



The Housing Help Centre Year in Review 2024



Thank you for your dedication to supporting housing for all.

Because of you, The Housing Help Centre (THHC) has supported 10,096 people facing housing insecurity across Toronto and York Region last year. Thank you for making this possible!



We want to share with you the real stories of people who have been impacted because of your generous support. Our housing programs and food bank would not exist without people like you who are committed to ending homelessness by taking action to help their community. **We cannot thank you enough.**

Our core **Housing Help Program** helps tenants access affordable housing and provides ongoing support after move-in to prevent eviction or housing insecurity.



One client had four children and lived on a tight budget. They were behind on their bills and their electricity and gas was going to be cut off in the winter. When the client approached THHC for help, our counsellors helped them analyze their bills and shared information about rebate programs that they could access. Our counsellors intervened on the client's behalf with the utility companies and worked one-on-one with the client to apply for the rebated to ensure that they did not lose their power and utilities.

Your support has helped in more ways than you know.

In 2024...

3,067 individuals accessed housing

315 evictions were prevented through staff intervention

2,707 individuals remained housed 6 months after moving in

542 landlords were engaged with to find housing for clients



One client was experiencing domestic violence and found it difficult to showcase documentation of their situation and they were overwhelmed by the amount of work that would be involved. THHC's staff helped them put together all the documents, access and apply for low cost governmental housing, and move into their new housing in a safe manner.



THHC has been offering Settlement Services to newcomers to Canada since 2008. We help newcomers settle in by accessing housing, obtaining SIN cards, health services, and provide interpretation and translation services.

Our unique services also ensure that clients resolve settlement issues even after becoming citizens, such as family breakdown, separation, and violence perpetrated by family members.

In 2024...

2,160 newcomer families received settlement services

224 Ukrainian families were supported after displacement

102 Sudanese families were supported after displacement

“

It was difficult for me to complete the paperwork to bring my children to Canada. THHC staff helped me put the documentation together and supported me throughout the entire progress. My children would not be here in Canada today without their help.

— Newcomer Settlement Services Client

Feeding the community.

THHC has been running our food bank for over 4 years to support the rates of food insecurity in the community. The food bank is **open 3 times a week** (Tuesdays, Thursdays, and Fridays) to meet the growing and urgent demand.

To address rising grocery prices, our staff make sure families have enough vegetables, fruit, meat, milk, and other healthy foods in each package. We also provide grocery cards for those with dietary issues or restrictions.



In 2024...

1,465 families received food from the food bank

5,835 individuals benefitted from the food bank

62,170 bags of food, meals, or grocery cards were given out

DID YOU KNOW?

Our food bank is 100% donor funded. We are grateful to our generous supporters who keep this lifesaving initiative going.

Our food bank has become a staple in the community and many rely on our services weekly. In fact, it is one of the largest food banks serving the east end of Toronto. Our staff show up rain, snow, or shine to make sure families in the community don't go hungry.



“

If it were not for the THHC's food bank, we would go to bed hungry every day. The food that we get from them ensures that we have enough food for three meals every day.

— Food Bank Recipient



**Everyone deserves a
roof over their head
and a plate at the
table.**

**Thank you for your
support!**



**THE HOUSING
HELP CENTRE**

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To update your address or renew your
support, email us at **info@thhc.org**

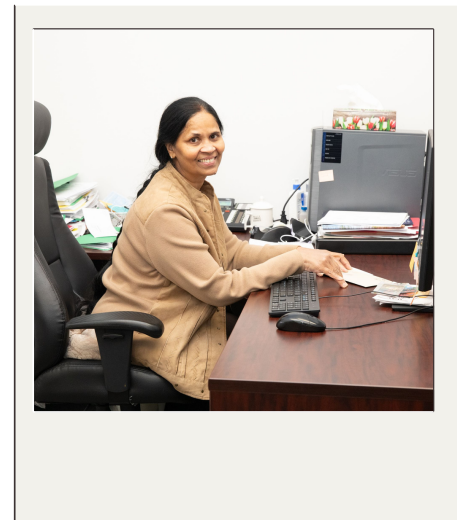


The Housing Help Centre Year in Review 2023



Thank you for your commitment to ending homelessness.

