

Lookout Emergency Aid Society

Annual Report

June 2005

Providing Solutions to homelessness



Lookout Emergency Aid Society Program Reports

April 1, 2004 – March 31, 2005

Karen O'Shannacery
Executive Director
June 20, 2005

Report to the Board

As last year, Lookout continues to have much to celebrate. We have opened the permanent North Shore Housing Centre, comprising both of a 25 bed expandable shelter and 25 units of transitional housing, in a community which had no such housing prior to Lookout's initiative. It is only due to the dedication of a number of people, and sustained collaborative action, that these two critical services were established on the North Shore. It took political will to ensure success and we give appreciation to the leadership shown by the City of North Vancouver, particularly Mayor Sharp who advocated long and hard. It also took a lot of resources from many sources – all three levels of government and the health authority contributed. But business also stepped up, as did local churches, residents, service agencies and the homeless themselves. Local foundations were critical: we thank again the Soroptimist International of North & West Vancouver, the North Vancouver Kiwanis Foundation and the Rotary Clubs of the North Shore. These latter groups did not just contribute money, but much labour, ingenuity and care. The development of this shelter has been unique – many challenges that strained Lookout's resources (*financial & staffing*) but the unheard of rally in this community, across all sectors, made the struggle pale in comparison. Tenacity and right will always prevail.

The addition of the North Shore Shelter was very timely as the demand for shelter continues to exceed both our own, and our sister sheltering agencies', ability to meet needs. As you will see from the attached reports, despite a regional increase in shelter beds, Lookout shelter turnaways have increased by 12% over the last year, and staff continues to be resourceful to try, often unsuccessfully, to keep people off the streets. Our Outreach teams have proved again that with additional support, people with challenges, and who challenge, can be served well. We thank the North Shore Neighbourhood House for hosting us in running the first North Shore extreme weather response, and for the Salvation Army for providing food and transportation. The health risk to people is heightened by the weather, and our agency works with a regional group to evaluate and plan for an appropriate number and type of sheltering services throughout the region.

However, shelter beds are the 'first touch' only: the true answer to homelessness is housing – and housing with the appropriate supports. The crisis in the streets cannot be responded to adequately by existing services – we find our shelter stays increasing, the numbers we house decreasing, despite having more beds. The shelters have a bottleneck, as does our transitional housing; there simply isn't the affordable housing option available. And support has decreased: for instance, home support services to help people meet essential hygiene and housekeeping are extremely limited; eligibility has been restricted to the point where some of our own housing, specifically targeted to people with challenges, is at risk. How do we integrate individuals into the community without these adequate supports? We also see increased poverty – the working poor are displacing the more traditional shelter users as they struggle to cobble rent, security deposits, food, etc., for that all important first month. They have no alternative: eligibility criteria restrict many from forms of assistance, resulting in greater reliance on minimal barrier, first come services.

There has been other good news: Lookout has continued to strengthen our organization to support direct services, starting to provide administrative support to our program managers, where none existed previously. While not enough, this has provided welcome relief, and more consistency. Much work remains to be done, and the Managers all work hard at assisting in this reorganization of a growing dynamic organization. I am proud to be working with them all, and proud of the staff throughout the organization. Regardless of the pressures & the confusion change brings, the staff have cheerfully supported their managers, and the Society.

Lastly, I want to recognize the volunteers of the Society – the range of work these **184** individuals, who contributed just shy of **36,000 person hours**, has continued to be inspirational! From cleaning toilets, building shelters, working in the laundry, serving food, our Board work, or volunteering to fundraise – whatever we need, our volunteers help. Our long-time Board member, Ralph Buckley retired this year, and we sorely miss the thoughtfulness, and the wit, he brought to the table. We wish him well. And we thank all volunteers for your dedication and support.

LOOKOUT'S EMERGENCY SHELTER PROGRAMS 2004 2005

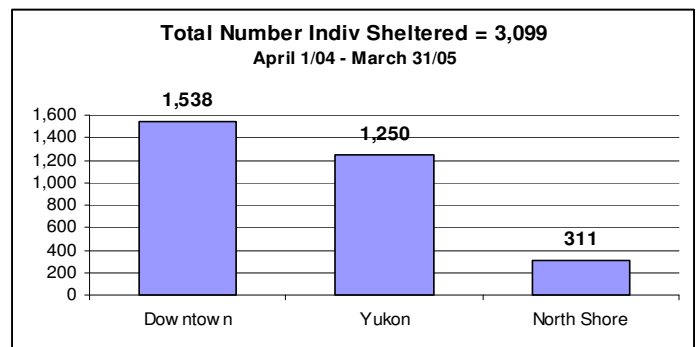
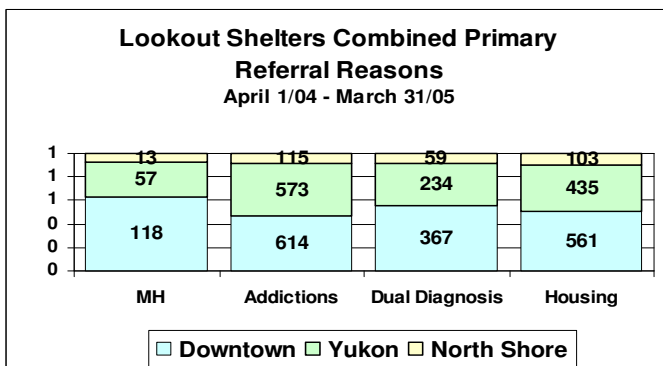
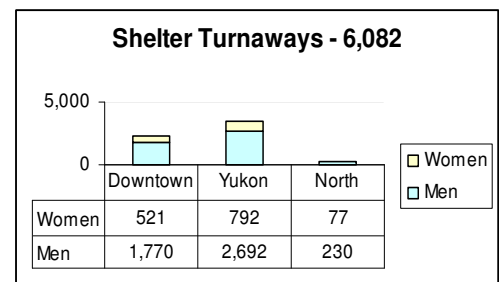
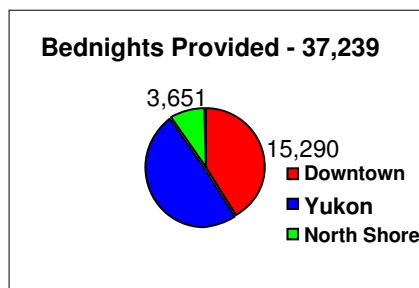
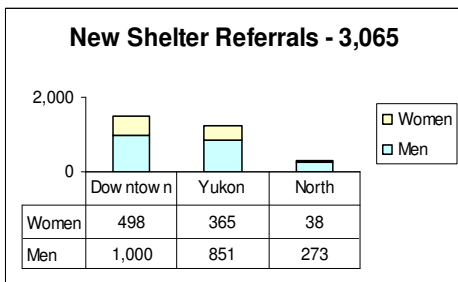
Lookout's emergency shelters continue to be in high demand especially for the 24-hour, minimal barrier services that we offer to those who cannot be housed elsewhere. Our three shelters located in two municipalities (City of North Vancouver and Vancouver) provide minimal barrier temporary accommodation (107 beds) with support to adult men and women who are destitute and have no housing alternatives. Two of the three shelters (Yukon and North Shore Shelters) expand bed capacity during the winter months.

In addition to shelter, residents are provided three meals per day, snacks which address nutritional deficits, 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 the building. Non judgmental, caring staff work with each individual, giving support and addressing issues of housing, finances, treatment (eg. mental, physical, addiction), etc., through crisis counselling, case planning and referral/liaison services. Lookout's intent is to provide shelter in the individual's home community, integrating with local services and to help people regain stability in their lives.

Our shelters housed 3,099 men and women this past year, providing 37,239 bednights. Overall turnaways remain at an unacceptable level, with 6,082 being turned away. These numbers are not just a reflection of general shelter need, but also of the need for minimal-barrier, accessible housing and services designed and staffed to successfully house individuals coping with a variety of challenges.

