

ANNUAL REPORT

2018-2019

*Engaging and Being Engaged  
in the Community*

ALPHAHOUSE



## Message for Annual Report: Board Chair

This year, our theme at Alpha House has been, “Engaging and being engaged in the community”. As I sat down to write this message, I thought deeply about what that means for us as an organization. The staff at Alpha House work hard to ensure we are a good neighbor in every community we operate in. Over the years we’ve developed strong and mutually beneficial relationships with community associations and individual community members in various neighbourhoods around the city. Our clients and staff have broken bread with our neighbours, shared the secrets of moccasin-making and beading, and celebrated the Indigenous culture of many of our clients with drumming and singing and dancing. Every new person we engage with provides an opportunity to enrich our clients’ and staff’s lives with new relationships and a feeling of belonging that build strong, diverse, and vibrant communities.

But being an engaged community member means more than just celebrating the good times. It also means responding and doing our part when the community is in need. To this end, we’ve been able to increase our community outreach in the Beltline and added a needle debris team in response to neighbourhood concerns. We’re building a new program in Lethbridge to respond to the issue of open drug use in the city. And we continue to move our shelter clients into housing, where they can find safety, stability, and access to resources that improve their health and well-being.

We of course don’t do this work alone. Alpha House is part of a broader system of care that works collectively to support vulnerable citizens in Calgary. This system is in many ways like any other type of community: it’s founded on strong relationships, a sense of belonging, and a similar approach to the work. We work closely with our system partners, at times providing support and at times receiving it, to ensure our clients get the right supports at the right time.

On behalf of the Board, I would like to extend my thanks to each and every individual who has engaged with us over the past year, from individual community members, to our system partners, to our funders. Together, we will continue to build strong and vibrant communities that provide a true sense of belonging for all our citizens.

*Message from Alpha House Chair: Nicole Sherren*

## Message for Annual Report: Executive Director

Over the past 38 years, Alpha House has been a source of belonging and resilience for Calgarians whose lives have been affected by addiction and mental health challenges. Since we first opened our doors, much has changed, both in our city and at Alpha House and though we are always evolving, our commitment to creating spaces where individual’s needs are met, they are safe from harm and have opportunities to begin the journey of embracing their own potential has never wavered. To ensure this outcome, we count on the talent and support of our wonderful staff, Board of Directors and the community that surrounds us.

Building community around our work and those we serve is a priority for Alpha House and a significant component of our growth. We have learned that engaging and being engaged in community requires compassion and the commitment of resourceful, thoughtful people. As our work has expanded into new neighbourhoods across the city, we are grateful to have come to know community associations, community members and businesses who care about ensuring safety and belonging for all.

Last year we were presented with the opportunity to become engaged in a new venture in a new community. For several months we had the privilege to work closely with the wonderful staff and clients at the Lethbridge Shelter and Resource Center. This opened the door to Alpha House initiating a new stabilization centre in Lethbridge. While this project is currently just getting started we look forward to bringing Alpha House’s mission to our work in southern Alberta.

Engaging community is even more critical as the rise of new drugs across our province has prompted communities to consider different ways to collaboratively respond to this crisis. As a primary entry point into the social and health systems of care, Alpha House’s outreach, shelter and detox model effectively responds to the needs of individuals using substances underlined by complex mental health, addiction, physical health and homelessness histories. To increase responses to these growing issues, several new teams were added to our Downtown Outreach Addiction Partnership (DOAP team). In collaboration with the City of Calgary and Alberta Health we expanded our outreach program onto the LRT platforms and C-train lines. New teams also offer support in the Beltline, Stephen Avenue Mall and East Village areas of the downtown. In January, Alpha House also became Calgary’s main responder to needle debris.

With much gratitude to the Beltline Urban Murals Project (BUMP) Alpha House recently acquired a new look. “Strength and Fragility” was created for Alpha House by artist Luke Ramsey. The mural is a reflection of who we are and we feel lends to our sense of belonging in the neighbourhood. Luke spent a full week working on the mural on the exterior of our building and to deepen his understanding of who we are in the neighbourhood, he moved into an apartment in proximity to our facility, shared

meals with us daily and got to know our operations, staff and the men and the women we serve. We thank Luke for being engaged in our community so that he could represent us from a place of sincerity and we thank everyone this past year from staff, funders, agency partners and community members who extended themselves to make Calgary safe for all of our citizens.

*Message from Alpha House Executive Director: Kathy Christiansen*

## Alpha House Values and Services:

Services at Alpha House are delivered from a social model that respects the clients' right to self-determination as they address the impact of alcoholism and addiction in their lives. We strive to develop relationships of trust with our clients working on client identified issues from withdrawal management to mental health concerns, from treatment to housing. Our mission is to provide a safe and caring environment for individuals, whose lives are affected by alcohol and other drug dependencies, across a continuum of services. We seek to provide hope through direct service and the promotion of wellbeing. Through our partnerships with other agencies we seek to reduce duplication of services and to remove barriers for our clients. As a nonprofit charitable agency we remain indebted to our funders and to the governance of our Board.

