

Social Services for People Experiencing Homelessness in Boyle Street, McCauley and Central McDougall Neighbourhoods

There are 17 social service organizations that support individuals and families experiencing homelessness in the Boyle Street, McCauley and Central McDougall neighbourhoods, which provide 135 services in the area. It is important to note that while all organizations may serve people experiencing homelessness, their services are not necessarily exclusive to people experiencing homelessness. Many of the organizations have a diverse range of services and programs offered and would not likely identify as strictly homeless serving organizations.

Some of the organizations included in this scan work out of multiple sites and therefore both neighborhoods have been listed in the chart under the organization name. The receipt of provincial, federal or other funding was identified through publicly available materials and as a result is only traceable to the organization as a whole. Funding sources are indicated as follows:

- Municipal
- Provincial
- Federal
- Other markers (indicative of private donations, sponsorships and bursaries)

Data Context

Administration focused the review of services on social sector organizations operating in the three identified neighbourhoods. Churches (unless a specific program was identified) were not included in the final list. For organizations not funded by the City of Edmonton, the number of clients served was not available, as generally this information is only available to the program funder and is not typically posted publicly.

Administration identified a number of organizations that provide homelessness prevention services to newcomer and multicultural communities in the identified neighbourhoods. Prevention services address food insecurity, provision of emergency funds and connections to essential services, and support for families experiencing domestic violence and other factors that lead to housing insecurity and homelessness. While these organizations are not

listed in the table due to their primary role being in homelessness prevention, their work contributes to critical interventions in the homeless serving system of care.

The information was compiled by Administration before Boyle Street Community Services relocated many of its services from their now closed 105 Ave location. These services are now offered across eight neighbourhoods in eight different locations, including co-location with Bissell Centre.

Location of Services

Using the definitions and broad categories of services outlined above, Administration undertook the following steps to identify the geographic location of services provided:

1. Conducted a scan of services using 211¹, HelpSeeker² and internal documents from previous service mapping initiatives to develop a draft list;
2. Cross-referenced the developed list with information on City-funded programs and services to determine City funding where applicable;
3. Utilized public reports from organization websites to determine services offered, funding structure and the number of clients served; and
4. Followed up with organizations where possible to obtain information not available publicly.

Clients Served

Information on the total number of clients served by the entire organization was not publicly available. In most cases where City funding is provided, unique participants or total interactions are provided specifically for the funded program. At the time of drafting this report, some of the programs that were awarded funding have not yet submitted the required funding reports to the City. Unless otherwise stated, the annual number of clients served is the organization's best estimation for the number of unique individuals served in a calendar year.

¹ <https://ab.211.ca/>

² <https://helpseeker.org/alberta/edmonton/basic-needs/employment/>

Funding

Municipal funding is broken down into recurring annual funding, one time funding for the year 2022 or one time funding for the year 2023. Note that one-time funding agreements may extend beyond the year the funds were awarded in, regardless of contract length the entirety of the awarded allotment is listed under the year it was granted. Municipal funding amounts are labeled first with the grant program or City section responsible for allocating the fund and then with the specific program the funding is intended for.

This information is dynamic and services/programs may have undergone changes since this attachment was developed. In addition, services or programs are often delivered to clients across the community and therefore the services are not restricted to a single building or area.

Acronym Legend

The following acronyms are used throughout the table:

- AH&H - Affordable Housing & Homeless section within Community Services (City of Edmonton)
- CIOG - Community Investment Operating Grant (City of Edmonton)
- CSWB - Community Safety and Wellbeing (City of Edmonton)
- FCSS - Family and Community Support Services (Government of Alberta)

Central McDougall						
Organization	Funders ● Municipal ● Provincial ● Federal ● Other	Services Provided	Annual # of Unique Clients Served	Annual Municipal Funding (2023-2025)	One time Municipal Funding (2022)	One time Municipal Funding (2023)
Alberta Helping Animals Society	● Other	Veterinary care for animals owned by vulnerable people				

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McCauley						
Organization	Funders <ul style="list-style-type: none"> ● Municipal ● Provincial ● Federal ● Other 	Services Provided	Annual # of Unique Clients Served	Annual Municipal Funding (2023-2025)	One time Municipal Funding (2022)	One time Municipal Funding (2023)
Bissell Centre	<ul style="list-style-type: none"> ● Municipal ● Provincial ● Federal ● Other 	Outreach Housing Team; Housing Services; Employment Services; Mental Health Services; Supportive Housing for Adults with FASD; Fetal Alcohol Spectrum of Services; Financial Empowerment Services; Community Bridge (Eviction Support); Free Tax Filing; Early Childhood Development (Childcare); Family Support Services; Bissell Thrift Shop; Community Development programs; Moonlight Bay Center	<p>118 (Indigenous Cultural Support, June 2022-April 2023)</p> <p>344 (Early Childhood Development Program)</p> <p>1547 (Family Support Services)</p> <p>3659 (Day Services Jan-April 2022)</p> <p>Average 1,811 per month (Day Services May-Oct 2022)</p> <p>Average 1,649 per month (Day Services Nov-Dec 2022)</p> <p>248 (Community Bridge 2022)</p> <p>179 people [not unique] engaged (Housing Workers 2022)</p> <p>Average 1933 per month (Day Services</p>	<p>\$130,000 (FCSS - Indigenous Cultural Support)</p> <p>\$324,704 (FCSS - Early Childhood Development Program)</p> <p>\$249,600 (FCSS - Family Support Services)</p> <p>\$500,000 (CSWB- Operational Funding)</p>	<p>\$1.694M (AH&H - Jan-April Day Services)</p> <p>\$1.8M (AH&H - May-Oct Day Services)</p> <p>\$760,000 (AH&H - Nov & Dec Day Services)</p> <p>\$700,000 (FCSS - Community Bridge)</p> <p>\$413,200 (AH&H - Housing Workers)</p>	<p>\$500,000 (AH&H - Community Bridge)</p> <p>\$2.29 million (FSR to AH&H - Day Services June-Dec)</p> <p>\$1.9 million (AH&H - Jan-April Day Services)</p>