The health risk to shelterless people is immense: they develop a lower immune system, eat poorly, have a higher frequency of contracting infectious diseases and respiratory ailments and are at higher risk of turning to alcohol and drugs. The long term effect of homelessness is a reduced life expectancy and a heavy user of health delivery services. The result is not only devastating to the individual, but the cost on the health care system is significant.

Overall, our shelter **intakes decreased 7%** over last year (prior year 3,284), partially due to the late opening of the North Shore shelter. Our figures also indicate that length-of-stays have increased, and thus less beds are available for others still on the streets. This is despite an increase in the number of shelter beds throughout the region. Turnaways have also increased despite this increase in regional beds: a whopping **12%** over one year (last year 5,369). **We have managed to house over 3,000 individuals (3,099) which means for every person housed, two are turned away.**



Lookout's Emergency Shelter Programs

2004/05

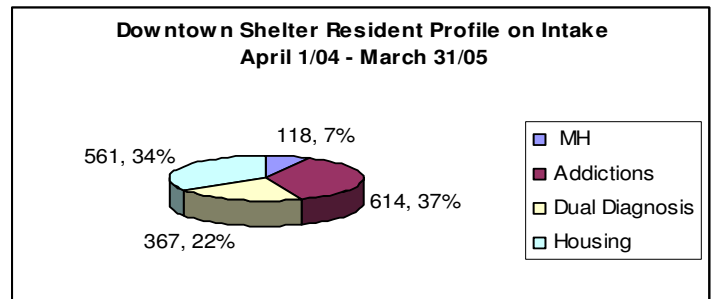
Downtown Shelter

Lookout's Downtown Shelter provided 16,322 bednights of service with an average length of stay of 11 days, a slight increase over the previous year. We believe the lower percentage of repeat guests (declining from 21.9% to 18.9 %) in the shelter, indicates that the emphasis on good case planning and linkages to services is having some positive outcomes. People being turned away primarily due to no beds available continues to be a major pressure on us (2,291 turned away): particularly for those living with a number of challenges such as addictions and mental illness.

Approximately 5% of our stays were for an identifiable group of very hard-to-serve or chronically and repetitively homeless people who we have joint pre-planned or alerts for Outreach Team services. With these, 44 individuals (78 stays) there is a shorter length of stay (73% less than a week vs only 62% of overall stays being short). The success of 'pre-planning or `alerts' is being broadened to include our LivingRoom Drop-In Outreach clientele to coordinate better service when a crisis shelter stay may also occur for one of the LivingRoom members. Numbers indicate we are still a support to many communities who lack resources, especially for needs that 'night-only' or restrictively-mandated shelters cannot meet in their home community.

Clientele of the Downtown Shelter continue to face poverty as their number one issue. Restrictive and difficult access to welfare programs has seen a low portion of people served being on welfare

- 40% of people entering the shelter were on assistance
- 29% were on disability income
- 20% had no income and used 22% of our bednights, one of the higher percentage groups.

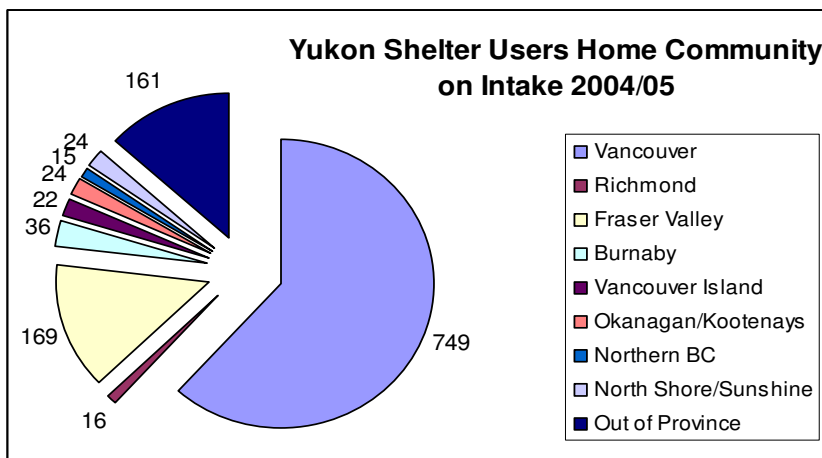


The difficulties people are having with housing and income leads to further lack of supports. There is an increase from 8% to 14% of people having notable medical issues on referral. Referrals from hospitals increased from 13 to 16%. While people staying at Lookout with medical issues usually have other factors combined, those with a hospital referral have needed longer stays on average (16.4 vs. 11 bednights), utilizing 23.9 % of the bednights provided. With the higher medical needs our clientele are presenting, the daily visits of the Public Health Nurses have continued to be an indispensable support.

We continue to appreciate the support and partnership of other agencies and workers, particularly the always-ready help that we get from Strathcona Mental Health Team, Saferide, the Downtown Health Clinic and the weekly music sessions of the Carnegie Outreach Workers. We also very much appreciate our volunteers, without their hard work we could not meet the needs of those coming to the shelter for assistance.

Yukon Emergency Shelter

The Yukon Shelter's 38 year-round beds were quickly filled every night, housing 775 individuals staying an average of 11.6 days. The Cold/Wet Weather shelter opened mid-October and expanded from 25 to 35 beds for the months of November through March, thanks to increased funding from the Ministry of Human Resources. In the Cold Wet Weather dorm we housed a total of 475 individuals who stayed in the shelter for an average of 8.6 days. In total between the two shelters, Yukon provided 18,298 bednights to 1,250 individuals.

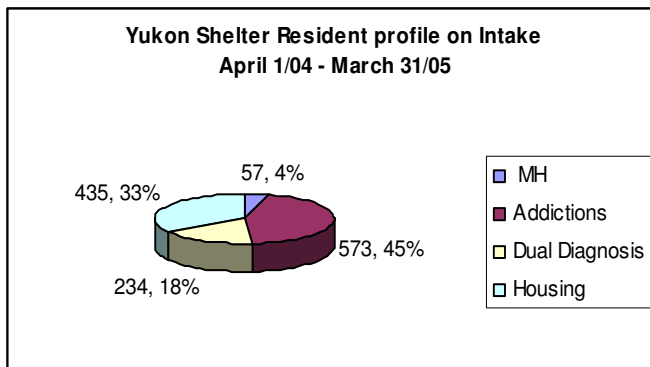


Although the majority of shelter residents come from Vancouver - 62%, we continue to house significant numbers from other communities, Fraser Valley - 14% and people arriving from out of Canada and out of BC - 13%.

Despite the expansion of shelter beds we were still overwhelmed by demand with 3,484 turnaways recorded this year. This indicates the continuing lack of resources outside of the Downtown Eastside available to people who otherwise may not utilize the shelter system. Many shelter users refuse to use the resources in the Downtown Eastside (where the majority of the resources are located) for fear they would be at higher risk in that area. Some have indicated that they would rather sleep in the park or in an alley than go to the Downtown Eastside.

Lookout's Emergency Shelter Programs 2004/05

While on the surface this speaks to the need for greater numbers of minimal barrier shelter beds, increasingly the issue is the lack of affordable housing with appropriate supports. Lengths of stay are increasing as they struggle to match income to rent. Although residents still report mental health and addiction issues as primary reasons for referral, we are seeing increasing numbers of working poor who primarily are faced with poverty and housing issues. Almost 30% of new residents arrived at the shelter with no source of income which becomes confounded by the increased wait times to receive income assistance. Many of these working poor were able to, and wanted to work full-time, but found the clock turned back to the beginning each time they started a job whether it was casual, part-time or full-time. This ultimately extended the stay of many individuals as it sometimes took months to save up both the damage and first month's rent, therefore leaving fewer beds available for those still living on the streets. If more appropriate housing was available, it would allow many of our shelter users to leave the shelter system behind, never to be seen again – a definite success in the sheltering community!