## Alpha House Programs:

The Shelter at Alpha House is a 24 hour, 7 day a week program. Clients are welcomed at any time of the day or night and relationships of caring are developed quickly. In addition to self-referrals we receive daily referrals from other addiction services, police and emergency medical services, hospitals and other agencies.

Outreach at Alpha House is provided through our Downtown Outreach Addictions Partnership Team or the Alpha DOAP team. Over the years the DOAP team has evolved into a city wide community based outreach program that links the client with a broad range of services. Outreach includes our Encampment Team focused on rough sleepers and those wanting access to shelter and housing. We have partnered with CUPS as part of the Connect to Care Team to assist clients with mental health issues move from hospitalization back into the community. We also started this year a Calgary Transit Doap Team that assist vulnerable Calgarians in distress on the transit system. Through the support of the Calgary Downtown Association a DOAP team Downtown was launched and in response to the Opioid Crisis a Needle Response Team and Beltline Team have been introduced.

Our Detox Program at Alpha House provides residential care for 42 clients to safely withdraw from alcohol and other drugs and to move forward into treatment, recovery and housing. Detox transitional beds have helped to safely place clients in treatment centers throughout the province and back into permanent and community housing in Calgary communities. The Alpha House Detox Program provides onsite nursing as needed, access to Soboxone and other opioid drug replacements, staff driven presentations and referral services. Indigenous programming includes talking circles, weekly drumming, access to Sweat Lodge, and smudge and pipe ceremony open to all clients. Well-Briety based programming is also available.

The Alpha House Housing Program meets the standards of program accreditation yearly and has housed over 800 + people since its inception. Our Housing Locator and the Alpha House Housing Team of caseworkers continues to meet and to support clients in placed based and community rentals.

Volunteers and practicum placements are important contributors to life at Alpha House, their enthusiasm and dedication is truly inspiring. Volunteers have served over 10,000 meals and made even more sandwiches. Volunteers have supported community cleanup and neighbor day efforts and have donated time and effort at our fundraising and other agency events. Volunteer help with our monthly art program, music circle and haircuts has touched the lives of many clients this past year. Volunteers from the private sector have provided us with seasonal help as have many as individual contributors. Practicum students in Social Work and Justice Fields have provided fresh insights to our work. We are very appreciative of all our volunteers and practicum placements at Alpha House.

### *Thank You:*

Throughout this report are images of Luke Ramsey's gift to us though the City of Calgary's Beltline Urban Mural Project and the mural he created for us. We believe it is symbolic of our engaging and being engaged spirit within the Calgary community

A big thank you to Tom and Allison Jackson and their support towards us. We look forward to our second Huron Carole event this December 3, 2019.

We also want to thank Connor Turner at Armadillo Studio who has refreshed our web site this past year.

## Calgary Alpha House Society Mural

This mural is for Calgary Alpha House Society, who provide a safe and caring environment for individuals whose lives are affected by alcohol and other drug dependencies. "Strength and Fragility" is an abstract landscape of eagle feathers and swallow tail butterfly wings. I chose these items of flight to connect to uplift, and to represent the clients and service providers at this building. The abstraction plays into how things aren't always pretty and whole, but the broken-up pieces all belong together to transform holistically. This mural was commissioned through The Beltline Urban Murals Project, who are doing great work to make space for artists and community groups. It was also generously sponsored by Calgary MLC. Much thanks to all the organizations involved. I worked on this mural among marginalized, homeless, and people with mental health and addiction challenges. It has been an experience like no other. I have so much respect for all the staff who work at this vital facility. I met many kind hearted and friendly people who are just trying to get by. It's not all sunshine and roses, but it's real. People are suffering and need help. Society needs more love."

Luke Ramsey, Artist <https://lukeramseystudio.com/>



CALGARY ALPHA HOUSE SOCIETY  
STATEMENT OF FINANCIAL POSITION  
AS AT MARCH 31, 2019

|                                   | Operating           | Capital             | Total<br>2019       | Total<br>2018       |
|-----------------------------------|---------------------|---------------------|---------------------|---------------------|
| <b>ASSETS</b>                     |                     |                     |                     |                     |
| Current                           |                     |                     |                     |                     |
| Cash                              | \$ 923,946          | \$ -                | \$ 923,946          | \$ 625,596          |
| Restricted cash - (Note 4)        | 3,425,933           | -                   | 3,425,933           | 2,098,711           |
| Accounts receivable               | 87,320              | -                   | 87,320              | 173,748             |
| Goods and service tax recoverable | 41,649              | -                   | 41,649              | 135,642             |
| Employee advances                 | 4,568               | -                   | 4,568               | 2,648               |
| Prepaid expenses                  | 261,267             | -                   | 261,267             | 81,936              |
|                                   | <u>4,744,683</u>    | <u>-</u>            | <u>4,744,683</u>    | <u>3,118,281</u>    |
| Capital assets (Note 3)           | <u>-</u>            | <u>5,018,955</u>    | <u>5,018,955</u>    | <u>5,148,220</u>    |
|                                   | <u>\$ 4,744,683</u> | <u>\$ 5,018,955</u> | <u>\$ 9,763,638</u> | <u>\$ 8,266,501</u> |

