

2024

IMPACT REPORT



Covenant
House
Vancouver

Letter from the CEO

When an at-risk young person enters our spaces, there is no judgment — they are met with unconditional care and acceptance of who they are, and where they are in their journey.

Whether connecting with us via Outreach, our Drop-In Centre, through community partners, or they are already staying at Covenant House Vancouver, our doors open to an incredible array of services and resources to help rebuild lives.

We are more than a shelter and one aspect that makes our services unique is our full continuum of programs to meet young people wherever they are on their journey towards health and well-being. In addition, we offer access to comprehensive wraparound care that can include mental health services, art and music therapy, life skills and career guidance. A trauma-informed approach is at the core of all we do.

Youth are also staying with us longer than ever before and as a result accessing more services. The positive outcomes and relationship building with these longer stays is significant and results in deeper and lasting impact. As an example, in a one-year cycle, youth in our care accessed over 950 clinical counselling sessions.

The social determinants of health show intersectionality between housing, health, income, education, and food security. So, in addition to serving youth in our community, we are focusing on prevention through advocacy and policy change so that we can move to end youth homelessness.

You can read more about what we do to support at-risk youth throughout this *Impact Report*.

None of this would be possible without the incredible support from our donors and business partners, stakeholders, government at all levels, staff and volunteers. On behalf of Covenant House Vancouver, our heartfelt gratitude to all.

Together, we continue to make a meaningful difference in the lives of young people in our community and beyond.

With gratitude,

DEB LESTER
CEO, COVENANT HOUSE VANCOUVER



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Note: All statistics within this document are for our fiscal year: July 1, 2023 – June 30, 2024.

COVENANT HOUSE VANCOUVER (CHV) acknowledges with gratitude that our work takes place on the traditional lands of the xʷməθkʷəy̓əm (Musqueam), Sk̓wx̓wú7mesh (Squamish), and səliłwətał (Tsleil-Waututh) First Nations.