This year we have seen improvements in the area of addictions counseling. Through a closer working relationship with Raven Song, we now offer weekly appointments in-house with an addictions counselor and residents have greater support when they go to Raven Song. Although improving slightly, it is still extremely difficult to arrange in-house mental health assessments and follow-ups, meaning we must send residents to Downtown shelters to receive appropriate mental health services.

Access to required medications continues to be a struggle as the only option remains the Downtown Health Clinic for free medication. Many of our residents are fearful of returning to the Downtown Eastside where they feel very vulnerable and at risk. Despite this, we end up referring many to that area in order to access the psychiatric and medical services.

Another challenging area is transportation. As Yukon is not located in the primary resource area of Downtown, our residents often require bus fare to be able to attend their appointments. As we can only provide bus tickets when we receive them through donations, and these are restricted to financial or medical appointments only, we continue to rely heavily on SafeRide to transport our residents to and from important appointments.

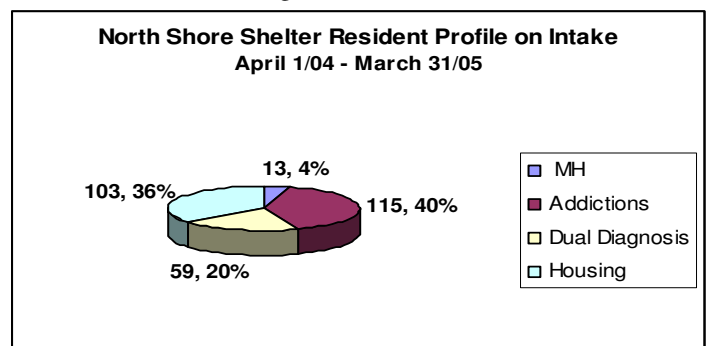
We thank our wonderful volunteers; they work as a team with staff to meet the needs of our clientele and keep our Centre a welcoming place to receive service. Our staff continues to provide exemplary service, as our annual satisfaction survey reported. Kudos' to the staff!

North Shore Shelter

After four years of temporary winter shelters, Lookout's *permanent* North Shore Shelter was completed and joyfully opened on January 7th offering 25 shelter beds and 20 cold wet weather beds. Although opening late due to construction delays, the shelter was immediately full, running at 101% occupancy, and providing emergency shelter to 311 men and women for a total of 3,651 bednights. Turnaways remain high at 307, up from 201 the previous year despite the short opening. 19% of those sheltered were women, up from 16% from last year's temporary shelter. As women particularly had concerns about safety in our temporary shelters, we hope they will feel more comfortable in our new facility.

Many of these individuals are the absolute homeless of the North Shore – they were either sleeping in parks, under bridges, at the port, or were “couch surfing” staying with various friends. In fact, the March 2005 homeless count on the North Shore found **108** individuals living without shelter - up from 44 in the 2002 count – **a 145% increase!** This reflects a general increase in homelessness seen throughout the Province and Canada. The North Shore Shelter is a major response to this need as until our shelter opened, there was no neighboring shelter and local homeless people were forced to leave their community to access shelter, the closest being in Vancouver's Downtown Eastside.

The greatest needs for those using the North Shore Shelter remains affordable housing and financial aid with 21% reporting no source of income and 15% working but unable to afford market rate accommodation. Many required a bed, packed lunch, bus tickets, showers and laundry services in order to support their work goals and to try to save funds to pay for their first and last months' rent while working for a nominal wage. Housing and appropriate community resources are very difficult to locate on the North Shore where no addiction treatment facilities exist, and supportive housing has long waitlists. We find ourselves referring to other communities in order to meet needs, something that our residents are very opposed to.



**Lookout's Emergency Shelter Programs
2004/05**

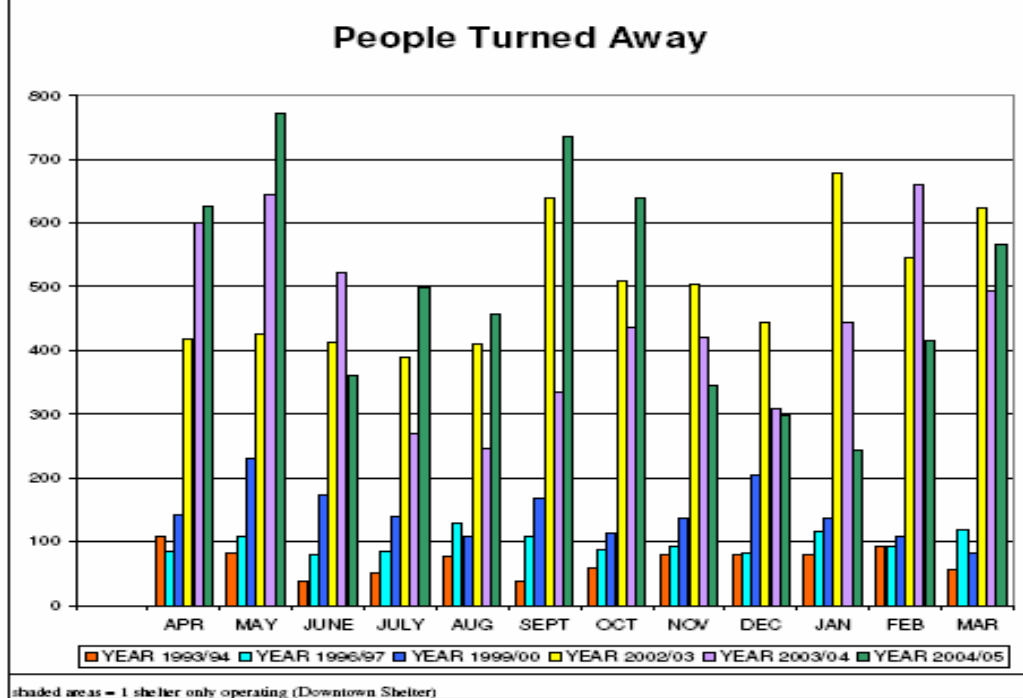
We continue to develop partnerships and work closely with members of the North Shore Community, meeting regularly with the North Shore Task Force, health and social service agencies, community and faith groups, etc. While we thanked our long list of sponsors and donors at our gala opening event January 16th, special note is due to: the Soroptimist International of North & West Vancouver, North Vancouver Kiwanis Foundation, the Rotary Clubs of the North Shore, Blankets Canada, Quilters Guild, and our own LivingRoom Drop In members, who created a quilt from the Drop In members, to the users of the North Shore Housing Centre – welcoming and celebrating with them, that they no longer needed to be forced to the Downtown Eastside. We also would like to especially thank Susan from the MHR, Naomi of Community Psychiatric Services, and the crew at the North Shore Salvation Army and Harvest Project. Each of these individuals/agencies profoundly assisted in the provision of basic services whether it was food for people to eat during the finishing of the building, or through assessments and referrals to specialized services. We thank you all, for without you we would not have been able to do it!

Our operating funding has been a major influence on all of us who work and live at the shelter. With sudden news of no federal operating funds, a crisis was narrowly averted by the North Shore Health Authority. Throughout these ups and downs, the residents, and especially the staff, dealt with all the stress with aplomb, dignity and professionalism. **Thank You** to all North Shore staff, past and present, who put in so many volunteer hours, personal commitment and endured so much to ensure the success and continued operation of this project.