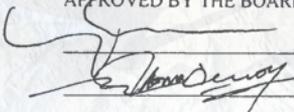
**LIABILITIES**

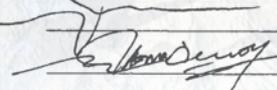
|  |                  |                  |                  |                  |
|--|------------------|------------------|------------------|------------------|
| Current                                  |                  |                  |                  |                  |
| Accounts payable and accrued liabilities | \$ 349,057       | \$ -             | \$ 349,057       | \$ 231,493       |
| Wages payable                            | 732,514          | -                | 732,514          | 589,174          |
| Employee deductions payable              | 124,098          | -                | 124,098          | 135,669          |
| Current portion of long-term debt        | -                | 85,923           | 85,923           | 48,057           |
| Deferred contributions (Note 4)          | 3,425,933        | -                | 3,425,933        | 2,098,711        |
|  | <u>4,631,602</u> | <u>85,923</u>    | <u>4,717,525</u> | <u>3,103,104</u> |
| Long-term debt (Note 5)                  | <u>-</u>         | <u>1,317,373</u> | <u>1,317,373</u> | <u>2,408,348</u> |
|  | <u>4,631,602</u> | <u>1,403,296</u> | <u>6,034,898</u> | <u>5,511,452</u> |

**FUND BALANCES**

|                            |                     |                     |                     |                     |
|----------------------------|---------------------|---------------------|---------------------|---------------------|
| Invested in capital assets | -                   | 3,615,659           | 3,615,659           | 2,691,815           |
| Restricted (Note 6)        | 31,439              | -                   | 31,439              | 31,439              |
| Unrestricted               | 81,642              | -                   | 81,642              | 31,795              |
|                            | <u>113,081</u>      | <u>3,615,659</u>    | <u>3,728,740</u>    | <u>2,755,049</u>    |
|                            | <u>\$ 4,744,683</u> | <u>\$ 5,018,955</u> | <u>\$ 9,763,638</u> | <u>\$ 8,266,501</u> |

APPROVED BY THE BOARD

  
\_\_\_\_\_  
Director

  
\_\_\_\_\_  
Director

The accompanying notes are integral to the financial statements

CALGARY ALPHA HOUSE SOCIETY  
STATEMENT OF CHANGES IN FUND BALANCES  
YEAR ENDED MARCH 31, 2019

|                                   | Operating         | Capital             | Total<br>2019       | Total<br>2018       |
|-----------------------------------|-------------------|---------------------|---------------------|---------------------|
| <b>Fund balances, beginning</b>   | \$ 63,234         | \$ 2,691,815        | \$ 2,755,049        | \$ 598,577          |
| Excess of revenues over expenses  | 8,023             | 965,668             | 973,691             | 2,156,472           |
| Transfers                         | 41,824            | (41,824)            | -                   | -                   |
| <b>Fund Balances, end of year</b> | <u>\$ 113,081</u> | <u>\$ 3,615,659</u> | <u>\$ 3,728,740</u> | <u>\$ 2,755,049</u> |

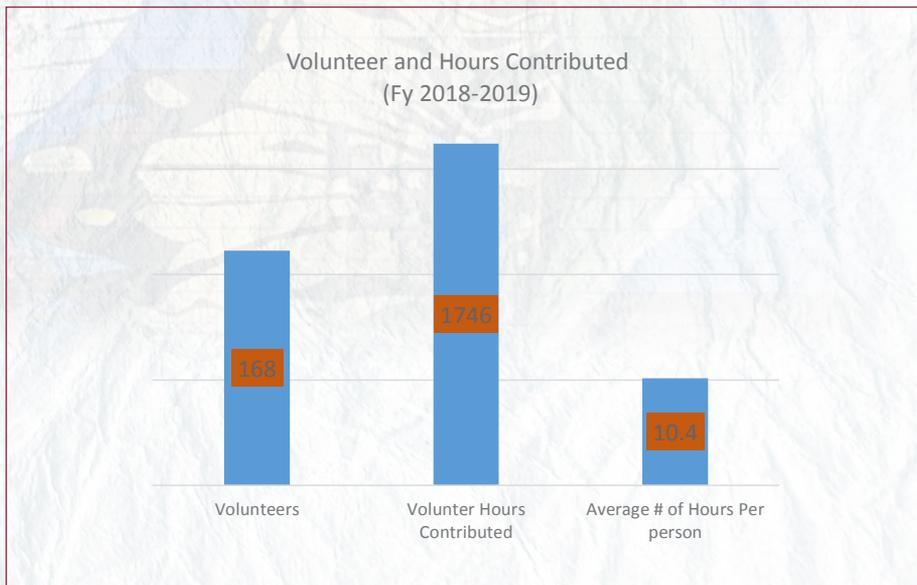
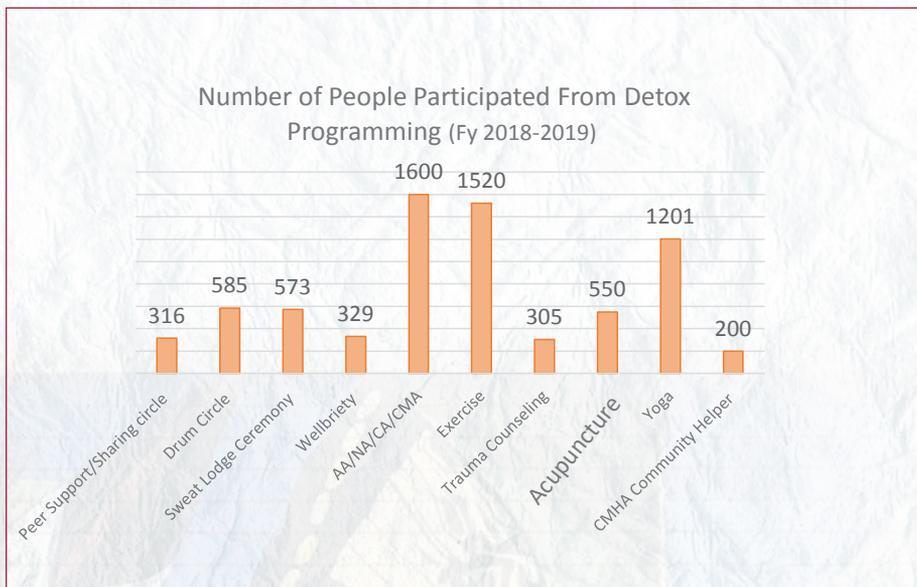
The accompanying notes are integral to the financial statements

