



INNOVATIVE
FROM THE
BEGINNING,
LOOKOUT
CONTINUES TO
RESPOND TO
VANCOUVER'S
HOMELESS
NEEDS!

LOOKOUT EMERGENCY AID SOCIETY

1 Lookout began in 1971 with its 3-bed overnight shelter in the Patricia Hotel – eventually finding permanence in a house across the street.

2 Downtown Housing Centre was Lookout's 1st purpose built emergency shelter and transitional housing and opened in 1981.

3 LivingRoom Drop In began in 1993 as a safe place for the mentally ill in the DTES to hang out and access a variety of services.

4 In late 2010 the beautifully restored Russell Housing Centre was opened with 40 permanent housing units together with 15 emergency shelter beds.

Annual Report 2011

Special 40th Anniversary Edition





LOOKOUT EMERGENCY AID SOCIETY
SOCIETY REPORTS
ANNUAL REPORT
APRIL 1, 2010 TO MARCH 31, 2011

FROM THE BOARD PRESIDENT

JONATHAN MEADOWS
PRESIDENT OF THE BOARD
JUNE 27, 2011



This year continued our focus on organizational development and strategic planning. With the welcome addition of new key staff, roles are adjusting to further enhance our ability to provide solutions to homelessness. For instance, we created an Outreach Manager position dedicated to providing supportive leadership to our outreach team. Al Mitchell, our very long-time shelter manager brings his substantive skills to this new role.

Lookout was founded 40 years ago on January 4, 1971 and our purpose back then is the same as our mandate now: to reduce homelessness. This is frequently challenging, but our dedicated, caring and indefatigable staff do this every day through the provision of welcoming environments, the drop in, shelter and housing, by their outreach, casework, networking and advocacy to name just a few. I thank staff for the incredible work you do – the heartfelt testimonials by many individuals you have helped simply reinforces what a great team you are!

We also do this through incredible donations of time and resources by our selfless volunteers and donors. It is through the caring and generosity of volunteers and donors that we are able to provide the supports and assistance the men and women to find and keep their homes. Our thanks to each of you! I would also like to recognize Lookout's Board members – their zeal, time and expertise has been important and appreciated!

Now serving over 9,200 individuals through our range of programs and housing, it seems a far cry from the two beds and a roll-away cot those many years ago. We have been reflecting on our past and planning our future, strengthening the foundations of Lookout to prepare us for the next ten years. We hope that you will celebrate some of these changes with us at our Annual General Meeting, and also join us for the festivities recognizing our 40 years this summer at Oppenheimer Park and H'Arts for the Homeless!

Respectfully,

Jonathan Meadows, President

Board of Directors

FROM THE EXECUTIVE DIRECTOR

KAREN O'SHANNACERY
EXECUTIVE DIRECTOR
JUNE 27, 2011



40 years of Lookout!!! It's truly hard to believe and yet there's still so much more that needs to be done . . .

This past year we continued to consolidate the changes made within the organization over the past few years. These changes were made to strengthen our infrastructure and provide the building blocks for great service. The transformation, of course, was necessary because of the growth in the organization! We set priorities at the beginning of the year to clarify roles amongst the members of the management team, review and expand staff and manager skill sets and to strengthen consistency of practice for our different programs and locations. We also set goals to further client involvement in services and to foster greater independence. Lastly, we wanted to continue to develop more resources for homeless individuals, especially outside the Downtown Eastside.

Work on all of our priorities progressed and are ongoing. The shift to how we do things, whether it be meetings or service engagement, continues to be a challenge to integrate throughout the Society because the way we implemented things or shared expertise in the past, no longer works now that we are operating 26 programs and 17 different sites! I want to recognize the Organizational Development Team for their work and their encouragement! The management team is trying to be more disciplined in using the systems that are in place knowing some of our staff are working across numerous sites. However it is difficult when change is continuing. This includes the creation of the new Outreach Manager position and new Managers joining the team!

Much effort has been devoted to ensuring a common understanding and practice throughout Lookout on minimal-barrier services, including around harm reduction. Direct meetings between staff, the ED and Director of Operations helped provide focus on areas that needed attention. As a result, regular similar sessions are being incorporated into Lookout processes, and will help facilitate communication. Common practice is especially important to prevent mixed messages to our clientele. This work will continue in the upcoming year.

We also recognize that the rate of change is a factor throughout the organization. Extra efforts have been taken to include this in the planning as we move forward on the activities started last year – for instance, the client database use, the roles of the supervisors, or simply how we do our case planning. These are all good and welcome changes, but like everything, time is needed for adjustment!

An exciting new action is the reimplementation of the Client Advisory Committee, struck to provide direct feedback to the ED on service planning and delivery, providing an important formal link for communication. The members are keen and have lots of great ideas. My thanks to each of the members for their interest, caring and dedication! With our commitment to help people develop the skills they need to meet their own needs, other interesting ideas are coming forward. One of the staff work groups, struck as part of the organizational review, has recommended that Lookout training be open to our clientele - the proposal is now being reviewed by the Training Coordinator and the Executive Team.

The creation of new housing is major progress towards solving homelessness. The opening of the Rhoda Kaellis in December 2010 was a major highlight, with 24 tenants happily attaining beautiful self contained suites just in time for Christmas! The formal celebration is planned for this year. We thank BC Housing for their considerable financial support both with the capital costs, and the operating budget! The development team was awesome!

We are very excited about our 129 units of housing currently under construction at 1st and Main, with thanks to the province, the City of Vancouver and Streethome Foundation. We commend the continuing leadership of the Province of BC and municipal governments in Vancouver, New Westminister, Surrey and the Tri-Cities for their commitment and provision of much needed resources that help to address homelessness. We continue to work with our partners in Burnaby to create shelter and housing to meet local needs.

With our 40th Anniversary being celebrated throughout 2011, staff have spent significant time reflecting on what it was that brought each of us here to Lookout, and what keeps us here. Three quarters of Lookout's beds are now residential and we have been recognizing the changes and refreshing our mandate to better reflect our multi-service solutions to homelessness!

I hope everyone will join us in upcoming celebrations of Lookout; they provide tribute to the incredibly talented and dedicated Lookout staff of past and present, as well as to our amazing service partners, volunteers and donors! I also acknowledge the management team - what an incredible group of people. Your caring, dedication and leadership set the tone for us all! Last but not least, my thanks for the support and assistance of the Board members – your expertise and guidance are needed and well appreciated! Without all of us working together, Lookout cannot succeed! I am honoured to work with such a group of wonderfully dedicated people!

Hope you enjoy reading these reports on the Society, activities and services and walking down Memory lane with images of Lookout's yesteryear!



Karen



OPERATIONS REPORT

2010/11 continued to be a year of stabilizing of growth for the Society. Work continued with the Organizational Development initiated in 2008/09 and we have achieved a number of the objectives set out in the Organizational Development Plan. Work with the Homelessness Partnering Strategy (HPS) in Ottawa continues with the development of a Case Management Module for HIFIS 3 that will allow workers to better document goals and outcomes of clients. Lookout has been approached by HPS as a potential Pilot Site for the Case Management Module, expected to be released in summer 2011.

Lookout continued to further invest in its information structure this year, with the purchase of two new software programs, Yardi and Gift Works. Yardi, the new property management software is expected to achieve efficiencies in our maintenance and purchasing practices, keeping a more precise inventory of lookouts assets. Gift Works is a combination Donation, Volunteer and Event Management software that will better coordinate the collection of related information that was previously tracked through 3 separate databases.

We welcomed Tatiana Kilibarda as our new Human Resources Manager; she brings Lookout extensive HR expertise! Staff training continues to be a priority with an expanded training program. Staff and Managers have been working on improving the on-call process as well as the shelter resource worker schedules.

Thanks to donations, this past year Lookout was able to purchase 2 Vans, one a 12 passenger vehicle for the Activity program and the other a 7 passage stow and go vehicle. These dramatically assist in service delivery!

Much planning occurred around the opening of the Rhoda Kaellis Residence that opened to residents in December 2010, providing a third location for services within New Westminister. Construction on our 1st and Main project is moving forward and we are hoping for the building to come to completion and open in early January 2012. Many meetings have been held around the tenant selection process and the staffing. Adequate resources need to be received for this building to become a home for people who have experienced chronic homelessness.

We look forward to another year of sustainable growth and stabilisation in 2011/2012.

LEONARD LEVY, DIRECTOR OF OPERATIONS

Operating Budget



FINANCE REPORT

2010-11 has been another very busy year for Finance at Lookout. Overall, the Society had a revenue increase of **9.9%** with an increase in expenditures of **10.5%**. Revenue increase was attributed to the opening of the Rhoda Kaellis Residence, the first full year of operation at the Russell Housing Centre and an expansion of the rent supplement program. Likewise, our expenses in each of these areas increased with the operation of more buildings: more staffing and building costs (including utilities) and food costs.

We have continued to improve our systems. For instance, considerable work has been done to strengthen financial controls over cash and valuables during 2010-11. Internal audits had identified areas for improvement in both these areas. Working closely with Managers and front line staff at each office identified processes and systems that no longer fit with best practices e.g. having the same forms used consistently throughout the Society. Two-way communication between sites and the finance office was reintroduced. Finally, feedback from staff has indicated early success in adoption of the measures, providing stronger controls around money. Many thanks to the affected front line staff for helping during this transition, as well as the great financial team!

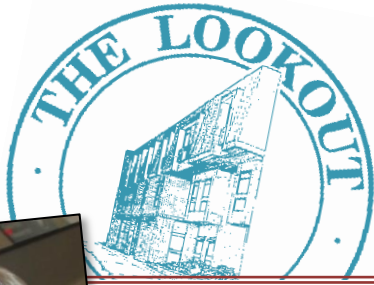
This past year has also focused on identifying ways that we can be more efficient in our work, utilizing programs to do much of our repetitive tasks, to free staff to meet the increasing demands. Yardi property management software has been purchased. The need was to strengthen and expand Lookout's ability to efficiently maintain a growing portfolio of buildings which are the backbone of accommodation for the homeless population we support. Yardi will also provide key data warehouse, reporting and business intelligence functions designed to optimize planning. The new system will roll out in phases with property management completed through the summer of 2011-12.

Lookout's move towards developing social enterprises continues: The Cycleback program has been renewed in 2010-11 due to funding support from the City of Vancouver and Vancouver Foundation. Staffing and operational support from Mighty Riders has continued to grow. These commitments have allowed further development of Cycleback towards a stand-alone program with the end goal of financial self-sufficiency. Business lines include hands-on repair courses, sales of used bicycles, and tool rental. The City of Vancouver has shown further interest in developing funding models and providing new business opportunities for Cycleback which should only continue to grow. The North Shore Culinary Program is another social enterprise partnership. Don Guthro at A+ Project teaches students employment and cooking skills through the North Shore shelter kitchen, providing incredible meals to the shelter guest as the students learn haute cuisine! The profits of the program go back into the kitchen to help boost the careers of students or to buy needed equipment. We hope to expand these types of enterprises to give our residents, and other people who have been homeless, with the opportunities to take next steps after housing.

BEN FOX, DIRECTOR OF OPERATIONS

BCH Code	REVENUE
46100	Tenant
42200	BC Hou
	Other Pr
42300	-
42300	-
42300	-
	Other Inc
48100	- Office
49915	- Agenc
	- Non-G
49930	(i.e. Fo
49999	- Miscel
	EXPENDIT
	Direct Sta
55610.SAL	Shelter
55610.SAL	Transitiona
55610.SAL	Food Servi
55410.SAL	Maintenanc
55610.SAL	Other (spec
5620.SAL	Relief @ %
5610.BEN	Benefits
74400	Staff Trainin
76700	Staff Travel

Total Staff & Benefits Costs	2,000	750	
	264,655	618,861	0
Direct Program Supplies and Expenses			



EMERGENCY SERVICES REPORT

Like most years, 2010/11 was one of challenge and change within the Emergency Programs. My education is on-going, which hopefully it always will be, and I continue learning from my exceptional colleagues and the clients and tenants we are privileged to serve. It continues to be extraordinarily difficult to secure safe, affordable housing in the Lower Mainland. Rents are far too high, and income support is too low, which makes for a difficult mix, resulting in more and more people trying to access Lookout services. Worthy of celebration however, was the opening of the Rhoda Kaellis Residence where twenty-four men and women now have safe, supported and affordable housing in New Westminster.

A key change this past year related to Emergency Services Managers. Traditionally, Program Site Managers have overseen the outreach programs; however the outreach teams were increasingly becoming their own "entity" and as such, specific stewardship was called for. Al Mitchell, long time Shelter Manager, was hired into the newly created position of Outreach Manager. With Al at the Outreach helm, there is no doubt in my mind that the team will continue to learn and grow.

The transition of Al Mitchell to the Outreach Manager position was only the start of the changes to the Emergency Services Manager Team. Richard Turton transitioned out of a Program Site Manager position and Jody moved to the North Shore. Michelle Raufeisen, with her experience as a Manager Assistant, was hired as Manager of the Downtown Housing Centre bringing her energy, skills and dedication to the cause. We were very fortunate to bring Nate McCready on board at Yukon. A veteran of the Vancouver Coastal Health Authority, DEYAS and WATARI, Nate brings a plethora of skills and spirit to the team. Richard has unfortunately been off on leave, we miss him!

There were surprises in our data this year: the New West and North Shore Outreach Teams are providing exponentially increased services to people at risk of HIV or who are HIV+. For example, in New West 55 HIV+ clients were served, a jump from 18 last year. The North Shore had an increase of almost 40% of people who are at risk of HIV. This issue requires much consideration moving forward. Another issue: Lengths of stays at all Lookout shelters jumped over prior years. A systemic shelter issue, the result is less people served and causes great alarm as we might be on the cusp of "shelter" being considered "housing" when this is most emphatically not the case.

Our clients face ever increasing complex health care issues: most tenants in the programs experience mental illness, addiction, concurrent disorders and physical health challenges. Tenants with dual diagnosis continue to be the most common issue faced by those we work with. No surprise then that medication management is a primary service in all our programs.

The strengthening of case planning continued this year, with a focus on documenting and communicating goals and activities. This has resulted in a far more efficient case planning process.

Community partnerships continue to flourish. It is with great pleasure that I recognize the Westminster Bible Chapel as the new site for the Burnaby Extreme Weather program. The staff and volunteers at the Chapel have worked tirelessly to create space that is warm and welcoming to Burnaby's homeless.

The kitchen team at Yukon deserve special recognition in this report. In December, 2010, they were once again engaged in catering for the MPA HEAT shelter in Kitsilano and also catered for an MPA program in Burnaby. Lots of extra hungry mouths to feed! Thanks again Yukon kitchen!

IRENE JAAKSON, DIRECTOR OF EMERGENCY SERVICES



PROPERTY MANAGEMENT REPORT

This has been an exciting year for me, with the opening of the Rhoda Kaellis and construction on 1st and Main well underway. Renovations to some of our existing facilities also occurred, thanks to financial assistance from BC Housing. I applaud that the province is moving ahead with health and safety issues within provincially owned buildings, including our Tamura House and 514 Alexander. Both these buildings are in line to receive grants to complete the needed renovations in upcoming years. However, at the same time, another year gone by with challenging issues around serious, basic upgrades to our buildings, for example, Jeffrey Ross repairs to the domestic water system that is springing leaks everywhere. It needs a complete re-pipe and a new roof. Another example: our 38-units at the Sakura So, the 100 year old buildings need an infusion of dollars to do repairs and upgrades properly, including the mechanical system. A sound building, we lament that there is no federal RRAP funds available to us, because most of our challenges have been around the many extensive fiscal restraints.

The Rhoda Kaellis is our first LEED gold building to come to completion and although there were many challenges during the process, it has quickly become a community and a home for 24 new tenants. With 1st and Main, redesign occurred to the ground and second floor to allow for a more functional building overall. We are working with the construction team to limit potential delays and plan building occupancy in January 2012.

Some successes have been the purchase of new property management software (Yardi) which will bring better efficiencies in our maintenance and purchasing practices. This will make it easier to report out to our donors and funders as well as keep a more precise inventory of Lookout assets. This past year we have been able to purchase 2 Vans, one 12-passenger vehicle for the Activity program and the other a 7 passenger 'stow and go' vehicle that may assist in the new Oppenheimer food donation program.

The Janitorial/Maintenance team has grown to include more employees expanding staff skill sets to help deal with the range of day to day issues. There has been some changes in staff work site placements to achieve a good blend of skills. I am hoping this will bring additional attention and ensure that our janitor/maintenance standards are met. The team has been working more closely together this year helping each other and communicating to ensure consistency is achieved. Once again, it has been a pleasure working with such a great team. I want to especially thank Vincent Belcourt who assisted me as Acting Lead Hand, and welcome back Wayne Hillier as Lead Hand. Their work and assistance has been invaluable!