LOOKOUT EMERGENCY AID SOCIETY SHELTER TURNAWAY EXPERIENCE
By Fiscal Year (April 1 - March 31)

MONTH	YEAR 1993/94	YEAR 1996/97 <small>initial add'l winter only shelter</small>	YEAR 1999/00	YEAR 2002/03 <small>Yukon permanent shelter opens</small>	YEAR 2003/04	YEAR 2004/05
APR	109	86	143	418	599	627
MAY	83	109	230	425	645	772
JUNE	37	81	174	412	523	362
JULY	50	84	140	389	270	498
AUG	78	129	108	410	247	458
SEPT	38	107	168	640	335	737
OCT	59	88	114	509	436	640
NOV	79	93	137	504	420	344
DEC	81	82	206	443	309	297
JAN	79	117	136	678	445	245
FEB	92	92	109	546	659	416
MAR	55	118	82	623	493	566
TOTAL	840	1,186	1,747	5,997	5,381	5,962
BED CAPACITY	15,330	24,022	23,495	34,988	38,933	37,730

Note: Despite 246% increase of available beds, turnaways have increased 710%



LOOKOUT'S RESIDENTIAL PROGRAMS 2004 - 2005

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 Programs provide 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. These programs specifically target those having few, if any, housing alternatives – unable to meet their own basic needs and not able/willing 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. 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 to move into!

Lookout's Transitional Housing

Hazleton Residence (licensed) Vancouver	39
Sakura So Residence, Vancouver	38
Yukon Residence, Vancouver	37
Cliff Block, New Westminster	16
TOTAL	130

Hazleton Residence

The 39 room Hazelton Residence provides the highest level of support within Lookout's residential programs. Located above the Downtown Shelter to take advantage of overnight staff availability, residents have their own secure room but share washrooms, and can choose to take their meals in the diningroom. For many with complex needs, the level of support provided is necessary for them to maintain life in the community. Workers provide a number of support services including daily medication administration (many, due to concurrent illnesses, have extremely complicated medications regimes) and assist tenants to manage their money, working with them to develop their budgeting skills. Staff also offer a listening ear, advocacy, liaise/refer to appropriate services, crisis intervention and, where needed, accompany tenants to appointments. Working in conjunction with two Home Support Workers from St. James Home Support Services, staff encourage residents to care for their personal space, to take pride in their appearance and to improve their personal hygiene.

For some of our residents, the Hazelton will be the highest level of stability they can successfully reach; others, ready to move on, find their options extremely limited by the length of waitlists for supported or independent housing. A few residents each year are able to make the move to a more independent living situation, usually within the Lookout continuum of housing. Folks from the Hazelton have been particularly successful at the Ross Residence. However, during the past two years, several former Hazelton residents have returned to the Hazelton due to failing health. While regretting the loss of greater independence, they have been happy to return to a place where there is greater care, nutritious meals provided, and access to 24 hour services. Unfortunately, due to the limited turnover at the Hazelton, few new residents are able to move in and referrals to the residence may wait in shelters for months for an available room.

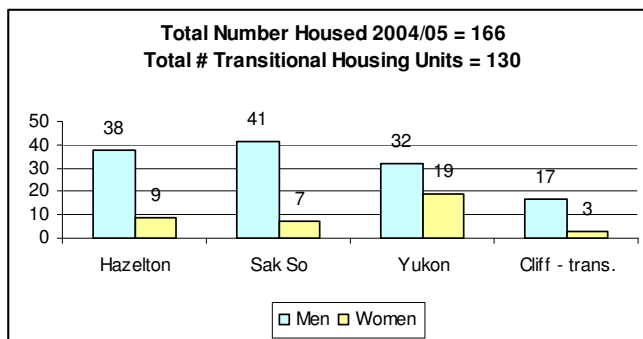
With funding through the Downtown Eastside AIDS strategy, the Hazelton continues to provide housing to a minimum of five residents who are living with HIV/AIDS and mental illness. Over 1/3rd of our residents live with HIV/AIDS, most of who live with a co-occurring mental illness. Our partnership with Dr Sue Burgess and the Community Health Nurses provides tremendous support to staff in providing service to our folks and residents have the time to build a relationship with doctor and nurses which leads to better health outcomes. We offer heartfelt thanks to Dr Burgess and Susan Giles and Evanna Brennan as well as the rest of the team of Community Health nurses for their help, availability and compassionate care for our residents.

Lookout's Residential Programs Transitional Housing 2004/05

What makes Transitional Housing Work?

It starts the moment a tenant moves in: developing a plan, 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?



Sakura So Residence

The Sakura So Residence is a 38 unit heritage rooming house purchased in 2001 as transitional housing for adults, thanks to a grant from the federal government's homeless Initiative (Supporting Community Partnerships Initiative). Like all of Lookout's 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 stores, have cooking facilities and the washrooms are shared. Nine of the 38 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 difficulties 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 the downtown and North Shore mountains.

Last year we had major issues with security on the streets, leading our residents to be quite fearful. This fear has diminished, but has not been fully addressed as open drug use and trade is still a weekly, if not daily occurrence. Despite this, many visitors to the building comment on the obvious sense of community that exists in the building, beginning with the number of folks socializing in the lounge and the friendly greeting that all visitors receive upon entering the building. That sense of community is evidenced by the many friendships that have developed between residents, by the tolerance and support shown by residents to their neighbours when they are struggling with personal issues or illness, and by the sense of ownership that residents have towards their building and community in working together to keep it safe and a "home".

Access to affordable permanent housing, whether it be independent or supportive, remains the biggest barrier for Sakura So residents. The inability for people to move into such housing reduces the availability for others needing a place to get their feet under them. Working with BC Housing, it is hoped that in the upcoming year Lookout will be able to achieve an agreement which will facilitate movement from transitional housing into homes.

Yukon Transitional Housing

Yukon Housing has 37 self-contained housing units located above a 24 hour emergency shelter. As with the Hazelton, this co-existence allows the shelter's overnight staff to provide emergency back up 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 working with the residents to set goals in a case plan, assess and review progress and then set new goals striving to achieve a greater level of independence.

Like other Lookout programs, the biggest challenge residents' face is securing safe, affordable housing. The Downtown Eastside contains the largest percentage of affordable housing throughout the province, yet many Yukoners refuse to go to that area because of the drug trade and living environs. Existing supportive housing have limited space and are in such high demand, especially ones located outside of the Downtown Eastside. Waitlists are very long, and often taking years until a suite is available.

Lookout's Residential Programs Transitional Housing 2004/05

The volunteer program at the Yukon continues to successfully offer opportunities for tenants to learn valuable job skills and responsibilities. Volunteers assist in a wide variety of areas including kitchen, maintenance, clothing room, homemaking, gardening, recycling and tenant lounge and library. This improves the volunteers' self-esteem, and prepares for employment, training or educational pursuits. We appreciate the efforts of both our in-house and community volunteers without whom, we could not offer the wide variety of services and activities available to our residents.

The two Community Access Program computers (CAP) are used daily by our residents for job searches, creating resumes and housing searches. The partnership program with Gastown Vocational Services is still going strong and has been mutually beneficial for both Yukon and people in these work placements. Yukon's sizable training kitchen served **54,894** meals this year, providing three meals a day plus a snack. We are able to meet special dietary needs of the residents, such as those with diabetes, allergies, compromised immune systems, or simply to meet religious or cultural needs.

Cliff Block, New Westminster

The Cliff Block, a heritage building in New Westminster, 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.

The Cliff Block has encountered several challenges this year. Of primary concern is the lack of home support services for tenants, nine of whom require such service. Of these nine, only one resident received home support. Funding provides four hours per month to clean eight suites which simply is not enough to meet needs. Volunteers, students and a CLS Worker help, but ongoing room inspections indicate that regular home support services is vital to maintain basic hygiene. With housing options, eleven residents in the transitional program are reaching the end of their two-year tenancy. Housing options are limited for those who require ongoing support with such things as medication and financial administration. Many residents will have their tenancy extended until such time as appropriate housing can be identified. This extension is welcomed by our residents, but creates a much longer wait for applicants who are eager to move into the Cliff Block.