**CALGARY ALPHA HOUSE SOCIETY  
STATEMENT OF OPERATIONS  
YEAR ENDED MARCH 31, 2019**

|  | <u>Operating</u>  | <u>Capital</u>    | <u>Total<br/>2019</u> | <u>Total<br/>2018</u> |
|--|-------------------|-------------------|-----------------------|-----------------------|
| <b>REVENUE</b>                                     |                   |                   |                       |                       |
| Calgary Homeless Foundation                        | \$ 8,527,182      | \$ 54,616         | \$ 8,581,798          | \$ 7,642,839          |
| Alberta Community and Social Services              | 2,582,758         | 9,824             | 2,592,582             | 2,375,724             |
| Alberta Health Services                            | 1,777,572         | 61,900            | 1,839,472             | 1,602,292             |
| Rental income                                      | 1,426,423         | 9,792             | 1,436,215             | 1,163,100             |
| Resolve Campaign                                   | 6,123             | 1,094,934         | 1,101,057             | 803,561               |
| Grant income                                       | 779,199           | 2,241             | 781,440               | 2,313,415             |
| Donations, fundraising and other                   | 68,190            | -                 | 68,190                | 14,105                |
| Casino revenue                                     | 35,097            | -                 | 35,097                | 75,034                |
|  | <u>15,202,544</u> | <u>1,233,307</u>  | <u>16,435,851</u>     | <u>15,990,070</u>     |
| <b>DIRECT COSTS</b>                                |                   |                   |                       |                       |
| Wages and MERC                                     | 9,212,565         | -                 | 9,212,565             | 8,097,488             |
| Supplementary staff benefits                       | 410,411           | -                 | 410,411               | 409,679               |
| Staff development and recognition                  | 106,288           | -                 | 106,288               | 104,937               |
|  | <u>9,729,264</u>  | <u>-</u>          | <u>9,729,264</u>      | <u>8,612,104</u>      |
| <b>Excess revenue before operating and admin</b>   | <u>5,473,280</u>  | <u>1,233,307</u>  | <u>6,706,587</u>      | <u>7,377,966</u>      |
| <b>OPERATING EXPENSES</b>                          |                   |                   |                       |                       |
| Rent subsidies and damage deposit                  | 2,456,091         | -                 | 2,456,091             | 2,113,975             |
| Client costs - supplies                            | 493,715           | -                 | 493,715               | 508,624               |
| Program expense                                    | 317,401           | -                 | 317,401               | 324,951               |
| Automotive and parking                             | 293,053           | -                 | 293,053               | 202,090               |
| Food   | 292,124           | -                 | 292,124               | 247,539               |
| Building maintenance and insurance                 | 286,629           | -                 | 286,629               | 268,429               |
| Amortization                                       | -                 | 267,639           | 267,639               | 270,614               |
| Client costs - transportation                      | 26,366            | -                 | 26,366                | 10,812                |
| Resolve Campaign expense                           | -                 | -                 | -                     | 144,818               |
|  | <u>4,165,379</u>  | <u>267,639</u>    | <u>4,433,018</u>      | <u>4,091,852</u>      |
| <b>ADMINISTRATION EXPENSES</b>                     |                   |                   |                       |                       |
| Administration wages and benefits                  | 733,321           | -                 | 733,321               | 655,420               |
| Consultants and technical support                  | 177,626           | -                 | 177,626               | 131,267               |
| Bank charges, interest and payroll service fees    | 135,325           | -                 | 135,325               | 117,065               |
| Office and sundry                                  | 113,125           | -                 | 113,125               | 108,045               |
| Fundraising and promotion                          | 58,843            | -                 | 58,843                | 32,994                |
| Professional fees                                  | 56,324            | -                 | 56,324                | 63,786                |
| Board expense                                      | 8,937             | -                 | 8,937                 | 9,658                 |
| Telephone and internet                             | 8,909             | -                 | 8,909                 | 7,605                 |
| Travel and parking                                 | 7,468             | -                 | 7,468                 | 3,802                 |
|  | <u>1,299,878</u>  | <u>-</u>          | <u>1,299,878</u>      | <u>1,129,642</u>      |
| <b>Total operating and administration expenses</b> | <u>5,465,257</u>  | <u>267,639</u>    | <u>5,732,896</u>      | <u>5,221,494</u>      |
| <b>Excess of revenues over expenses</b>            | <u>\$ 8,023</u>   | <u>\$ 965,668</u> | <u>\$ 973,691</u>     | <u>\$ 2,156,472</u>   |

