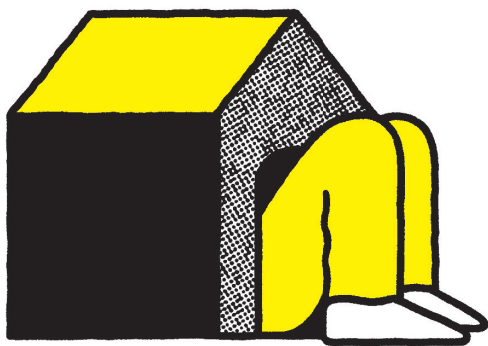


2020 ANNUAL REPORT



NOVEMBRE 1, 2019 TO OCTOBER 31, 2020

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ACKNOWLEDGMENTS

We would like to thank
Olivier Boissonnault for the graphic design,
Shonda Secord and Kate Polle for the English
translation, Cindy Boyce, Eva Blue and
Sandra Larochelle for the photography.
Thanks also to our creative agency, Publicis,
for the cover visual.

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DANS LA RUE REMAINS A PILLAR OF SUPPORT FOR YOUTH AFFECTED BY THE PANDEMIC

A MESSAGE FROM THE CHAIR OF OUR BOARD AND OUR EXECUTIVE DIRECTOR



What a year! Thankfully, between the commitment of our front-line teams and the support of donors and the community at large, **Dans la rue** has been able to ride out the pandemic and provide assistance to hard-hit youth. Our gratitude goes out to all of you!

It was clear to us that needs are at a critical level. Youth have lost their bearings and their means of subsistence. They are isolated and anxious about the virus, the public health rules and the future.

Since day one of the pandemic, we have been able to adapt our services at **Dans la rue** and remain operational. Our capacity has been reduced, of course, but our support for youth has never wavered. We have kept the Bunker open for overnight stays, we have continued to serve meals at the Day Centre, and our counsellors have remained available to listen and help. The school and employment programs reopened as soon as was possible.

Meetings with our teams and partners gave us a better understanding of the situation and allowed us to address a full range of needs. This outstanding spirit of collaboration is one of the positive things to emerge during this difficult time. **Dans la rue** stepped up to lead a collective initiative: a mobile team available to meet youth in emergency shelters not specifically meant for their age group and redirect them to more suitable resources and housing programs.

Dans la rue's outreach teams, which we have regularly restructured as the situation has changed, have shown remarkable resilience that deserves our respect, admiration and gratitude.

At the same time, our administrative and development teams shifted to working from home and, despite the challenging circumstances, succeeded in modernizing our tools, our database and our methods for connecting with donors.

Board members were deeply involved throughout the year, ensuring we had everything we needed to deal with the pandemic. Instead of hosting *Une nuit Dans la rue*, our annual awareness and fundraising event, we released a video to highlight the importance of the work we do.

Last but certainly not least, donors have been exceptionally generous in their support.

As we write this message, the effects of the pandemic are still being felt. But **Dans la rue** is fully equipped to continue helping youth. We have also been able to resume our strategic review and continue our work with our partners to prevent youth homelessness.

The pandemic layered another crisis on top of the one already facing homeless and at-risk youth. Now more than ever, it is crucial that we take action to address these issues in a timely manner in order to help youth find long-term housing solutions and explore opportunities to reintegrate into society, make a meaningful contribution, and achieve personal growth and well-being.

Our deepest thanks go out to our teams, volunteers, partners and donors for your tremendous support throughout a very difficult year.

Paul J. Setlakwe, President

Cécile Arbaud, Executive Director

MISSION AND HISTORY



FATHER EMMETT JOHNS, “POPS” (1928–2018)

At the age of 60, after nearly 40 years as a parish priest, Pops was inspired to reach out to Montreal's at-risk youth. *“It just kind of came to me,”* Pops would say. *“I should be with the kids. I should help them.”*

He borrowed \$10,000 from the Caisse Populaire, bought a used motorhome and took to the streets of downtown Montreal to offer help to homeless youth. The result, in 1988, was the creation of **Le Bon Dieu dans la rue**.

Some 32 years later, Pops has left us a strong foundation from which to carry on his mission. Whether it's through the Van, the Bunker, the Day Centre, Family Services or Housing, **Dans la rue** continues to be guided by Pops' philosophy of dedication, empathy and respect.

“MY HEART IS FULL OF HOPE FOR THESE YOUTH. I KNOW VERY WELL THAT THERE ARE LIMITS TO WHAT I CAN DO. I CAN'T SAVE THEM ALL. BUT WHEN I THINK OF LISE, JOHNNY, MOLLY AND SO MANY OTHERS, I REALIZE THAT AFTER EVERY DARK AND DIFFICULT NIGHT — EVEN THE WORST ONES — THERE IS A NEW DAY AND A MORNING FILLED WITH HOPE.”

— Father Emmett Johns, “Pops”

OUR TEAM

The **Dans la rue** team consists of 75 employees working in administration as well as in the Van, Bunker, Day Centre, Family Services and Housing. They are joined by a nurse and a teacher provided by our partners.

Each team member makes a difference, contributing skills and a listening ear to support youth in all aspects of their lives and help **Dans la rue**'s services and programs run smoothly.

Whether as counsellors, psychologists or support staff, our employees fulfill Pops' mission every day, embodying the values of engagement, benevolence, respect and collaboration that are his legacy.

MISSION

Founded by Father Emmett Johns, affectionately known as “Pops,” in 1988, **Dans la rue** helps homeless and at-risk youth.