It takes more than just job skills and education to make a successful and permanent move beyond homelessness. The Life \Cooking Skills Group continues to be popular, meeting weekly to teach tenants the basics in purchasing for & preparing a nutritional and affordable meal. Benefits also include group participation skills and sociability. Dual Diagnosis Anonymous meets weekly and has been well received by tenants and folks living in the community.

The Cliff Block continues to work in partnership with a large variety of community services, working closely with local organizations and agencies who are working towards improving living conditions in the New Westminster community. On-site education is offered by Transitional Community Adult – Based Education, New Westminster School District's Community Education Program. Through this program assessments and individual learning plans are developed, ranging from academic upgrading to preparation for secondary/post secondary education. Since the program started in January 2004, five Cliff residents have been meeting with a teacher twice a week, making significant progress toward their educational goals, gaining the self-confidence that comes from working hard on difficult subjects and concepts and succeeding. Our involvement continues with Raising the Roof a National Homeless Awareness Campaign which raises funds, fun and awareness in the fight against homelessness in Canada (Toque Tuesday).

Cliff staff & residents particularly want to recognize a few networks/organizations and donors for without their support, our residents are much poorer served: New West Mental Health, CRESST, Fraserside, Friendship House, New West Community Dev Society, New West Family Place, First Urban Nations, City of New Westminster, Purpose Society, Fraserdale Shelter, Royal Columbian Hospital, Hospital Admission Diversion Team (HAD) St. Mary's Hospital, SHIP, New West School District, New West Business Improvement Society, Lower Mainland Brain Injury Assoc, Lower Mainland Community Housing Registry, Assertive Community Management Team (ACM), CMHA, Union Gospel, St. Barnabas Church, St. Aidans Church, Salvation Army, Together We Can, Genesis Society, Youth Employment Station, Ministry of Human Resources, Downtown Issues Committee, Interagency Committee, Army & Navy Dept Store and Coquitlam Volunteer Centre. Special thanks Starbucks, Cobbs Bakery, New West Kiwanis Club, Royal City Star Casino, Monte Cristo Bakery, Safeway and Walmart. To our volunteers who help our tenants to help themselves. And staff members for going the extra mile. And, of course our tenants for taking a pro-active role in their home and ensuring that it continues to be a warm, comfortable and inviting space for friends and guests.

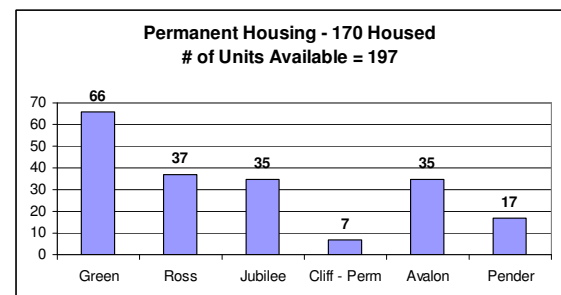
LOOKOUT'S SECOND STAGE PERMANENT HOUSING April 1, 2004 – March 31, 2005

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 may 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-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.

We have seen our waitlist increase just over 24% over the past year (up from 1284) as greater numbers of people with challenges have fewer housing options. Increasing economic rents mean that housing outside of the Downtown Eastside remains elusive for many. Within the Downtown Eastside, having one’s own bathroom and bedroom is usually a dream. Lookout’s permanent housing provides highly sought after housing: particularly given our minimal barrier, supportive approach.

***Permanent Housing Waitlist
1,596***



Jeffrey Ross & Jim Green Residence

Both the Green and the Ross, buildings for people who have a history of homelessness and no housing options, 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 residents.

The Jeffrey Ross focuses on housing people with disabilities who do not need care facilities. Turnover in the building is extremely low and those who do move usually leave for reasons of declining health and are much missed. A number of the residents, now over 65 years old with aging issues, wish to remain in their homes maintaining their independence in a community where friendships amongst residents span ten years or longer. A highlight at the Ross is the annual summer BBQ in the beautiful courtyard – a tradition which began in 1998 to mark the fifth anniversary of the building.

The Jim Green is unique in that there is no age barrier, but the major focus is on people who have a chronic history of homelessness. The Green also includes a 2-bedroom emergency back up unit to house families or women in crisis when other local resources are unable to shelter them.

Lookout's Residential Programs Permanent Housing 2004/05

Building envelope remediation at the Green (repairs for leaky condo syndrome) is now complete. Residents selected new colors for the exterior walls, new tilt-and-turn windows have been installed in all apartments, and all balconies have been enclosed for rain-proofing, giving residents' additional year-round usable space. Residents celebrated the end of noise, dust, tarps, and disruptions to the homes with a summer BBQ in the courtyard. A rooftop memorial garden, made possible by a donation from the family of a deceased resident to honour building residents who have passed away, is now under construction.

A number of residents at the Green volunteer in the building, assisting the administration office, the maintenance staff with cleaning, and helping residents learn about computers in the tenants' computer room. Residents also actively participate in the running of the building in regular tenant meetings. Funding cutbacks continues to make it difficult to access home support services for residents who have difficulty managing to keep their apartment in good order due to health issues.

Maintaining building safety continues to be a priority as two of the most problematic SRO hotels in the area are only a block away. Residents of these hotels have made the street very unsafe for Jim Green residents who must pass the hotels to get to stores and other area resources. The most vulnerable Green residents are often preyed upon by people on the street in the hopes of gaining access to and then control of their apartment. Building staff and residents work closely with police in keeping the Jim Green residents and building safe.

We especially want to thank recently retired Vancouver Police Department Constable Dave Dickson who has been such a help to us in defusing situations and in supporting us in keeping folks housed and out of trouble. Dave has been an enormous asset to the Downtown Eastside and we will all miss him.

Cliff Block Residence

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

We had two of our permanent residents move out this year, one due to a need for an increased level of care, the other for treatment services. We wish them both well!

HOUSING PARTNERSHIP PROGRAMS

Jubilee Rooms Partnership

The Jubilee Room partnership program commenced in April of 2001 when the hotel reopened, fully renovated, under new ownership. Previously one of the most dismal, unsafe, poorly maintained hotels in the Downtown Eastside, the new ownership was committed to providing safe and affordable housing. Lookout and the new owners were brought together by community workers who saw a good match.

As in other partnership programs, Lookout provides a tenant support worker 7-days a week to support 35 of the hotel's 80 residents. Services provided match those of other residential programs, however with less building responsibilities, staff are able to accompany residents to appointments or shopping for food and clothing.

Unfortunately, this year has seen considerable dialogue and problem-solving around the nature of the partnership. Having a faith-based perspective, the management/ownership of Jubilee Rooms has determined a new direction and different philosophical approaches they would like to explore. As a consequence, the decision has been made to wind down the partnership and Lookout's program will be moving to another location. Although we expect many of the residents will choose to move with us as they require the supports offered by Lookout, it does mean great uncertainty and disruption in their lives as they wait for resolution.

Lookout's Residential Programs Permanent Housing 2004/05

Avalon Hotel Partnership

The Avalon Hotel Pilot Project is a partnership formed under the Vancouver Agreement to improve living conditions in SRO's (Single Room Occupancy hotels) in Vancouver's Downtown Eastside. The intent of the pilot project is to demonstrate that with the combination of good management, incentives to upgrade and improve hotel premises and support services for residents, hotels will be safer and healthier and residents will achieve an improved quality of life. Lookout's success in previous partnerships with privately-owned hotels, most recently the Jubilee Rooms Partnership, has provided a model for supported hotels.

Many residents of the Downtown Eastside live in SRO hotels. Many of these hotels are problematic due to poor maintenance, lack of safety features, and unscrupulous landlords; frequently, vulnerable residents are victimized by staff and neighbours. Unjust evictions are common; illegal activities are often condoned and profited from. A small number of hotels are operated by owners and managers who are ethical, compassionate, flexible and willing to provide safe and affordable housing to Downtown Eastside residents.