The accompanying notes are integral to the financial statements

## Detox Programming and Volunteer



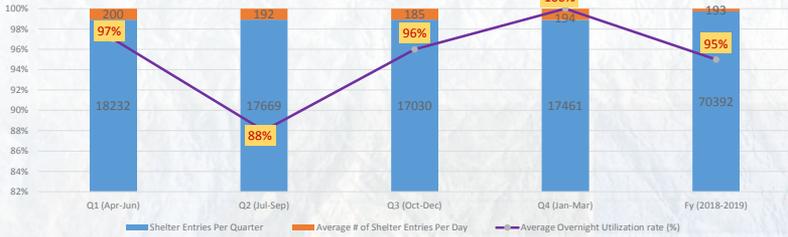
## Shelter

A total of 70392 and 3614 Unique Clients utilized shelter services from April 2018 to March 2019  
Average Oveshelter utilization rate from April 2018 to March 2019 was 95%.

Shelter Entries, Average entries per day and Average Utilization Rate (Fy 2018-2019)

There were 70,392 shelter entries Fy 2018-2019

Average daily admission of 193, and Average overnight Utilization rate of 95%.

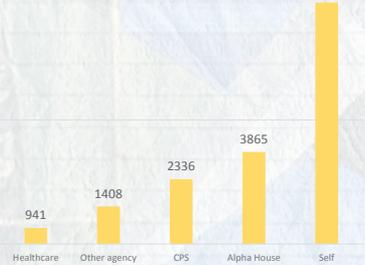


The majority of CPS referrals to shelter were made by other CPS districts

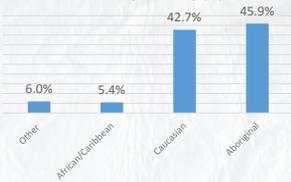
■ CPS - District 1 ■ Other districts



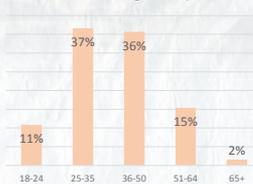
Shelter Referral Sources (Fy 2018/19)



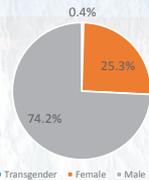
Shelter by Ethnicity (%)



Shelter Age Group



Gender

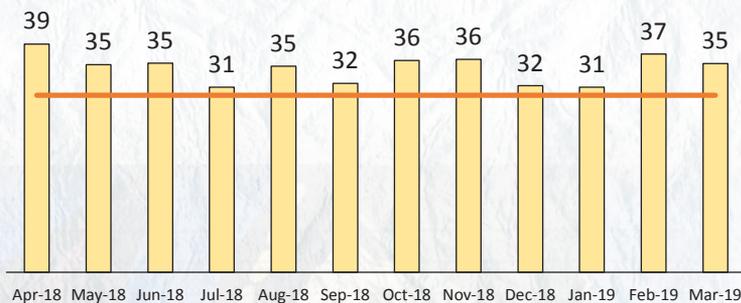


## Detox

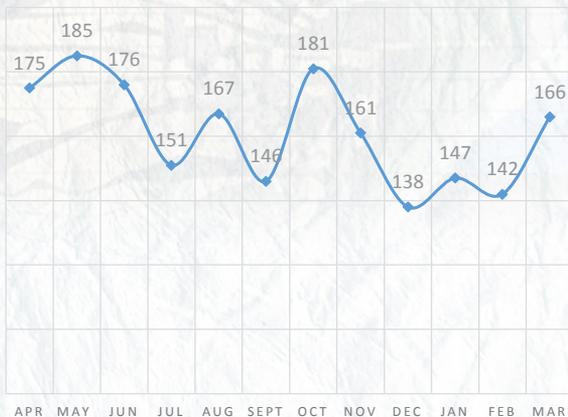
A total of 1778 Clients and an average of 149 clients per month served  
 The average demand for a Detox bed spot is greater than the total amount of beds available