CHRISTINE WILLIAMS, PROPERTY MANAGER



LOOKOUT EMERGENCY AID SOCIETY

EMERGENCY SHELTER PROGRAMS

ANNUAL REPORT

APRIL 1, 2010 TO MARCH 31, 2011

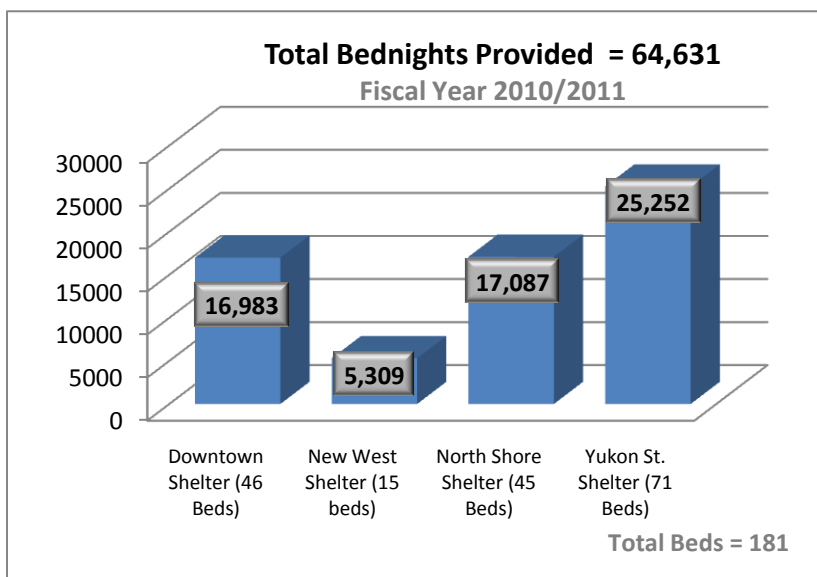


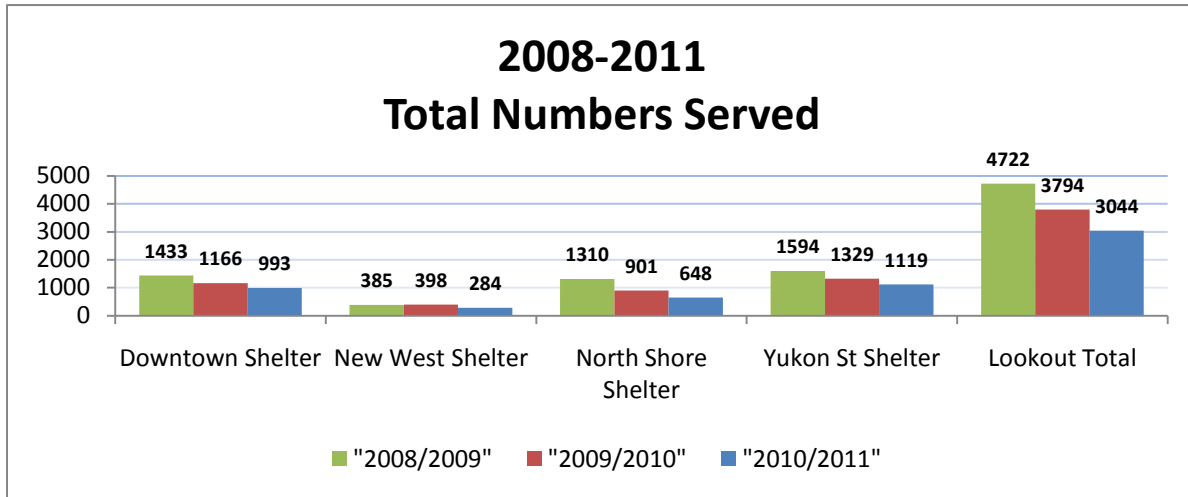
Lookout's emergency shelters continue to be in high demand especially for the 24-hour, minimal barrier services that we offer to those who cannot be housed elsewhere. This was demonstrated again by the 2011 Homeless Count and reaffirmed the City of Vancouver's count last year. Our four shelters are located in three municipalities (City of North Vancouver, New Westminister and Vancouver), and provide minimal-barrier temporary accommodation (181 beds) with support to adult men and women who are destitute and have no housing alternatives. In addition to the emergency shelters, Lookout has a two-bedroom emergency suite for homeless individuals not suitable for our shelters, but having no housing options, e.g. families and refugees. Lookout expands services during risky winter weather to offer a 30-mat no barrier extreme weather shelter in Burnaby as well as an additional 20 sheltering spaces at the North Shore Shelter.

In addition to shelter, residents are provided three meals plus snacks per day, laundry, access to clothing, showers, hygiene supplies and a free phone and computer. A minimum of two staff are on duty at all times to meet the health and safety needs of all within our buildings. Non judgmental, caring staff work with each individual, giving support and help our clients address their issues of housing, finances, treatment (e.g. mental, physical, addiction), etc., through crisis counselling, case planning and referral/liaison and advocacy services. Lookout's intent is to provide shelter in the individual's own home community, to integrate with local services and to help people regain stability in their lives.

In the 2010-2011 year, Lookout provided **64,631 bednights** of shelter and service in our four shelters, slightly more than **100%** capacity (**64,605 bednights**) thanks to the use of emergency mats pulled out in the middle of the night. Vacancies may occasionally occur at a shelter, primarily when we are unable to provide appropriate beds (e.g. gender). However, our combined monthly statistics show that we ran over capacity for 6 months this past year! Basic needs are met first; we served a whopping total of **193,893** meals to our shelter guests.

Despite having full occupancy and the same number bednights provided, the number of individuals served decreased by **19.8%** to **3,044** from **3,794** last year and **4,722** in **2008/9**. Over two years this represents a **35.5%** decrease in the numbers of people served, an incredible drop that worrisome. This was caused by lengthening shelter stays, currently **22.0** days, up from **16.3** last year and **15.78** the year before. The largest increase in length of stays occurred at the North Shore Shelter where the average grew to **26.1** from **17.6**. The lack of available and affordable housing, especially on the North Shore, is the cause and demonstrates a continuing need for the creation of more permanent housing for the homeless.



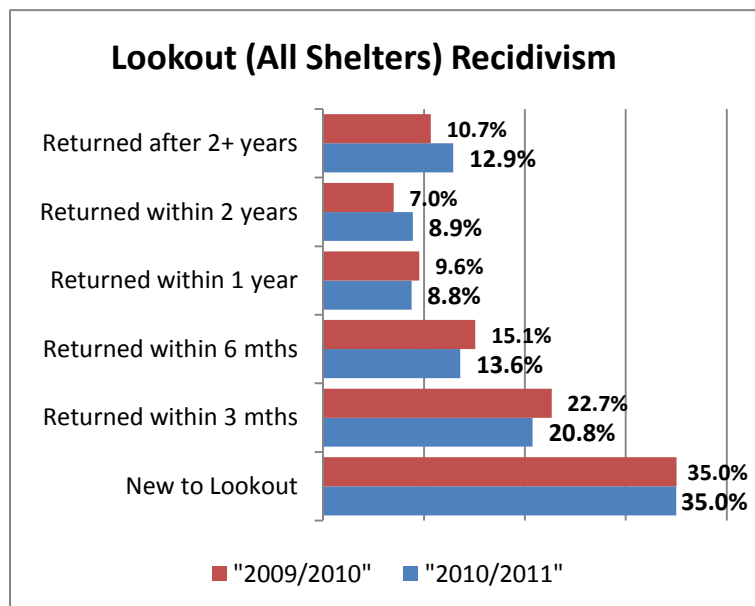
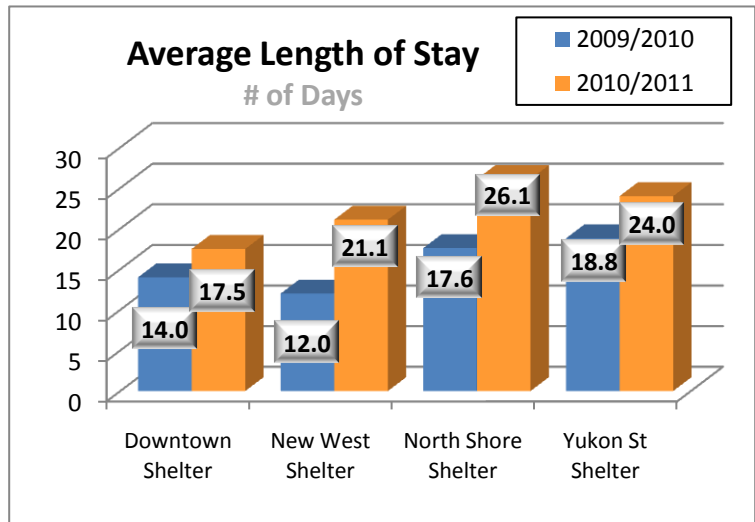


We have raised this issue at the Greater Vancouver Shelter Strategy as well as with BC Housing. Our Managers are looking for strategies to reduce the length of stays while still providing services that meet the unique needs of each individual.

The number of unique clients served was **2,087** reflecting that a number of our shelters clients return despite our efforts at assisting them find the appropriate services and housing that fits for them. Often such resources do not exist – e.g. the affordable housing that will take people with concurrent disorders. While a little over a third (**35%**) individuals were first time Lookout shelter users, another third, **996 people (34.4%)** returned within **6 months**.

The reasons for homelessness continue to vary but poverty remains the one common denominator with **43%** citing that as the reason for their homelessness. Other major contributing factors are substance abuse (**41%**) and housing crisis affecting over **49%** of all individuals served. Of interesting note is the significant drop in people with mental illness to **17%** - approximately half of what it was last year. A growing concern is the increase in the number of new immigrants, also now at **17%**.

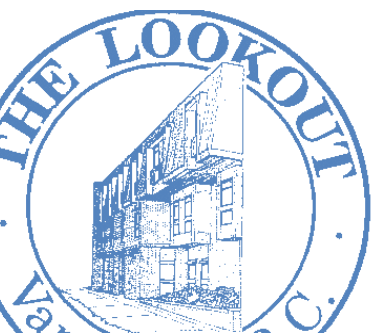
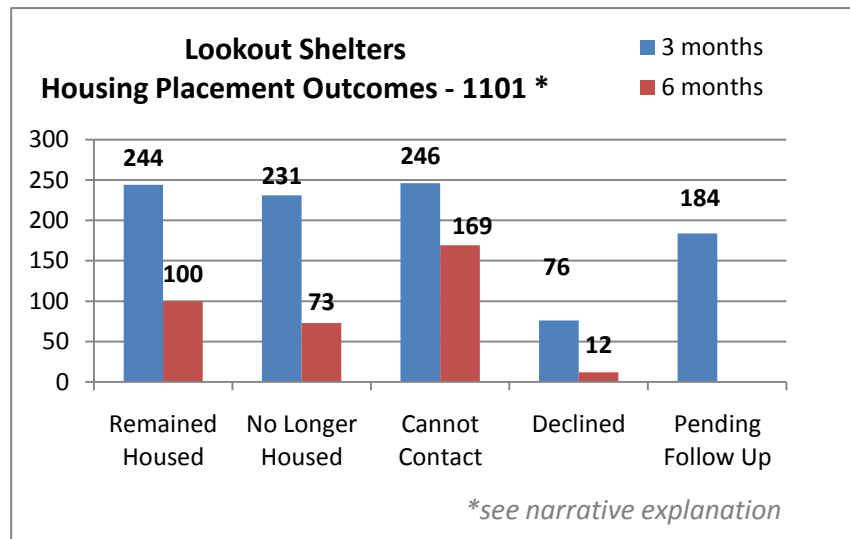
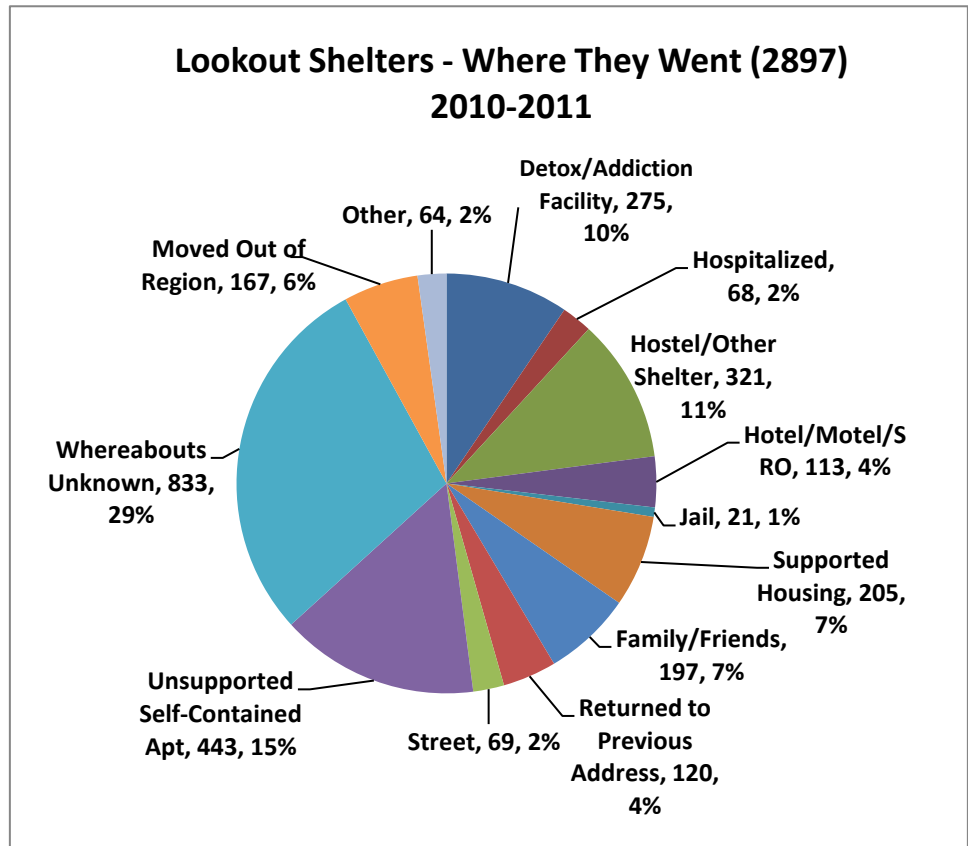
In all shelters, users are predominately men (**76%**); **2,309** to **735** women (transgendered not tracked separately) consistent over the years – and almost two-thirds (**63.9%**) are between the ages of 35 and 64, slightly lower than 68.3% seen last year.



People moved on to a variety of places after their shelter stay, with **2,897** leaving the shelters – see chart. Very interesting to note is that, even with a **19.8%** decrease of shelter users, the number of folk moving to supported housing increased to **205** significantly more than **142** last year. The largest number of known accommodation was to unsupported, self-contained housing (**15%**). Another **321 (11%)** went to another shelter, including our own transfers, often to improve access services (e.g. free medication is available in the Downtown Eastside) or to find a better fit for the individual due to behaviour. We are happy to report there was a small increase in numbers of people (**275** from **251**) able to access Detox /addictions facility. **833** individuals left without providing information about their whereabouts, frequently wanting their privacy – however this is almost half of the **1,503** from last year!

The drop in Unknown Whereabouts may be because staff have begun to follow up with people every 3 months to see how they are doing and whether they remain housed. This is only done with the client's permission when they move away and if contact information remains active. They can be difficult to track as many of our folk do not have phones and are often transient.

1101 people consented to our follow up for a year, in 3 month intervals. We were able to confirm that **28%** of people who agreed to follow up, remained housed after 3 months. It is not unexpected for people to move on as some are placed into treatment services that are less than three months. Another **23%** were not able to be contacted. We look forward to seeing more information as these follow ups progress. It will assist us support people better as they leave the shelter. We thank BC Housing for the funding to do these follow ups, as this support is crucial for people having difficulty successfully maintaining their homes.

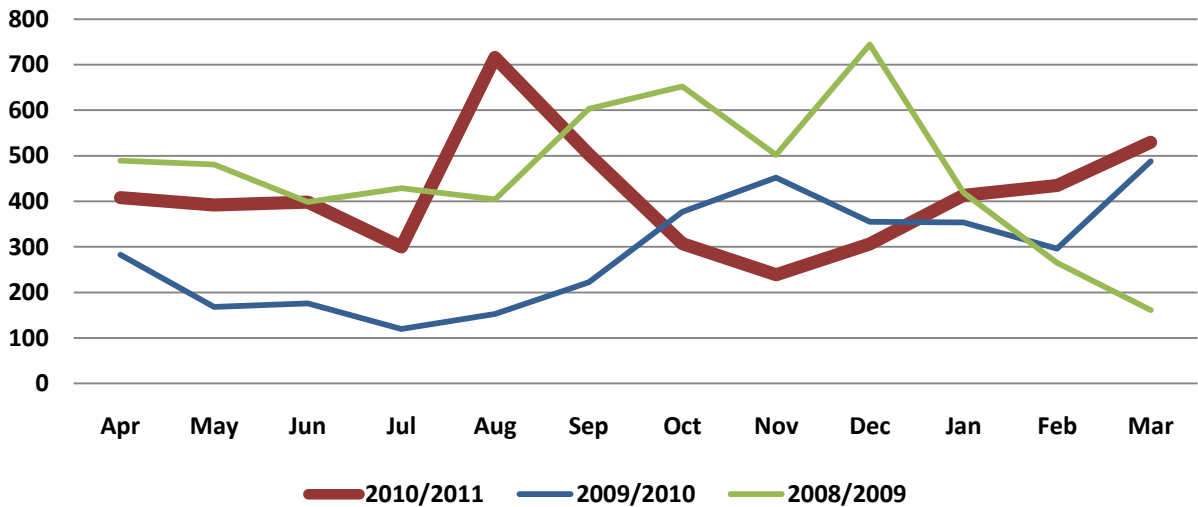


The number of turnaways continue to be unacceptable; for every 2 people housed, we turnaway 3 people. We experienced an overall increase of 43.7% in turnaways to 4,948 this year from 3,444 last year, despite the noticeable demand when the extra HEAT shelters in Vancouver were in operation. This turnaway rate is still lower than the 5,093 experienced in the horrendous winter of 2008-2009. The difference was most noticeable in the New West Shelter where the increase was 108.8%. The Downtown was +61.2% (almost exact opposite of -60.9% last year) and North Shore +63.2% (-18% last year.) Only Yukon experienced a small increase of +10.8% after -4.6% the year before.

August 2010 was extraordinarily chilly and wet, and as a result all shelters experienced a tremendous spike in turnaways, especially in the Downtown Shelter where they turned away 184 men and 38 women – vs. only 22 in August 2009!

96% of the turnaways occurred because we had no beds to offer. 4% were turned away as we had no appropriate bed, e.g. a vacancy only for a person of the opposite sex, or the person being too young for our adult shelters. 11% of the turnaways were women.

People Turned Away - 3 year Trend ALL SHELTERS



Excerpts following are from the Individual housing reports by the staff/managers of the various housing. The full reports are available from the Lookout administration office.

DOWNTOWN SHELTER

This building on Alexander Street offers 46 shelter spaces in the Downtown Eastside of Vancouver.

Our occupancy rate for this year was **101.1%** with the total number of used bednights being **16,983**. This was because we saw a number of unique situations that were not suited to the shelter itself such as homeless families with minors. In such cases, we are able to use our 2 bedroom suite at the Jim Green Residence and provide access to support and services.

In 2010-11, the Downtown Shelter served **993 individuals** with a total of **953** intakes for the year (**40** individuals carried over from 2009-10). This included **788** unique individuals. **45%** of guests were staying for the first time. Oddly, the highest number of intakes occurred in August while the lowest was in February, likely due to Vancouver's unusual weather over the year. The 3 sources of referrals remained either from a hostel or other emergency shelter (**206**, from unsupported, self contained housing (**168**) or from the street (**120**).

The Downtown Shelter turned away **1,301** people – **222** in the month of August alone! The total was much higher than the **807** turned away last year, but lower than **1,859** the year before. By far most turnaways (**96.4%**) were because there were no beds at the time of the request or that any appropriate bed was available.

The average length of stay downtown was **17.5** days, a **4.7** day increase from just 2 years ago.

Health is the major issue faced by our clients – addictions, mental illness and behavioural problems are primary. We continue to serve a number of people living with the effects of chronic, persistent mental illness and substance use issues. This year **71%** live with addictions, of which **34%** were dual diagnosed vs. **40%** last year, but with **6%** less coping with both mental illness and addictions. Despite our efforts, for the men and women affected with both, access to treatment, housing and supports is an ongoing challenge, especially housing that will be supported and safe for them. **45%** of the shelter guests have mental health issues, including **12%** (**11%** last year) for whom mental illness is their health issue. On average, last year, the shelter administered meds to approximately **50%** of guests each month.

Not unexpectedly, case planning with guests is becoming more complex and much attention is being given to being thorough, which might be contributing to longer stays. We are focusing on the increasing people's successful transition out of the shelter system by assisting them plan and access suitable resources. While the number of guests with return stays increased from **587 (52%)** last year to **522 (55%)** this year, **319 were known to be housed** (compared to **234** last year) including an increased number of people discharged to detox/substance abuse facilities and supported housing over those discharged to SRO's.