Under the Vancouver Agreement Housing Sub-Committee's pilot project to demonstrate that SRO hotels can be well-managed, well-maintained, safe, affordable, and still be economically viable., the Avalon Hotel was chosen to receive a CMHC Residential Rehabilitation Assistance Program. The Avalon is well-managed and the hotel owners and staff have demonstrated a willingness to provide safe and affordable housing for area residents who live at risk. The hotel has been upgraded to current safety standards, improved building safety and security cameras installed and plumbing upgraded common space and community cooking areas have been added. Residents, most coming from shelters, hospitals, and unsafe or inadequate living situations, began to move into the renovated hotel in June, 2004, and are now enjoying their new home.

Thanks to a three-year grant from B.C. Housing, Lookout is able to provide support services for 35 of the hotel's residents. As many of the residents have not been connected with support services previously, Lookout staff work closely with them to assess needs and assist in connecting them with services to meet their physical and mental health needs and home support services. Lookout's staff also act as a resource for hotel staff in dealing with hotel issues and non-program residents and many of the residents come to the Lookout office for a cup of coffee, to chat and enjoy the sense of community.

Many thanks to the ownership of the Avalon Hotel, particularly Ron and Tina Konkin, for their support and partnership. We look forward to the official Grand Opening of the project, expected to be in the fall 2005.

Pender Residence Partnership

The Pender Residence, a Downtown Eastside rooming house, continues to be a successful housing resource for people staying in emergency shelter. Approximately 75% of the tenants stay in a shelter before moving into Pender Residence. The remaining 25% came from the street, hospitals, A&D treatment, hotels and friends' places through our Outreach Team.

Pender Residence is an 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 with mental health issues as they seek more appropriate long term housing options, help develop treatment plans for clients 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, often called upon for crisis intervention at Pender Residence, is driven by a desire to resolve tenant issues and maintain a stable living environment.

The Pender Residence is ideal for those who can live in an unsupervised setting and want to be away from street activity while remaining close to the services in the Downtown Eastside. Tenants are encouraged and assisted to seek subsidized, self-contained housing and do not have to give a month's notice to move out. Tenants tend to stay approximately 6 to 8 months and then move into subsidized housing, out to the region, long-term care, A&D treatment, hotels and shared accommodation.

This housing program encourages a sense of community, and often develops a support network relieving isolation and loneliness. Pender Residence continues to be a valued housing resource to us, especially the Outreach team.

LOOKOUT'S OUTREACH PROGRAMS 2004 - 2005

Lookout's Outreach Programs cover intensive short-term (3 to 6 months) support, case management and planning services for chronically homeless people who require additional intervention and support to successfully attain housing and maintain themselves within the community. Once individuals become more stable, our team bridges them into other services. However, in recognition that such services are offered in few areas and have waitlists, our Outreach Team's have the ability to take a few individuals for ongoing case management services. Services are provided in two different municipalities: New Westminster through the Cliff Block, and in the Downtown Eastside, Vancouver through the Living Room Drop-In and the Downtown Shelter. Our teams collaborate with service/treatment providers in these communities to improve the quality and stability of individuals' lives. Outreach staff also provide special support to hotels and rooming houses that provide accommodation to Lookout clientele who are able to live more independently than within our Supportive Housing Programs. While Outreach Workers work in the community, we have been very successful in partnering with a few building owners/managers such as the Jubilee Rooms and Avalon Hotels to provide on-site staffing where a block of rooms have been provided for Lookout clientele. These services, while funded under Outreach Programs, are reported under our Residential Program Report.

DOWNTOWN SHELTER OUTREACH

Lookout's dedicated and skilled Outreach team is comprised of five positions, and guided by a mandate grounded in minimal barrier service delivery. Our team continues to provide a combination of services and support to chronic emergency shelter users and the street entrenched. For this to occur, a continuum of social housing options and support services are needed; unfortunately in short supply. Not only, but access to services has become more time intensive and bureaucratic. For instance homeless people with health concerns often arrive without identification essential for Income Security Program which determines access to supports. Documenting a person's identity is a complex problem and often interrupts their income eligibility and results in prolonged stays in the shelter. Current technology and computerized 1-800 interactive voice systems are also barriers and are not user friendly to people who are homeless and sick.

Many challenges continue to face outreach and their mandate of providing suitable, affordable and stable housing options for the homeless. One is an increasing need to coordinate scarce services to aid individuals to maintain stable housing in the community. There is still a gap in drug and alcohol services: Outreach regularly encounters people of all ages who have become drug addicted and disenfranchised, many who are disoriented and paranoid due to chronic methamphetamine use. Those whom we serve who are HIV positive are predominantly involved with street drugs, and over half those we see with HIV also have forms of Hepatitis, making harm-reduction strategies and the linkages with health services a critical component of our Outreach work. However, we work in the gap of a lack of continuum of support services which would help individuals maintain and stabilize their housing and health, improving the quality of their lives. We need increased stock of housing for multi problem individuals, especially those with minimal brain injuries or organic brain syndrome who may have little impulse control or are unable to gain insight into how their behaviour effects their housing options.

Despite these challenges, our Outreach team continues commitment to developing and maintaining partnerships with the helping community, service groups, police, hospitals, and churches. Not only do we enjoy working closely with others, cooperation with other agencies leads to better outcomes for our clientele and more successful reintegration of the homeless into society.

LIVINGROOM DROP-IN CENTRE - OUTREACH

The LivingRoom's 2 member Outreach Team focus is on the seriously mentally ill, including those at risk of HIV/AIDS. Our Outreach plays a vital role in the Center and particularly contributed to its success this year, providing an invaluable resource to members. Because of the location and reputation of the LivingRoom, Outreach workers don't have to go out to find people to assist; they come to them or are referred by other services (an increase of 33 new people on our caseload this year). While all LivingRoom staff assist members with housing searches, medical appointments, financial appointments and many other things, the ability of the outreach workers to spend more one-to-one time with the members and to go out into the community to directly support the members is the key to their success. While one of the outreach workers is funded through Mental Health and the other through H.I.V. they work closely together and share the case load, enabling them to provide an unbiased seamless support service which preserves privacy.

Lookout's Outreach Programs 2004 - 2005

This year the Outreach Team provided support to an average of **88** different members each month (67% men, 33% women), and handle approximately **125** cases per month (*some people have more than two unique issues arising within a month*). Besides the advocacy and support services they provide, a major focus for the outreach team is dealing with people that are deemed "at risk". Almost all of the members not currently H.I.V positive, fall into the category of being "at risk" given their living environment and their lifestyles. Responding to this the Outreach Team provide lifeskills training, needle exchange services and overall support in any way possible in order to help the members lead a safe, healthier and happier life.

Not all of what the outreach workers do involves the members directly. One of the less glamorous things but no less important, is the work they do with the household furnishings donated to Lookout. These donations are invaluable assets in helping the members make a home where they live. Not only is this resource used by Lookout clientele but also by other agencies such as Triage, ACT/Bridging and their clients. It also provides the opportunity to get the members involved, by helping with the sorting and moving, which can have a profound positive effect on their mental health.

We have found that many times throughout the year some of the members stop coming around the Centre. To make sure they are well, Outreach will track them down whether in the hospital, jail, withdrawn at home or even living on the street. Once located, the outreach workers will do what is necessary to link that member back to supported service including assisting with the delivery of money, medication and food.

Hopefully we will be able to expand the LivingRoom's Outreach Team and the excellent work they do by adding some expertise from the addictions field as many of our members are dealing with co-occurring disorders, most commonly mental illness and addictions.