Average length of stay (in days) from enrolment to discharge: 5.9

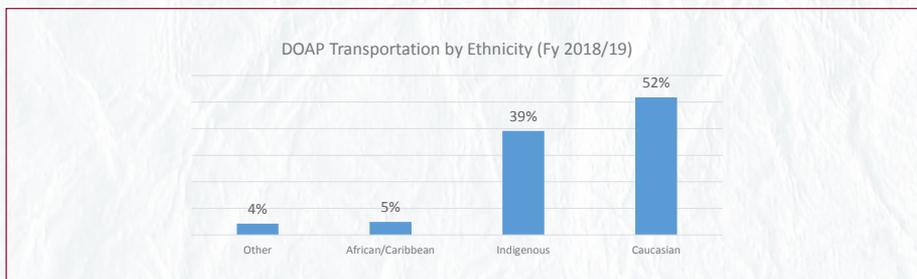
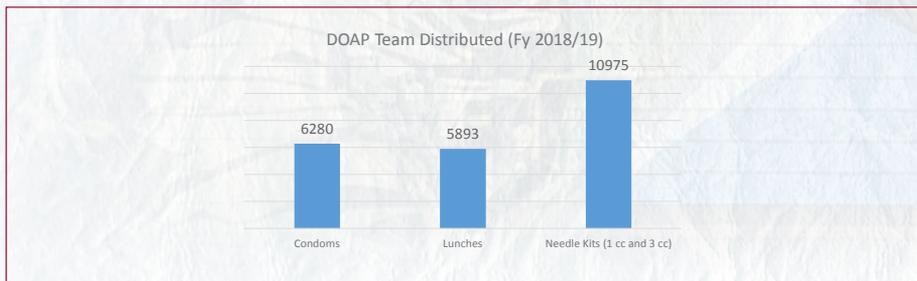
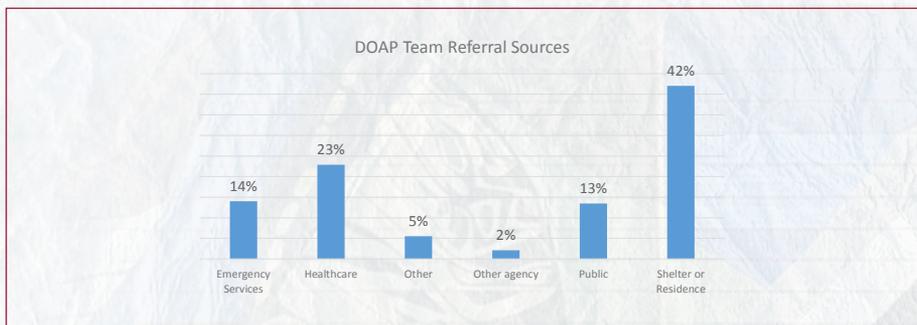
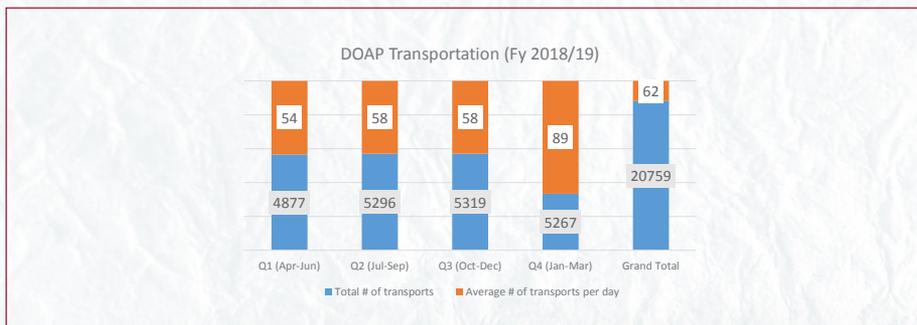
█ Average # of people per day requesting Detox bed  
— Total Detox Beds (30 Beds)