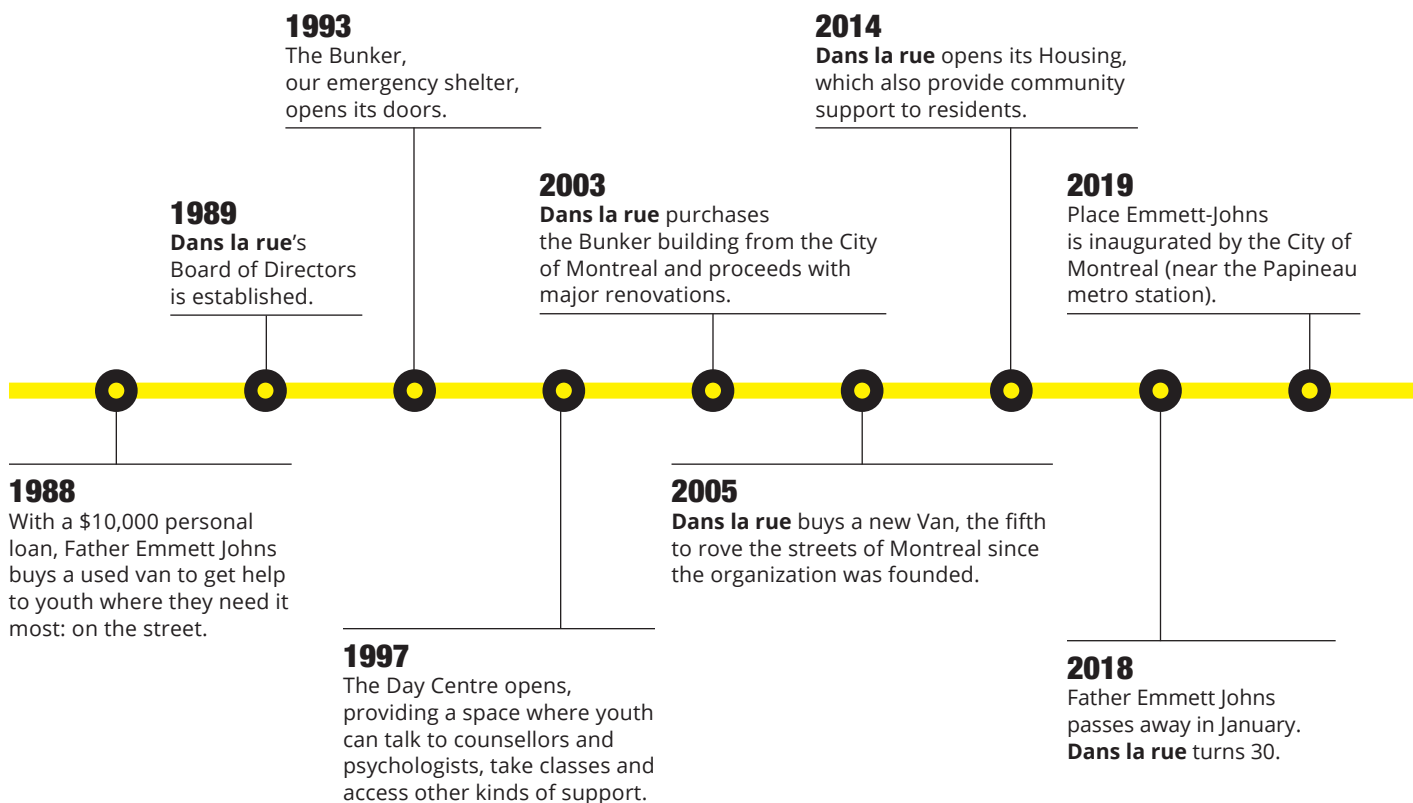
With dedication, empathy and respect, and with the support of the community, **Dans la rue** cares for their immediate needs and helps them acquire the skills and resources needed to lead more autonomous and rewarding lives.

HISTORY

In 1988, Father Emmett Johns, “Pops,” decided to reach out to youth on the street. He asked them a simple question: “What can I do to help you?” The result was the creation of **Dans la rue**.

Thanks to Pops’ determination and the essential support of many devoted volunteers, generous donors and skilled professionals, we have continued to expand to better respond to the complex and varied needs of the young people we serve. Over the years, the community has recognized the importance of Pops’ mission, which **Dans la rue** continues to pursue tirelessly.

Through our Van, Bunker, Housing, Day Centre programming, including Emmett Johns School as well as Family Services, we offer pathways for youth to take back control of their lives and regain hope for a better future.



IMPACTS OF THE PANDEMIC

THE COVID-19 PANDEMIC HAS BEEN PARTICULARLY HARD ON YOUTH EXPERIENCING HOMELESSNESS

While we were all being told to stay at home to protect ourselves against the coronavirus, homeless youth had nowhere safe to go. The little or no contact they had with their families made them even more vulnerable during these uncertain times.

The deserted streets and closure of public facilities meant they had no access to information, and many mental health and addiction services were interrupted, exacerbating the social isolation and precariousness that already affect the youth who come to **Dans la rue** for help.

The public health measures implemented at **Dans la rue** to comply with government requirements forced us to reduce our capacity at the Bunker and Day Centre and temporarily suspend some of our programs, including the Van, the music and art rooms, and other activities. Being cut off

from these programs, which for many are key ingredients in a more self-sufficient and fulfilling life, meant that a number of vulnerable youth had to put their plans for moving forward on hold.

But we took up the challenge of adapting our services to the COVID-19 crisis without once closing our doors to homeless youth.

Our cafeteria has continued to offer a variety of on-site and “grab and go” meals in order to ensure food security in the middle of the pandemic, the effects of which have put a strain on the mental and physical health of homeless youth.

The showers and laundry room remained open, with additional hygiene measures in place, and prepaid grocery gift cards were distributed to youth enrolled in our Family Services.

Our counsellors and teams were more creative in finding solutions to make up for the closure of many service partners and the reduction in resources. They pulled out all the stops to provide ongoing personal follow-up and constantly sought out new solutions.