NEW WESTMINSTER SHELTER

Located in the renovated Russell Housing Centre, this shelter opened on April 1, 2008 and offers 15 spaces to homeless men in New Westminister.

This past year, **283** men were served at the New West Shelter, with **270** admissions (intakes) occurring, and with **13** people carried over from the prior year. The vast majority of people, **96 (36%)** came from unsupported self-contained housing, demonstrating the need for support for people to maintain their housing. Another **55 (20%)** came from family/friends, leading us to believe many were couch surfing – and leading us and other homeless 'experts' to underestimate the numbers of homeless because they are hard to find and identify. Most (**71%**) had no history with Lookout.

The number of men served at the New West Shelter (**283**) is a significant reduction from the **399** men served the prior year. This is a **29%** drop; **116 less people served**. The reduced number corresponds to the increased average length of stay this year, increasing from **12** days in 2009-2010 to **21.1** days. The reasons for the longer stays are multi-faceted and include program limitations, housing shortages and lengthy waits for medical assistance, employment opportunities and other social services as needed. Our data shows that our shelter guests have significantly increased barriers with health, unresolved social issues, etc. that has a bearing on the length of stay.

Unfortunately, there are many days that folks must be turned away during, although from time to time during extreme weather, our facility is open to whoever needs shelter from the risk of being outside. Shelter staff had to turn away **885** individuals, including **13** women from our male-only shelter. Whenever possible, we offer other shelters options, but often there are no options and we simply give them a blanket to roll up in.

NORTH SHORE SHELTER

This shelter provides North Shore adult homeless men and women with 45 beds. Additionally, as part of the local Extreme Weather Response, it also offers up to 20 "overflow" mats, with further capacity as needed through a satellite site at North Shore Neighbourhood House.

Lookout's North Shore Shelter is the only local option for adult North Shore residents who don't want to leave their community for emergency shelter. The shelter faces the pressure of being the only minimal barrier, co-ed, adult emergency housing option in an affluent community that, while supportive, does not always connect with the concept behind Lookout's services. It is a community that gives more generously than any other – showering the shelter with donations not only at Christmas, but throughout the year – and yet while the community is accepting, the North Shore struggles with recognizing how they have a homelessness issue in the first place.

With **45** beds for men and women, our occupancy rate was **104%** with a total of **17,087** bednights used. There were **616** intakes and **32** people who stayed over from the prior year, for a total **648** being served. Of those, we saw **472** unique individuals, **115** of whom were women. **43.5%** were at the shelter for the first time. The oldest person in the shelter was in their 80's demonstrating the growing trend towards older people in the shelter. In fact, **41%** of all guests this year were **45** years of age or older. Of the **648** guests, **19.3%** identified themselves as aboriginal. The shelter turned away **966** people, including **790** men and **176** women, compared to last year's **592** individuals. **923** clients turned away were due to lack of available beds (**96%**).

The average length of stay on the North Shore in 2010-11 was **26.1** days up from last year's **17.6**. Despite this, **42%** of clients still stay for 1-7 days. As in all Lookout shelters increased stays are due to a number of factors including a more comprehensive case planning process, the number of guests with more complex needs, a general lack of adequate resources and the significant lack of reasonably priced local housing.

This year, we have done a better job of tracking the whereabouts of guests that leave shelter (only **25%** whereabouts unknown compared to **36%** last year). A disturbing trend is toward a higher number of guests leaving to another shelter, rather than to adequate sustained housing (**12%** compared to **9%** last year). While the same percentage of people (**17%**) is moving on to their own unsupported housing, slightly more people are leaving the area or relying on their family or friends. Sadly, one shelter guest passed away during his stay with us.

A partnership with A+ Project in a social enterprise, the North Shore Culinary Program at the shelter provides 3 meals per day as well as snacks to all shelter guests. This special program provides students with skills that enhance their personal attributes and assist them in securing meaningful careers in the hospitality industry. During 2010-11, the North Shore Culinary Program served **51,261** nutritious, delicious meals.

Extreme Weather: The North Shore Shelter, in cooperation with North Shore Neighbourhood House as an overflow site, is the home of extreme weather beds for the North Shore. The program funds temporary shelter beds during extreme weather conditions in the shelter (20 mats) and at Neighbourhood House (25 additional mats if overflow is required.) This year, between November 19th and February 28th, we housed an additional **208** people – **191** men and **17** women – over **36** nights. These people would have otherwise been exposed to unsafe and extreme weather conditions. During this time, we were fortunate enough to have dedicated volunteers who generously offered **200** hours of their time to assist in this very important initiative.

YUKON SHELTER

Located on Yukon Street at 5th Avenue in central Vancouver, this shelter offers 71 beds, including 26 bed spaces in a dorm that were used previously for the seasonal Cold Wet Weather.

The Yukon shelter in the Mount Pleasant area is Lookout's largest shelter.

Our occupancy rate for 2010/11 was **97.4%**, for a total of **25,252** bed nights used during the fiscal year. This was an increase in bed nights of **335** from 2009-2010. We had **917** unique Individual intakes out of a total of **1,059** total intakes, lower than the **1,281** intakes for the previous year by **28%**. The number of turnaways rose this year by **10.8%**, dominated by male turnaways as our female turnaways actually dropped by **29.1%** for the year.

The rise in turnaways and reduced numbers of individuals served may be attributed to the longer stays – a trends that has continued for the third consecutive year - **15.8** days in 2008-09, **18.8** days in 2009-10 and now an average of **24** days in shelter. The increases in stay can be attributed to both internal and external factors. Externally, affordable housing is increasingly harder to find and supported housing waitlists are long and grow rapidly. Internally, we are more fully addressing the issues that placed someone in a homeless position, with a broader look at case planning. We make solid attempts to connect our shelter guests to community resources that address such things as mental health and addiction issues. As a result of longer stays we experienced some very positive outcomes: **29%** increase in people placed in detox and substance abuse facilities; **23%** rise in placements to hospital and acute care facilities; and **73%** rise in supported housing placements.

An interesting rise this year was the number of people who came to us from other shelters and emergency housing services. This number has risen from **97** in 2008-09 to **270** in 2009-10 to **293** in 2010-11 to become the most common prior accommodation for shelter guests in this year. Shelter hopping has become a growing concern as we are faced with fewer options.

One of the most intriguing numbers at the Yukon shelter is the amount of meals we prepare. As Lookout's largest shelter, we have big numbers on our guests alone. This year the Yukon kitchen began cooking and delivering food to 3 MPA programs daily. During the winter we send 40 dinners and breakfasts to the Kits HEAT shelter, are currently sending 15 meals to Hall Towers in Burnaby and will start to send 10 meals to the Meridian Village in Coquitlam. As a result, our kitchen prepared an amazing **88,595** meals this year. Thank you staff!

Our volunteer hours this year were **3,759**, including internal and external volunteers contributing well appreciated time and care. Our street project which gives back to the neighbourhood through street cleaning put in **640** hours.

BURNABY EXTREME WEATHER SHELTER

This shelter is an extreme weather response shelter that opens when health risks to the absolute homeless are high. It is the only shelter located in Burnaby and provides 30 sleeping spaces to adult homeless men and women. NOTE: Statistics for this shelter are NOT reflected in the combined shelter report.

We were pleased to partner with the Burnaby Westminster Chapel for Extreme Weather this year – we thank you all for being so generous and caring! This year, we had **39** nights of weather in Burnaby that made us, in conjunction with the Extreme Weather Working Group of the Burnaby Task Force on Homelessness, open the overnight refuge. We offered **1053** spaces, and provided shelter **152** times, including for **14%** women. On three of the nights, our back up location at Burnaby Alliance Church was used, thanks to their generosity. We thank the volunteers and both church congregations for their hospitality, and especially want to recognize the lead team who planned and executed the response! Special recognition to Peggy and Rose Hare for their continuing support and the supply of food, volunteers, volunteer coordination for the fifth year in a row!



LOOKOUT EMERGENCY AID SOCIETY

RESIDENTIAL PROGRAMS

ANNUAL REPORT

APRIL 1, 2010 TO MARCH 31, 2011

Lookout provides a range of housing to adults, from highly supported transitional housing to independent housing with supports. Our goal is to assist tenants in achieving their highest possible level of independence and self-sufficiency. Most of our folks live with disabilities, often multiple disabilities. Residents have the opportunity to move within the range of housing services as their needs and abilities change. All of Lookout's housing is dedicated to local residents in the community in which the housing is located.

TRANSITIONAL HOUSING PROGRAM

Lookout's Transitional Housing Program provides longer-term (e.g. up to 2-3 years) for chronically homeless individuals who require higher levels of assistance over a sustaining period to bring a greater level of stability to their lives. The program specifically targets those having few, if any, housing alternatives – unable to meet their own basic needs and not able to access communal living options. Staff provide support, direction and assistance to tenants, enabling them to develop the skills they need to increase their health and stability, and to work towards greater independence. Transitional housing bridges people into permanent housing solutions which meet the needs of the individual. Despite having 166 units at 6 sites, waitlists are long, and finding places for people to move to is an issue: there is not enough housing, particularly with appropriate supports, that is affordable for people! Three of the sites (Hazelton, Yukon and North Shore) are co-located with Lookout shelters. The Cliff Block and Rhoda Kaellis are in New Westminster and the Sakura So in the Downtown Eastside.

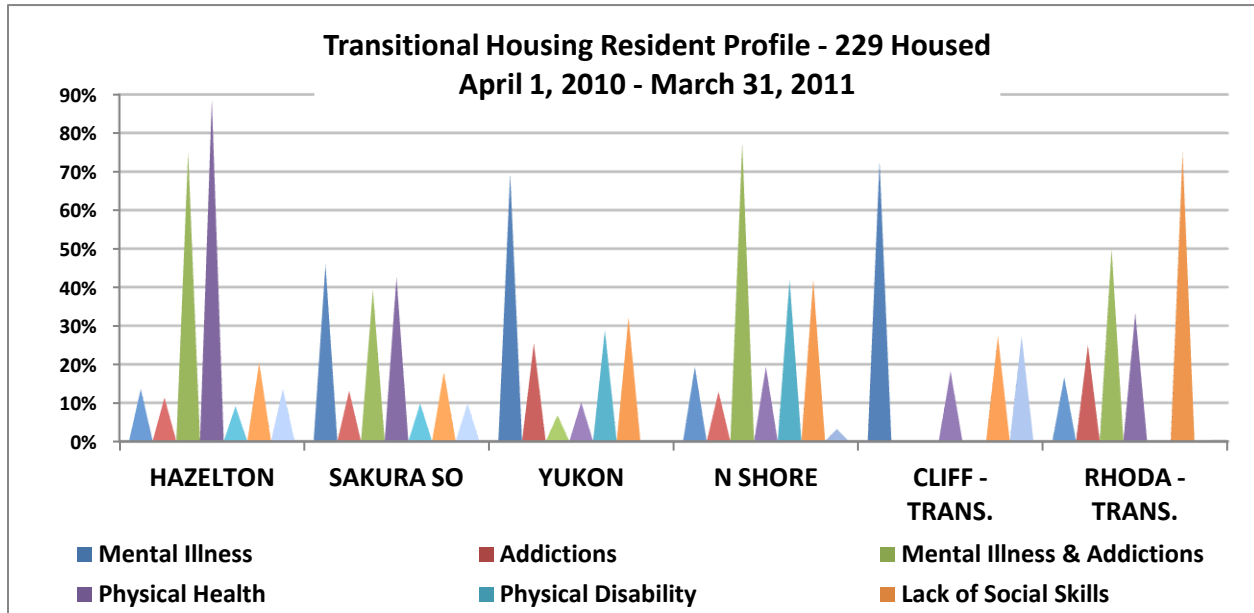
People applying for transitional housing are seeking assistance with a number of issues that cause chaos and an unsettled lifestyle. They identify issues that put them at risk of future homelessness, and work towards managing or overcoming these issues. For instance, common issues are mental illness, addictions or challenging behaviour; the latter can range from a lack of social skills, serious personal hygiene or room cleanliness issues (including collectors), or can be a threatening demeanour. The bottom line is that people cannot put others or the building(s) at risk. Many move in with little self-esteem and feeling hopeless. Turning these feelings around and encouraging improved social or lifeskills, removes some of the main barriers against them successfully managing their 'monkeys'.

Each of the housing resources has their own tenant selection committee to best respond to local needs and to balance current tenants with new to ensure that the staffing resources are not overstretched. Residents frequently have overlapping challenges they are dealing with as demonstrated by the following charts. Mental illness and addictions remain by far the major reason that people are repeatedly homeless and needing support to change behaviours that put them at risk of future homelessness.

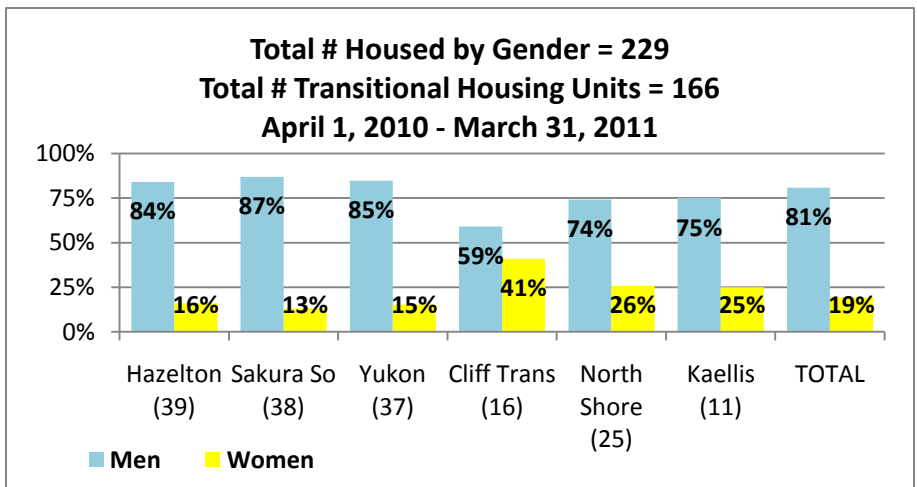
During their time within the transitional housing, residents work towards their own goals, with the assistance and support of Tenant Support Workers (TSW). The goals could be as simple or as difficult as finding housing that is affordable and suitable to their lifestyle. Or it can be re-learning skills such as budgeting, nutrition, cooking skills, anger management, medication handling, problem-solving, shopping skills, etc. Some get involved in vocational training and volunteerism, others take educational courses. However, often they recognize that they need support to successfully maintain a stable living environment.

WHAT MAKES TRANSITIONAL HOUSING WORK?

IT STARTS
THE MOMENT
A TENANT MOVES IN:
DEVELOPING,
IDENTIFYING GOALS AND
WORKING TOWARDS
INDEPENDENCE!
KEY INITIAL ISSUES
PEOPLE FACE: INABILITY
TO MANAGE THEIR
INCREASINGLY
COMPLICATED
MEDICATION REGIMES.
BUDGETING FIXED LOW
INCOMES TO STRETCH TO
THE END OF EACH
MONTH.
HAVE YOU EVER TRIED
TO BALANCE A FIXED
AMOUNT FOR AN ENTIRE
MONTH?

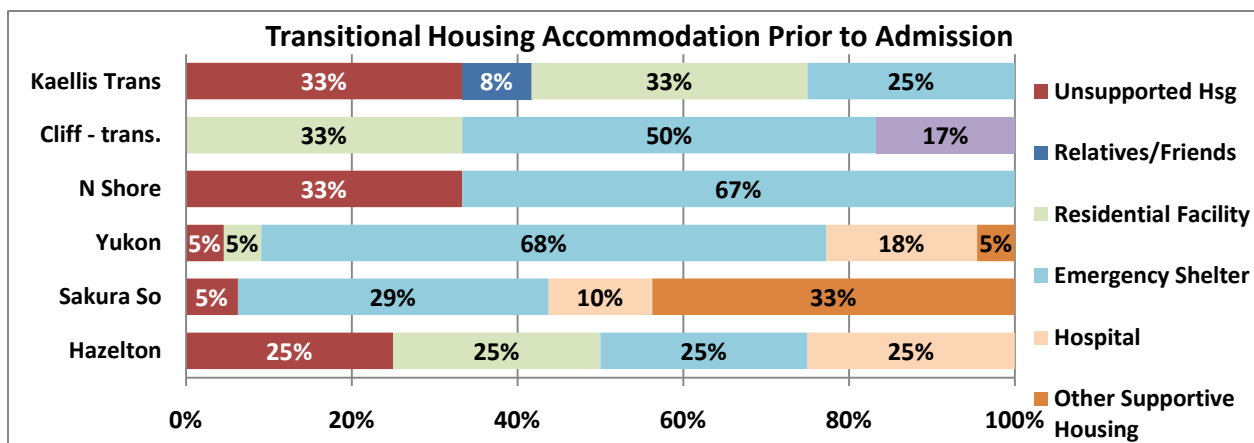


Lookout has 2 skill training programs developing into social enterprises: the *North Shore Culinary program* that offers basic skills necessary for working in working kitchens; and *Cycleback*, a program that offers certified bicycle repair training through Yukon. Both work in partnership with dedicated private enterprise with support from government and community. Through these programs, numerous people learned job skills.

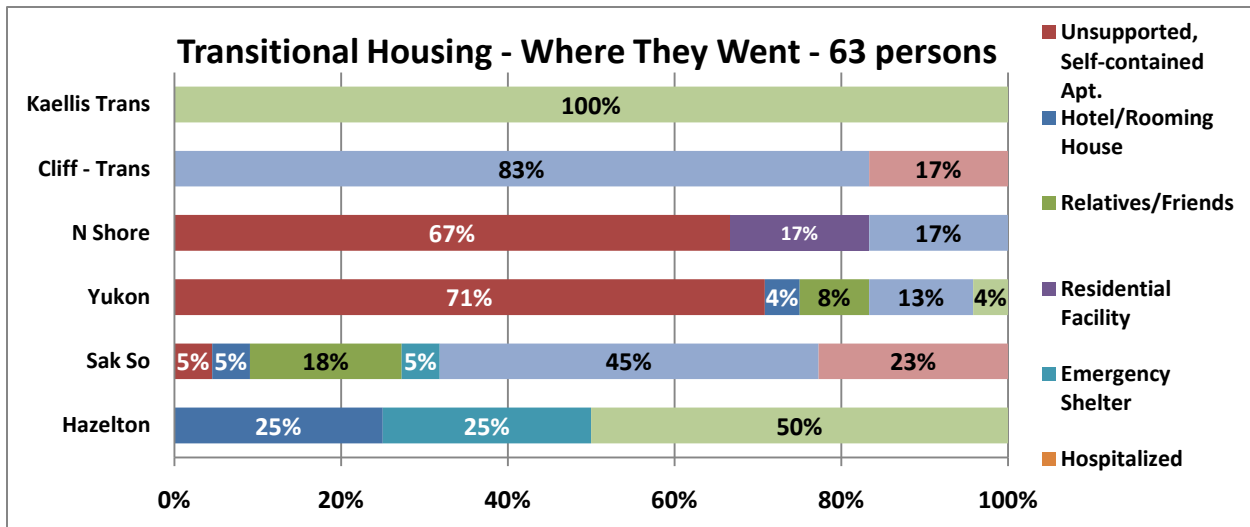


In December we happily opened of the Rhoda Kaellis Residence, increasing our transitional housing portfolio to **166** units at **6** sites. The celebration will occur soon, but we want to recognize BC Housing, the Federal Government, The City of New Westminster and private donors for making this housing a reality!