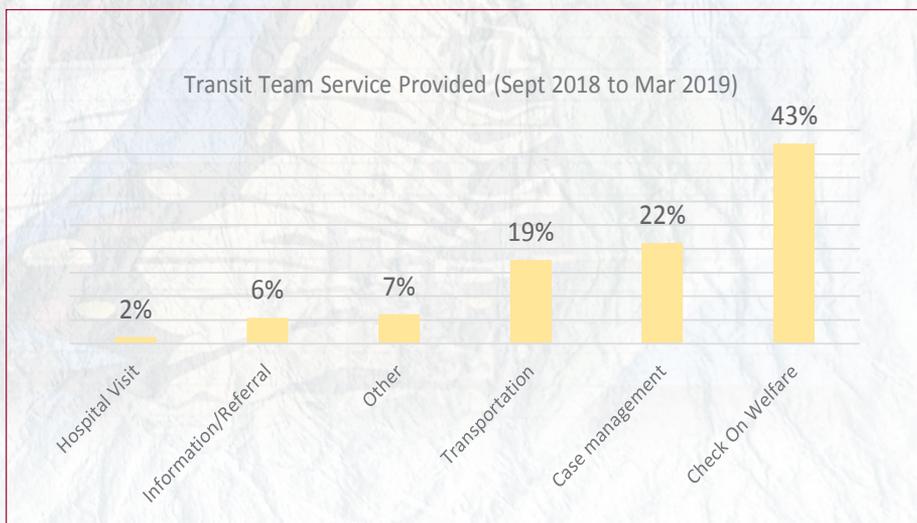
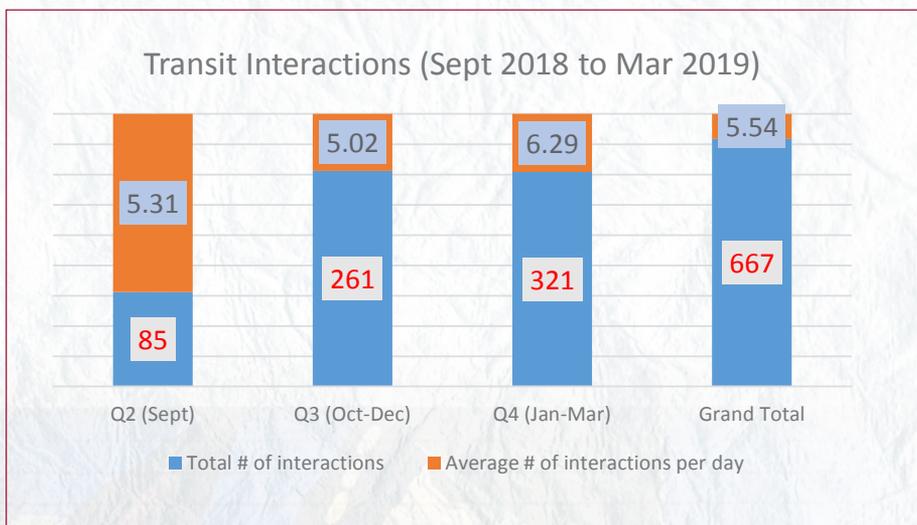
### NUMBER OF EXTENDED STAY AND DETOX COMBINED (FY 2018-2019)



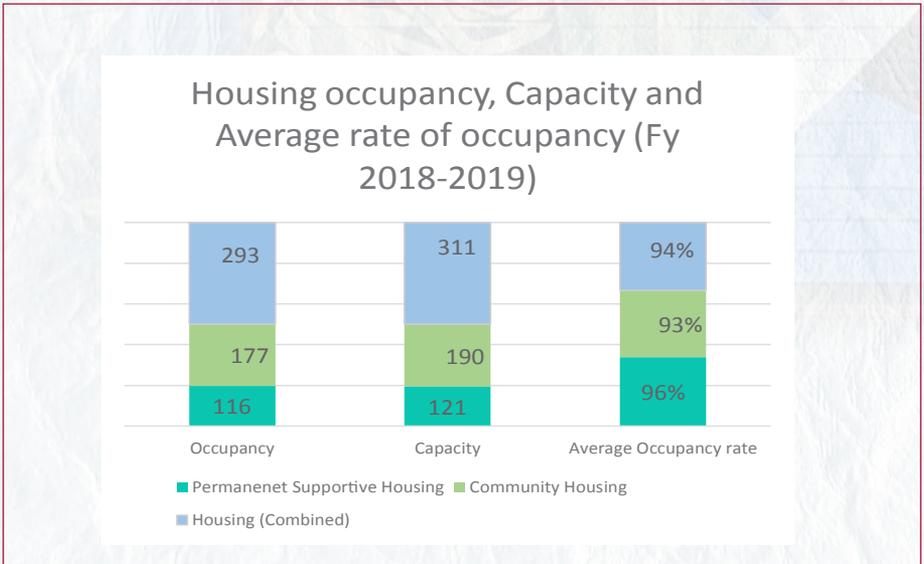
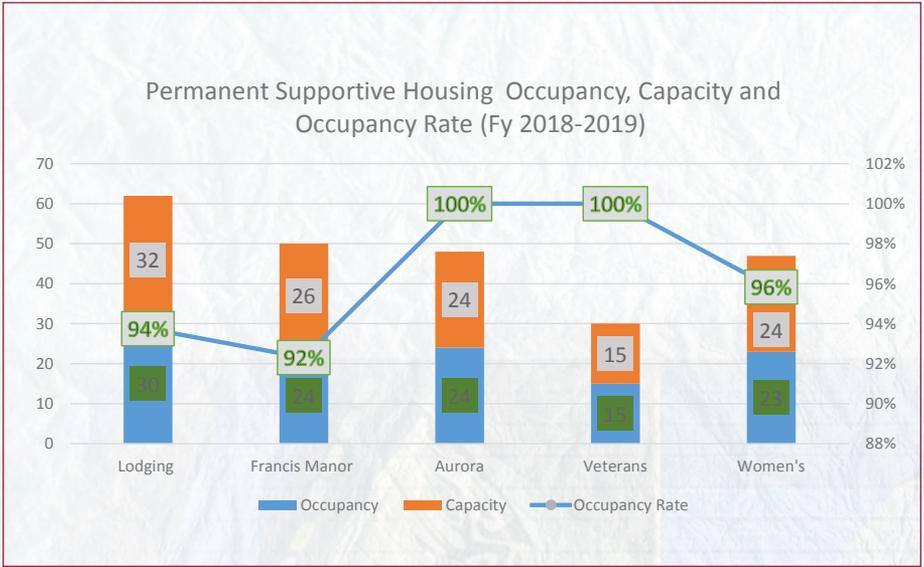
## Outreach Program - DOAP Team