CLIFF BLOCK OUTREACH – New Westminster

While this fiscal year has been rewarding as we engage services for many people (total 335 individuals including 146 newly added to our caseload), the year has also been one of concern for the 1 ½ member Outreach team. Our non-judgmental approach is effective in building relationships and providing services to low-income, homeless and otherwise disadvantaged people in our community. Through our community development work we have become well integrated with other New West services and surrounding communities. Not only has this allowed us to carry the voices of New Westminster's street population to where they can be heard, it has also increased our network helping to link individuals to the appropriate resources in our area. Our statistical analysis of the 2004/05 fiscal year has revealed a changing demographic with new and challenging needs.

This year we averaged **312** contacts per month up from 250 in 2003/04. Our percentage of female patrons has risen from **25%** in 2003/04 to **31%** in 2004/05. Although our clientele list does not represent a scientific sample of New Westminster's street population, a change in our male to female ratio traditionally indicates an overall change in the male to female ratio of our street population. If this is the case then we are concerned. Equalization in this respect can only mean more women are being forced, by economic conditions, to access survival services in our community.

Another disturbing trend is the increase in the number of outreach clients that claim to have no visible means of support. Numbers have been rising at an alarming pace: from less than **5%** in April 04 to over **48%** by year end March 05. In addition to the overwhelming hardship zero income imposes on these already disadvantaged individuals, outreach is concerned for two additional reasons.

First, regular shelter beds in New Westminster are acquired by Ministry of Human Resources recommendation only. We have found many zero income local residents are being forced to leave New West to find shelter in other municipalities. In fact, in 2004/05 we alone referred 100 New Westminster citizens to shelters outside of our municipality. Secondly, it appears local street people are becoming incredibly desperate. Many have taken up binning and collecting bottles to support themselves, while others confess to criminal activity to live.

**Lookout's Outreach Programs
2004 - 2005**

Adding to the above difficulties is the inroads methamphetamine (crystal meth, crystal, and speed) has made into our community. Traditionally 1/3 of our caseload identifies as having a serious substance abuse problem, including 90% claiming heroin or cocaine as their drug of choice. We have seen a significant shift in this inclination since September 04. At year end 45% of our caseload admits to having a serious substance abuse problem with the over 1/3 of these individuals claiming methamphetamines as their drug of choice. In New Westminster one hit of 'crystal' can be purchased for \$5 and the euphoric effect can last for up to 6 hours. Regardless of the uncomfortable side effects (nervousness, insomnia & appetite suppression) lasting 16-20 hours, the overwhelming craving leads most to get high again on a continual basis. The longer an individual remains trapped in this cycle the more likely additional side effects such as delusions, hallucinations and paranoia will appear and s/he may become difficult and/or dangerous to engage. Our Outreach has responded through harm reduction policies, yet this is insufficient and we are overwhelmed with demand for more service and supportive housing for specifically this group.

The following information shows how many people were served through our Outreach Teams at our Downtown Shelter, the LivingRoom Drop In and the Cliff Block. It shows the types of issues our clientele identified and the hours staff spent in various activities assisting them.

	Drop In	346	Cliff	Number of Hours of Staff Service	Drop In	346	Cliff
Total # People Served	482	584	251				
men	64%	77%	70%	women	36%	23%	30%
# HIV/AIDS infected	41	63	21	# at high risk of HIV/AIDS	115	343	174
Contacts Made	2,524	17,060	3,729	# Hours	2,524	6,868	1,771
Local MH Team	917	414	49	Housing Search	250	554	170
Other MH Teams	677	404	150	Service Search	154	425	237
Forensic Services	56	80	14	Lifeskills	345	617	141
Min of Human Resources		1,216	518	Liaison	145	1,017	171
Pension (OAP, CPP, oth)		156	82	Escort to appointments	311	803	98
Drug and Alcohol	1,144	807	447	Advocacy	469	347	152
Physical Handicap	202	145	181	Move	60	288	37
Mental Handicap	32	92	33	Counsel and direct	415	822	267
Involved Police	207	137	62	Crisis intervention	56	183	22
On Probation	77	68	62	Support	91	1,034	209
LTC	267	219	21	Paper Work	86	248	119
Oth Services (Immigr, PWA)				Case planning/conferences	141	527	145
Clinic Services	7	262	83				

LOOKOUT'S COMMUNITY SERVICE PROGRAMS

2004 2005

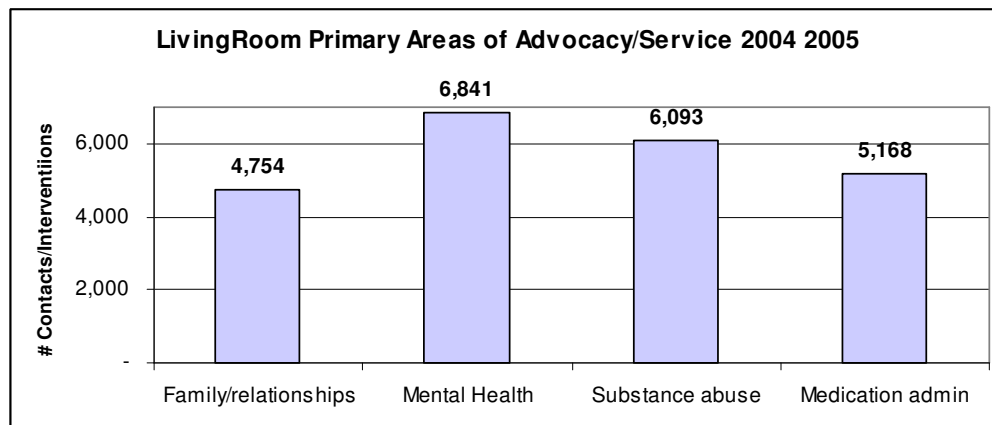
LIVINGROOM DROP-IN CENTRE

The LivingRoom Drop In Centre, located in the Downtown Eastside of Vancouver, is Lookout's only program that has a restricted mandate: it is 100% a mental health program and was established as the mentally ill are proportionately at higher risk of homelessness. Established in 1992, the LivingRoom continues to develop, adapting to fiscal restrictions and the many needs of its members. Open 365 days a year, the main priority of the LivingRoom is to provide a safe, secure environment, offering a wide range of structured and unstructured programs and to encourage participation of members, particularly those who are not already involved with the formal mental health system. Much more than a place to socialize, in many cases the LivingRoom is the only place where some of the members feel safe.

A particular goal of the LivingRoom is to teach social and life skills, enhancing the ability of members to maintain a stable and independent living situation, improving their quality of life, thereby helping to prevent homelessness. Another priority is to focus on meeting each member's basic needs - pretty much the same as everybody else's – the bare necessities of food and clothing. The LivingRoom serves a nutritious meal usually consisting of soup, salad and sandwiches Mon - Fri with a more deluxe meal each Wednesday, ranging from the favorite pizza, to sausages, rice and vegetables. Members also receive a multi-vitamin with their meal through our H.I.V. funding. While it may not seem like a lot, every little bit helps.

The meal program continues to be a huge success through the assistance of food providers, such as Food Runners, U.B.C., the movie industry, volunteer groups like the "Greek Ladies" (as we affectionately call them) and the Jack Boyda Foundation. Other assistance comes from groups such as the "Art of Living", "Sri Baba" and "Friends" who come in (mostly on the weekend) and prepare meals for the members at the expense of their own money and time. This assistance allowed us to cope with this year's increase in need, thus usage, with over 41,000 meals being served at no cost to the members.

Our membership of **2,110** men and women (*increase of 110 members over last year*) made **54,436** visits to the Centre. Staff assisted members 36,465 times providing a range of services from crisis intervention, activity/life skill programming, medication administration, referrals to resources, or simply support and acknowledgement. The number of times assistance was offered is an increase of 6,465 over last year, or 18 %. Staff spent much time connecting members to services, especially in regards to mental health and addictions needs, advocating as needed to assist members in regards to legal, financial, medical or housing issues.