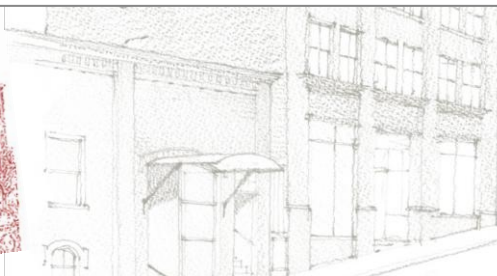
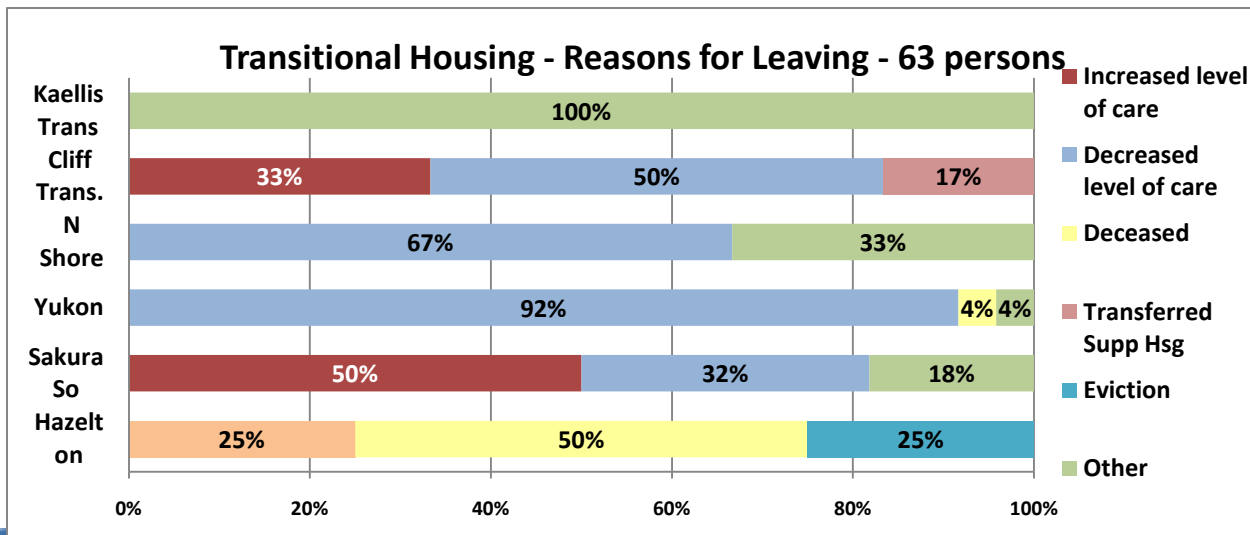
We housed a total of **229** individuals this past year, including **71** new tenants. As usual, tenants have come from a variety of referral sources. This year **32** individuals (**44%** of all new tenants) came directly from emergency shelters – a significant increase over **37%** last year. Most others came from supported (**24%**) & unsupported (**20%**).



This past year **63** individuals moved out of our transitional housing programs, an increase of **14.5%** from the **55** who moved last year. By far the most common single reason for moving was because a decreased level of care was needed – **28** of the **63** individuals! It indicates that with good supports and more affordable, suitable housing becoming available, people are able to become more self reliant – a position that Lookout has supported for decades. Of the rest, **9** people required more care than we could provide due to physical, mental health and/or addictions. Only **1** person was evicted this year. This occurs very rarely and only when personal needs cannot be adequately met through case planning or when behaviour may put other people at risk.



By far, we were most successful in finding other permanent housing with **25 (40%)** residents moving to unsupported, self-contained units due to the creation and availability of several low income housing projects that opened this year. **6** people moved in with family/friends, another **6** entered into addictions facilities and none of our folk people were hospitalized. Sadly, however, **6** people passed during their tenancy.



Excerpts from the Individual housing reports by the staff/managers of the various housing follow. Copies of the full report can be obtained from the Lookout administration office.

CLIFF BLOCK

The Cliff Block, a heritage building, has 16-units of transitional housing co-located with 7 units of supportive permanent housing and an Outreach program. As most tenants live with disabilities, often multiple disabilities, residents have the opportunity to move within the range of services as their needs and abilities change.

This year we served a total of **22** individuals, **41%** being women in our 16-units of transitional housing. We experienced a higher than normal turnover this year, mainly because of new housing caused by the opening of the Rhoda Kaellis Residence. Of the **6** move outs this year **3 (50%)** moved to permanent housing as they no longer required our level of care; **2 (33%)** needed an increased level of care and **1** person moved to permanent mental health residential housing.

The greatest majority of residents are actively in treatment, including psychiatric services (**49%**) and addictions. Surprisingly, only **13%** receive assistance with the medication regime, a very low percentage compared to other Lookout programs. Tenants are really driven to self improvement and giving back, with **34%** involved in some form of training program. **32%** give back to the community through volunteering, including I's on the Street. Incredible!

HAZELTON RESIDENCE

The 39-unit Hazelton Residence is located on the second and third floors of above the Downtown Shelter and provides the highest level of support of all Lookout residential programs. Residents have their own secure room but share washrooms; most choose to their meals in the downstairs dining room.

The mandate of the Hazelton Residence is to provide housing for adults who call the Downtown Eastside their home community, who have few, if any, other housing options, who histories of homelessness, and who require 24-hour supervision and some assistance with daily living. Five rooms are designated for folks who are living with HIV/AIDS.

The Hazelton served **44 unique individuals** over the course of the year, including **37 (84%)** men and **7 (16%)** women. There were four new admissions, all of whom were male. Prior accommodation was evenly split between a hotel or rooming house, a residential facility, an emergency shelter, or a psychiatric hospital or unit. The reasons for these admissions were that **25%** have a history of challenging behaviour, **25%** were in need of case management, and **50%** were in need staff supervision. Those men who now call the Hazelton their home are living with dual diagnosis (mental illness and addictions) (**75%**), HIV (**36%**), a physical disability (**9%**), and lack of social skills (**20%**). Of these same **4** men, **75%** are on Disability Pension and **25%** are on regular Income assistance.

There is a noticeable improvement in personal hygiene among tenants; one Tenant Support Worker has initiated a haircutting program. A brand new set of salon grade hair clippers were purchased out of donated money to the Hazelton and have been getting ample use. One tenant, after modeling his new haircut, was told by a staff member that he "looked like a rock star" and he said, "I feel like one!" The atmosphere feels stable in the Hazelton and it's noticed and commented on by other service providers who work closely with the tenants.

Over the course of the year, **10** Hazelton tenants were involved in volunteer work within Lookout ranging from sorting mail, building maintenance, janitorial duties and meal service. Staff and other tenants are appreciative of the extra work done and one tenant volunteer stated that being kept busy helps curb his paranoid delusions.

There were **4** discharges for the year 2010-11, all of whom were male. **1** person left because they were no longer in need of the level of care that the Hazelton provides, **1** was evicted due to violence towards a staff member, and sadly, **2** passed away due to deteriorating health conditions. End of life care is common at the Hazelton and staff work hard to ensure dignity in a tenants last weeks and days. Staff, tenants and family members of the deceased attended memorials held at the Hazelton for both, to tell stories, and remember the good times.

NORTH SHORE HOUSING

In April 2005, Lookout opened our North Shore Residence, providing 25 units of housing for chronically homeless North Shore residents who require higher levels of assistance over a sustaining period to bring a greater level of stability to their lives. The program specifically targets those having few, if any, housing alternatives, unable to meet their own basic needs and not able to access communal living options. Support workers provide direction and assistance to tenants, enabling them to develop the skills they need to increase their health and stability and to work towards greater independence. The aim of supported transitional housing is to bridge people in permanent housing solutions that meet the needs of the individual. The bridge that we provide is comprised of consciousness raising, skill development, barrier identification, and problem solving, social integration and the healing effects of a tenant-centred, non-judgmental and caring environment.

In the 2010-11 fiscal year, a total of **31** individuals called the North Shore Transitional Housing program home. **26%** of our tenants are women and **19** out of **25** residents are between the ages of 35 and 64. Prior to coming into the program, **67% (4)** of our new tenants this year called an emergency shelter home before coming to us. The other **2** were unable to remain in unsupported housing and were at risk of homelessness. Our occupancy rate remained at **100%**. **6** individuals moved in to replace the **5** men and **1** woman who moved out. A testament to the efficacy of the program, **67% (4)** of the tenants who left this year went on to their own independent housing, the other **2** went on to more supported or other residential settings. **1** tenant stayed less than 6 months, **1** tenant stayed up to a year, one stayed between one and two years, another one stayed up to three years and **2** people stayed greater than 4 years based on need and lack of resources.

The tenants have monthly tenant meetings which provide them with a forum to discuss ongoing issues, form their own 'community' and to plan events and activities. The TSWs have worked tirelessly to facilitate a process where tenants identify activities and programs which interest them and develop strategies to encourage tenants to access them. A number of positive events and activities have taken place in the past year that included a bowling night, movies nights, computer classes, holiday parties, attending a version of the Nutcracker called *The Nutty Cracker* (thanks to a generous donation), and recovery meetings on Mondays and Thursdays. Some of the tenants are volunteering in the community while others are making use of subsidized passes at local community centres. The North Shore Housing Centre was fortunate enough to host practicum students a variety of local programs as well as social work programs in Sweden, Austria and Denmark this year. The insight and enthusiasm of these students has been both eye-opening and inspiring to staff. Being able to share the work of Lookout with friends from around the world is a point of pride as well as a great learning tool for everyone involved.

NORTH SHORE CULINARY PROGRAM

A partnership with A+ Project in a social enterprise, the North Shore Culinary Program at the shelter is a special program that provides students with skills that will enhance their personal attributes and assist them in securing meaningful careers and opportunity for success in the hospitality industry – regardless of the barriers they have traditionally faced. Utilising a model where students who have been challenged in mainstream programs are able to “give back” - by learning a trade and serving shelter guests with their finished product three times a day - is a great fit for the Housing Centre. The fully equipped industrial kitchen serves three meals per day for all shelter guests - a total of **51,261** nutritious, delicious meals throughout the fiscal year.

RHODA KAELLIS RESIDENCE

The brand new Rhoda Kaellis has 11 units of transitional housing for local New Westminster residents. It is co-located with 13 units of permanent housing. As most tenants live with disabilities and often multiple disabilities, residents have the opportunity to move within the range of services as their needs and abilities change. As with other programs, staff work closely with each resident to strengthen their skills and abilities, helping them to set goals and create plans to assist them achieve their highest possible level of independence and self-sufficiency. A tenant selection committee comprised of local services assists us in ensuring our housing targets the most in need and builds in an integrated partnership to everyone's advantage while reinforcing good staff/tenant relationships. Lookout also operates the Russell Housing Centre (New Westminster Shelter & Housing) as well as the highly successful and respected Cliff Block that serves as the model for the Rhoda Kaellis Residence.

The Rhoda Kaellis Residence was named after a local resident and author who spent many years advocating for safe affordable housing for all. Rhoda's spouse Eugene Kaellis continues to support at risk individuals who are now living in the building named after his spouse by offering educational and literacy supports. Thank you Eugene, and to your family, for honouring us with permission to name this building after Rhoda. She won't be forgotten!



The brand new Rhoda Kaellis is a LEEDS Gold building that opened its doors to **24** individuals in December 2010. A LEEDS building is a building that takes many steps to ensure its environmental foot print is as small as possible. Karen O'Shannacery and Christine Williams provided hands on training for the tenants and staff and continue to ensure the best practices in the building continue. It is delightful to see the tenants taking full responsibility for a building designed to take care of our environment.

The opening of a new building is always so exciting for the residents as well as for the staff. Opening just prior to Christmas is difficult in some ways – Christmas is an emotional and extremely busy time. The building had a number of glitches to work out – for instance, the heat in the rooms was far more than a comfortable level, yet the contractors had significant difficulty figuring out what the problem was in this LEED Gold building. Tenants moved in slowly over the month of December and January, allowing time to finish off some of the normal deficiencies experienced when opening a new building. Tenants helped tenants and staff set up the building and assist others in the move in process. There were tears of joy on all sides as people celebrated having decent housing; for some it was their first good housing in decades. This entire move in process was a real community builder!

All **11** units of transitional supportive housing at the Rhoda Kaellis are full with the majority of residents coming from either independent housing when they needed more support, or from care housing and were able to live more independently. **25%** came from the shelters/street with a few coming from family/friends without a home of their own. The need for greater numbers of permanent supportive housing units remains extensive, and remains Lookout's number one challenge. We simply cannot find accommodation that is affordable for our residents.

SAKURA SO RESIDENCE

The Sakura So Residence is a 38-unit heritage rooming house purchased in 2001 as transitional housing for adults, thanks to grant from the federal government's Homeless Initiative (Supporting Community Partnerships Initiative.) Like all Lookout programs, the Sakura So is for adults who have histories of homelessness and who need support to develop the skills needed to be successful in maintaining permanent housing. These housing units, located above retail space, have cooking facilities and the washrooms are shared. Nine of the units are double rooms. There is an elevator, making the building a good option for some of the many residents of the Downtown Eastside who, due to health issues, have difficulty managing the flights of stairs so common in most rooming houses and SRO's. The building also boasts a roof patio, offering a superb view of downtown and the North Shore mountains – it's a cool place to relax on a hot night!

As the Sakura So provides transitional housing, more than **30%** of the residents moved during the year. The majority of the **17** new tenants were the absolute homeless (**5 - 24%**) and **6 (29%)** came from a shelter. **7 (33%)** came from other supported housing. New residents were referred to Sakura So because of their vulnerability (**6** residents, **29%**) or for assistance through case management (**13** residents, **62%**).

Many of our residents have limited connections with health care services and many suffer from the effects of long-term homelessness and addiction. Our medication administration program assisted **44** tenants throughout the fiscal year, about **67%** of residents. There were **45** hospital admissions for residents during the year as well as **11** admissions for short-term psychiatric treatment.

22 people moved out of the Sakura So during the year, **50%** because they needed an increased level of care. **7** tenants (**32%**) were ready to move onto more independent living. Others moved from the DTES and region. Where they went: **45%** moved to supported permanent housing, happily **5 (23%)** were placed in addictions treatment, **4 (18%)** moved in with family/friends while **10%** moved into independent housing, no longer needing the level of care we provide.

This past year has seen the start of new building activities and the continuation of others: bread making continues to be popular; our fitness group "borrows" the equipment at the Jim Green; gardening on the roof starts again in May; weekend Art and Jigsaw Puzzles have been added to the schedule; and, reading with tenants continues and helps to improve their literacy skills. We are very grateful to our volunteers who assist us in many ways. Nursing and Practical Nursing practicum students from community colleges and universities regularly put on workshops on health promotion topics; these are well attended and informative and a safe place for residents to talk about their health concerns.

Building maintenance issues continue to pose a challenge to the building. The building is roughly 100 years old and much needs doing. We are re-applying for a RRAP grant through CMHC with the hope that, if approved this time, the Sakura So may finally begin a much-needed upgrade. In the meantime, the maintenance staff continue to perform miracles.

YUKON TRANSITIONAL HOUSING

Yukon Housing has 37 self-contained housing units located above the 24-hour emergency shelter. As with the Hazelton, this co-existence allows the shelter's overnight staff to provide Emergency backup for the tenants when the Tenant Support Workers are off duty.

While Residency is up to two years, exceptions can be made after re-evaluation of the resident's case plan indicates further support and assistance is still required to make people successful in transitioning to permanent housing. Yukon has had great success in working with the residents to set goals in a case plan, assess and review progress and then set new goals to achieve a greater level of independence.

Yukon Transitional Housing served a total of **59** people this year, **50** males and **9 (15%)** females. We turned over **25** units this year keeping pace with the last fiscal year. Residents were referred largely from health teams, emergency shelters and hospitals to account for **74%** of those housed.

We saw a slight increase in the percentage of residents living with mental health diagnosis in the program this year from **65%** last year to **69%** this year. We experienced growth in people with addictions from **10%** to **25%** and physical disabilities growing from **3%** to **29%** this year. Yukon's Transitional Housing program, with funding from the SMART program, has been able to assist people in learning the necessary life skills to continue on living successfully after they leave our program. This year **25** people were assisted with opening bank accounts and **48** were able to get direct deposit of their funds. We had **35** people who able to work this year, another **19** attended a training course or school. Residents were also taught through programs and our Transitions Workers to be responsible for such things as resume writing, budgeting, cleaning, smoking cessation and how to use Interac successfully. For those who are on medication **17** learned this year how to self-manage their medication. Our residents also did volunteer work this year both with Lookout as well as the broader community with **14** people putting in a total of **1,256** hours.

CYCLEBACK PROJECT

Cycleback is headed up under the Transition Program and offers an 8 week bicycle repair and training program that provides opportunities for people living in the transition program and the community at large. In the last fiscal year, **23** people were able to complete the course. Of those, **17** were able to find employment and **4** are in practicum placements. In addition to providing training Cycleback was also able to give bikes to people on low or fixed incomes. A total of **18** bikes were given away this year **10** to youth and **8** to adults needing transportation. Many thanks go to Robert MacDougall who heads up the program and Mighty Riders, Building Opportunities with Business (BOB), City of Vancouver, Vancouver Foundation, Mount Pleasant House, Our Community Bikes, Mountain Equipment Coop, Norco.