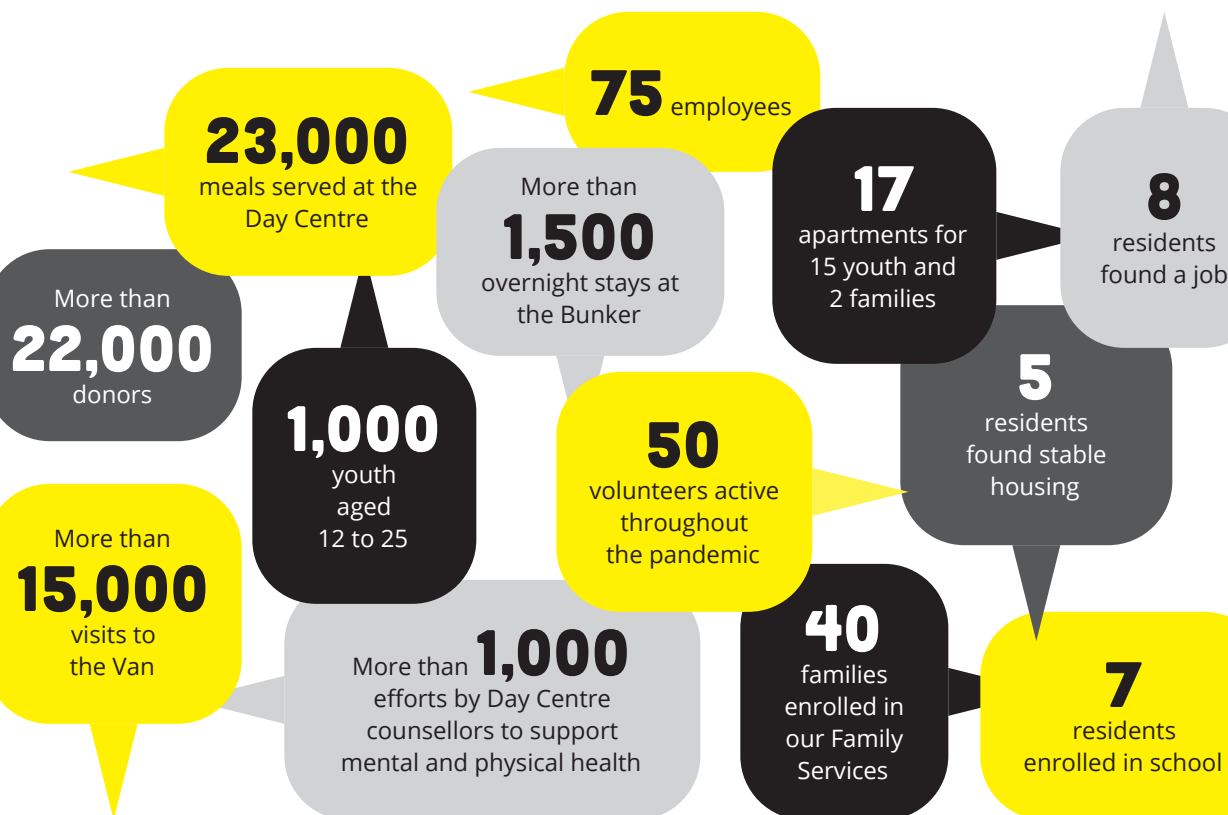
Having counsellors on site is vital for making youth feel welcome at **Dans la rue**. Their presence also reinforces the importance of self-care, especially in the midst of the pandemic. They have helped ensure youth are screened for COVID-19 when necessary, address their basic needs and allay their feelings of despair and hopelessness.

Throughout it all, **Dans la rue** has remained “a light in the darkness,” utilizing the appropriate health and safety protocols and providing the psychosocial assistance required to ease fears and anxieties while protecting both youth and staff.

A FEW OF THE REALITIES EXPERIENCED BY HOMELESS YOUTH DURING THE PANDEMIC

- Some retail establishments were no longer accepting cash and a largely deserted downtown meant fewer opportunities to ask for donations.
- Given the public health measures in place, warm meals became hard to come by as they were difficult to serve in a safe way.
- Washrooms in restaurants and public buildings were closed during lockdown.
- Many laundromats temporarily shut down in the spring. **Dans la rue's** laundry services at the Day Centre and the Bunker remained open even when lockdown measures were in place.
- Access to drinking water was problematic during the heat waves in May and June.
- The public drinking fountains in Montreal were shut off until the end of May. **Dans la rue** distributed bottled water in large quantities to homeless youth to ward off thirst and dehydration.

HIGHLIGHTS



YOUTH OUTREACH TEAM - EMERGENCY SHELTER

With the introduction of the new public health measures, many emergency shelters (including the Bunker) had to reduce their number of beds. To mitigate the impact of this on at-risk youth, **Dans la rue** joined forces with several partners to launch the new **Youth Outreach Team**.

Targeted at youth who use various services, this project involves several of our outreach counsellors. The team visits services not specifically aimed at youth. The goal is to connect directly with young people and offer them support better suited to their needs, if that is something they want.

The **Youth Outreach Team** is an initiative of the Table de concertation itinérance / jeunesse du centre-ville de Montréal and is supported by the following partners: CARE Montréal, **Dans la rue**, En Marge 12-17, Passages, Groupe d'intervention alternative par les pairs (GIAP), Refuge des Jeunes de Montréal and RÉZO.

“WE HAVE HAD TO REALIGN OUR EFFORTS AND GO INTO CRISIS MANAGEMENT MODE TO FOCUS ON THE ESSENTIALS. HOWEVER, IT HAS BEEN A CHALLENGE TO DIRECT YOUTH TOWARD PROJECTS OR SERVICES DESIGNED TO PROMOTE THEIR INDEPENDENCE.”

— Cécile Arbaud, Executive Director

OUR SERVICES



VAN

The Van represents an important first step in the long process of building trust with marginalized youth. Volunteers listen and support youth in crisis, offer them food and key necessities, and refer them to the appropriate resources. The Van hands out hot dogs and sandwiches to homeless and high-risk people of all ages.



BUNKER

The Bunker is an emergency shelter that can accommodate up to 17 youth aged 12 to 21. It gives them access to a range of essential services (a bed, a warm meal, showers and laundry facilities), as well as a team of specialized counsellors who are there to listen, support and provide referrals, accompaniment and other services, with a particular focus on young runaways.

The Bunker is a safe place that represents a much-needed break from the dangers and stresses of street life.



DAY CENTRE

The Day Centre is the heart of **Dans la rue's** operations. Homeless youth are welcome to use the on-site facilities, which include a cafeteria, a nurse's office and a depot where they can pick up clothes and personal hygiene products.

There are counsellors and psychologists on hand to listen, provide guidance and help sort out administrative and legal matters. The Day Centre is also home to our art room, music studio, employment programs and Emmett Johns School, and hosts a wide range of recreational activities and workshops.



FAMILY SERVICES

Family Services provides assistance to **Dans la rue** youth who have children. Counsellors assist new parents with a variety of administrative procedures (filing income taxes, applying for government ID, etc.) and connect with them through home visits and phone calls to teach and encourage important self-care and child-care skills.



HOUSING

Our 17-unit apartment building opened in 2014 for 15 young people and two families who currently use **Dans la rue's** resources or have done so in the past.

Counsellors are available on site to provide community support to residents.

OUR APPROACH

Like every young person, homeless and at-risk youth have a full spectrum of needs. At Dans la rue, they can find a multifaceted approach that addresses all aspects of their lives to help them get off the street and transition away from high-risk situations.

- **ESSENTIAL NEEDS**
- **SHELTER AND HOUSING**
- **MENTAL AND PHYSICAL HEALTH**
- **PERSONAL GROWTH AND DEVELOPMENT**
- **EDUCATION**
- **JOB READINESS**
- **ADMINISTRATIVE AND LEGAL AID**
- **PARENTING SUPPORT**

We also actively work alongside various partners to improve the services available to homeless youth, help broaden knowledge about this critical issue and engage the community in finding solutions.



VAN

RELATED APPROACH: ESSENTIAL NEEDS

For many youth, the Van is the first point of contact with **Dans la rue** and all the services we offer. It is a mobile outreach service that connects with marginalized youth on the streets and guides them toward suitable resources.