144

ESTIMATED YOUTH SERVED PER DAY

29,163

NIGHTS YOUTH STAYED

94%

OF YOUTH SURVEYED FEEL THAT
COVENANT HOUSE HAS HELPED THEM

953

CLINICAL COUNSELLING
APPOINTMENTS ACCESSED BY YOUTH

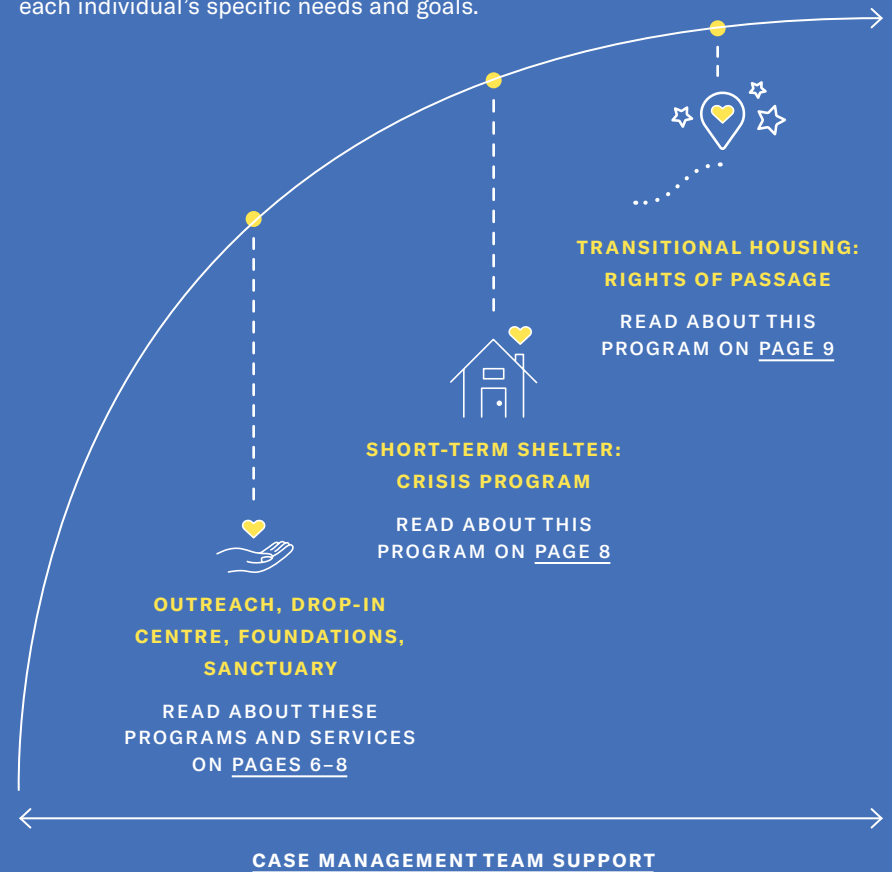
141,856

MEALS PROVIDED TO YOUTH

Our Continuum of Care

Covenant House Vancouver offers a continuum of programs and services that incorporate evidence-based practices to ensure that we care for the whole person — mind, body, and spirit.

OUR GOAL IS to enable youth, age 16–24, to successfully transition out of homelessness and prevent its recurrence. We take a one-size-fits-one approach to care and provide support that is tailored to each individual's specific needs and goals.



Our Case Management Team are social workers who work to provide youth-focused, coordinated, and all-encompassing services to youth.

Programs and Services

This year, we have been able to grow our core programs and services in a number of impressive ways.

COMMUNITY SUPPORT SERVICES (CSS)

CSS is often a first point of contact between youth and our organization. It consists of our Outreach team, who meet youth where they are at, and our Drop-In Centre, where youth can come by to rest and have their basic needs met (eat a meal, wash their clothes, shower). Youth also have the option to participate in a wide range of activities during the week. We expanded the Drop-In Centre access from five days a week to seven, to serve the increasing demand. We also hired two lead Outreach workers who specialize in building relationships with youth and other service providers in the community. We have reworked our office spaces to provide additional quiet spaces for youth.

DROP-IN STATS

410

YOUTH MOVED INTO OR
THROUGH THE CONTINUUM
(OF PROGRAMS) VIA DROP-IN

729

YOUTH SERVED

4,883

INTERVENTIONS*

OUTREACH STATS

123

YOUTH MOVED INTO OR
THROUGH THE CONTINUUM
(OF PROGRAMS) VIA OUTREACH

286

YOUTH SERVED

537

INTERVENTIONS*

* Response to immediate support needs

WINTER SHELTER (NEW)

The Winter Shelter program, funded by BC Housing, provides temporary overnight accommodation for youth, age 19 to 24, from November – March. This 10-bed program is open every night and is not weather dependant.

SANCTUARY (NEW)

Launched in June 2024, in partnership with Vancouver Coastal Health, Sanctuary provides essential shelter, basic needs, and access to comprehensive wraparound care in a non-judgmental environment for youth who live with significant substance use and mental health challenges. These youth do not have access to other similar programs. The goal of this program is to create relationships and build trust with the youth so that they may engage in our other programs.

21

YOUTH SERVED IN
THE FIRST MONTH

28

BEDS



FOUNDATIONS

Foundations opened in June 2023 and is designed for youth that do not require medical detox but have identified working on their substance use as a primary goal. This program meets youth wherever they are at on their substance use journey and will take a harm-reduction and trauma-informed approach. We create individualized plans with youth to help them achieve their substance use goals in a way that makes sense for them. Youth can be referred internally from other CHV programs and externally from our partner, Vancouver Coastal Health Central Addiction Intake Team. Foundry nurses are onsite five days per week.



CRISIS PROGRAM

The Crisis Program is a temporary accommodation program where young people can stay free of charge for as long as they need to, because getting through a crisis takes as long as it takes.

There are numerous activities happening in the Crisis Program to help improve the lives of youth including art therapy classes, workshops to learn how to budget and cook, and physical recreation. In 2024, we had over 100 successful (planned, stable) move outs. We also had a popular addition to our programming which was dog therapy. Youth could interact with a dog and join them on a nice walk around the neighbourhood.