LOOKOUT EMERGENCY AID SOCIETY
RESIDENTIAL PROGRAMS
ANNUAL REPORT
APRIL 1, 2010 TO MARCH 31, 2011

SECOND STAGE PERMANENT HOUSING PROGRAM

PERMANENT HOUSING WAITLIST

2,155

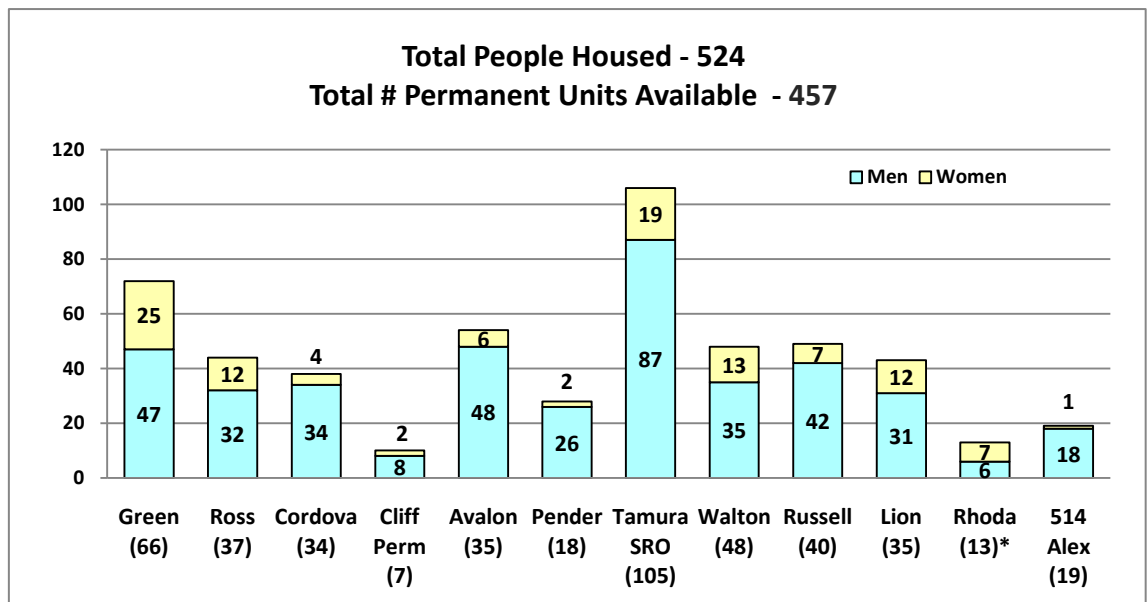
Lookout offers permanent housing with some support for people with a history of homelessness and who no longer require assistance in day-to-day living, but who require support to maintain and flourish in their independence. Lookout has been providing this “third stage” housing since 1978, starting with roominghouses in the Downtown Eastside, and expanding in 1993 to also offer self-contained housing. All of Lookout’s housing is rent-g geared-to-income or set at the income assistance level. BC Housing generously provides the subsidy for all our self-contained permanent housing to ensure that men and women with no housing alternatives can have a home they are proud of. When and where needed, support staff provide assistance and work with residents to develop life skills and link to necessary community services to help residents enjoy successful healthy lives.

Our housing also honours individuals who have contributed greatly to the resolution of homelessness. The Jim Green Residence is proud to bear the name of one of the Downtown Eastside’s preeminent advocates for safe, secure, and decent housing in the area. The 37-Unit Jeffrey Ross honours a past beloved Lookout shelter manager. Jeffrey was an incredible advocate for people and no matter what, had time and support for everyone.

With great excitement Lookout opened its newest building in December 2010 – the Rhoda Kaellis Residence, increasing our housing inventory in New Westminster by **13** permanent and **11** transitional housing units. A LEED Gold building, the tenants are taking great pride in maintaining environmental practices to maintain the green standards of LEED. The total of 24-units were filled rapidly from **87** applications that were received within 10 weeks. Thanks to rent subsidy from BC Housing, rent are set at the income assistance shelter rate (**\$375**). Our waitlist Downtown has increased by another **4.5%** to **2,155**. Land values and rental rates continue to rise to astronomical levels and the number of housing choices continues to dwindle for growing numbers of people with housing

challenges. The simple choice of having a clean, safe home is beyond the hopes of those who live with significant social issues and minimal income.

Lookout’s permanent housing is highly sought after, particularly given our minimal barrier, supportive approach.



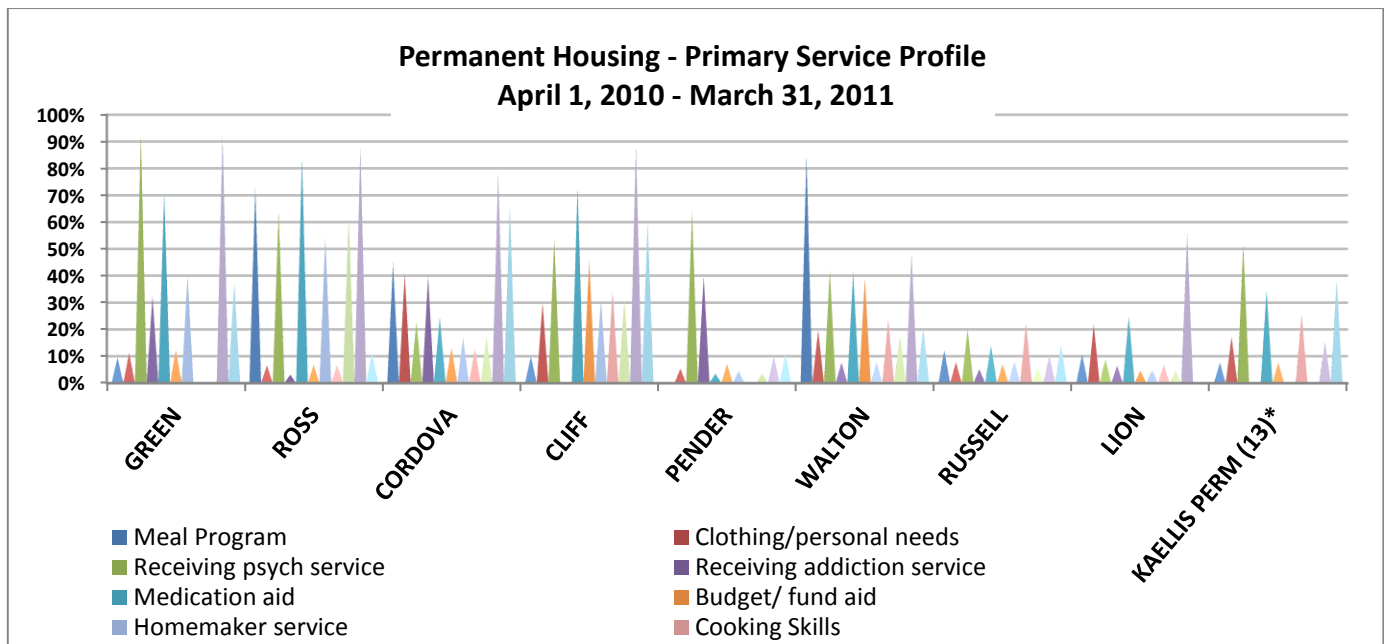
Each building has established its own tenant selection system to ensure that those who have the least housing options and are at high risk of homelessness are the people who we house. This also ensures our housing and services are well integrated into the community and network of services.

The primary reasons our folk have so few housing options is that they commonly live with a variety of challenges including mental illness, addictions, both mental illness and addictions, and a lack of life skills such as learning to say no, anger management, poor insight into basic hygiene skills or maintaining their housing (e.g. collectors). Many residents of our permanent housing live with several physical health and/or disabilities. This past year **524** individuals were housed in permanent housing – **414 (79%)** men and **110 (21%)** women.

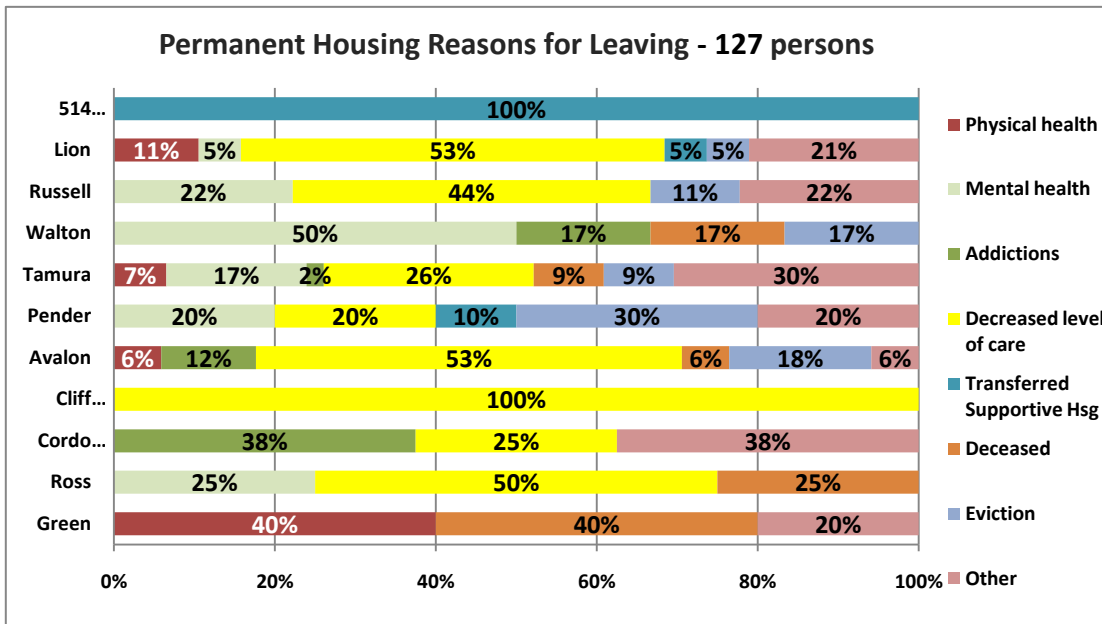
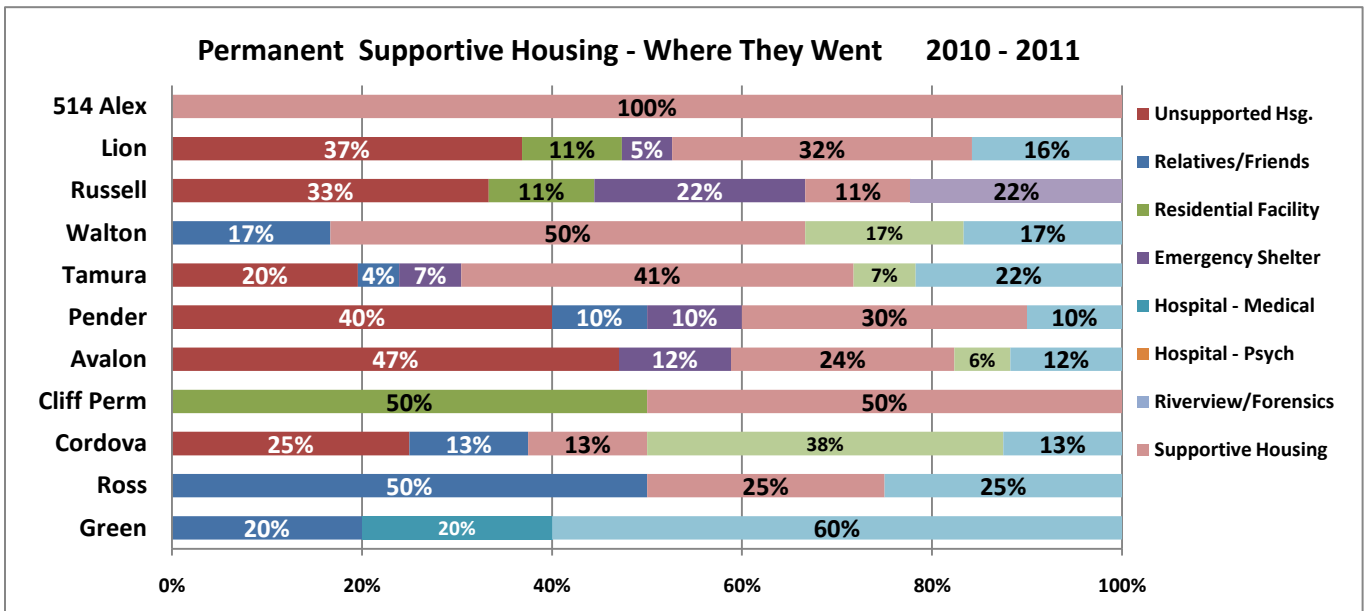
Generally, turnover is low, but this year shows **160** move-ins - with highest being **45** at Tamura (with the most rooms that has been undergoing staged repairs) as well as **27** people at the Lion and **23** others at Avalon (partnership programs where Lookout provides supportive services to a portion of total residents within each of the buildings.)

There were **127** move outs over the year, again the largest occurred at Tamura (**38**), the Lion (**19**) and Avalon (**16**). Tamura and the Lion are undergoing renovations leading to a temporary decrease in housing availability and move outs due to construction. Overall, our individual housing reports indicate that many people are able to successfully relocate to housing that best meets their needs, including those who move between the various Lookout housing programs with their differing levels of support and interventions. Of those who left our permanent housing during the year, **33 (26%)** went into unsupported housing, **40 (31.5%)** to other supportive housing, usually within Lookout – a significant increase over **20 (27%)** last year. A few needed residential facility **4 (3%)** for acute conditions.

This year **9 (7%)** people ended up in shelters despite all our efforts to maintain their housing. Many of our residents live with addictions, and **21** people (**16.5%**) were able to be placed into treatment while **9 (7%)** went to stay with family/friends. While health conditions are increasing amongst residents, due to support from the Vancouver Health Authority through their Clinical Housing Team, only **1 (.8%)** person was hospitalized for long-term medical reasons. A total of **21** people (**16.5%**) left the programs for other reasons.



Of the **127** who left us, **14 (11%)** were evicted primarily due to violence or other safety issues. Eviction is a last resort at Lookout and occurs after other options and alternatives have been exhausted. Even then, staff attempt to work with the person and relocate to other sites (preferably our own) that may be more appropriate for the individual. Most evictions occurred within the older SRO's (Tamura and partnership programs) where staffing levels are at a minimal level. The inadequacies for staff supports and programs are reasons for Lookout's frequent appeals for funds.



Sadly, 9 (7%) tenants died during the year, the majority from existing health conditions. The large number of deaths this year has been exceptionally difficult for the Lookout community as many were long time residents well known and with whom many staff had strong relationships. It is hard to watch our clients' health decline significantly, often caused by years of poverty and homelessness. It is Lookout's custom to hold a memorial with residents, staff and any known family and friends that may be able to attend.



Excerpts from the Individual housing reports by the staff/managers of the various housing follow. The full reports are available from the Lookout administration office.

JEFFERY ROSS AND JIM GREEN RESIDENCES

Both the Green and the Ross house people who have a history of homelessness and no housing options and offer permanent housing in one bedroom apartments for singles or couples. While there are many similarities to the Residences, they each have a different priority for their tenants.

JEFFREY ROSS RESIDENCE

Built in 1993, the Jeffrey Ross Residence is a four-storey apartment building with 37 one-bedroom apartments, 4 of which are fully wheelchair accessible. The Residence is for folks whose home community is the Downtown Eastside and who live with a disability, although able to live independently with appropriate supports. Rent is subsidized by BC Housing and set at a rate that is rent-geared-to-income. 514 Alexander, sometimes called 'mini-Ross' is next to the Ross and is a 19-room heritage SRO managed by Lookout effective August, 2008. The two are operated together.

The Ross continues to be a quiet community, with many long-term residents, including some who have lived there since the building opened in 1993. Only 4 suites changed hands during the year, up from only 1 in each of the two previous years. One tenant had their partner join as a co-tenant. As a result of these turnovers, we housed and supported a total of **44** individuals this year but our occupancy rate remained at **100%**. The Ross continues to have a good male/female ratio being **28** men and **12** men at year-end. As reported in earlier years, only **5** residents were under **45** years of age. The remaining residents are 45 or older, including **8** men and **1** woman who are **65 or older**. This continues to bring serious considerations as residents' age-in-place.

With the majority of residents being over age 45 (considered a "senior" in the Downtown Eastside due to the effects of years of homelessness, poverty, poor nutrition, inadequate health care, and the effects of substance abuse); physical health issues continue to dominate. Our medication administration program has fluctuated between **17** and **21** people throughout the year, about **50%** of residents. Hospital admissions during the year rose slightly – from **7** to **9** hospital stays. As residents age, many are coping with serious health challenges which require long term treatment. Vancouver Coastal Health's Clinical Housing Team has been invaluable in supporting residents through the process of appointments, treatments, and often surgeries. Most of the residents now receiving care via the Team were previously not connected with any primary medical care so their presence has led to substantial improvements in tenant's lives.

Social events continue to be highlights for residents and have included the August annual barbecue, pizza evenings, and holiday festivities. Turnout is always exceptional with almost all residents attending and not a crumb of food left at the end!

4 residents left; sadly **1** passed away, **2** left to live with relatives and **1** left to other supported housing. All were long term residents: **3** of them stayed at Ross for more than 10 years.

514 ALEXANDER STREET

We served total of **19** tenants: **18** men (**95%**) and **1** women (**5%**). Our occupancy rate remained at **96%** throughout the year. **2** clients moved in, both from supportive housing and **1** moved to other supportive housing. This person was long term resident who stayed with us for 7 years.

As the building is next door to the Ross, tenants are included in building socialization and hospitality, including community time with coffee and snacks twice a week in the lounges, in both the Ross and at 514 Alexander.

Currently under renovation for electrical and fire upgrades, we are hoping in the coming year, for renovations to the washrooms particularly, but an overall upgrade to improve the living standard in the building.

JIM GREEN RESIDENCE

The Jim Green Residence has 66 one-bedroom permanent apartments for adult residents of the Downtown Eastside. Built in 1996, all suites are completely self-contained and most have balconies. There is a large courtyard with gardens and three roof patios with fabulous views of the harbour, the North Shore and downtown, especially popular on hot summer days. There is also one two-bedroom "emergency suite" which is made available to families who cannot be accommodated in the Lookout shelters and who cannot be placed in family shelters due, for instance, to a lack of space. Single adults or couples who do not need a higher level of support may also stay in the emergency suite when shelters are full.

The Jim Green Residence is a busy site with a well-developed sense of community, lots of activities, a great spirit of volunteerism, and tenants who take ownership and pride in their homes. While tenants all have a history of homelessness, it is certainly not apparent to anyone welcomed into the tenants' community. The Green housed a **72** tenants with only **6** new residents (**3** from emergency shelter). **5** were women - a reflection of Lookout's commitment to have more women in our housing. Our occupancy rate remained at **100%**.

Jim Green residents cope with a great number of challenges but, as many are long-term residents, most enjoy stability and good health. However, several residents are living with significant medical issues such as cancer and Chronic Obstructive Pulmonary Disease (COPD) and require additional physical health supports. All but **6** tenants (**5** men and **1** woman) are now 45 or older with **9** tenants (**5** men and **4** women) being 65 or older.

Thanks to funding from Vancouver Coastal Health, we are now able to provide home support services to selected tenants by Lookout staff rather than relying on outside agencies. Having our own homemakers means that staff are able to focus on teaching skills to tenants rather than providing services to tenants, "working with" rather than "working for" the tenants. A number of tenants have increased their skills to the point where homemakers just check in weekly with them to ensure they are on track and to offer support and encouragement for continued good work.

