



**Bissell Centre**



## People care. And more often than not, they act on that caring.



In 2014-2015, Bissell Centre had another eventful year as we continued to balance our growth in programs with building internal capacity to deliver consistent quality and optimal results.

In addition to the programs highlighted on the next page, our priority to house homeless people resulted in finding homes for 250 more homeless

people and expanding our Housing First team to include three more workers focused on housing large families with complex needs. Late in the year, Strathcona High School raised \$190,000 to further fund our work to house the homeless. Their funding will fuel the launch of a new, seven member outreach team in 2015-2016 focused on finding, engaging, and housing more homeless people.

For the second year in a row our Drop-in Centre opened 15 hours per day, seven days per week during the six months of winter, providing refuge from the cold to 400 to 800 homeless people per day. We continued to have staff on the street 24/7/365, providing crisis diversion and supportive services to approximately 1,000 street involved people.

**“For the second year in a row our Drop-in Centre opened 15 hours per day, seven days per week...”**

Our free, Early Childhood Development program served approximately 1,400 children; our Fetal Alcohol Spectrum Disorder specialists continued to provide long-term extensive case work to adults suffering from a condition that was no fault of their own.

While we delivered these and other services, we undertook significant efforts to improve and expand our mission work. We reviewed our Drop-in Centre, which resulted in a plan to expand the centre to include an array of services and experiences to help participants change their lives for the better. We also developed a business plan to expand employment services in the coming year to include longer-term job placement.

Our quest to have Moonlight Bay Centre become a self-sustaining year round camp for low income families continued as well this year. Things are going so well we will be able to deliver six camps to families and

community members this summer without being dependent on outside grants.

Our staff provided public education and training services to 2,400 people about FASD prevention, working with victims of crime, and the realities of living homeless and in deep poverty. To help create a community wide movement to end poverty, our CEO sat on the Mayor's Task Force to Eliminate Poverty and co-chaired its Housing and Transportation Working Group. Look for the recommendations to be shared later this year.

Each year, Bissell Centre is blessed to receive support from thousands of financial and in-kind donors as well as 1,000 volunteers. Such generosity comes to us from dozens of small and large businesses, numerous foundations, the faith community (in particular the United Church), service clubs and associations. Their support, along with grants and contracts from our primary funders, help us in our work to heal suffering and provide opportunities to escape the street and the pernicious effects of poverty. Thank you. Thank you.

Last but certainly not least, we send our gratitude to Bissell Centre's 140 staff who work so hard each and every day to end poverty in our community and to our Board of Governors which, with our lead team, work to ensure we are stellar stewards of community funds and delivering top quality services to the many people in our community that are hopeful for a better life.

With sincere gratitude,

Phil O'Hara & Mark Holmgren  
Board Chair & CEO

### 2014-15 Board of Governors

**Chair** Phil O'Hara

**Vice-Chair** Ken Ristau

**Governors** Kelly Anderson, Benard Chi-Njeundam Chuba, Steven Fix, Anita Murphy, Jason Pincock, Chris Schulte, Jennifer Tokar, Roberta (Bobbie) Wildgoose, Anne Williams\*.

\*Departed during the 2014-15 fiscal year

# PROGRAM UPDATES

## Employment Services

Last year, we provided 14,000 jobs for the unemployed through our Casual Labour program and helped find permanent employment for 100 people through our newly created Jobs Club. Additionally, we held our first Inner City Employment Fair, which provided full-time employment on the spot for job seekers. The companies that took part anticipated hiring another 20 people and interviewing approximately 50 people for full-time employment.

## Community Bridge

In July 2014, we introduced the Community Bridge prototype with a goal to prevent homelessness by offering loans or grants, along with supports, for individuals and families to help them avoid eviction from their home. Since its launch nine months ago, we have been involved in 74 cases where evictions were imminent and we assisted 87 adults and 84 children to either avoid being evicted or to secure more affordable housing.

## Thrift Shoppe

Our Thrift Shoppe re-opened after being closed for over a year to undergo extensive renovations from a devastating fire. Thanks to the generosity of supporters, the store opened its doors in November for the approximately 6,000 low-income people who rely on it every month for gently used items at low cost. We experienced a record high in sales in the first month of operation and are grateful to see this much needed service up and running again.

