fred victor
Helping people rebuild their lives

F26 IMPACT REPORT

CHARITY MODEL

VOLUNTEER BOARD OF DIRECTORS

A group of **14 dedicated members**

KEITH HAMBLY, CEO

A leader with **30+ years of expertise** in the field

684 STAFF

90.2% client-facing

FOUR VPs

Finance & IT, People and Culture, Programs and Services, Philanthropy and Communications

Our mission is to improve the health, income and housing stability of people experiencing poverty and homelessness.

OUR APPROACH

01

RAPID HOUSING PLACEMENT

Secure and stable housing quickly to help address other issues effectively.

02

CLIENT-CENTRED SUPPORT SERVICES

Provide tailored support services that focus on each person's unique needs.

03

HOUSING FIRST PRINCIPLES

Prioritize permanent housing without preconditions to improve overall well-being.

04

ACCESS TO OPPORTUNITIES

Connect people to education, employment, and community engagement opportunities.

QUANTIFICATION OF THE PROBLEM

15,000+ PEOPLE

people experience homelessness in Toronto on any given night.

9-15 YEARS

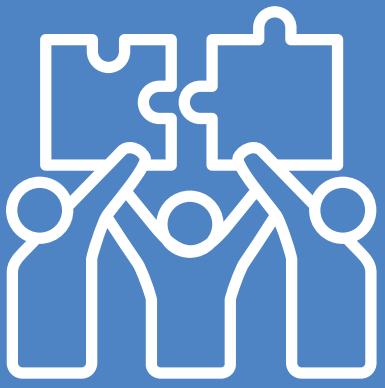
average wait times on Toronto's affordable housing list.

$10 BILLION

cost of homelessness crisis to Canadians annually.

9,000 PEOPLE

across Toronto's shelter system each night.



OVERVIEW OF PROGRAMS

SHELTERS

Emergency shelters, respite sites, specialized shelters, transitional shelters and warming centres.

HOUSING

Affordable, supportive, transitional and permanent.

HOMELESSNESS PREVENTION & OUTREACH

Bridging Housing & Community Stabilization program

HEALTH

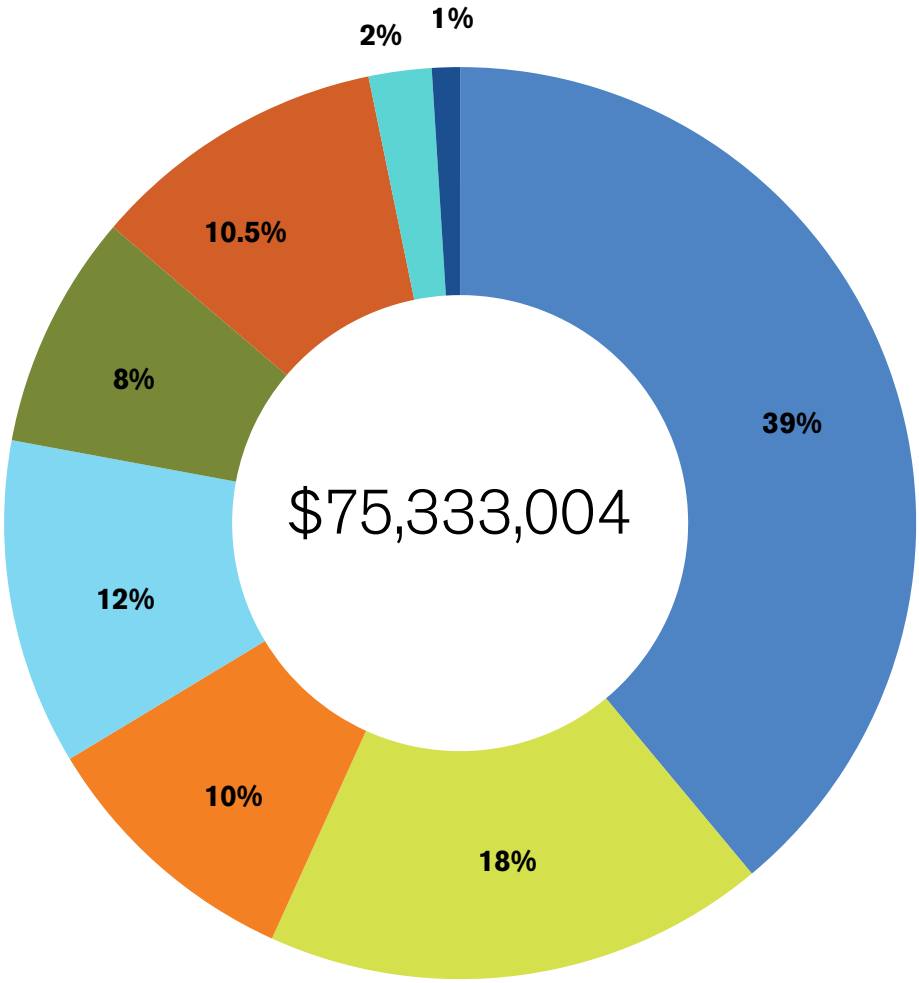
Food security, mental health support, supervised consumption and harm reduction support.