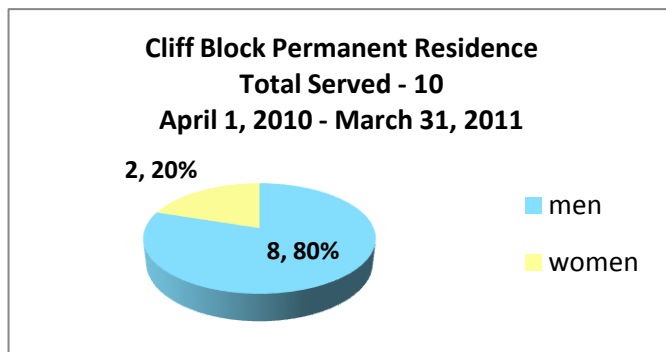
The Tenant Board continues to grow and develop in their leadership role within the building, regularly planning, hosting and assisting in various events for building residents. The building as a whole is a busy place. Whether it's monthly Birthday Bashes, Super Duper Movie Marathon nights, the Writers, Illustrators and Storytellers Group, or a newly formed walking group, there are many options available and often the tenants are actively planning, hosting or assisting staff and each other.

Tenants leave the Green very infrequently as they value the decent housing and vibrant community. This year **5** left, including **2** for health reasons and **2** tenants who passed in the summer of 2010. Both are much missed. (**17%**) stayed at residence between 13 and 24 months which is unusual as tenancy tends to be very long term.

CLIFF BLOCK RESIDENCE

The heritage Cliff Block has 7 units of permanent housing for local New Westminster residents. It is co-located with 16 units of transitional housing. As with other programs, the staff works closely with each resident to strengthen their skills and abilities, setting goals and creating plans to achieve their highest possible level of independence and self-sufficiency.

We had a turnover in the Cliff Block of **2** tenants who no longer needed our level of care, moving into housing that is more independent. **3** new tenants moved into our permanent studio apartments and are fitting nicely into the building community. **1** tenant moved in from emergency shelter and **2** transferred from Cliff transitional housing to more independent housing that better suits their needs.



Of the **10** tenants that stayed with us last year, **7 (70%)** have mental illness, **2 (20%)** have mental illness and addiction, **6 (60%)** lack social skills, **2 (20%)** have physical disability and **3 (30%)** have issues with their health. The community kitchen continues to be a well appreciated and attended program at the Cliff.

Staff work collaboratively with each tenant to identify ways we can support tenants meet their own goals. In turn, **60%** of the tenants volunteer in some capacity, including our very own gardener who is beautifying the streets in front of the Cliff. Love the smell of roses!

RHODA KAELLIS RESIDENCE

The brand new Rhoda Kaellis has 13 units of permanent housing collocated with 11 units of transitional housing for local New Westminster residents. As most tenants live with disabilities and often multiple disabilities, residents have the opportunity to move within the range of services as their needs and abilities change. As with other Lookout programs, staff work closely with each resident to strengthen their skills and abilities, helping them to set goals and create plans to assist them achieve their highest possible level of independence and self-sufficiency. A tenant selection committee comprised of local services assists us in ensuring our housing targets the most in need and builds in an integrated partnership to everyone's advantage while reinforcing good staff/tenant relationships. Lookout also operates the Russell Housing Centre (New Westminster Shelter & Housing) as well as the highly successful and respected Cliff Block that serves as the model for the Rhoda Kaellis Residence.

The opening of a new building is always so exciting for the residents as well as for the staff. Opening just prior to Christmas is difficult in some ways – Christmas is an emotional and extremely busy time. The building had a number of glitches to work out – for instance, the heat in the rooms was far more than a comfortable level, yet the contractors had significant difficulty figuring out what the problem was in this LEED Gold building. Tenants moved in slowly over the month of December and January, allowing time to finish off some of the normal deficiencies experienced when opening a new building. Tenants helped tenants and staff set up the building and assist others in the move in process. There were tears of joy on all sides as people celebrated having decent housing; for some it was their first good housing in decades. This entire move in process was a real community builder!

All **13** units of permanent supportive housing at the Rhoda Kaellis units are full. People were frequently living in independent housing although they require greater levels of assistance and security. **23%** came from the shelters or streets, while others were in care housing that they no longer needed that level of care. Tenants live with a variety of health conditions and disabilities and their conditions made the Rhoda Kaellis a high priority for them due to their ability to cook their own meals and that the units are self contained – with own bathrooms!



HOUSING PARTNERSHIP PROGRAMS

AVALON RESIDENCE PARTNERSHIP

The Avalon is a partnership formed in June 2004 under the Vancouver Agreement with the purpose of improving living conditions in SRA (Single Room Accommodation) hotels in Vancouver's Downtown Eastside. The pilot project demonstrates that with good management of hotels, incentives to upgrade and improve hotel premises, and support services for hotel residents, hotels will be safer and healthier and residents will achieve an improved quality of life. The success that Lookout has had in previous partnerships with privately-owned hotels has provided a model for supported hotels. The Avalon dedicates 35 hotel units to this partnership and receives funding through a grant from B.C. Housing.

Seven days a week, a Tenant Support Worker (TSW) is on site to provide support for the **35** Lookout residents as well as referral information for the rest of the hotel residents. The supports and assistance provided are similar as other Lookout programs – assistance with medication, help with money management and budgeting, teaching life skills, referrals to other services and agencies, information, crisis intervention, and monitoring of physical and mental health. The TSW also provides input and assists hotel staff in dealing with hotel residents not supported by Lookout staff. Where a non-Lookout hotel tenant is not doing well or is at risk of losing their housing, and if space on the Lookout program permits, the TSW can add that tenant to the program to provide the supports necessary for keeping their housing and improve their health and functioning.

The hotel management has improved conditions in the hotel overall this year. Lighting was upgraded, older rooms have been painted and repaired and pest infestations are under control. The hotel staff maintain an excellent level of cleanliness in the building. Several cooking areas are available in the hotel and the hotel provides space on the main floor for Ernie's Cozy Kitchen, a "restaurant" that provides breakfast and lunch for tenants who wish to purchase meals.

This year we provided accommodation with support to **54** individuals (a substantial increase over the **44** served last year), including the **23** tenants who moved in during the year. **89%** were men as women prefer to live in housing with dedicated gender based washrooms. The small number of women in the hotel continues to be a challenge – more women feel safer when a larger community of women are present. The majority of new admissions (**16 – 70%**) to the program are due to the applicant's need for support and case management. Another **5 (22%)** came for the security and safety found in the building. Mental illness and addictions remain the primary challenge for the majority of the people receiving Lookout service at the Avalon, with **71%** having Mental illness, including **43%** who have an addiction concurrent disorder (dual diagnosed). Likewise, almost half of all our residents have addiction issues (**49%**), with, as above, **43%** coping with mental illness as well. Many (**41%**) we assist in taking their medication in a timely manner to promote their personal health and stability.

The majority of people who leave Lookout's Avalon program move to self-contained, independent housing, a wonderful step upward for the tenants, and we celebrate that with them. However, a few (**12%**) were transferred to our shelters as they needed greater levels of care than we could provide at the Avalon.

CORDOVA'S RESIDENCE PARTNERSHIP

The Cordova's Residence Partnership Program is a partnership with Atira Property Management in a BC Housing-owned building. The program goal is to make the Residence safer and healthier and support residents to achieve an improved quality of life. All 34 rooms are dedicated for Lookout-referred clientele with 8 hours of daily on-site tenant support. The Residence is a small "SRA" (single room accommodation) building, with standard SRA sized rooms, with shared washrooms and a common kitchen. Lookout has been at Cordova's Residence since April of 2006, though initially with different partners. Funding for the tenant support worker is through a grant from the Vancouver Coastal Health Authority.

This is the third year of the partnership with the building's owner BC Housing and Atira who handles the property management (security, financial management, cleaning and maintenance) and Lookout staff who provide support to all residents of the building. Atira staffs the building 24 hours a day, 7 days a week, with a front desk worker. Tenant selection has been through a joint process between the BC Housing Supported Housing Registry Team and the Vancouver Coastal Health Housing First Team, with Lookout staff making the final selection. To be considered for residency the applicant must be a Lookout referral. Turnover continues to be low giving opportunity to build relationships and to assess and meet needs. Lookout provided service to **38** people, including **28** tenants from the prior year. The majority of tenants are male **34 (89%)** with the number of women remaining at **4 (11%)**. **21 or 70%** of our tenants are 45 to 64 years old and aging.

Of our **10** admissions during the year, **6** were either in shelters or living on the street; the remaining **4** came from a variety of sources. Most came with few, if any, possessions – just grateful to receive a warm place to live with clean bedding, pots and pans and dishes for cooking, and the offer of support and safety.

Our occupancy on average has been **86%**, down from **96%** last year. The lower occupancy has several reasons, including Atira's staffing challenges in being able to get rooms ready after a move-out and internal moves within the building. Several long-term tenants with badly cluttered and pest infested rooms were given the opportunity and support to relocate within the building to have a "fresh start". This process takes time and the tenant requires a lot of support and help to be able to deal with the challenges and upset of a move when they have spent years in a room, no matter how inadequate it is.

Thanks to Atira for upgrading the common kitchen area where tenants are able to provide their own meals in a safer and cleaner space. Lookout staff have also started providing community meals and several tenants volunteer to assist in the meal preparation. The meals are popular and tenants are asking on meal day, "what's for lunch?" Thank you also to the LivingRoom Drop In for their generous sharing of food donations, enabling staff to be able to supplement their meal program and to provide snacks and fruit to hungry or poorly nourished residents.

LION HOTEL PARTNERSHIP

Like the Avalon, the Lion Hotel is a partnership, commencing in August, 2009, under the Vancouver Agreement with the purpose of improving living conditions in SRA (Single Room Accommodation) hotels in Vancouver's Downtown Eastside. This three-year pilot project is intended to demonstrate that with good management of hotels, incentives to upgrade and improve hotel premises, and support services for hotel residents, hotels will be safer and healthier and residents will achieve an improved quality of life. The success that Lookout has had in previous partnerships with privately-owned hotels, including the Avalon Hotel, has provided a model for supported hotels. The Lion Hotel dedicates 35 hotel units to this partnership.

Undergoing renovations, this fiscal year we saw a turnover that is higher than usual. Lookout's Lion Hotel 35-unit program had **43** people staying, of which **31 (72%)** men and **12 (28%)** women. Interestingly, 1/3 or **8** clients fall between each of a 10 year age group starting with 25 years. Our occupancy was **75%** reflecting the empty units required by the renovations. No tenants are being moved into the building during renovations and Lookout staff are providing everyone in the building with support not just to our 35 clients during the reno disruptions.

In December renovations started although Lookout staff being worked with tenants in preparation for moving, providing emotional support, assisting tenants in decreasing clutter and getting rid of unwanted possessions so that moving would be easier and less stressful. Lookout staff also developed, in consultation with hotel management, the tenant relocation plan for the move. The hotel, actually two joined buildings with distinct west and east sides (each with 3 floors) was divided into six sections for the work to be staged. Beginning with the upper floor on the west side, renovations are continuing down each floor and then will repeat the process on the east side. As each is completed, former tenants are moved back to their original rooms, if they wish, and tenants in the section scheduled section are moved. By the end of March 2011, renovations are being done on the first floor, west side. and are expected to be completed by early October. They include:

- Tenant rooms completely renovated with new windows, energy efficient lighting, fresh paint, upgraded electrical, new sinks, tiling on the floors, and new doors/locks as well as replacement of beds and fridges
- New electrical wiring, a modern fire system, a new entry system and completely renovated washrooms and new plumbing throughout the building.

No tenant has lost their housing as a result of relocation; most were able to stay in the hotel and a few were moved to another hotel owned by the Lion ownership. A few moved to other Lookout housing as their needs would be better met. Generally tenants have been very accepting of the relocation recognizing that the end result of having a renovated room is worth a little upset and noise and dust.

PENDER RESIDENCE PARTNERSHIP

The Pender Residence, an 18-unit Downtown Eastside roominghouse, continues to be a successful housing resource for people staying in the shelters. It is another example of how Lookout and a private landlord can work in partnership to house the homeless. Lookout's Outreach staff support tenants at the Pender Residence as they seek more appropriate long-term housing options, help develop treatment plans for those struggling with addiction, assist individuals with eligibility requirements for all income security programs, explore vocational options, and counsel and direct tenants as required. The Outreach team is called upon for crisis intervention and preventative problem-solving at Pender Residence, driven by a desire to resolve tenant issues and maintain a stable living environment.

The Pender Residence continues to be a very welcome and useful resource for the Outreach Team where they can place suitable candidates who are in emergency homeless situations. This year we were able to house **28** individuals, with **10** moving in. Many of the referrals come directly from the various shelters but also from other agencies such as La Boussole and the Strathcona Mental Health Team. We continue to assist our tenants with income assistance and disabilities for some and life skills for others. Most tenants who left went to more independent **(4)** or more supported housing **(3)**. **1** was evicted despite our attempts to resolve issues.

BC HOUSING SRO HOTEL PROGRAMS

In April 2007 the government of British Columbia announced its purchase of 12 Single Room Accommodation (SRA) hotels with the purpose to preserve affordable housing stock for low income people at a time of rapidly increasing property values. Announcements of a further purchase followed increasing the total number to 19. This provided the opportunity to repair and renovate the buildings to an acceptable standard so people could feel more safe and secure in their homes as well as providing supportive service to the tenants. One of several non-profit housing organizations selected to manage the properties, Lookout assumed responsibility for the 51-unit Walton Hotel (DTES) on December 1, 2007, and the 40-unit College Place (New Westminster) on January 11, 2008, and Tamura House (DTES) in April 2008.

All three elderly buildings were discovered to be in a horrific state of repair. Both the Walton and College Place (now known as the Russell Housing Centre) were closed for extensive renovation with original residents returning to their former homes. Tamura House is receiving staged upgrades so the residents, although inconvenienced, are able to stay in their homes.

RUSSELL HOUSING CENTRE

The 40-unit Russell Tenancy Program re-opened its doors in November 2009. Formerly known as the College Place Hotel, the Russell is a heritage building saved for affordable housing when BC Housing, at Lookout's urging, purchased the building in January 2008. Thanks to significant capital investment by BC Housing, the grand 100 year old building was renovated extensively and now houses both the Russell Tenancy Program and Lookout's New Westminster Shelter and Outreach. The Russell Tenancy offers permanent housing with support for New Westminster residents who have chronic histories of homelessness. The program specifically targets those having few, if any, housing alternatives – unable to meet their own basic needs and unable to access communal living options. Nineteen of the original of College Place tenants returned and are grandfathered into the housing. As vacancies occur, new tenants are chosen through Lookout's local tenant selection committee and the BC Housing Registry. Rent is subsidized to the shelter portion of income assistance. As with other programs, the staff works closely with each resident to strengthen their health, skills and abilities, setting goals and creating plans to achieve stability as well as striving to reach their highest possible level of independence and self-sufficiency.

This year, the Russell Housing Centre provided housing to **49** individuals, including **12** new tenants. **50%** came from either shelters or the street, while **1** person came from staying with family/friends. We had **9** people move out this year, including two who transferred to other supportive housing, including our own brand new Rhoda Kaellis Residence. Most tenants who left did so as they did not need the level of support or supervision available here at the Russell.

The causes of homelessness include more than the inability to find housing that is affordable. Other income related considerations include the economy, wages, job loss, lack of job skills and the adult's education. Plus, homelessness can be a **vicious cycle**. Without a phone number, permanent address, or place to get showered and changed, it can be very hard for someone who is homeless to find or maintain a job. Expense concerns include transportation barriers and illness.

We identified a significant gap in services available for our low barrier tenants who, due to age, illness and other factors, are unable to garner the same 'end of life' services that other seniors and terminally ill citizens find in the health care field. One example is short-term home supports when a person comes out of a longer term acute care hospital stay. If an addiction or behavioural problems are identified in a referral for service, our tenants to date have been unable to receive home supports service. It appears that Lookout's low barrier philosophy may work to exempt our tenants from 'on-site' health care services. The question arises: Do we train staff for hospice care, or end of life care? How do we ensure our 'hard to manage' tenants are afforded an acceptable level of care in their rental units when they are not accepted easily in long term care facilities and their level of care needed exceeds our ability to provide that care? Perhaps our collaborative approach in the City of New Westminster could include long term care providers in our case planning process. Perhaps a low barrier end of life unit in a long term care facility is an option for discussion.



Jonathan Meadows, President
and
Karen O'Shannacery, Executive Director
of
Lookout Emergency Aid Society
Invite you to join
The Honourable Yonah Martin,
Senator, Government of Canada
Harry Bloy,
MLA for Burnaby-Lougheed;
and
Mayor Wayne Wright,
City of New Westminster
for the official opening ceremony of
The Russell Housing Centre

TAMURA HOUSE

Originally a partnership program initiated in December 2006, Lookout and St. James Community Services worked together to effectively and affordably meet the housing needs of people coping with challenges. In April 2008, Lookout took over the management of the entire heritage building. The hotel contains 105 rentable units and is owned now by BC Housing. Rooms are standard SRA rooms, with larger rooms on the outside walls and smaller ones on the interior of the building. The building also has shared washrooms, showers and 2 kitchens (except the first where one kitchen was converted to a laundry room) on each of the three floors. Washrooms are designated specifically for women or for men and are located in each of the two wings on each floor. There is a small TV lounge close to the hotel front desk.

Funded through Vancouver Coastal Health, the original 35 units continue as a separate program within the building where support is given to individuals with a history of homelessness and for those who are currently homeless or at risk in their current housing. This includes people living with mental health issues or physical health problems that do not limit their mobility. A tenant support worker, provides additional support and assistance to these residents and offers a range of services to help increase the stability and life skills including assessment, referrals/liaison, and management of medications and finances.

TAMURA HOUSE PROGRAM

Within the 105 rentable units at Tamura, are the 35-units of supported housing funded by Vancouver Coastal Health. Seven days a week, Tenant Support Workers provide assistance and support to these **35** hotel residents. This past year, service was provided to **50** adult men and women, down from 55 the previous year. The percentage of women serviced increased from **18%** last year to **26%**, reflecting that we again are meeting Lookout's overall goal of being able to assist more women in Lookout housing. This year, **1** new tenant came from a shelter, **6** from absolute homelessness and another **6** from hotels or rooming houses, including those who lived in the unsupported portion of Tamura House and **3** from the Lion during its renovations. In total, there were **16** new residents, in comparison to 18 last year. At year end, the majority of our tenants are between 45 and 64 years old – **13 (37%)**; **12** tenants are between 35 and 44 (**34%**); **8** are between 25 and 34 (**23%**); **1** tenant is 20 to 24 (**3%**); also **1** is older than 65 years (**3%**). Due to the renovations, the supported housing occupancy rate remained at **94%**.

The Tenant Support staff are extremely busy always, and have tracked over **2,100** sessions with tenants of over 15 minutes. The most common interactions (just over 1,000) were where staff provided emotional support to tenants on a one-to-one basis. **410** of the total sessions involved providing referrals to other needed community services such as mental health, educational resources, addiction treatment and detox. The reduction in police calls and tenants admitted to jails reflects an increasing stability of the building.

