



# Bissell Centre

2016-2017 Annual Report  
[bissellcentre.org](http://bissellcentre.org)



**Barry's Story**

Pg 3

**Program Updates**

Pg 4, 5

**See the Impact of Your Gifts**

Pg 6





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Fall 2017 Newsletter  
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**Barry's Story**

Pg 3

**Program Updates**

Pg 4, 5

**See the Impact of Your Gifts**

Pg 6

# Words from the Board Chair and Chief Executive Officer



I've recently completed my first full year as CEO, and what a privilege it has been. As I look back, I am grateful to everyone who has so graciously given to help those who are struggling with poverty.

Support like yours is what makes so much healing and growth possible in Bissell's community. That's why, in this annual report edition of our newsletter, we want to show you the incredible impact your donations are making.

Our Community Bridge Program was selected as one of the initiatives of the EndPoverty Edmonton strategy. As such, the City of Edmonton has generously increased funding for the program so we can work to prevent further homelessness in our community. What a great step forward! We're also excited to introduce our new Financial Empowerment Services program and proud to have opened Canada's first housing complex supporting people with Fetal Alcohol Spectrum Disorder.

All of this is a community effort; it takes dedicated people just like you to empower people to move from poverty to prosperity. Your support is a significant help—thank you so much!



Gary St. Amand  
CEO, Bissell Centre



We are celebrating many achievements made over the past year, but in the same breath we know there is much more to be done.

That is why our Board of Governors and Management Team have worked diligently to renew Bissell Centre's strategic framework. This is the beginning of a new, long-term commitment we've made to eliminate poverty throughout Edmonton.

Right now, in Edmonton 40,000 children are living in poverty, and 123,700 people are working full-time but earning less than \$15/hour. No matter what hardships, trauma, or adverse circumstances someone faces, we believe everyone deserves a home and an opportunity to work for a fair wage.

Because of continued support from donors like you, families and communities are receiving the help they need to build a prosperous life. It is my hope that you will join us in our renewed five-year commitment to create a poverty-free community.



Ken Ristau  
Board Chair, Bissell Centre





Barry has renewed time and energy to work on rebuilding his life.

# Finally Home After 20 Years

## Barry's Story

Barry lived out in the cold for 20 years. The harshness of the streets had taken a serious toll on his body. With constant pain in his hands, knees, and back, he knew the situation had become too real to ignore.


Sleeping outside started in Barry's childhood. *"I was surrounded by drunks and violence, so I spent a lot of my time outside, in a tent or in the bush. I've never really had a normal life,"* said Barry. Instead, he has slept outdoors and in shelters nearly every night since his youth.

As a young man Barry was abandoned by his family. Meeting his own basic needs became a

daily struggle for survival. He battled addiction and mental illness with little support. Barry went on like this for many years, but at 48 years old, he hit a breaking point. *"In my mind, the only choice I had left to get out of the cold was either death or jail,"* he said.

It was this revelation that finally convinced Barry to seek help. He found his way to Bissell Centre and the Outreach Housing Team. They found Barry his first apartment, which he moved into in February of this year.

Today, Barry is taking steps forward in rebuilding his life. *"I've got a lot of hurt and pain, but it's*

*getting better now. The load has been taken off,"* he shares. With renewed time and energy to make plans for his future, Barry is planning to get his GED and dreams of finding a way to help others like himself. 

*266 people were housed by our Outreach Housing Team in 2016-2017.*

**Give today at  
[bissellcentre.org](http://bissellcentre.org)**


# Our Life-Changing Programs: Get the Latest Updates



Our Community Bridge team is providing stable living situations for people in need.

## Community Bridge

Our Community Bridge Program helps prevent the evictions of individuals and families in our city. By working with existing human service organizations, Community Bridge provides rapid-response interventions to ensure that the causes of eviction are addressed so that people are better equipped and future eviction is prevented. In this past fiscal year, 523 people were helped by Community Bridge.