The Van's operations were severely hindered by the first wave of the pandemic. We had to completely overhaul the structure of our teams, which were made up mostly of volunteers, many of them older. A number of volunteers, concerned about possible exposure to COVID-19, chose to step back.

To ensure the safety of our volunteers and employees as well as those using the service, clear acrylic panels were installed, team sizes were reduced and window service was introduced.

Van operations were temporarily shut down from mid-March through May 2020. In June, the Van joined forces with Anonyme, the City of Montreal and the YMCA to hand out daily

lunches and refreshments using a safer "window service" approach. On July 1, the Van resumed its regular route with an additional stop in the east end to address food needs outside the downtown core.

In compliance with physical distancing rules, youth have been prohibited from entering the Van until further notice. The City of Montreal stepped up to assist **Dans la rue**, providing brown bag lunches for the Van from July until the end of September.

As of October 31 2020, the new **Dans la rue** Van was still undergoing modifications to be able to better accommodate our needs. It will be road-ready in 2021.

"IT FEELS GREAT TO BE ABLE TO GET OUT WITH THE VAN AND KNOW THAT WE'RE BACK TO HELPING HOMELESS YOUTH. WHEN THE CRISIS FIRST STARTED, THE VAN COULDN'T GO ANYWHERE. IT WAS NERVE-RACKING, THINKING OF ALL THE YOUTH WHO RELY ON THE VAN BEING CUT OFF. THE FACT THAT THE YOUTH CAN'T COME INTO THE VAN ANYMORE CHANGES HOW WE INTERACT WITH THEM. IT'S HARDER TO GET A CONVERSATION GOING AND MAKE REAL CONNECTIONS LIKE WE COULD BEFORE WHEN WE COULD CHAT INSIDE."

— Lisa, Van volunteer

DANS LA RUE THANKS

MARCELLE AND JEAN COUTU
FOUNDATION

"I MISS THE GROUP DYNAMIC. FRIDAY NIGHTS WERE OFTEN REALLY BUSY, WITH AS MANY AS SIX OF US VOLUNTEERS THERE TO HELP THE YOUTH. I MISS THE VAN BEING SO FULL OF PEOPLE AND ENERGY."

— Sophie, Van volunteer

More than
45,000
sandwiches served
between June 1 and
September 30

More than
15,000
visits to the Van
during the year

More than
3,000
volunteer hours
in the Van
this year



BUNKER

RELATED APPROACHES: ESSENTIAL NEEDS | SHELTER AND HOUSING

The Bunker offers homeless, at-risk and runaway youth the chance to take a much-needed break from the dangers and stresses of street life. They can build up their strength, talk to trained counsellors and work with them to address the challenges of getting off the streets.

The Bunker is our emergency shelter. A gender-neutral room is available for trans individuals who often struggle to find a safe place to sleep. We ensure their basic needs are met, strengthening their self-worth and sense of belonging.

Youth living on the street or in high-risk situations are often undernourished. This can affect their energy, their mental health and their behaviour. That is why we serve food at the Bunker 365 days a year.

The pandemic has weakened the social safety net available to youth who are on the verge of homelessness. The counsellors at the Bunker have reported a greater level of fatigue and stress among youth, who are keenly aware that their lifestyle and the existing strains on their physical health put them at greater risk of contracting the coronavirus. The Bunker remains a safe way to protect themselves from exposure.

With the onset of lockdown measures in mid-March, a number of changes had to be made in the Bunker's operations. Intake procedures were enhanced to meet public health requirements, including mandatory masks and handwashing upon entry. Support for subsequent screening measures is available as required.

The maximum capacity for the Bunker was reduced from 17 to nine youth per night. Volunteering has also been suspended since March in order to follow physical distancing guidelines inside the Bunker and accommodate as many youth as possible. Showers and laundry facilities have remained open throughout.

From July 10 to August 10 2020, we were prohibited by public health authorities from accepting new youth as a result of an outbreak of COVID-19 at the emergency shelter.

DANS LA RUE THANKS

SUTTON – QUEBEC,
ITS FRANCHISEES AND BROKERS

“I’VE REALLY BEEN MISSING MY EVENINGS VOLUNTEERING AT THE BUNKER SINCE MID-MARCH. IT MUST BE HARD FOR STAFF RIGHT NOW. IT MAKES ME SAD THAT I CAN’T HELP OUT IN DIFFICULT TIMES LIKE THESE.”

— Eric, Bunker Volunteer



Near to
1,500
overnight stays
between March and
October 2020

200
volunteer hours
in January and
February 2020

10%
of youth
are under 18

An average of
6
youth per night
since the pandemic
begin

DAY CENTRE

RELATED APPROACHES: ESSENTIAL NEEDS | SHELTER AND HOUSING | MENTAL AND PHYSICAL HEALTH | PERSONAL GROWTH AND DEVELOPMENT | EDUCATION | JOB READINESS | ADMINISTRATIVE AND LEGAL AID | PARENTING SUPPORT

The main concern voiced by our Day Centre counsellors with regard to the pandemic has been the growing social isolation experienced by homeless youth.

Before COVID-19, youth could spend the better part of the day here, taking advantage of the art and music rooms, for example, to express themselves and forget about the hardships of street life. But now, with physical distancing and several of our programs on hold, access to our services is limited.

The support and psychosocial assistance provided by our counsellors have been essential in helping homeless youth deal with increased distress, anxiety and social isolation during these trying times. Our counsellors help youth feel welcome and support them in taking care of themselves, especially during the pandemic.

It was important to ensure youth are screened for COVID-19 when necessary and to address their basic needs.

Dans la rue has remained a sanctuary for at-risk youth despite the new intake procedures, health measures and social distancing requirements and the reduced number of places available. The showers and laundry facilities have stayed open throughout.

The music and art rooms are closed, various cultural and sports activities have been cancelled, and the veterinary outreach clinic has been on hold since the pandemic started.

THE CAFETERIA

We saw how hungry homeless youth were during the first wave of the pandemic in spring.

The Day Centre cafeteria has consistently remained open, pivoting to provide “grab and go” meals. Normally, the cafeteria can serve up to 85 youth at a time, but that number has been reduced to 25 to comply with social distancing guidelines.

BASIC NECESSITIES

We operate a 3,000-square-foot warehouse where we store the items generously donated to **Dans la rue** and a depot at the Day Centre where these items are handed out to those in need. As a result of these efforts, and the generosity of the community, our youth have access to basic necessities, clothing and household goods on a regular basis.

Since the start of the pandemic, the warehouse team has remained focused on serving youth. The team partnered with a variety of organizations in contributing to a vast supply network distributing food and other basic necessities throughout Montreal. To comply with public health requirements, the warehouse had to stop accepting public donations of food and other goods. However, the warehouse and development teams worked together to reach out to businesses to continue to meet these needs.