15 tenants left the program including **12** who needed an increased level of support. Health concerns were the primary reasons, including **3** leaving for physical health concerns, **5** for psychiatric conditions and **4** due to their addictions. **1** each to relatives/ friends, other shelter and to hospital with **5** moving to other supportive housing and **2** left to other housing. Sadly **1** passed away.

TAMURA HOTEL

The past two years have been challenging for residents and staff alike because of staged renovations to the building being under way. Due to cost pressures, BC Housing opted to stage work based on critical need rather than doing the massive reconstruction that is required. The renovations included replaced sinks, upgrades to mechanical system, fire systems and electrical systems as well as to the community kitchen. This has meant round after round of disruptions for the tenants. However, tenants seem happy with the work done and can, for instance adjust their heat to their comfortable level. The new furnishings by BC Housing have been very welcome by the tenants!

Late this fiscal year, we began another round of renovations, this time upgrades in the washrooms, conversion to energy efficient lighting, and the installation of a new "state-of-the-art" fire system. Work includes adding three new women's washrooms, upgrade of existing women's washrooms, and repair of the men's washrooms. As well the existing tub room will be made usable and two new shower rooms will be added.

A major challenge this year has been the significant amount of street trafficking in drugs and stolen goods with large numbers of people present day and night on the Dunlevy side of the building. The presence of so much street activity puts vulnerable tenants at risk of harm and the availability of drugs on the street caused increased use and abuse of drugs by residents. Tenants also found themselves overwhelmed by debts to drug dealers on the street and felt they had to go into hiding to avoid debt collectors. Fortunately by the end of the fiscal year, visible police presence and action had moved a good portion of the street traffic away from the building.

There is one security guard and one Lookout staff person on duty 24/7 as well as our excellent and flexible maintenance staff. Despite this understaffing, we still have managed to provide some services in addition to the property management role we play. Services include working with tenants to increase housekeeping skills and providing a weekly meal with the assistance of the Vancouver Food Bank Community Kitchen program. We thank Prosec Services who have provided contract security services at our front desk for a number of years; their workers are much more than security guards – they treat our residents with respect and compassion and provide assistance to our staff. Definitely part of our Tamura team!

WALTON HOTEL

The Walton is one of the SRO hotels purchased by the government of British Columbia in order to preserve affordable housing stock for low income people at a time of rapidly increasing property values. BC Housing took the lead to repair and renovate the building so people would be safer and more secure in their homes. Lookout assumed responsibility for the Walton on December 1, 2007. The hotel had been allowed to deteriorate and had suffered significant damage prior to the purchase. In May 2008, the Walton closed for extensive renovations, re-opening in June 2009 with many of the original tenants returning.

The Walton has 48 tenant rooms with two shared kitchens as well as shared washrooms and laundry. Washrooms are gender designated and are located in each of the two wings on each floor. Rooms are standard SRO rooms, with larger rooms on the front side of the building. There is now a well-equipped amenity area on the ground floor for casual as well as programmed activities such as community kitchens, movie nights and tenant dedicated computers. Renovations also added a treatment sauna to treat infestations such as bedbugs and is used by several Lookout sites.

This is the first full year of re-occupancy of the Walton. As we approached the end of the fiscal year, we were pleased to hear that BC Housing had consented to the renaming of the Walton Hotel to the "Walton Residence", reflecting its' new reality as a permanent home to the residents, rather than a place of impermanence and transition. Tenants, as well as Lookout staff, had advocated for the change, and all celebrated the new identity of the building and are planning an official celebration.

During the year we housed **48** tenants, **35** men (**75%**) and **13** women, (**27%**) with the women's profile enough to create a sense of community and safety among the women. Our occupancy rate was a Lookout low of **90%** because of room repairs and because the tenant selection process through government – we were waiting for BC Housing to provide tenants from their waitlist. Due to these delays, discussions with BC Housing has resolved to Lookout filling vacancies should units be unfilled by BC Housing. The majority **28 (64%)** of our tenants are between 45 and 64 years old; **9** tenants are between 35 and 44 (**20%**), **6** tenants are between 25 and 34 (**14%**) and **1** person is between 20 and 24 (**2%**).

Only **6** tenants left during the year – **4** were able to go to other supported situations such as other BC Housing SRO's or addiction treatment, **1** moved due to the need for increased care and **3** moved to supportive housing. Unfortunately, **1** tenant was evicted, a move that Lookout only very reluctantly takes. We mourned the loss of **1** tenant who passed away after living for many years in the Downtown Eastside. Of the tenants who left, **4** tenants stayed with us less than 6 months; **1** stayed almost a year and **1** stayed 2 years.

Now being back at the Walton for approximately 22 months, the diversity among tenants – the original Walton tenants, the large number of new tenants who came upon re-opening, and the more recent tenants – have begun to mesh as a community. This is due largely to the efforts of staff and the events happening in the amenity space. There is a good comfort level among tenants it feels more and more like "home".

The Walton's ground floor contains a large amenity area with an extensive community kitchen area, computers for tenants, and an area to meet and socialize or watch TV or play pool. This year, with the addition of four days of Life Skills-oriented Tenant Support Workers, the amenity space was able to be used more effectively. As in any new community, food is a great incentive to begin to develop social activities and connections. As many of the tenants also live with addiction and alcoholism, providing healthy, hot food as many days as possible has drawn people to the amenity space and has created the beginnings of community and volunteerism. By fiscal year-end, an average of **35** or more tenants were coming down for meals and generally between two and five volunteers were helping cook the meal. Often there was enough food left over for tenants to take food up to their rooms for another day. Currently, there are four meals, some hearty and some light, as well as a breakfast once a week. And special occasions such as Christmas and Easter always include a special meal.



LOOKOUT EMERGENCY AID SOCIETY COMMUNITY SERVICES PROGRAMS ANNUAL REPORT APRIL 1, 2010 TO MARCH 31, 2011

OUTREACH PROGRAMS

AL MITCHELL
OUTREACH MANAGER
JUNE 2011



Lookout's Outreach Programs cover intensive short-term (3 to 6 months) support, case management and planning services for chronically homeless people as they require additional intervention and support to successfully attain housing and maintain them within the community. In addition, they have the capacity to provide on-going support to a very few people who fall between the cracks. Staff provide services through the Cliff Block in New Westminster, the LivingRoom Drop In and co-located with the Downtown, Yukon, North Shore and New West Shelters. Outreach collaborates with other service/treatment providers in the community to improve the quality and stability of individuals' lives. This includes special support to clientele of hotels and roominghouses that provide accommodation to Lookout. We have been very successful in partnering with building owners/managers such as the Pender and Avalon Hotel as well as Cordova's Residence to provide on-site staffing where a block of rooms are dedicated to Lookout clientele. Reports on these latter programs can be found under our Permanent Housing Program.

Lookout started off with outreach 40 years ago, at the beginning, with foot patrols on the streets, bringing people into our shelter. Through necessity, in the mid 80's Lookout converted those positions to shelter workers to provide the full service case work that Lookout shelter's are known for. Re-implemented in 1990, thanks to sustaining funding from Vancouver Coastal Health Authority, Outreach restarted with a few workers in Vancouver at our Downtown Housing Center, and now operates Outreach in three municipalities and supports our partner Progressive Housing Society in a fourth city, Burnaby.

In the fall of 2010 with the expansion of our Outreach team, we brought all our teams together under the direction of a newly created position of Outreach Manager. We now serve with 13 full and 4 part-time workers in 5 teams. Our Outreach Teams remain true to their roots, reaching out to people who are the absolute homeless as well as to people having housing or other crisis, providing them with support and assistance without the need to bring them into a shelter.

As finding housing that is appropriate for the person is challenging, confirming that they are successful in their housing is very important, as is providing support should that be needed, to assist them with their success. Thanks to funding from BC Housing, Lookout, like other provincially funded shelters, were given additional funding to conduct follow ups for after individuals leave the shelters.

At Lookout, to do this, we expanded the role of Outreach to provide the follow-up for willing people leaving the shelters into housing so that we could provide them with additional assistance to make their transition to housing successful. Shelter users must agree to let us to follow up with them; we ask for a period of one year and do check-ins at three month intervals. Many shelter users do not want someone to follow up with them for privacy reasons. People are often very mobile as they find their niche.



	346	LivingRoom	Cliff/ Russell	Yukon	North Shore	Total
Total Unique # People Served	984	283	749	343	465	2,824
<i>New/ Reopened Files in Year</i>	616	105	421	227	278	1,647
# Known HIV/AIDS infected	55	19	55	15	5	149
# At High Risk of HIV/AIDS	640	109	86	82	12	929
# Referrals / Contacts Made:	10,854	7,308	7,696	5,331	11,239	42,427
Psychiatric Services	298	177	122	135	83	815
Income Assistance	864	185	659	249	360	2,317
Pension (OAP, CPP, Union, etc)	66	28	13	31	24	162
Addiction Services	630	116	659	162	274	1,841
Physical Handicap	40	31	47	24	22	164
Mental Handicap	21	22	102	5	11	161
Involved Police	14	5	41	8	40	108
Care Facilities	14	28	8	10	6	66

There are also difficulties with follow ups because of the complexity of needs and lack of resources for our clients. For instance, some placements are expected to be interim – e.g. placements into rehab treatment would have moved elsewhere by the 3 month period. Under privacy regulations, treatment facilities cannot tell us where the people went to without specific approval by their client. After three months, it is very difficult for people to agree to release this info to us. However, despite the difficulties, **1,101** shelter users who were placed in housing, agreed to let us do follow ups. Of this number, of those we could contact, **304 (27.6%)** remained housed after 3 months although **327 (30%)** couldn't be contacted or declined contact.

As Outreach will plan with and support a person working toward long-term goals, we do sometimes see people supported by an outreach team staying more than once in shelters, where they work continually toward goals of stable and improved housing. We also are called upon by shelters for simple services such as transport or escort to an appointment where other options are not available and the appointment is critical. Additionally, we frequently are a moving service for people both within and outside of the shelters to get them housed, and of course, also as we try and set them up with the furnishings that they need to live. Lookout receives enormous numbers of donations of furnishings (beds, tables, chairs, etc.) that we give to people setting up their home. Of course, then we need to move it!!! Expectedly, where Lookout is able to help a person toward getting into subsidized or supportive housing, Outreach has been more involved, assisting in 60% of Lookout stays having that better outcome.

It is well-known the vacancy rates for affordable housing are very, very low, and shelter stays have lengthened all across Canada as a result. Less known is the phenomena we are seeing that access to much of the affordable housing stock is made harder for an individual to access on their own except through some form of agency or advocate assistance. Our approach is to work with people to assist them in housing and service searches, help them understand and apply to waitlist processes, and form effective strategies that will help them achieve stable housing. Last year, our New Westminster team had taken the phrase "***It's all about housing people***" as their theme. This has really been a focus for all our teams this past year, whether assisting to get people housed, or to help people get in into better housing and keep them stable in good housing.

Lookout has some rent subsidy programs on the North Shore and in New Westminster, thanks to funding by BC Housing that lets us help people who otherwise would not afford even "reasonable" low-income accommodation. Outreach workers are also extremely skilled in specific kinds of advocacy – for example, Johnny provides resource throughout Lookout for his success with complex disability applications, assisting other staff to make the applications successful. As well, our workers are quite skilled at matching up any handy donation with people we know are in need, and often search things out on free sources like Craigslist.

This past year has been a hard one for our team in terms of workers dealing with health issues, with nearly a quarter of our full-time team members off at one point on medical leaves. We have taken on several new people in the past year, and with moves between teams, are finding ourselves growing in teamwork and appreciation for the skills and support each brings to this work.

All our Outreach team are incredibly responsive and tenacious workers who provide support that is more complex to people falling through the cracks, and doesn't end with those disability or pension apps, much revolves around ongoing advocacy. Outreach work requires an inherent flexibility and creativity in serving people on the street, and each site this past year has great case examples of the workers responding well to unique or challenging situations, and many workers went above and beyond in assisting people. The North Shore team did this in a particularly noteworthy fashion on that cold New Years Eve, with one worker in the daytime hours seeking out people to ask them to come into the Extreme Weather shelter. Outreach found one who wouldn't come in, but he seemed to be doing badly, got the worker who was working into the evening to go back and check on him. This second Outreach Worker did follow up, and finding the person in medical distress, got emergency services to attend him in a woodlot near the Capilano River. Taken to hospital, he was found to have lost several pints of blood to internal bleeding and might not have made it through the night out there in the cold. For this and many, many, times over that our workers make those extra efforts, often without the good things they do being reported, all of us extend our gratitude to a fine team.

We have continued to benefit from the efforts to improve Lookout's transportation capabilities with new vehicles. With the cost of transportation escalating rapidly, it is actually with dismay this past year we had to INCREASE the time spent by Outreach on moves and escorts-to-appointments, etc. In 2009-10 these services combined to **16.6%** of outreach hours, but this past year we spent **22.4%**, both a large increase and quite a percentage (over 1/5th) of our time. We are quite cognizant of getting good value for the time and expenses of transporting people and things, and recognize there have been many successes where being able to get the person to an interview or make an appointment on time has been critical to their achieving goals of housing or personal stability. This staffing/vehicle costing vs. funding resources is a conundrum to resolve in the coming year, but in seeking a solution, we remain very grateful to those who have made these good outcomes possible with reliable vehicles.

One challenge the Outreach team is now taking on is moving from a very limited form of recording info in spreadsheets into more fully reporting in and carrying out case planning in our computerized database HIFIS. As with the shelters, the training and emphasis this past 18 months on case planning has improved the work we do, and we can look forward to improving our tracking of actions and reporting of outcomes. The greatest benefit is in our work with people, as we can work much easier as a team across shelters and sites where our information is shared. On teamwork, the Downtown Housing Center Manager particularly set improved case planning across those teams as a goal last year, and coming into this position half a year after Jody set that goal, I was pleased to find that Outreach team had increased their case plan work by nearly double!



Following are highlights from each of the Outreach reports.

DOWNTOWN (346) OUTREACH

Downtown Outreach is co-located with Lookout's Downtown Shelter and the Hazelton Housing Program.

The **Downtown Outreach** team services would not be possible without access to clothing, housing, furnishings and other items. Thanks to many donors, we are able to access clothing, some furniture and supplies to help people start off in their new homes. This year we received a number of comfort coats (pictured) to give to the absolute homeless who we could not house.



We thank again Mr. George Jang, the Pender's owner and Landlord for partnering with us and giving us **18** homes. We also want to express again huge appreciation to Cadillac Fairview and Hockey For the Homeless who fundraised to purchase new vehicles for the team! This has had such a significant impact on client services! It is in use each and every day to take people to critical appointments and move into housing! Thank you Cadillac Fairview for supporting us once again!

LIVINGROOM DROP IN OUTREACH

LivingRoom Outreach is located within Lookout's LivingRoom Drop In Centre.

At the LivingRoom Drop In Outreach assisted **283** unique individuals, with men outnumbering women **4 to 1 (58 women/225 men)**. There was an increase in the number of absolute homeless clients served to **32** individuals, being **11%** of the caseload up from an **8%** last year. The vacancy rate continues very low for affordable housing and virtually non-existent for people living in poverty with pets. The wait lists for subsidized housing have not decreased lengthy wait lists tend to discourage people from applying and when they do apply, clients can be difficult to locate a year to 4 years later when their name arrives at the top of the list because the applicants are in a shelter or living on the street unable to be reached. The newly operational Community Voice Mail program hopes to make people easier to locate with housing options by providing clients with a private voice mail number that they can use for as long as they need it to assist in helping with securing housing, medical appointments, and other services.

The number of mentally ill people presenting to Outreach with addictions (concurrent disordered) increased significantly from last year, rising to **41%** from **33% (116 people)**.

The number of individuals who reported to be HIV positive fell slightly to **6.7% (19 clients this year)**. Clients who reported having Hep C were about the same number (**67**) being **24%** of those served. HIV and health services in the DTES continue to be a priority in the community, and our workers remain a means to connect and sustain people in following through with treatment.

The outreach services that were in most demand the past 3 years has continued consistent with a noticeable increase in time spent in advocacy (**15.7%**), now the largest component of Drop-in outreach services. Noted last year, the need for advocacy reflects the increased competition for scarce housing resources and an ongoing need for good references to access housing outside of the DTES. Outreach provided **2,356** hours of direct client service spread over **7,308** contacts, down slightly from last year as we have missed both Sharon and now Tom temporarily off. Bringing workers over from other sites and new casuals has kept the pace and friendly warmth of our services.'

NEW WESTMINSTER OUTREACH

The New Westminster Outreach Team was expanded in 2009 with BC Housing funding joining Fraser Health to address this primary determinant of health.

At New Westminster, the Outreach team served **749** clients: a **(11%)** decrease from the previous year (**840**). They provided **7,696** service hours. The decrease in client numbers but still high service hours reflects the often greater complexity or difficulty of advocacy or support needed to aid people to achieve housing solutions.

The alarming increase in HIV reporting individual over 2008-2009 reported last year (**125%**) was only a precursor to a greater increase this year, to **55** individuals who self report being HIV positive. This is three times as many people! In this group our Outreach workers did meet and connect many people who were not on any medications with treatment resources etc. We feel some of this number is due the confidence people are having with connecting and disclosing with our workers, and the ways our workers respond to assist and support them, following up with housing advocacy, food access, and sustaining them where encouragement toward treatment options often has to be a matter of renewed discussion.

NORTH SHORE OUTREACH

The North Outreach Team is co located within the North Housing Centre in North Vancouver with the Shelter and the Transitional Housing. This linking of services helps in many fundamental ways: bridging people into the shelter, assisting people move out of the shelter, and providing advocacy at resource locations as needed.

On the North Shore the addition of Ken as another full-time Outreach worker last year allowed a **40%** increase in the number of people served (**580** this year to **343** last) again nearly doubling the number of contacts made (**11,239** to **5,836**), thanks to the funding from BC Housing. The continuing need for Outreach services on the North Shore is keeping the team quite busy, working often in conjunction with the shelter to connect people with services, find housing and access treatments. We were pleased to be able to share our housing subsidies with Progressive Housing Society, our partner in Burnaby. The numbers of people in the tent cities combined with the lack of any shelter in Burnaby resulted in a greater risk to Burnaby homeless people. A total of \$900 per month is transferred to Progressive to stretch to provide rent subsidy with as many people as they can manage. In the meantime, more rent subsidy for the North Shore is needed as the area is notorious for being unaffordable. Almost everyone must move out of their home community to access more affordable housing, something that some refuse to do, forced instead, to stay in the streets.

Service remains predominately to men (**80%**), though women served went up slightly (**2%**) to a total of **115**. Of the **580** people we saw, **360** were connected to income assistance, and **274** experienced alcohol and/or drug addictions, and **22** were physically handicapped. Although significantly increased in numbers, these do represent declining percentage, such as those connected to welfare did decline from **73%** to only **62%** of the people we serve. This has meant our workers' assistance in applications for income, disability pensions etc has increased. The team has continued to benefit from good working relations with the police and City by-law officers where people are sleeping rough in parks or other areas, and work to address people's needs.