Lookout's Community Service Programs
LivingRoom Drop In Centre 2004/05

One of the LivingRoom's most unique services is the medication program which assists members with taking their medication, allowing them to lead more independent and stable lives, thereby staying out of hospitals and other institutions. Besides these advocacy/service areas, the LivingRoom also provides members with the ability to learn new skills, build confidence and self esteem and to get satisfaction of giving back through our volunteer, life skills and leisure programs, all of which have changed for the better through a minor restructuring of operations.

LivingRoom Drop In Activities

Activities	# of Sessions	# of Attendances	Activities	# Sessions	# of Attendances	Activities	# of Sessions	# of Attendances
Basic Needs			Leisure	239	3,820	Leisure	190	3,958
<i>Meals</i>	352	41,816	<i>Arts and Crafts</i>	35	185	<i>Outings</i>	16	97
Life Skills	1,880	5,020	<i>BCSWA Night</i>	1	206	<i>Ping Pong</i>	5	21
<i>Aerobics</i>	94	609	<i>Bingo</i>	45	1,528	<i>Show Offs</i>	151	3,345
<i>Computer Club</i>	1,113	3,094	<i>Card Tourney</i>	38	260	<i>Tibor Nights</i>	18	495
<i>Exercise</i>	42	162	<i>Carnegie Music</i>	27	279			
<i>Explore your World</i>	11	73	<i>Dances</i>	5	362			
<i>Parlour Program</i>	15	102	<i>Leisure Education</i>	18	34			
<i>Raving Beauties</i>	8	38	<i>Model Building</i>	31	239			
<i>Volunteer Program</i>	597	942	<i>Movie Nights</i>	39	727			

The LivingRoom continues to develop, adapting to fiscal restrictions and the many needs of its members. Recently, responding to member surveys, we changed our hours of operation to allow for additional supervised activities and outings. The LivingRoom continues to be open 7 days-a-week, but our hours have changed to 10:00 a.m. – 8:00 p.m. Monday to Friday, and 10:00 a.m. – 6:00 p.m. on the weekends, with some variation for special events. Fortunately with the help of outside volunteers such as Henke (helps with computers) and Tibor (music nights) amongst others, the Strathcona Mental Health Team (rehab staff), the Carnegie Outreach Team, Lookout's Activity Worker and the tremendous efforts by the LivingRoom's staff and dedicated volunteers, we are able to provide a wide variety of activities.

This coming year will provide us with many challenges especially given increased financial pressures. We hope we will be able to meet the demands placed upon us by continuing to nurture the relationships with our volunteers, benefactors, and other agencies as well as developing new relationships to help meet our member's needs.

ACTIVITY PROGRAM

Lookout's Activity Program encourages clientele of the residential programs to develop and increase self-care and socialization skills. Through enhancing their self-esteem and confidence, participants can readily access public resources and services, thereby increasing their life satisfaction.

Although the Activity program primarily serves the Downtown Housing Centre (Hazelton Residence and Downtown Emergency Shelter), as space permits, men and women come from other downtown programs and residences, particularly the LivingRoom Drop-In Centre.

Participants in the program have the opportunity to develop increased confidence and social skills, to improve their quality of life, to make friendships and become more aware of options and opportunities *within and beyond* the Downtown Eastside.

Activities may be recreational, such as hikes, swimming, bowling or visits to parks, or they may be educational such as an introduction to the library. Special events including the auto show or the annual *favourite* – the Abbotsford Air Show, are greatly enjoyed. Activities can also be “useful” such as group shopping trips to stores outside the Downtown Eastside where clothing, groceries, and household needs cost less and can be purchased in more economical quantities. The activity worker and volunteers also run in-house activities such as bingo and movies.

Although funding remains static, the cost of recreational opportunities, events and attractions has increased and discounts available to non-profits or people with disabilities have decreased or have been eliminated. Lookout's aging van and increased fuel costs have greatly reduced our opportunities to take residents on trips outside of the city. An additional challenge is our inability to provide activities that mobility impaired residents can access as our van is not wheelchair accessible. Fundraising for a new van is on-going and will continue this coming year.

ACCOMMODATION SUBSIDY PROGRAM

The Accommodation Subsidy Program, started in 1993 to improve the housing prospects for people with serious housing challenges in the Downtown Eastside, continues to be of great benefit to the residents who receive subsidies, enabling them to afford better living conditions within this urban core community. This monthly *top-up* per person is for shelter costs or for costs associated with upgraded amenities such as cable, cooking capability etc. Last year assistance was given to 29 individuals (6 women and 23 men) to help improve the quality of their lives. These recipients were referred from a variety of groups such as Triage, Lookout's other downtown services, the Strathcona Mental Health Team and ACT/Bridging. While each individual can receive up to a maximum of \$75.00, not all require the full amount allowing more people to be assisted at any given time.

As of March 31, 2005, 23 people were receiving subsidies for a total of \$1,450.00 per month. Both the dollar value and the length of time people receive the subsidy varies. While some people have been receiving the subsidy since 1995, others go on and off the program at different times. Four people left the program this year because they obtained high quality subsidized housing. Another left because they obtained employment and were able to meet their financial obligations on their own. It is hoped that more people will be able to move on to successful situations this year. This will give the opportunity for others with serious barriers such as mental illness to afford improved accommodations within this community, thereby helping as many as possible enjoy an improved quality of life.

THANKS

Donations

April 1, 2004 to March 31, 2005

Unfortunately we do not have the room to list all of our cash & in-kind 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.

- Belinda Lyons ☺ Bill & Risa Levine ☺ Collingwood School Society
- ☺ Daryl Evans ☺ Deep Cove Lions Club ☺ Dianne Brownless
- ☺ E.G. White ☺ Eberle Planning & Research ☺ Edward Musgrove
- ☺ Gunda & Wayne Stewart ☺ Haywood Securities Inc
- ☺ Henry McCandless ☺ Highlands United Church ☺ Kathryn Neilson
- ☺ Kiwanis Club of New Westminster ☺ Lynn Valley Lions Club
- ☺ Lynn Valley United Church Women ☺ North Shore Unitarian Church
- ☺ Pixel Wrangler Productions Inc. ☺ Randy Butchard
- ☺ RJR Construction Management ☺ Ron Andrews Rec. Centre
- ☺ Ross Morris ☺ St. Catherines Anglican Church
- ☺ St. John's Anglican Church ☺ Sun Life Assurance Co.
- ☺ The Andrew Mahon Foundation ☺ The Langara Foundation
- ☺ The Parish of All Saints ☺ Unitarian Church ☺ VanCity
- ☺ Vancouver Pacific Lions Club

VERY SPECIAL THANKS TO

- ☺ Carson Graham Secondary School ☺ Charles Curtis ☺ Dalphine Nicole
- ☺ Dr. Norma Calder Schizophrenia Foundation ☺ Freybe Factory Outlet
- ☺ Irwin Park Elementary School ☺ Ken McNaughton
- ☺ The late Ms. Marion Simpson ☺ Mark's Work Wearhouse
- ☺ North Vancouver Kiwanis Foundation ☺ Robert Muscroft
- ☺ The Rotary Clubs of the North Shore ☺ Comfort Inn of North Vancouver
- ☺ Sidhu Brothers Import & Exports Ltd ☺
- ☺ Soroptimist International of North & West Vancouver
- ☺ St. John's College rent supplement ☺ Supergraphics ☺ Telus
- ☺ The Illahie Foundation ☺ Two Ten Foundation
- ☺ Vancouver Food Bank – Food Runners
- ☺ Warren J.A. Mitchell
- ☺ Additionally the City of North Vancouver contributed significantly to the North Shore Housing Centre including off site improvements.

**AND THE HUNDREDS OF INDIVIDUALS WHO DROPEd OFF SLEEPING BAGS,
BLANKETS AND WARM WINTER CLOTHING!**