“I WANT TO COMMEND OUR DETERMINED SUPPORT TEAMS FOR STAYING FOCUSED AND PROFESSIONAL DESPITE THE DRAMATIC CHANGES TO OUR WORKPLACE. THE NEEDS OF THE YOUTH ALWAYS CAME FIRST FOR YOU. THANK YOU SO MUCH FOR BEING THERE, AND FOR STICKING AROUND!”

— Marianne Fortin, **Dans la rue** Coordinator

A background photograph of a person with blonde hair, seen from the side, holding a shower head. The person is wearing a colorful floral patterned shirt. The shower head is attached to a wall-mounted fixture. The background is slightly blurred, focusing on the person and the shower head.

More than
23,000
meals served

More than
4,400
meetings to provide
psychosocial support

More than
1,200
youth who showered
at the Day Centre

850
volunteer hours
in the cafeteria

42
youth served lunch
daily on average since
the pandemic started

DAY CENTRE (CONTINUED)

EMMETT JOHNS SCHOOL

There is an undeniable correlation between dropping out of school and living on the street. The Emmett Johns alternative school specializes in helping students develop cross-disciplinary skills through an adapted academic and social integration curriculum.

When the provincial government closed schools in spring 2020, 13 of an original 18 students were still registered. In the fall when Emmett Johns School reopened, a new team, including two school counsellors and a teacher from the Centre de ressources éducatives et pédagogiques (CREP), was on hand to welcome the 10 students who had enrolled.

Together, they offer one-on-one learning aligned with the needs of homeless youth to ensure they do not lose access to school. We are also firm believers in providing support for students enrolled in programs outside of **Dans la rue**.

ADMINISTRATIVE AND LEGAL SUPPORT

Repeat fines and criminal charges are an unfortunate hallmark of life on the street.

Our counsellors serve as a resource for youth and young families in unravelling complexities and overcoming obstacles of a legal nature. This work helps curb the marginalization of homeless youth and maximizes their chances of taking positive steps forward.

Tools and explanations are provided to help them navigate the often complex administrative and procedural landscape. A counsellor will also accompany youth as needed to external appointments with various institutions. This is an invaluable resource for youth trying to get their official paperwork in order so they can obtain a healthcare card, social insurance number, birth certificate or social assistance.

EMPLOYABILITY PROGRAMS

The **Dans la rue** employability program aims to help youth move forward with their lives and leave the street behind. It provides them with a positive, educational work experience in a familiar and understanding environment. The training that participants acquire through internal programs gives them the confidence to move on to an external work

experience program, educational opportunity or job.

Employability programs were severely impacted by the pandemic and have gradually resumed since September 2020. Internships and jobs with our external partners were also cancelled or suspended during lockdown. However, very early in the pandemic, the Day Centre team decided to continue offering pay-by-the-day work internally, since it was often the only option that youth had to earn money.

SHELTER AND HOUSING

An unstable living situation is one of the defining characteristics of the youth we serve.

The importance of helping youth in high-risk situations move forward and achieve stability by finding a place to live is one of our goals here at **Dans la rue**. Counsellors walk youth through the various steps involved in finding and moving into temporary housing or a more permanent living situation. However, COVID-19 has made this process more complicated and disrupted existing support networks, with the closure of a number of service partners.

“HATS OFF TO ALL MY FELLOW COUNSELLORS WHO HAVE BEEN WORKING ON THE FRONT LINES SINCE THE BEGINNING OF THE PANDEMIC, LISTENING TO YOUTH AND MAKING THEM FEEL LIKE THEIR LIFE MATTERS. IT JUST GOES TO SHOW THAT POPS IS STILL LOOKING OUT FOR US FROM ABOVE!”

— Jules Clouâtre, **Dans la rue** counsellor since 1998

More than
1,000
efforts to support
legal and socioeconomic
enquiries

More than
800
housing
enquiries

720
pay-by-the day
job opportunities

145
youth received
job offers with help
from **Dans la rue**

ACCESS OPEN MINDS

The ACCESS Open Minds project, which aims to transform mental health care nationwide for youth aged 11 to 25, is in its final stage. The research findings are expected to be released in 2021. **Dans la rue** continues to be involved in the RIPAJ (Réseau d'intervention de proximité auprès des jeunes de la rue) site, the only project site dedicated exclusively to homeless and at-risk youth.

One of our goals is to reinforce the approaches and resources in place to ensure unconditional acceptance, prompt screening to detect emerging issues, rapid access to care suited to the specific needs of this age group and an inclusive approach where families and friends are welcome to contribute. The services and programs at **Dans la rue** continue to be indispensable in forging connections with youth and supporting them through their journey to improving their mental health and well-being.

DANS LA RUE THANKS

MEDAVIE HEALTH
FOUNDATION

HOME DEPOT CANADA
FOUNDATION

ECHO FOUNDATION

MARCELLE AND JEAN COUTU
FOUNDATION

CENTRAIDE OF GREATER
MONTREAL (EMERGENCY
COMMUNITY SUPPORT FUND)

CHAMANDY FOUNDATION

PAUL MORIMANNO

LISE WATIER FOUNDATION

PETSMART CHARITIES
OF CANADA

ADLER AND LIPKUS
FOUNDATION

MISSION INCLUSION

MEALSHARE AID
FOUNDATION

THIS YEAR'S ACHIEVEMENTS

- Herbs and vegetables from MicroHabitat, an urban rooftop farm at the Montreal Eaton Centre, served to vastly improve the quality of our bagged lunches this summer.
- Themed events were organized over the summer: slushies for the Fête nationale, pizza and a movie, pancake brunch, hot chocolate and iced coffee, milkshakes and smoothies, banana splits, pastries and, of course, a poutine lunch.
- Naloxone training: two outreach workers and two peer helpers from Spectre de rue visited the school to train the students in using Naloxone, a fast-acting medication that temporarily blocks the effects of opioid overdose. At the end of the training, each student was provided with a Naloxone kit.
- A representative from Anonyme came to talk to the students about loving, equal relationships.
- Three youth referred by **Dans la rue** began the horticultural program at Sentier Urbain.
- Walmart partnered with two Carrefours jeunesse-emploi (Hochelaga-Maisonneuve and Côte-des-Neiges) to host two holiday recruiting drives. Six youth attended.
- Four youth participated in the six-week Starbucks barista training program with the Société de développement social de Ville-Marie. The program has been on hold since the start of the pandemic.
- Two lunchtime job fairs were organized at the Day Centre, with the following partners in attendance: Les Ateliers d'Antoine, Carrefour jeunesse-emploi Montréal Centre-ville, Destination Travail, Dîners St-Louis, Groupe Information Travail (GIT), Programme d'information sur le travail et la recherche d'emploi de Montréal (PITREM).