YUKON OUTREACH

The Yukon Shelter Outreach Team was initiated in 2009 thanks to BC Housing funding and provide 7 day-a-week coverage with two Outreach Workers each day.

Yukon Outreach has been busy with its new level of **2** Full-time and a part-time position, operating for its first full year! They have more than doubled the numbers served from **113** last year to **343** in 2010-11. **33%** or **113** persons were women, **67%** were men (**230**). Fifteen clients were HIV+, **44** were diagnosed with hepatitis C. and **82** people were deemed to be at high risk. **82** clients were referred to mental health services, and **41**, a significant increase over last year's **29** had no source of income. **162** had alcohol or drug issues.

These issues, along with endeavouring to seek out people in the community not connecting with services has made the Yukon Outreach a busy and fulfilling place to work for regular and temporary workers there. During our first full fiscal year, Yukon's Outreach team spent a total of **2,525** hours on **5,404** client contacts; assisting clients to secure and get into their own accommodation accounted for **18%** of Outreach's time.

CONCLUSION

After my many years working in and managing the shelters, with Outreach being just a part of that, I am particularly delighted to make Outreach my personal focus in Lookout. Each team has a part in the challenges for homeless, housing and health issues in Greater Vancouver, and I look forward to working with and finding ways to help the Outreach workers and the rest of the Lookout team be able to continue being the safety net service and critical support we have been now for 40 years.

SPECIAL THANKS TO OUR PARTNERS:

SHELTER-TO-HOME (RUTH & Co.), HOME START, GATHER & GIVE, NW FOOD BANK, HOLY TRINITY, 10TH AVE ALLIANCE, ALANO CLUB, AND... *MANY, MANY* COMMUNITY/INDIVIDUAL SOURCES FOR READY-TO-HAND FOOD





LOOKOUT EMERGENCY AID SOCIETY

LIVINGROOM DROP IN ACTIVITY CENTRE

ANNUAL REPORT

APRIL 1, 2010 TO MARCH 31, 2011

WILLIAM OKSANEN
COMMUNITY SERVICES MANAGER
JUNE 2011



The LivingRoom Drop In offers people living with mental illness a variety of structured and unstructured programs that foster participation, build relationships, develop self confidence and improve self esteem. It provides a safe and secure environment in the Downtown Eastside, particularly for people with serious and persistent mental illness. Members may not be formally involved in the mental health system and may have few life skills, support connections, access to advocacy or socialization opportunities. It remains Lookout's only program with a restricted mandate to assist people. The LivingRoom was founded in 1993 by a partnership between St. James Community Services, Strathcona Mental Health and Lookout, to provide mentally ill individuals living in the Downtown Eastside a welcoming low-barrier home and hearth that was not available in the Single Room Occupancy Hotels that the majority lived in. The LivingRoom provides its members with a dedicated space, reduced evictions, hence reducing homelessness, significantly.

LIVINGROOM
DROP IN
MEMBERSHIP
2010-11
2,627

This was the **18th** year of operation of the LivingRoom and the program continues to evolve to accommodate the changing needs of its members and employs creative problem solving techniques to contend with budgetary constraints.

Open every day of the year (including Christmas) some of the primary goals of the LivingRoom are to improve the safety, physical health and well being of our members. In this, our nutritious food program is extremely important and very popular, **43,370** meals were served this 12-month period. This represents a **22%** increase (**7,870** more meals) over the past **5** fiscal years. Food is prepared daily by staff during the week and by volunteers on weekends. We are also able to include a multi-vitamin to boost people's health, thanks to the continuing support of Vancouver Coastal Health H.I.V. funding. High protein drinks

are available as funding permits for those who are in particular need of a nutritional boost.

Medication administration is an important component and is offered on-site to members whose life skills or life style is not conducive to taking medication as prescribed. The medication program allows members to lead more independent and stable lives, thereby staying out of hospitals and institutions. This year **14** members received assistance from the staff in this way.

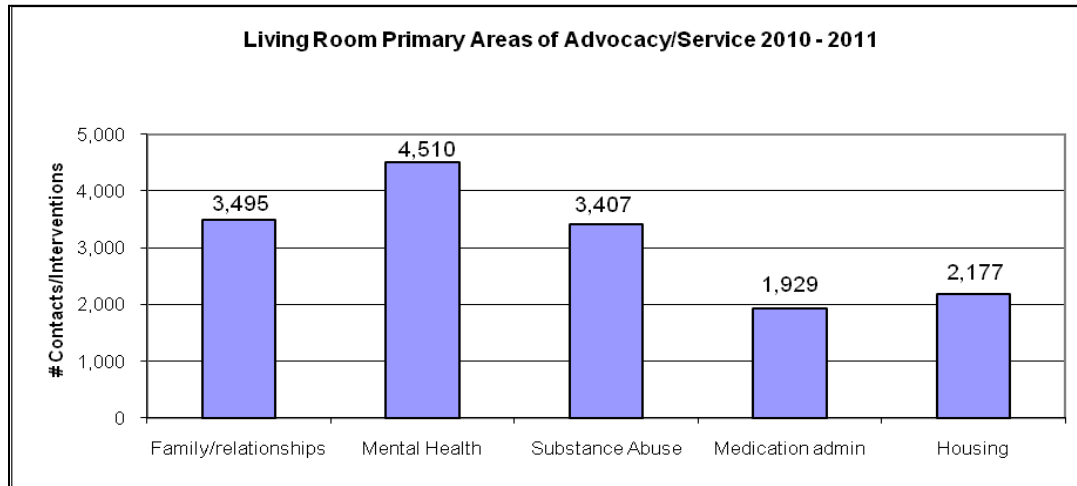
The members who meet at the LivingRoom are able to socialize with peers in a welcoming environment and either on their own, or more often with assistance from staff, develop plans and pursue their goals in an environment that is unfettered by the vulgarities of everyday life in the Downtown Eastside. In tradition with 'Maslow's Hierarchy of Needs' certain basic necessities such as food, clothing and shelter must be in place in order to reduce anxiety/stress and promote mental and physical health. Only when this basic foundation is in place do individuals discover they have the focus and energy to contemplate, pursue and access appropriate programs and services they would not have otherwise.

The LivingRoom's nutritious meal program depends on food donations, which are thankfully received from Food Runners, U.B.C., the movie industry and volunteer groups like the "Greek Ladies" as they are affectionately called. Every little bit helps.



Other assistance comes from groups such as the Art of Living, Sri Baba, Friends, Humanitarian Society, Abbotsford Sri Group, Reyukai International, Sri Ganesh and Mayuri and family who prepare and serve meals at their own expense of time and money. This year we had **303** individuals volunteer with the LivingRoom, contributing **8,287** hours of their time! This includes **39** LivingRoom members volunteering! **264** individuals provided outside help including computer tutorials, court ordered community volunteers and weekend food groups who prepared approximately **108** meals for **10,800** attendees, more than double from **3** years ago!

With all this help, staff are able to accomplish more for the members, and this is why the LivingRoom is always receptive to volunteers who provide services and training related to computers, janitorial, light maintenance and entertainment. We are also always looking for new interesting activities for our members.



The LivingRoom's membership has increased to approximately **2,627** individuals who made approximately **49,842** visits this past year. This reflects an increased attendance rate of **15%** over the past **5** years. Advocacy for our members is critical. The total number of

advocacy contacts by our dedicated staff was **22,935** with the 5 highest scoring areas shown in the table below. Contacts (interactions over 15 minutes in duration) may include: crisis intervention, multiple areas of advocacy including housing, legal, financial, substance abuse, family relationships, medical/dental, vocational, food/nutrition issues, medication administration and referrals to other resources. This work takes up a considerable amount of staff time especially with regards to mental health advocacy.

Affordable housing continues to be a challenging issue for our members, especially when appropriate supports are needed within the building. Frustratingly, housing is becoming even more difficult to find considering rising property values, increased rental rates and applicant waitlists as long as 4 years for affordable housing.



THIS YEAR, THE LIVINGROOM STAFF ACKNOWLEDGED
 THE RETIREMENT OF LONG TIME DROP IN STAFF MEMBER NOREEN MCGEOUGH.
 AFTER 15 YEARS OF BRINGING LIGHT (AND HUNDREDS OF THOUSANDS OF HOT MEALS)
 TO THE LIVINGROOM MEMBERS, SHE HAS RETIRED FROM HER FULL TIME POSITION.
 THANKFULLY, NOREEN REMAINS A CASUAL EMPLOYEE AND CONTINUES TO SHARE HER SKILLS,
 WISDOM AND EXPERIENCE WITH NEWER STAFF.
 WE WISH NOREEN HAPPINESS IN THE YEARS AHEAD.
 MAY THE HAND OF A FRIEND ALWAYS BE NEAR NOREEN.
 OUR MEMBERS WILL ALWAYS BE HER FRIENDS.

The LivingRoom strives to enrich social and life skills that enhance the ability of members to maintain a stable and independent living situation, thus improving their quality of life and helping to prevent homelessness. This is achieved through a variety of structured and unstructured activities. Fortunately help from outside volunteers contribute various skills and talents i.e. computer training, hair cutting, massage therapy as well as Lookout's Activity Worker (Thanks Rod!) and the tremendous efforts by the LivingRoom's staff and dedicated volunteers, we are able to provide a wide variety of activities and outings for the members. Our leisure, life skills, social and recreational activities have increased with over **43,944** attendances, a **363%** increase over the past 5 years. Many thanks to VCHA who has been allowing small budget surpluses to be carried-over to the following year! Some additional activities included: a vocational program in which **24** individuals were able to obtain temporary employment and **11** individuals volunteer work, a literacy group which assisted members with grade school levels of 1 to 12, women's group, senior's group and educational movie nights.

Outings, activities and nutritious meals create such a positive and qualitative difference in our member's overall health and outlook that we are driven to continue offering a variety of these types of programming. All told this year, we offered **352** meal sessions, **5,023** life skill events, and **8,225** leisure activity sessions, detailed in the table below.

Activities	# of Sessions	# of Attendances	Activities	# of Sessions	# of Attendances	Activities	# of Sessions	# of Attendances
Basic Needs	409	43,427	Exercise/walks/Yoga/Thai Chi/Happy Feet	54	371	Art Group	59	355
Meals	352	43,370				Birthday	12	76
Laundry	56	56				Show offs	105	11,356
Showers	1	1				Outings	91	566
Life Skills	5,023	6,620	Women's Group	31	148	Music/Karaoke	42	942
Kitchen Volunteer	367	367	Documentary	47	885	Televised Events	72	1,382
Janitorial Volunteer	1,683	1,683	N/A Panel Meetings	43	207	Gardening	23	33
Non-member Volunteer	1,531	1,531	Harm Reduction	55	58	Special Event	44	1,489
Computer Studies	140	149	Leisure	8,225	37,324	Computer Front	7,138	7,138
PAC	13	112	Bingo	52	1,886	Scrapbooking	3	10
Senior's Group	3	21	Cards/Games/Video Games	389	8,286	Sewing	38	174
Literacy Studies	46	78	Movie	100	3,084	Beading	10	47
						Crib Tourney	47	500

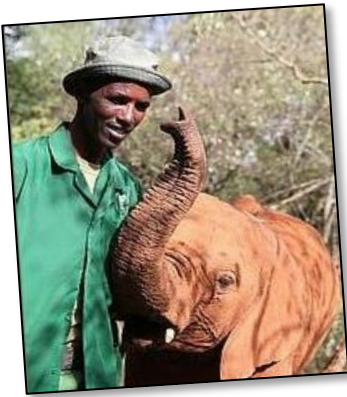
* PAC = Participant Advisory Committee

In previous years, the members of the LivingRoom, with the assistance of staff, did a series of carwashes that raised a total of \$1,733.12. The first year, the money was allotted to the usual LivingRoom necessities: crib and chess boards, a giant mirror ball for dances and assorted sundries. The second year, it was suggested that we may like to think more globally as well; the Drop In members donated money to a microfinance organization (KIVA) that aids businesses in third world countries. This is not a "hand-out" but a hand up to the world's poorest people. It is strictly business; they are expected to pay back the loans.

The Drop In started off sponsoring 4 businesses and with each successive payback we sponsored new "countries" -- to date: Cambodia, Pakistan, Paraguay, Uganda, El Salvador, Guatemala, Lebanon, Liberia, Dominican Republic, Palestine and Mongolia -- we will not cash in our initial investment but continue to re-invest with each loan being paid off.



On the more global scale, we also bought ten mosquito nets for Africa – the members being quite impressed with the stat that a child dies every ten seconds from malaria in Africa.



MURKA WITH HER KEEPER, ADAM.

On a more local level, in previous years, the members donated monies at Christmas to a child that was staying in the 'Family Suite' at the Lookout's 'Jim Green Residence' and also donated a total of \$309.77 to 'Children's Hospital'. Recently, we had a mystery donation of over \$400.00 in pennies. From that pool, the LivingRoom adopted a baby elephant in Kenya. We receive monthly updates on the progress of the LivingRoom's daughter 'Murka', who was found near death, the mother elephant having been killed by a poacher . . . We thank Vicki, another long time Drop In employee for her dedication and support to make both the car washes and the sponsorships happen.

Each year the members are surveyed to get a statistical overview of how the LivingRoom is meeting their expectations and what changes they would like to see. The LivingRoom is pleased to report that **88%** of the membership rated the LivingRoom's programming and services as good, excellent or fair. The largest wish amongst the membership was for more programs, particularly more outings such as hiking, movies, art galleries, camping, Science World, etc. These are normal activities for many, but given our members live in poverty the cost and distance prevent most from achieving without the programming the LivingRoom provides. Surveys consistently indicate members also are extremely interested in/appreciate meal program enhancements and more 1 to 1 time with staff. The LivingRoom will continue to provide creative programming within its budgetary constraints by working with our advisory committee, nurturing relationships with our volunteers, benefactors, and other agencies as well as encouraging new relationships to blossom.

Staff at the LivingRoom are simply awesome! They love their boss, give a kick back if the manager gives them a ride on his motorbike, and generally make things so welcoming for the members, that the members don't want to leave!!



- Floor Hokey
- Ping Pong then Walk
- Pay Day Supper Club
- Leisure Cards
- Dual Diagnosis Group
- Dual Diagnosis Group



Activity	Date	Hours	Staff Involved	Volunteer(s) Involved	Number Attending	Regular	Age 1	Age 2	Male	Female	Total	Teas
Quality of Life Series (QoL1)	Jan 07	0.5		0	8							
Leisure Time (QoL2)	Jan 12	0.5	2		5							
Stress Management (QoL3)	Jan 14	0.5	2		4							
Nutrition (QoL4)	Jan 19	0.5	2		10							
Friendships (QoL5)	Jan 21	0.5	2		7							
Mystery Outing	Jan 08	1.5	2		8							
Job Path	Jan 22	?	2		6							
Info & New Building	Jan 20	1.25	3		4							
Building-Connections #1	January	5.25	1		6							
Activities #2	Feb 02	0.5	2		6							
Event Events	Feb 04	0.5	2		5							
Men Solving Group	Feb 05	0.75	2		6							
Men Solving Group	Feb 09	0.5	2		5							
Men at C...	Feb 11	0.75	2		6							
	Feb 25	1	1		12							
	Feb 09	1			8							
	Feb 16	1			6							
	Feb 23	1			1							
	Feb 01	2			7							
	Feb 17	2			0							
	Feb ...				1							



LOOKOUT EMERGENCY AID SOCIETY

ACCOMMODATION SUPPLEMENT PROGRAM

ANNUAL REPORT

APRIL 1, 2010 TO MARCH 31, 2011

WILLIAM OKSANEN
COMMUNITY SERVICES MANAGER
JUNE 2011



For the past **18** years (since 1993) the Accommodation Supplement Program has been improving the housing prospects for people on low incomes who live with serious mental health challenges in the Downtown Eastside. The Program allows individuals with a persistent mental health history to receive a maximum of **\$75.00** per month towards their shelter costs and can also be applied to upgrading their amenities with telephone, cooking capability and cable, etc. Funded by Vancouver Coastal Health Authority, the program has an annual budget of \$18,000 for eligible individuals sponsored by various agencies such as MPA, Raincity (formerly Triage), Lookout, Strathcona Mental Health and ACT/Bridging. VISU and 1st United Church also sponsor clients on occasions when the former agencies are unable to fully utilize their allotted supplements.

This subsidy program is administered by the LivingRoom Drop In/Activity Centre and continues to be of benefit to people who are struggling to cover basic living costs, especially considering the rise in housing expenses. The subsidy allows local Downtown Eastside residents to afford better living conditions that contribute positively to their overall mental health, adding stability in their lives.

At the **10/11** fiscal year end, **\$17,874.40** was paid out in subsidies. The total expenditure for the Accommodation Supplement Program reflected an under expenditure of \$125.60 for the year.

32 individuals (**24** men and **8** women) received the monthly subsidy this year. The average size of subsidy per month is **\$58.00**. The majority of the subsidies were applied directly to rent. A small portion of subsidies were applied to telephone bills and a meal program included in the recipient's rent. The following agencies used monthly supplements:

AGENCY	# of RECIPIENTS	TOTAL PERCENTAGE
Lookout	13	40.6%
Rain City	3	9.3%
MPA	4	12.5%
Riverview Act/Bridging*	1	3.2 %
SMHT	8	25%
VISU	1	3.2%
First United Church	2	6.2%

Some people required assistance for only a few months, while others continue to need a financial supplement for much longer periods of time (often years). **56.5%** of the recipients have been on the program for the past **2 years**, **28%** for the past **2 to 5 years**, and **15.5%** for the past **5 to 10 years**.

28 people were carried over from the prior fiscal year, **4** were added during the year. A total of **7** people left the program this year. Of those that left, **4** moved out of the region, **2** moved to cheaper rent, and **1** moved to subsidized housing. At year end, **25** people were receiving an Accommodation Supplement.

The Program will continue into 2011-12 to assist mentally ill people, who consider the DTES their preferred community to live, enabling them to lead healthier lives and reside in safer living conditions.

* **NOTE:** Act Bridging has terminated, however the clients they referred to the Accommodation Supplement Program continue to receive a subsidy.

DONOR HONOUR ROLE

APRIL 1, 2010 TO MARCH 31, 2011

UNFORTUNATELY WE DO NOT HAVE THE ROOM TO LIST ALL OF OUR WONDERFUL DONORS.
WITHOUT THEIR SUPPORT WE WOULD NOT BE ABLE TO OFFER THE SUPPLIES, SERVICES AND ENHANCEMENTS
THAT HAVE A PROFOUND BENEFIT TO OUR CLIENTELE.
WE WOULD LIKE TO EXPRESS SPECIAL APPRECIATION TO THE FOLLOWING:

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Warren J.A. Mitchell
West Point Grey Academy
Whole Foods

AND THE HUNDREDS OF INDIVIDUALS WHO DROPPED OFF SLEEPING BAGS, BLANKETS AND WARM WINTER CLOTHING
AND FURNITURE FOR THOSE MOVING INTO THEIR NEW HOME!