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Organization	Funders ● Municipal ● Provincial ● Federal ● Other	Services Provided	Annual # of Unique Clients Served	Annual Municipal Funding (2023-2025)	One time Municipal Funding (2022)	One time Municipal Funding (2023)
			June-Dec)			
Clean Scene	● Provincial ● Federal ● Other	Drug Testing; Peer Clubs; Referrals to Drug Treatment Centres; School and Community Forums; Supportive Mentoring				
Creating Hope Society	● Municipal ● Other	Strengthening Homefires Cultural Support Program; Connect the Dots Housing Program; Youth, Elders and Parents (YEP) Cultural Support Program; Planting the Seeds of Reconciliation; Indigenous Storytelling (MMIWG+); Creating Safe Paths Evaluation research; You Speak Cree Youth Program; Adult Literacy Program; Kokums Bannock and Tea; You Make a Difference; Family Resource Network; NOSIM (Supporting grandparents who are primary caregivers); Aboriginal Boys Matter Too!	1050 All agency programs (CIOG 2022)	\$280,935 (FCSS - Aboriginal Boys Matter Too!)	\$16,500 (CIOG - Operational Funding) \$2,000 (Indigenous Relations Office - National Indigenous People's Day 2022)	\$459,688 (AH&H - Encampment Outreach Services Sept 2023-Aug 2024) \$295,318 (Indigenous Led Operating Grant - Operational Funding, Dec 2023 - Dec 2024)
George Spady Society	● Provincial ● Other	Clinical Access Team; Housing First team; George's House; Medically Supported Detox; Mobile Support Team; Supervised Consumption Services				

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Hope Mission (Also provides services in Central McDougall)	● Provincial ● Federal ● Other	Breakout Recovery Community; Emergency Shelter; Food Services; Herb Jamieson; Hope Nursing Clinic; Immigration Hall; Rapid Exit Shelter Program; Women's Wellspring Recovery Program; Streetworks Needle Exchange; Supervised Consumption Service; Kids & Youth Outreach; Addiction Recovery; Spiritual Care				
Inner City Pastoral Ministry	● Other	Free Meal; Religious Worship Services				
Marian Centre	● Other	Morning Drop-in Centre; Food Services				
The Mustard Seed	● Municipal ● Other	Basic Necessities; Shelter; Employment; Permanent Housing; Health and Wellness; Clothing; Community Engagement; Spiritual Care	3,680 (Day service Jan-Apr 2022)		\$262,330 (FSR to AH&H - Emergency Shelter at Commonwealth Stadium) \$1.22 million (FSR to AH&H - Day Services)	
Operation Friendship Seniors Society	● Municipal ● Other	Geriatric Community Support Program; income tax support; housing	465 (Geriatric Community Support program)	\$222,883 (FCSS - Geriatric Community Support program)	\$196,701 (Senior Centre Investment	\$40,000 (Senior Centre Investment Program -

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McCauley						
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(Also delivers services in Boyle Street)			1400 (All agency programs, 2022) 468 (Volunteers, 2023)		Program - Operational Funding \$31,095 (Senior Centre Investment Program - Facility Conservation)	Volunteers)

Boyle Street						
Organization	Funders ● Municipal ● Provincial ● Federal ● Other	Services Provided	Annual # of Unique Clients Served	Annual Municipal Funding (2023-2025)	One time Municipal Funding (2022)	One time Municipal Funding (2023)
Boyle Street Community Services (Also delivers services in Central McDougal and several other parts of the city)	● Municipal ● Provincial ● Federal ● Other	Drop-In Locations; C5 North East Hub & Ubuntu; Youth Community Support Program (YCSP); Boyle Street Ventures; Group Living Programs	625 (Community Wellness Connection) 8114 (Multidisciplinary team) 1398 (Overnight Winter Shelter Shuttle Service Dec 2022-May 2023) 3659 (Day Service Jan-Apr 2022)	\$124,800 (FCSS - Community Wellness Connection) \$736,320 (FCSS - Multidisciplinary Team)	\$81,000 (CSWB Living Hope - Drug Poisoning Data Analyst/Community Organizer) \$603,645, (AH&H - Overnight Winter Shelter Shuttle Service funded until May 2023) \$1.126 million (AH&H - Day Services & Shigella Hygiene)	\$895,000 (Downtown Vibrancy and Edmonton Transit Services - Overdose Prevention Team) \$1.79 million (FSR to AH&H - Day Service Hubs Oct 2023 to June 2024) \$519,826 (FCSS & AH&H & CMO -