Because of you, The Housing Help Centre (THHC) have supported 9,499 people facing housing insecurity across Toronto and York Region last year. Thank you for making this possible!



In the following pages, you'll read about our shared successes as well as some exciting program updates and stories from THHC clients. As you do so, we hope that you feel our sincere gratitude for your generous support and understand the life-changing impact you are making for people facing homelessness in our community. **We cannot thank you enough.**

Our Mission

As you know, THHC helps low and middle income individuals and families access affordable and rental housing in Scarborough and York Region. In 2022-2023, we worked with 346 landlords and helped **2,849 clients find housing**.

Understanding the complexity of homelessness, THHC also served **14,389 individuals** through programs such as our community food bank, eviction prevention, English as a second language, refugee settlement services, employment programs, and much more.



Your support opens doors for the community.

Since 2022, THHC has been focused on providing settlement services to Ukrainians refugees. In 2023, THHC **assisted 187 Ukrainian families with settlement** and **65 Ukrainian newcomers find employment**.



One individual was nervous about leaving Ukraine to come to Toronto because they had heard of many people with bad experiences. However, upon coming to Toronto, they found THHC. We connected them to housing with new roommates who were also from Ukraine and helped them update their resume and apply for jobs.



“

THHC staff made me feel really welcomed. We connected immediately and they truly made me feel at home. I now have a job and look forward to a good life. None of this would have been possible without THHC.

— Ukrainian Refugee
THHC Client

In 2023, THHC provided settlement services to **2160 newcomer families**, including services such as finding housing, obtaining SIN cards, and accessing healthcare. **450 individuals became fluent in spoken English** through our English Conversation Circles and **762 individuals were prepared to and successfully passed the Citizenship Test**

In 2020, THHC started a new program, **“Eviction Prevention in the Community”** to help individuals living in shelters transition to sustainable rental housing and learn life skills to help them exit homelessness and lead stable and independent lives.



One client was discharged from a shelter with only the name of a staff at THHC and their new landlord. Our staff helped them everyday to learn to cook, discover recreational activities in their community, and helped them get a volunteer position that turned into a full time paid job.

“

I don't know what I would have done without help from THHC.

— Eviction Prevention in the
Community Participant

Meeting Community Needs: THHC Food Bank

THHC's Food Bank Program began in 2020 to address the skyrocketing rates of food insecurity in the community. The Food Bank is open twice a week (Thursdays and Fridays) and we are also hoping to expand operations to Wednesdays at another location to meet the growing demand.

Our food bank has grown to be one of the largest food banks serving the east end of Toronto. As a 100% donor funded program, we are grateful to our generous supporters who keep this lifesaving initiative going.



In 2023...

1250

families received food from the food bank

6650

individuals benefitted from the food bank

43,640

bags of food, meals, or grocery cards were given out

DID YOU KNOW?

18.4% of people in Canada live in a food-insecure household (Statistics Canada, 2022).

Our staff and volunteers create food packages that are balanced with vegetables, meat, milk, and other healthy foods for families. Those who have dietary restrictions are provided with grocery cards to help them purchase the specific food items they can eat.



“

It would have been very difficult to find food on a continuous basis for me and my three children if it weren't for the food bank.

— Food Bank Recipient

2023: Counting the Wins You Made Possible

Scarborough

2750 participated in a
THHC skills or
information workshop

22 different languages
were offered for
workshop delivery

1525 accessed housing
with THHC's support

1400 retained housing 6
months after move-in

183 evictions were
prevented by THHC

York Region

1552 participated in a
THHC skills or
information workshop

6 different languages
were offered for
workshop delivery

1324 accessed housing
with THHC's support

1200 retained housing 6
months after move-in

120 evictions were
prevented by THHC



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To update your address or
renew your support, email us at
info@thhc.org

Thank you for your support! Let's end homelessness together.