FAMILY SERVICES

RELATED APPROACHES: PARENTING SUPPORT | ESSENTIELS NEEDS | SHELTER AND HOUSING | MENTAL AND PHYSICAL HEALTH | PERSONAL GROWTH AND DEVELOPMENT | EDUCATION | JOB READINESS | ADMINISTRATIVE AND LEGAL AID

Homeless and at-risk youth already struggle to care for themselves. Having a child can make the situation even more challenging.

Our Family Services counsellors are available to work with young women from the early stages of their pregnancy onward. The goal is to encourage them to take good care of themselves so they can do the same for their children. This personalized program includes meetings and home visits to address specific risks and to show new parents how to create a stable family environment.

Home visits were put on hold when lockdown measures were introduced and replaced by weekly telephone check-ins. The increased frequency has made it possible to keep tabs on families' needs, but it is more difficult for counsellors to gauge a parent's anxiety over the phone. As this lack of face-to-face contact continues, both families and our counsellors are suffering the consequences.

Family Services also helps young families access subsidized housing: two reserved units in the **Dans la rue** apartment building and an additional 15 units in partnership with the Office municipal d'habitation de Montréal (OMHM).

ROND-POINT

Dans la rue teams up with the Rond-Point perinatal and family Centre for drug addiction to provide on-site support to families. The Centre's goal is to offer integrated, one-stop services to pregnant women and parents with current or past substance abuse issues as well as to their preschool-aged children. This invaluable partnership brings together a diverse group of experts (nurses, psychologists, etc.) to facilitate healthcare access for parents supported by Family Services in Montreal's Centre-Sud neighbourhood.

Rond-Point's partners are **Dans la rue**, the Centre de santé et des services sociaux Jeanne-Mance (CSSSJM), the Centre hospitalier de l'Université de Montréal (CHUM), the Centre de réadaptation en dépendance de Montréal (CRDM), the Centre jeunesse de Montréal (CJM), the Centre de recherche et d'aide pour narcomanes (CRAN), the Centre d'expertise en traitement de la dépendance aux opioïdes and the Portage program's service Centre.

DANS LA RUE THANKS

TIDES FOUNDATION (GOOGLE COMMUNITY GRANTS FUND)

THIS YEAR'S ACHIEVEMENTS

- 2019 Christmas party: 32 children received gifts based on their stage of development.
- During the pandemic, numerous volunteers delivered food hampers to families.
- Socially distanced tax clinic: 14 families filed their taxes by phone with help from our volunteers, counsellors and partners

\$4,000

in grocery
gift cards
distributed

More than
1,500
phone
check-ins

300

targeted referrals
to partner
resources



HOUSING

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Our 17-unit apartment building, which opened in 2014 thanks to Pops' determination, is home to 15 youth and two families receiving support from Dans la rue's resources.

Counsellors are on site to make the experience a positive one for tenants as they take advantage of this stable living situation to get a fresh start.

As the pandemic took hold, this stability was particularly appreciated by our young tenants who were able to shelter in place in their apartment. The common room was shut down, however, as were all group activities. Counsellors nevertheless continued to provide one-on-one follow-up to help fend off the feelings of isolation experienced by youth and young families.

The situation has had an impact on efforts designed to promote self-sufficiency, given the ongoing limitations imposed on the services offered by some of our partners. This setback is a growing source of concern, as these services are important in helping youth learn how to make better, healthier and more positive decisions. Kris McNulty, one of the Housing counsellors, has been pleased to see several youth gaining confidence, even in the midst of pandemic, because they have a permanent place to call home.

"THE TIMING WAS LUCKY. I MOVED INTO THE APARTMENT JUST BEFORE COVID HIT. SO I'VE GONE THROUGH IT IN MY OWN PLACE."

— Alexis*, a tenant in the **Dans la rue** Housing

LIFE IS GOOD IN THE DANS LA RUE APARTMENTS. I DO MISS MEETING UP IN THE COMMON ROOM, THOUGH, DOING ACTIVITIES TOGETHER AND SHARING SUPPERS."

— Sophie*, a tenant in the **Dans la rue** Housing

"I ENJOY THE COMMUNAL ASPECT AND THE COUNSELLORS ARE THERE TO LISTEN. WE ARE BUILDING A LITTLE COMMUNITY, LIKE A FAMILY FOR THOSE OF US WHO DON'T HAVE ONE."

— Julien*, a tenant in the **Dans la rue** Housing

* not their real names

COMMUNITY SUPPORT AND SOCIAL HOUSING

AS PART OF THE SUPPORT PROGRAM FOR COMMUNITY ORGANIZATIONS

Dans la rue's apartment building is located in the Montreal borough of Hochelaga-Maisonneuve. It is made up of 17 apartments* plus a communal space and an office.

Tenants are eligible for five years of subsidized housing and have access to **Dans la rue's** counsellors, thanks in part to financial aid from the Support Program for Community Organizations (PSOC).

The 17 tenants are between 18 and 30 years old. Most are struggling with addiction and/or mental health issues and are at risk of homelessness. This year, there were a total of 19 residents, including three new additions:

- 31% started or continued receiving mental health care
- 42% found or kept a job
- 37% are enrolled in an academic or training program
- 83% of the six departing youth moved into stable housing.

One of the purposes of these apartments, beyond fostering housing stability, is to teach

youth how to take care of their living space.

Counsellors offer individual support with a personalized plan for achieving each resident's goals. They can also refer youth to other community resources and provide them with insight and guidance. We prioritize learning how to budget as well as reducing crises and conflicts between tenants.

The two young families in the apartments receive community support from **Dans la rue's** Family Services. This support is tailored to the needs of new parents while still addressing addiction and mental health challenges.

Due to the pandemic, the community kitchens, various tenant committees and activities with neighbourhood partners were put on hold.

* 13 studios, 2 one-bedroom apartments, and 2 two-bedroom apartments for young families.

UNE NUIT DANS LA RUE

Instead of holding its annual *Une nuit Dans la rue* fundraising event, which was cancelled this year because of COVID-19, **Dans la rue** released a video that shows how services have been adapted in response to the current public health crisis. The aim of the video, presented by CN and Sun Life Québec, and featuring spokesperson Denis Coderre, was to raise public awareness about the issue of youth homelessness during the pandemic.