RIGHTS OF PASSAGE

Rights of Passage provides young people with safe, affordable housing and support as they transition to their next living situation. We prioritize community building among the youth which includes participating in various committees dedicated to gardening, cultural celebrations, and recreational activities.

In March 2024, 14 youth who were temporarily living in what is now the Sanctuary program space, began to move into the newly renovated Rights of Passage program on Pender Street. With this building reopening, we have increased our capacity to 44 studio apartment spaces. This purposely designed building aims to nurture growth, foster community, and develop essential life skills. The renovated building includes a teaching kitchen, fitness room, laundry, communal lounge, and an outdoor courtyard with a garden, barbeque, and firepit.



ANTI-HUMAN TRAFFICKING TOOLKIT

This year, we had our anti-human trafficking toolkit, *Pivoting Practice: Building Capacity to Serve Youth Impacted by Trafficking*, copyrighted. We are exploring ways to expand our supports for youth impacted by or at risk of being trafficked.



Finding My Voice — Alex's Story

When Alex* was 12, his family moved to Canada from Southeast Asia. Alex's dad often worked abroad. He had a gambling issue, and when he was home, fights would erupt.



AFTER FINISHING HIGH SCHOOL, Alex began to work and decided to move out of the family home.

After five years, Alex began to feel stuck in his job. He needed to work to survive because he couldn't go back to the turmoil that awaited him at the family home. Alex needed to find a solution because he began to have suicidal thoughts.

Alex decided to take out a student loan and go back to school. At this time, Alex was couch surfing. His mental health suffered, and things began to unravel for him as he failed some courses and his funding was withdrawn. Tension grew

between Alex and his roommate. Eventually, Alex decided to leave the toxic environment.

The roommate had previously told Alex about Covenant House. Alex called and was able to get a bed in the Crisis Program.

"I was terrified," he recounts. "What am I getting myself into? I'm scared. Everything's a lot more mysterious in the dark."

The Crisis Program was a completely different environment than Alex was used to, but he felt safe. "I really liked Covenant House's principles, because I learned to advocate for myself."

Alex spent his first year in the Crisis Program where he was quite involved in activities like hiking and Sunday brunches, because they were a time of community building. Alex then moved into the Rights of Passage program, where he spent the next four years. Alex frequently worked with his clinical counsellor, who helped him work through the trauma from his childhood.

"It's a scary place to be on your own. You often don't know what's going to happen in any given situation. However, I think that Covenant House does a really good job of providing you with the tools and skills that you need to manage these situations and work through them."

"Before I couldn't dream, but right now I'm thriving. I know who I am, and I know what I need. This is just the beginning."

"I want to emphasize that a big part of my success is because of the wraparound care that I received. It changed the voices that I had in my head."

Today, Alex has found his voice. He has a great relationship with his mom, and has his dad back in his life, but at a healthy distance. Alex is in a relationship, has a place to live, and has a full-time job where he trains other staff.

"Before I couldn't dream, but right now I'm thriving. I know who I am, and I know what I need. This is just the beginning."