## THANK YOU TO OUR SUPPORTERS

- A N Distributors Inc.
- Alberta Government
- Allard Foundation
- Alta-Fab Structures, Ltd.
- Beaverbrook Communities
- Bob Dale Gloves & Imports Ltd.
- Calgary Foundation
- Christian Labour Association of Canada
- Circle K International
- City of Edmonton, FCSS
- Corrosion Resistant Piping Ltd.
- E.I. Clarke Memorial and Wesley Trust Fund
- Eberlein Family Charitable Foundation
- Edmonton Community Adult Learning Association
- Edmonton (Host) Lions Club
- Edmonton Community Foundation
- Edmonton Presbytery of the United Church of Canada
- Edmonton Shrine Motor Corps Association
- Faithful Friends Foundation
- Firma Foreign Exchange
- Homeward Trust
- Hospitaller Order of St. John of Jerusalem
- Kenneth Hnidan Charitable Trust
- Ma-Me-O Beach United Church
- Millet United Church
- Nordic Holdings Ltd.
- REACH Edmonton
- Robert Tegler Trust
- Rotary Club of Edmonton
- Rotorchrome Industries Inc.
- Royal Alexandra Hospital Employees' Charitable Donations Fund
- Strathcona High School
- Servus Credit Union Ltd.
- St Andrew's United Church Thrift Shop
- St Paul's Foundation Edmonton
- Stollery Charitable Foundation
- The Saint John's School of Alberta Legacy Foundation
- The Summit Foundation
- Union 52 Benevolent Society
- United Church of Canada
- United for Bissell Team
- United Way of the Alberta Capital Region
- Western Food Services
- Wheaton Family Foundation

Thanks to the thousands of individuals, families, community groups, and corporate donors who have provided much needed funding and gifts in kind to allow us to carry out our vision of eliminating poverty in our community.

## Success Story: A New Beginning For a Family in Need

Living in poverty, Steven and Bethany struggled to provide the best environment to raise their daughter, Anna.

They found difficulty saving for a home even though Steven had stable employment. He realized that to earn enough money to afford and sustain a place of their own, he would have to work long hours away from the family, leaving Bethany to raise Anna with limited support.

Steven was referred to Bissell Centre's Housing Services. Support staff were able to help them acquire financial assistance, find a home, and help coordinate the process of moving.

Since moving into their new apartment in early 2014, they have become financially stable and have been able to provide for their daughter, Anna.

Bissell Centre's Housing Services staff continue to assist Steven and Bethany with budgeting and financial literacy, becoming acquainted and integrated into their new community, and referring them to other Bissell Centre support programs.



(Names in story have been changed)

## Statement of Operations: Year Ended March 31, 2015

	<u>2015</u>	<u>2014</u>
<b>REVENUES</b>		
Fund Development & Earned Income	\$ 3,135,189	\$ 3,298,887
Government Grants	4,847,773	4,233,780
United Way	394,109	411,967
	<b>8,416,492</b>	<b>7,960,671</b>
<b>EXPENSES</b>		
Staff Costs	6,342,000	5,969,193
Occupancy Costs	618,446	543,275
Program Costs	761,017	540,651
Amortization of Property and Equipment	413,842	417,641
Office Costs	289,103	274,131
Publicity and Promotion	51,882	60,283
Other (Note 1)	(824,148)	411,967
	<b>7,652,144</b>	<b>7,868,511</b>
<b>Excess Of Revenues Over Expenses (Note 2)</b>	<b>\$ 764,348</b>	<b>\$ 92,160</b>

Note 1: Includes \$1M of insurance proceeds which, was used to rebuild our Thrift Store. This is offset by \$167k to depose our old building.

Note 2: Actual unrestricted ending cash balance for the year was \$94k.

### STATEMENT OF FINANCIAL POSITION: MARCH 31, 2015

Current Assets	\$ 1,892,363	\$ 2,139,425
Investments	28,571	27,476
Property & Equipment	7,795,923	7,153,506
<b>Totals Assets</b>	<b>9,716,857</b>	<b>9,320,407</b>
Current Liabilities	1,202,155	1,414,183
Deferred Contributions Related to Property and Equipment	3,950,337	4,096,794
<b>Total Liabilities</b>	<b>5,152,492</b>	<b>5,510,977</b>
<b>Total Net Assets</b>	<b>4,564,365</b>	<b>3,809,430</b>
<b>Total Liabilities and Net Assets</b>	<b>\$ 9,716,857</b>	<b>\$ 9,320,407</b>

NOTE: To see detailed financial statements, please contact Bissell Centre at 780.423.2285.