The video was shared on **Dans la rue**'s social media on October 8, 2020. The goal was to inform a broader audience about not only the crisis homeless youth were experiencing during the pandemic, but also the reality on the ground for our organization as we had to rapidly rethink many of our services.

Dans la rue counsellors have worked tirelessly throughout the crisis to reach out to and assist hundreds of youth who have turned to the organization for help. The nearly \$200,000 raised went toward essential services offered to homeless and at-risk youth who are even more vulnerable as a result of the pandemic.



"IF WE TURN OUR BACKS ON THIS GENERATION, WE'RE LETTING OUR COMMUNITY DOWN. A COMMUNITY THAT DOESN'T TAKE CARE OF ITS CHILDREN AND YOUTH IS A COMMUNITY WITHOUT A SOUL."

— Denis Coderre, Special Advisor, Strategy and International Development at Stingray and *Une nuit Dans la rue* spokesperson

COALITION JEUNES+

Coalition Jeunes+ is a Quebec-based coalition that was created in 2018 by **Dans la rue** and is led by community organizations, researchers, groups and youth. The Coalition's goal is to bring together key stakeholders in order to effect positive and lasting change in the fight against youth homelessness. Its approach is founded on protecting and advocating for the rights of Quebec youth between the ages of 12 and 30. **Coalition Jeunes+** aims to prevent and reduce homelessness by ensuring a timely response and ongoing support suited to the needs of the youth.

The Youth Homelessness Prevention Forum, planned by **Coalition Jeunes+** for May 2020, was cancelled because of the pandemic. The Coalition took a step back for a few months before reshaping its annual plan to attain its goals of changing policy, improving services and ensuring that youth rights are protected.

STEERING COMMITTEE MEMBERS

Cécile Arbaud, Cécile Arbaud, Executive Director, **Dans la rue**

Johanne Cooper, Executive Director, Maison Tangente

Mélodie Cordeau, **Nicolas Leclair**, **Tommy Proulx-Roy** and **Yami Fortignio**, youth who have experience to share with **Coalition Jeunes+**

Philippe-Benoit Côté and **Sue-Ann MacDonald**, researchers at Centre de recherche de Montréal sur les inégalités sociales, les discriminations

et les pratiques alternatives de citoyenneté (CREMIS)

Caroline Dufour, Coordinator, **Coalition Jeunes+**, and Director, Strategy and Social Impact, **Dans la rue**

Odette Gagnon, Community Organizer, Regroupement pour l'aide aux itinérants et itinérantes de Québec (RAIIQ)

France Labelle, Executive Director, Refuge des Jeunes de Montréal

Vincent Lagacé, Member and Municipal Advisor, Regroupement des organismes communautaires autonomes jeunesse du Québec (ROCAJQ)

Marie-Noëlle L'Espérance, Executive Director, En Marge 12-17

Annie Savage, Interim Executive Director, Réseau d'aide aux personnes seules et itinérantes de Montréal (RAPSIM)

François Soucy, Administrator, Regroupement des Auberges du coeur du Québec (RACQ)

KEY SERVICES PARTNERS

To provide the best service to our youth, we rely on partners in a number of domains. These partnerships can take various forms, from a streamlined referral process to a physical presence on **Dans la rue** premises. We also actively work alongside various partners to improve the services available to homeless youth, help broaden knowledge about this critical issue and engage the community in finding solutions.

- **Miscellaneous activities:** Darling Foundry, EXEKO, Galerie 2112, Montreal Museum of Fine Arts, McCord Museum.
- **Pets:** Veterinary outreach clinic run by the Université de Montréal's Faculty of Veterinary Medicine.
- **Legal and administrative aid:** Clinique Droits Devant, Faculty of Law at the Université de Montréal (law students), Faculty of Law at McGill University (law students), Services Québec.
- **Education:** Centre de ressources éducatives et pédagogiques (CREP), Centre de services scolaire de Montréal.
- **Employment:** Centre local d'emploi Centre-sud, GIT, Sentier urbain, Société de développement social.
- **Families:** Head & Hands, La Relance, Poussons-Poussettes, Programme jeunesse du CIUSSS-CSMTL (Protection de la jeunesse), RePère, Répit Providence, Rond-Point.
- **Housing and shelter:** Auberges du Cœur, En Marge 12-17, Foyer de jeunes travailleurs et travailleuses de Montréal, Logis Rose Virginie, Maison St-Dominique, Office municipal d'habitation de Montréal, Passages, Refuge des Jeunes de Montréal.
- **Food and essentials:** Dîners St-Louis.
- **Mental and physical health:** AIDS Community Care Montreal (ACCM), AJOI, Anonyme, CACTUS Montréal, Centre de Réadaptation en dépendance, CHUM-Clinique des Jeunes Adultes Psychotiques (JAP), Cirque Hors Piste, Clinique des jeunes de la rue du CIUSSS Centre-Sud-de-l'Île-de-Montréal, Coalition of LGBTQ+ Youth Groups, Diogène, Doctors of the World, Équipe d'intervention intensive de proximité (EQIIP SOL – JAP) et the Unité de psychiatrie des toxicomanies, First Stop and Dialogue (YMCA), FOCUS, Groupe d'intervention alternative par les pairs (GIAP), PlaMP, Plein milieu, Relais Méthadone, RÉZO, Rond-Point, Spectre de rue.

SPECIAL PANDEMIC-RELATED PROJECTS:

- **Mobile canteen** (April to September 2020) with Anonyme, the City of Montréal and YMCA
- **Youth Outreach Team - Emergency Shelter** (since September 2020), with CARE Montréal, En Marge 12-17, GIAP de CACTUS Montréal, Passages, Projet Logement Montréal, Refuge des Jeunes de Montréal and RÉZO.

KEY PARTNERS IN SKILLS, RESEARCH AND ENGAGEMENT

- ACCESS Open Minds / Réseau d'intervention de proximité auprès des jeunes de la rue (RIPAJ)
- A Way Home Coalition and National Learning Community on Youth Homelessness
- Advisory committee, Fondation des Centres jeunesse
- Association des intervenants en dépendance du Québec (AIDQ)
- Canadian Mental Health Association (CMHA)
- Canadian Research Initiative in Substance Misuse
- CIUSSS du Centre-Sud-de-l'Île-de-Montréal
- **Coalition Jeunes+** to prevent homelessness and defend youth rights
- Communauté de pratique de lutte (CDP) "Mieux lutter contre l'exclusion sociale" CDC Centre-sud
- Direction régionale de la santé publique
- Gender-ARP international research project (Canada, France, Belgium)
- Institutional Histories of Youth Homelessness and Participatory Prevention Strategies (four **Dans la rue** youth are co-researchers)
- Longitudinal Study on the Future of Youth in Care (EDJeP)
- Making the Shift — Networks of Centres of Excellence
- Ongoing research with help from **Dans la rue** (youth, counsellors and/or managers)
- Partner advisory committee, PDQ 22 neighbourhood police station
- Regroupement des organismes autonomes jeunesse du Québec (ROCAJQ)
- Regroupement intersectoriel des organismes communautaires de Montréal (RIOCM)
- Réseau d'aide aux personnes seules et itinérantes de Montréal (RAPSIM)
- Sphères Project
- Table de concertation jeunesse/itinérance de Montréal
- Youth and vulnerable families committee, Service régional des activités communautaires et de l'itinérance, CIUSSS du Centre-Sud-de-l'Île-de-Montréal

OUR VOLUNTEERS

We are extremely proud to have the support of a fantastic group of gifted volunteers. Unfortunately, the number of active volunteers, many of whom are older, dropped during the year as a result of the pandemic.