**Alex is a pseudonym to protect identity; his story is real*



904

INDIVIDUAL YOUTH SERVED
THROUGH OUR PROGRAMS



28%

INCREASE IN FOOD COSTS
FOR CHV



183

YOUTH SUPPORTED TO SECURE
OR MAINTAIN HOUSING

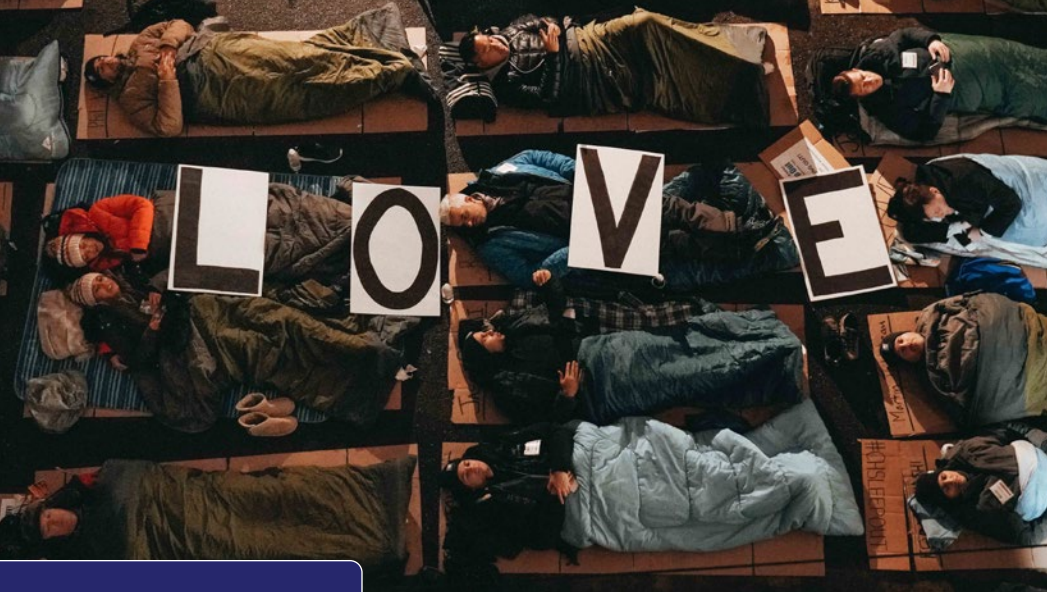


7,815

PIECES OF CLEAN
CLOTHING DISTRIBUTED

Sleep Out

Sleep Out is a biannual fundraising and awareness event that occurs in February and November.



\$1.6 million

RAISED

43

COMPANIES
PARTICIPATED

166

PEOPLE
PARTICIPATED

BUSINESS LEADERS and community members give up their beds for one night to sleep out on the streets of Vancouver. This isn't a night of pretending to be homeless. It's an opportunity to shine a light on the youth homelessness crisis and raise critical funds that will shelter and support young people on their journeys to independence. Funds raised keep the doors open and the lights on year-round for young people who are overcoming homelessness at Covenant House Vancouver.

Your Way to Make an Impact

There are a variety of ways for individuals, families, community groups, and corporations to show support and help youth overcome homelessness in our community.

YOU CAN GIVE through an immediate or recurring monetary donation, by making a gift in your will, or by donating gift-in-kind items to our organization.

THIS YEAR:

- We had a record-breaking \$50,486 in gift-in-kind donations for our holiday campaign
- 7,815 pieces of clothing were selected for use from our clothing room (a room that allows youth to access a wide variety of clothing in different styles and sizes, so that they have the agency to choose)
- 5,099 requests of items from youth were fulfilled by staff (youth may request items we don't generally have available that are tailored to their individual needs which staff will provide)

HOW TO DONATE

We rely on support from the community and individual donors to keep our doors open!

- You can donate once, monthly, or in memory of someone
 - Visit our website at covenanthousebc.org/take-action/ways-to-give/
 - Call 604-638-GIFT (4438)
 - Mail your donation: 1280 Seymour St., Vancouver, BC V6B 3N9
- Leave a legacy gift
- Donate on behalf of your organization
- Donate to our Hope for the Holidays Campaign
- Donate food or other items

Partnerships

We are very fortunate to work with a wide variety of associations who help support our initiatives.



THANK YOU to all the associations below for your amazing support and generosity.

- A Way Home Canada
- Aboriginal Housing Management Association
- BC Coalition to End Youth Homelessness
- BC Non-Profit Housing Association
- Canadian Association for Global Health
- Canadian Centre to End Human Trafficking
- Canadian Partnership for Women and Children's Health
- Foundry
- Homelessness Services Association of BC
- Human Trafficking Prevention Network
- Imagine Canada
- Indian Residential School Survivor Society
- Vancouver Board of Trade

Staff and Volunteers

This year, Covenant House Vancouver (CHV) has made strides to increase our ability to serve youth.

WE ADDED MANY new frontline staff positions including specialized youth workers, life skills workers, spiritual care practitioner, and social workers. Notably, there are four new peer support workers who have experienced and overcome adversity and draw on this to provide support, encouragement, hope, and mentorship to youth at CHV.

