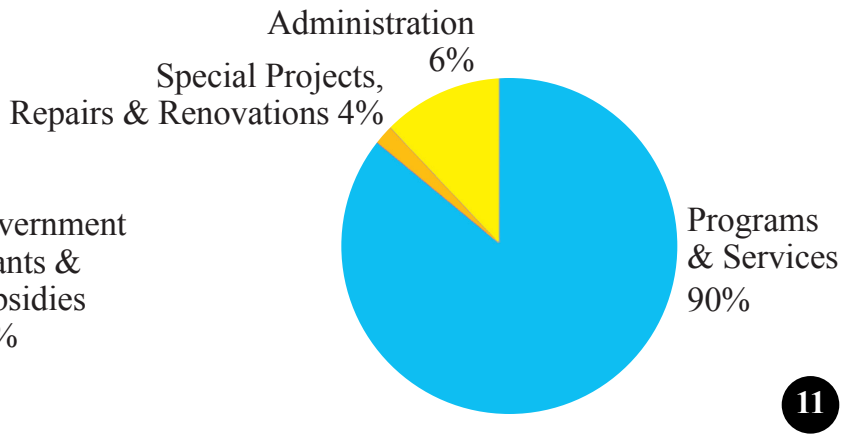
Financial Statement

Women's Hostels Incorporated

Statement of Operations
Year End March 31

REVENUE	2017	2016
Government grants	1,256,172	1,184,995
City of Toronto- per diem	229,582	230,086
City of Toronto- personal needs allowance	24,143	19,273
City of Toronto - Investing in Neighbourhoods	62,336	84,325
Rent Supplement- OHCAP	-	-
Federal government mortgage subsidy	-	-
United Way Funding	249,276	324,298
Donations and Fundraising	379,790	337,859
Bequests	34,464	203,358
Interest and other	3,475	2,184
	2,239,238	2,386,378
EXPENSES (Schedule A)		
Programs & Services	2,071,709	1,974,436
Administration	142,938	265,268
Special Projects, Repairs & Renovations	82,646	46,528
	2,297,293	2,286,232
Excess of revenue over expenses from operations	(58,055)	100,146
Amortization of capital assets	(50,425)	(51,303)
Deficiency of revenue over expenses from capital assets	(50,425)	(51,303)
Funds received for Mary Prichard Fund	950	-
Outlays for Mary Prichard Fund	(2,020)	(1,079)
Deficiency of revenue over expenses for Mary Prichard Fund	(1,070)	(1,079)
Excess of revenue over expenses for the year	(109,550)	47,764





Thanks to our Donors, Volunteers & Staff!

We Simply Can't Thank You Enough!
Day-in and day-out, through your generosity you show marginalized women and children, living in shelter and in the community that their lives matter. Your contributions have helped women and children find safety, shelter and support. You have helped provide them with the tools they need for a better future. You make change possible.
Thank you for all you do.

Staff & Board Listings 2016-2017

Executive:
Sienna Leung, Co-Chair
Carol Allain, Co-Chair
Michelle Bain, Secretary *
Bethany Johnson, Secretary
Donna Kellway, Treasurer

Board Members at Large:
Joanna Fong
Lori Loewen
Sherece Taffe
Dale Yurka
Sahar Zaidi

Administration:
Halima Abdela, Finance Administrator
Marlene Bell, Program Manager
Janna Cheng-Brown, Admin Coordinator
Shanine Dyer, Intake Admin. Support Worker **
Ingrid Graham, Development Manager
Jamuna Gurung, House Coordinator
Nazreth Haile, Kitchen/Housekeeping Assistant **
Tammy Jones, House Coordinator Assistant **
Jessica Lederer, Shelter Intake Admin. Support Worker
Margarita Mendez, Executive Director
Sarah Pynisky, Shelter Admin. Support Worker
Helen Stalker, Development Admin. Support Worker

Counsellors & Housing Workers:
Hawa Bogor
Maureen Caines-Comrie
Lourdes Dijanich
Bernadette Dondo
Angeles Fernandez *
Diana Galeano
Sandy Greer-Wootten *
Hamdi Hussein
Anna Morgan
Cecelia Paul
Adriana Pelayo
Abida Sherazee
Joanna Shawana
Angela Stephens
Kira Steiner