## Transit



## Housing

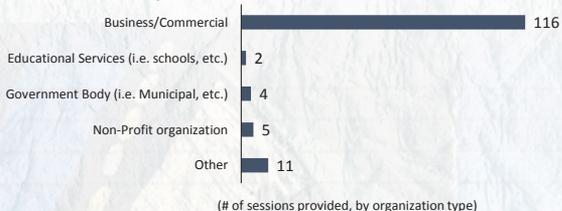


## Needle Response

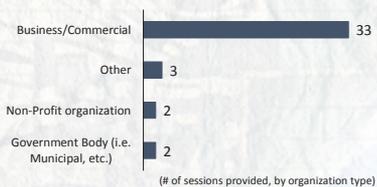
Number of Needle by Sources  
(January to March 31, 2019)



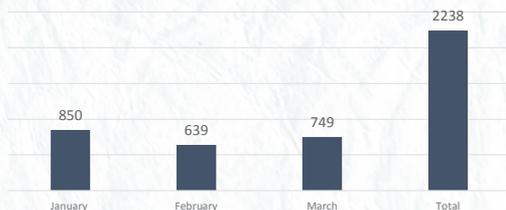
Engaging Vulnerable People Sessions  
(January to March 31, 2019)



Training and Awareness about Needle  
Disposal Training provided to Organizations  
(January to March 31, 2019)



Needle Response Team Collected 2238 needle debris  
(January to March 31, 2019)



## Donations In Memory Of

Mary Kurucz

Marshall Smith

Brenda Dore

Cody Black

Dorothy Marie Ranks

Kirk Black

Kate Roshetar

Dave Huestis

Christopher Hodgens

Bruce Hill

Michael Kopperud

Krista Karch

Scott Klassen

Chrissy Archibald

Lyle Reeve

## Thank You to Our Partners

Aboriginal Friendship Centre

AAWEAR Peer Support Group

Calgary Food Bank

Calgary Police Service

Emergency Medical Services and the

Community Paramedic Program

Calgary Urban Projects Society (CUPS)

Canadian Mental Health Association

Elizabeth Fry Society of Calgary

RESOLVE

Safeworks

The SCORCe

12 Step Recovery Groups: AA, NA, CA, MA

Meals on Wheels

HomeSpace

## Thank You to Our Board Members

Nicole Sherren, Board Chair

Karen Pirie, Board Vice-Chair

Thomas Benoy, Board Treasurer

Bergis Mostaghim, Board Director

Bob Myroniuk, Board Director

Heesung Kim, Board Director Rita

Dahlke, Board Director Ryan

Ayliffe, Board Director Stephen

Pariser, Board Director

## Thank You to Our Donors

|                                       |   |
|---------------------------------------|---|
| Abraham Trinh                         | Jo H Ruelle                               |
| AD Cheng Foundation                   | Kathy Christiansen                        |
| ALSA Road Construction Ltd            | Kensington Commons Church                 |
| Awards Group Dept of E.M.             | Knox United Church                        |
| Benevity Community Impact Fund        | Leopold's Tavern Calgary Beltline Inc.    |
| Bonnie Elgie                          | Linda Side                                |
| Brent Rusk                            | NVM Private Giving Foundation             |
| Bruce Crouse                          | Palamino Smokehouse                       |
| Calgary Board of Education Donation   | Patricia Mulvey                           |
| Calgary Food & Drug Executives        | Patrick Mulvey                            |
| Calgary Foundation                    | Randy and Kelly Klassen                   |
| Casino Cash Donation                  | Rebekahs: Independent Order of Odd Fellow |
| Cathy Taylor                          | Ricardo & Elizabeth Giammarino            |
| Christine Bennett                     | Robin Spooner : A Life That Matters       |
| Christmas & Winter Relief Assoc. Inc. | Rotary Club of Calgary Centennial         |
| Crossroads Market                     | Sara Mcgonigal                            |
| Darian Froese                         | Ship & Anchor Pub LTD                     |
| Dorian Kitsch                         | St. Joseph's CWL                          |
| Elizabeth Wai-Ying Lau                | Tom Cox                                   |
| Hope Smith                            | True Patriot Love Foundation              |
| IG Wealth Management                  | U of C Students Union                     |
| Jennifer and Shaun Kavalinas          |   |

*This list recognizes donors above the \$500.00 giving level*