As we continue to increase our advocacy work and partner with government, we have added roles around data reporting.

We also continue to rely on volunteers for support as food service aides, music mentors, excursion guides, tutors, and Gifts-in-Kind assistants.

VOLUNTEER STATS

110

VOLUNTEERS
PER MONTH

8,475

HOURS OF
VOLUNTEER TIME

62

CORPORATE DONOR
GROUPS

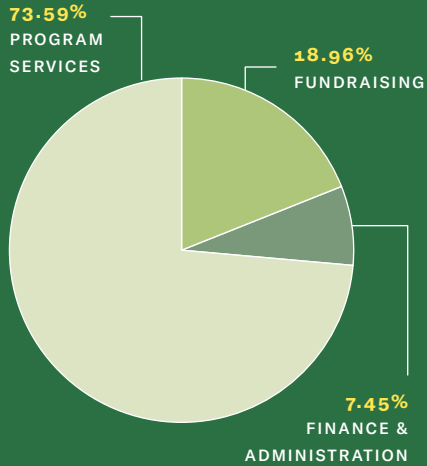
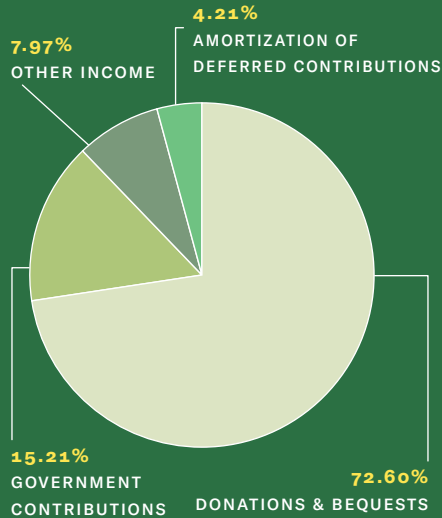


The Impact of Your Generosity

REVENUE

Donations and bequests	\$19,780,460
Government contributions	\$4,145,257
Other income	\$2,172,731
Amortization of deferred contributions	\$1,147,511

\$27,245,959



EXPENSES

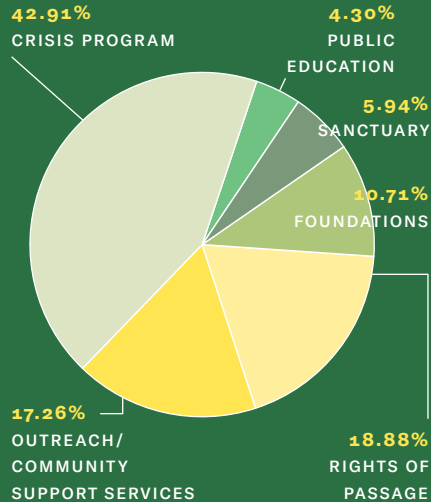
Program services	\$19,732,149
Finance & administration	\$1,996,728
Fundraising	\$5,085,131

\$26,814,008

PROGRAM SERVICES EXPENSES

Crisis Program	\$8,467,214
Outreach/Community Support Services	\$3,405,139
Rights of Passage	\$3,726,255
Foundations	\$2,113,856
Sanctuary	\$1,171,625
Public education	\$848,060

\$19,732,149



Complete audited financial statements are available by request by calling 604-638-4438, or online at www.covenanthousebc.org.

SENIOR STAFF

- DEB LESTER**
Chief Executive Officer
- CHELSEA MINHAS**
Chief Program & Impact Officer
- TRACY BROWN**
Director, Philanthropy

- ARIELA FRIEDMANN**
Director, Marketing & Communications
- STEPHANIE GILLINGHAM**
Senior Director, Program Services
- SUSIE NYGARD**
Director, People & Culture

- MAYA SINGH**
Director, Business Transformation & Strategic Initiatives
- YOLANDA ZENG**
Director, Finance & Operations

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Vice President, Corporate Communications
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TREASURER
Partner, Audit & Assurance
Deloitte Canada



LISA DALTON



WADE GRANT
Interim Chief of Staff,
Musqueam Indian Band

*These Board Members completed their terms as of November 30, 2024