Relief Workers:
Khadija Abdi
Margaret Alexander
Victoria Bay
Priscilla Boateng
Valeska Gomez-Castillo
Meghan Hogg **
Thi-Phuong Huynh
Joanne Janczak **
Lillian Manger
Patience McCabe
Aelly Momend
Maria Moutsatsos
Lillian Namukasa *
Tamara Nickie
Julia Nieri
Ann-Marie Peart
Tasleem Rasool
Alisha Riley
Faye Stanbury
Julia Steinecke
Karen Sterling
Melisse Watson
Cordelia Whalley-Fox
Kathleen Williams-Peddie
Suad Yusuf

*On Leave
**Left the position

Members of Nellie's Board

Our Community Partners

211
416 Community Support for Women
6 St. Joseph House
Access Alliance
Across Boundaries
ACTO: Advocacy Centre for Tenants of Ontario Alternative Housing
Anishnawbe Health Toronto
Anne Johnston Health Station
Assaulted Women's Helpline
Bad Date Coalition
Bank of Montreal Volunteers
The Barbra Schlifer Commemorative Clinic
Broadview Bakery
CAPA: Coalition Against Psychiatric Assault/OISE
CERA: Centre for Equality Rights in Accommodation
City of Toronto Department of Public Health
Canadian Mental Health Association
Credit Canada
YMCA - Toronto December 6th Fund
Dixon Hall Neighbourhood Services
Dress Your Best
East Toronto Community Legal Services
East York East Toronto Family Services
Elizabeth Fry Toronto
ERDCO: Ethno-Racial People with Disabilities Coalition of Ontario
Ernestine's Women's Shelter
Federation of Metro Tenants' Associations
Food Forward
FoodShare Toronto
Dyke March Toronto
Fred Victor
Habitat for Humanity Greater Toronto Area
Hassle Free Clinic
Immigrant Women's Health Centre
International Women's Day Rally, March & Fair
Kids Up Front Foundation
LEAF: Women's Legal Education and Action Fund
METRAC: The Metropolitan Toronto Action Committee on Violence Against Women
Mustard Seed
Neighbourhood Legal Services Inc
Newcomer Women's Services Toronto
North York Women's Shelter
OAITH: Ontario Association of Interval and Transition Houses
OCASI: Ontario Council of Agencies Serving Women
ORAD: Ontario Rainbow Alliance of the Deaf
Ralph Thornton Community Centre
Riverdale Immigrant Women's Centre
Scarborough Women's Centre
Second Harvest
Sistering
South Riverdale Community Health Centre
Springtide Resources
St. John the Compassionate Mission
St. Stephen's Community House
Stolen Sisters Rally for Missing and Murdered Indigenous Women
Street Health
Take Back the Night Toronto
The 519
The Anne Johnston Health Station
The Redwood Women's Shelter
The New Mom Project
Toronto People With AIDS Foundation
Toronto Rape Crisis Centre
Toronto Region Managers Housing Advisory Group
Transition Worker's Housing Committee
Unison Health & Community Service
University of Toronto: December 6th Vigil
West Neighbourhood House
WomanACT: The Woman Abuse Council of Toronto
Women Transitioning to Trades & Employment Program George Brown College
West End Midwives
Women's Health in Women's Hands
WoodGreen Community Services

ww.nellies.org @nelliesshelter nelliesshelter

CHARITABLE NUMBER: 11930 2727 RR0001

Ontario Toronto

MAILING ADDRESS:
P.O.BOX 98118
970 Queen St E
Toronto, ON M4M 1J8

HOUSING SUPPORT:
Tel: 416-461-0980
E-mail: tsw@nellies.org
Fax: 416-461-0970

SHELTER PROGRAMS & SERVICES:
Tel: 416-461-1084
E-mail: programs@nellies.org

GENERAL:
Tel: 416-461-8903
E-mail: community@nellies.org

COMMUNITY & OUTREACH SUPPORT
Tel: 416-461-3404
Tel: 416-461-2052

FUNDRAISING & DONATIONS
Tel: 416-645-1419
E-mail: fundraising@nellies.org
Tel: 416-461-0769
E-mail: helen@nellies.org