Our volunteers look out for youth and strive to help them acquire the skills and resources needed to lead a more independent, rewarding life — and make sure they feel listened to and appreciated.

Our volunteers are also our best ambassadors.

Outside of pandemic time, they are always ready to share their experience with **Dans la rue** at schools and other organizations, as well

as within the business community.

Thanks to our volunteers, we can offer quality services to meet the multifaceted needs of the youth we serve. Their

caring, compassion and commitment have helped build and strengthen **Dans la rue's** reputation as a leading authority on youth homelessness.



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Alexander Stoljar Gold
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PLANNED GIVING

A planned gift is a way to leave something behind to help **Dans la rue** improve the services offered to homeless and at-risk youth. Thank you to all those who have generously included us in their legacy planning.

+\$100,000

Estate of Mary Deirdre Ann Foucauld

\$25,000 TO \$99,999

Estate of John Holmes
 Succession Gis  le Groleau
 Succession Yvette Fournier

\$10,000 TO \$24,999

Estate of Barbara Auclair
 Estate of Mary Lorraine Rasmussen
 Succession Ren  e Caron

\$5,000 TO \$9,999

Estate of Lorn Boyd
 Marielle Trempe
 Succession Oddyl Buron Wilson

\$1,000 TO \$4,999

Estate of the Late Anny (Anna) Krivonak
 Fiducie Jacqueline Lallemant

Tony Masella
 Transport P.A.D. inc.
 Triasima Portfolio Management
 TTEC
 United Way Centraide Ottawa
 United Way of Greater Toronto
 Vitaly Kudish
 W. John Gallop
 W. Paul Poetschke
 Wayne Johns
 William A. Nabozniak
 William D. Lawler
 William Fraiberg
 William Quinlan
 Wilma Christiansen
 Wine Mansfield
 Yannis Chabane
 Yvan Rainville
 Yves Filion
 Yves Pelletier

SPECIAL COVID-19 DONATIONS

We had to move quickly to adapt our services in response to the pandemic to be able to continue to help homeless youth in these unprecedented times. Thanks to our wonderful donors, we were able to rise to the challenge during this public health crisis.

+\$50,000

Centraide of Greater Montreal (Emergency Community Support Fund)

\$25,000 TO \$49,999

ECHO Foundation
 Eidos-Montr  al and Square Enix Montr  al
 John Dobson Foundation

\$10,000 TO \$24,999

Flourish Arbonne Foundation
 Georges Robitaille
 Home Depot Canada Foundation
 Jacques and Michel Auger Foundation
 McKinsey & Company
 Morris and Rosalind Goodman Family Foundation
 William and Nancy Turner Foundation

UNE NUIT DANS LA RUE

Instead of hosting our annual *Une nuit Dans la rue* fundraiser, we released a video to increase public awareness about youth homelessness and raised \$200,000 in donations as a result. A big thank you to our donors, partners and sponsors for their support.

+\$25,000

CN
 Sun Life Qu  bec

\$10,000 TO \$24,999

BMO Nesbitt Burns
 (Anderson Laurin
 Investment Management)
 Ivanho  Cambridge
 Letko Brosseau
 ScotiaBank
 Stingray
 The Carlyle Group

\$5,000 TO \$9,999

AlphaFixe Capital
 CSL Group
 Minogue Medical
 Normandin Beaudry
 Pembroke Management
 Power Corporation
 TC Transcontinental

\$1,000 TO \$4,999

BMR Group
 Groupe Park Avenue
 Michael Fortier
 Michel Lavoie
 (Dermtek Pharma)
 Pomerleau
 TLA Architectes
 Triasima

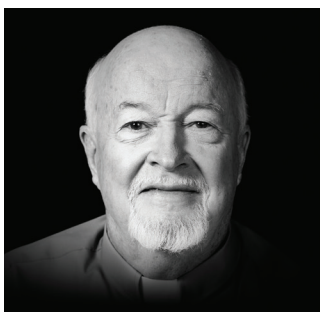
Special thanks to fundraisers
 Mark Pathy, Olivier Setlakwe
 and Paul J. Setlakwe.

FINANCIAL STATEMENTS

INCOME STATEMENT - FISCAL YEAR ENDED OCTOBER 31, 2020 WITH CORRESPONDING FIGURES FROM 2019

	2019-2020 \$	2018-2019 \$
REVENUE		
Donations	4 813 669	4 159 758
Bequests	413 190	578 919
Government grants	426 057	150 422
Apartment rental revenue	232 446	242 718
Special Event	199 928	216 047
	6 085 290	5 347 864
EXPENDITURES		
Day Centre:		
Drop-in	552 964	401 565
Psychosocial services	1 360 881	1 248 965
Support Services	803 136	858 541
Bunker	558 952	588 692
Van	76 283	93 092
Apartment:		
Operating costs, including amortization of 96,895\$ (2018 - 96,894\$)	257 325	260 352
Community support services for housing	133 746	147 393
Volunteer coordination	44 503	42 912
Fundraising and gift processing	878 935	659 608
Special events	24 421	51 098
Administration	637 679	493 324
Amortization of property and equipment	37 913	31 494
Merchant fees and bank charges	47 728	37 113
	5 414 466	4 914 149
OPERATING SURPLUS	670 824	433 715
INVESTMENT INCOME	(330 283)	456 181
EXCESS OF REVENUE OVER EXPENDITURES	340 541	889 896

BOARD OF DIRECTORS



FOUNDER

Father Emmett Johns
"Pops"
1928-2018 †



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Executive Vice-President,
Fednav Holdings Inc.



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President, Mavrik Corp.



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associates inc.



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**THE
STREET
DOESN'T
COME WITH
INSTRUCTIONS.**