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			<p>Up to 1762 per month (May-Nov 2022)</p> <p>17,650 interactions [not unique] (Overdose prevention team 2022)</p> <p>233 (Street Outreach 2022)</p> <p>26,034 interactions [not unique] (Overdose prevention team 2023)</p> <p>193 (Day Service Hubs Oct-Nov 2023)</p> <p>420 (Day Service Hubs Dec 2023)</p> <p>Up to 1961 per month (Welcome Mat May to Sept 2023)</p> <p>8,640 interactions [not unique]</p>		<p>Services funded until April 2023)</p> <p>\$ 702,928 (Downtown Vibrancy and Edmonton Transit Services - Overdose Prevention Team)</p> <p>\$550,000 (AH&H - Street Outreach)</p>	<p>Welcome Mat May to Sept 2023)</p> <p>\$700,000 (AH&H - Winter Transportation Service Dec 2023-June 2024)</p> <p>\$218,772 (AH&H - HireGood Encampment Clean-up Support)</p> <p>\$19,968 (CSWB - Living Hope, Suicide Awareness Training Project)</p> <p>\$550,000 (AH&H - Street Outreach)</p>

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			(Encampment Clean-up support) 40 Staff Trained as of Feb 2023 (Suicide Awareness Training Project) Up to 644 per quarter (Street Outreach 2023)			
Edmonton City Centre Church Corporation (E4C)	<ul style="list-style-type: none"> ● Municipal ● Provincial ● Federal ● Other 	Art Start; Early Learning Services; Financial Empowerment; Financial Management Hub; Food Security; Make Tax Time Pay Program; School Nutrition; Women's Emergency Accommodation Centre (WEAC); Shelter and Housing; Community Connections; Education and Skill Development	515 (Art Start Afterschool program) 1306 (Early Learning Services) 7803 (School Nutrition)	\$62,241 (FCSS- Art Start Afterschool Program - across multiple neighbourhoods) \$293,376 (FCSS - Early Learning Services - across multiple neighbourhoods) \$97,651 (FCSS - Financial Empowerment - across multiple neighbourhoods) \$151,145 (FCSS - School Nutrition - across	\$980 (Revitalization Grant - McCauley Cleanup)	

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				multiple neighbourhoods)		
iHuman Youth Society	● Municipal ● Provincial ● Federal ● Other	Authenticity Programs; Caring Services; Creative Programs; iSucceed; Streetwork Needle Exchange; Outreach; Soul Kitchen; HYPE Young People's Empowerment; LiNKS Mental Health Support; Caregivers Family Program & Woven Journey; iSucceed Connection Support	116 (iSucceed) 500 All agency programs (CIOG 2022 application)	\$142,671 (FCSS - iSucceed)	\$16,500 (CIOG - Operational Funding)	
Native Counselling Services Alberta	● Other	Cunningham Place; Indigenous Correctional Services; Indigenous Family Courtwork; Indigenous Housing First Program; Spirit of Warrior Program; Young Offender Probation; Youth Courtwork; NCSA Community Engagement; BearPaw Media and Education; Residential School Health Support			\$22,250 (General Indigenous Relations Office Fund - National Gathering on Unmarked Burials)	
Nekem	● Municipal ● Other	Outreach; Bare Necessities; Badger Society peer support			\$100,000 (CSWB - Wellbeing and Outreach Project)	
Radius Community Health and Healing (Also provides services in McCauley)	● Municipal ● Provincial ● Other	Primary Care; DynaLIFE DX; Chiropractic Care; Kindred House; Pathways to Housing; Psychology & Psychiatry; Supervised Consumption Services; Dental Care; Health Advocacy; iHuman Youth Clinic; Miyowayawin Clinic;			\$326,902 (CSWB - Living Hope, Enhanced Drug Poisoning Outreach)	

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		Pregnancy Pathways; StreetWorks Needle Exchange				
The Salvation Army	● Provincial ● Federal ● Other	Centre of Hope- Stepping Stone Supportive Residence; Community Resource Centre; Men's Transitional Housing; Stabilization Housing Program; Women's Outreach Van; Emergency Disaster Services; Thrift Store; Churches: Hunger Relief; Rehabilitation for Individuals with Substance Use Disorder; Long-term and Palliative Care; Christmas Assistance; After-school Programming; Camps; School Nutrition Program; Life Skill Classes				
				Annual Municipal Funding (2023-2025)	One time Municipal Funding (2022)	One time Municipal Funding (2023)
Totals				\$3,316,326	\$10,626,032	\$10,178,572