EMPLOYMENT & TRAINING SERVICES

Job training and employment readiness.

COMMUNITY ENGAGEMENT

ALLOCATION OF RESOURCES



Shelters
$29,344,035.88

Housing
$13,422,414.43

Health
$7,219,246.77

Employment & Training
$8,708,018.76

Bridging Housing & Community Stabilization
$6,272,724.02

Facilities & Admin (Includes Communications)
$7,938,901.00

Fundraising
$1,679,127.53

Community Engagement
$748,535.60

Cents to the Cause is 80.2 cents per dollar

$1 - (Fundraising Costs ÷ Total Donations)

$1 - ($1,679,128 ÷ $8,464,099) =80.2

OUTPUTS

Fred Victor is dedicated to transforming lives and building healthier communities. Our commitment to providing secure housing and comprehensive support services reflects our leadership in addressing homelessness.

HOUSING

	F26	F25	F24
PEOPLE HOUSED	877	820	778
UNITS OF HOUSING	696	696	621

877 people live in stable, permanent Fred Victor housing, a 7% increase from last year.

696 units of permanent, transitional, supportive, affordable housing.

GOAL

In F27 and F28 we plan to maintain our current number of housing units (696) with a 98% occupancy rate.

SHELTERS

	F26	F25	F24
PEOPLE SHELTERED	2,067	1,710	1,862
SHELTER BEDS	801	773	751

F26 breakdown by **SHELTER TYPE**

	PEOPLE PROVIDED WITH SHELTER	# OF BEDS
EMERGENCY SHELTERS	1,670	666
TRANSITIONAL SHELTERS	173	83
WOMEN'S 24-HOUR	224	52

GOAL In F27, we plan to add 80 new beds. In F27 and F28, we plan to maintain a 95% occupancy rate across all our shelters.

SHELTERS

SHELTER NAME	BED NIGHT OCCUPANCY GOAL	ACTUAL OCCUPANCY ACHIEVED*	AVERAGE LENGTH OF STAY (bed nights)
BLC RESPITE (December to April program)	25,284	100%	40
EDWARD HOTEL	100,558	100%	208
FATIMA HOUSE	12,483	100%	151
MARY SHEFFIELD	9,016	100%	235
TRANSITION 2 HOUSING	12,830	100%	176
RESPITE	24,273	100%	67
BETHLEHEM UNITED SHELTER	24,273	100%	124
WOMEN'S 24-HR DROP-IN, OVERNIGHT	18,031	100%	90
145 QUEEN TRANSITIONAL	6,935	100%	185

*The F26 occupancy bed night goal is based on 95% of available beds per night. Due to the current housing crisis, Fred Victor shelters reached 100% capacity every night.

HOMELESSNESS PREVENTION & OUTREACH

	F26	F25	F24
PEOPLE RECEIVED HOMELESSNESS PREVENTION AND OUTREACH SUPPORT	1,630	1,348	812

IMPACTS FROM BRIDGING HOUSING & COMMUNITY STABILIZATION PROGRAM

1,630 people were supported through housing, homelessness prevention, outreach, crisis intervention and community stabilization services, a 21% increase from last year.

28,333 in-person and virtual client service sessions provided.

361 people were housed.

355 housing losses prevented.

$166,397 invested in direct housing stabilization and eviction-prevention supports, helping address rent arrears, unit conditions and other issues that can put housing at risk.

GOAL

In F26 and F27, we plan to continue supporting people experiencing homelessness and housing instability to access housing, maintain their tenancies and achieve greater stability in the community. We will also support the 1,912 people who moved from homelessness into housing to remain stably housed.

HEALTH & WELLNESS PROGRAMS

	F26	F25	F24
MENTAL HEALTH SUPPORT	2,981	1,818	1,318
SUPERVISED CONSUMPTION AND HARM REDUCTION SITE VISITS	27,121	23,195	28,967
MEALS SERVED	371,985	368,995	304,734

150 community gardens managed.

2,981 people received mental health support, a 64% increase from last year.

143,137 lbs of food rescued.

60,000+ referrals to wrap around supports.

GOAL

IIn F27 and F28, we plan to increase mental health support by 10%. This includes launching a new Mental Health and Justice Case Management program and drop-in support hours for more than 100 tenants at one of our housing locations, as well as a Clinical Counselling program for clients residing in shelters.

EMPLOYMENT & TRAINING PROGRAMS

	F26	F25	F24
JOB TRAINING AND EMPLOYMENT SUPPORT	385	237	216

385 people received industry certifications and training to improve their employability and income potential, a 62% increase from last year.

Surpassed our goal of 350 participants.

47,000 hours of training provided.

4,000 people attended workshops and information sessions.

GOAL

In F27 and F28 we plan to increase the number of participants in our job training & skills development programs by 10%.

COMMUNITY ENGAGEMENT

	F26	F25	F24
GIFT-IN-KIND DONATION VALUE	$1,860,638	$935,215	$532, 915
VOLUNTEERS	940	1,018	956
VOLUNTEER HOURS	8,200	11,063	9,487

TASTE OF REGENT PARK
SUMMER MARKET

10 weeks - every Wednesday throughout the summer.

345 on average attendees each week, a 30% increase from last year.

6,968 Market Bucks sold, a 33% increase from last year.

457 volunteer hours contributed.

GOAL

In F27 and F28 we plan to increase our number of community volunteers by 10%.

DATA IS COLLECTED AND VERIFIED USING SEVERAL SYSTEMS, INCLUDING THE SHELTER MANAGEMENT INFORMATION SYSTEM (SMIS), FUTURE FIT AI (FFAI), EMHWARE, ARCORI, DATA SPHERE, HOUSING ADMINISTRATION RENT ROLLS, AND STAFF REPORTING.

OUTCOMES

6,000+

people served every day through our programs and services.

1,912

People moved from homelessness into housing.

a 49% increase compared to last year.

IMPROVED HOUSING AND STABILITY

95.6%	occupancy rate as of December 31st 2025
94.2%	success rate in households maintaining stable housing over 24 months.
166	people supported in moving from shelter to permanent housing.
355	people prevented from losing their existing housing.
6.6	overall average years of occupancy

ENHANCED HEALTH AND WELL-BEING.

339	lives saved by reversing overdoses.
1,300	people diverted from the criminal justice system to mental health services, a 9% increase from last year.
50%	reduction in emergency room visits by Dunn House tenants during the first year of the program.
79%	decrease in hospital bed nights by Dunn House tenants during the first year of the program.

Data is collected and verified using several systems, including the Shelter Management Information System (SMIS), Future Fit AI (FFAI), EMHWare, Arcori, Data Sphere, Housing Administration rent rolls, and staff reporting.

OUTCOMES

INCREASED FOOD SECURITY

4,000 people provided with predictable, nutritious food access.

2,000 local residents engaged in food skills programs and workshops, building food skills, reducing social isolation and strengthening community resilience.

ECONOMIC EMPOWERMENT

138 people secured paid employment.

98% participant satisfaction with workshops and employment services.

385 people obtained industry certifications or qualifications.

48 community vendors were supported at Taste of Regent Park, with **$32,130 reimbursed** to participating community food vendors.

COORDINATION OF CARE AND SERVICE NAVIGATION

Client feedback consistently highlights Fred Victor's strengths in coordination of care and service navigation. As an organization, we have continued to prioritize strengthening collaboration across programs through initiatives such as the development of service hubs at 145 Queen, 40 Oak, and the HART Hub. We have also implemented formal and informal processes to improve cross program collaboration. The development of our Central Client Database, brings together information from multiple programs and helps us understand client journeys across services.

Data is collected and verified using several systems, including the Shelter Management Information System (SMIS), Future Fit AI (FFAI), EMHWare, Arcori, Data Sphere, Housing Administration rent rolls, and staff reporting.

36 Lombard Street, Suite 300
Toronto, ON M5C 2X3
416-364-8228

Charitable Registration #118931377RR0001

fredvictor.org

@fredvictor