Edmonton Community Foundation, The United Way, The City of Edmonton, through EndPoverty Edmonton, and other important partners have provided integral funding to support our Community Bridge Program. Additionally, ENMAX started a 2-year commitment to fund Community Bridge, and educate our program participants about "energy poverty". 



Financial empowerment is an important step to ending the cycle of poverty.

## Financial Empowerment Services

Bissell Centre takes an innovative approach to financial empowerment by integrating financial literacy programs, one-on-one coaching, and assistance with tax filings, RESPs, and basic banking. Filing taxes is critical to ensure people living in poverty have access to much-needed government benefits that boost income. Between March and April 2017, over \$385,000 was given to community members through tax transfers from the new program.


In partnership with the Financial Empowerment Program Project and the Edmonton Financial Empowerment Collaborative, we are in the process of developing a new financial literacy curriculum designed for people living in poverty and developing financial coaching training for frontline staff across the social services sector in Edmonton. 



Hope Terrace officially launched, supporting people with Fetal Alcohol Spectrum Disorder (FASD).

## Hope Terrace

In September 2016, Bissell Centre launched Hope Terrace, Canada's first permanent supportive housing complex to provide full-time support for people with Fetal Alcohol Spectrum Disorder (FASD). This live-in program provides tenants with 24hr support, 365 days a year.

Moving far beyond basic shelter, Hope Terrace offers intensive case management in an inclusive environment. Support workers help residents develop their life-skills, set achievable goals, manage personal responsibilities, and connect with other service providers. Hope Terrace can house 23 participants at any given time. Your support means more people can benefit from our life-changing services. 

# Thank You

## for Changing Lives Through our Programs

*Support like yours allows Bissell Centre's programs to comprehensively meet the needs of each person we serve, wherever they are at in life.*

- Bissell Centre Summer Camps
- Bissell Thrift Shoppe
- Community Bridge - Eviction Prevention
- Drop-in Centre - Support Services
- Early Childhood Development
- Employment & Casual Labour Services
- Family Support Services
- FASD Permanent Supportive Housing
- Fetal Alcohol Spectrum of Services
- Financial Empowerment Services
- Homeless to Homes
- Inner City Victim Services
- Mental Health Services
- Outreach Housing Team
- Recreation and Wellness
- Starting Point - Referral Services






Your gifts make the work we do possible!

## A Year of Promise and Hope: Thanks to You!

Looking back on this past year, we are moved by the overwhelming support of our donors. Many people's lives have been directly affected by your generosity.

We extend heartfelt gratitude to the thousands of individuals, families, community groups, and corporate donors who have provided much-needed funding and gifts in kind. Every day, you are changing lives. 

### Supporters List 2016-17:

- Alberta Foundation for the Arts
- Calgary Foundation
- Compass Group Canada
- Edmonton Arts Council
- Edmonton Civic Employees Charitable Assistance Fund
- Edmonton Community Adult Learning Association
- Edmonton Oilers Community Foundation
- Eldon & Anne Foote Fund-Edmonton Community Foundation
- ENMAX
- Estate of Robert Tegler Trust
- Faithful Friends Foundation
- FIRMA Foreign Exchange
- Homeward Trust Edmonton
- Ladies Auxiliary to Edmonton Aerie
- Lymburn School
- Melton Foundation
- Robertson-Wesley Funding Outreach Projects & Organizations
- Royal Alexandra Hospital Employees Charitable Donation Fund
- Saint John's School of Alberta Legacy Foundation
- Shirley & Gordon Gifford Family Fund-Edmonton Community Foundation
- St. Paul's Foundation
- The City of Edmonton
- The Government of Alberta

- The Stollery Charitable Foundation
- United Church of Canada-Alberta & Northwest Conference
- United Church of Canada-Edmonton Presbytery
- United Way of the Alberta Capital Region
- Wesley & Clarke Funds
- Wheaton Family Foundation

### 2017-18 Board of Governors

- **Chair: Ken Ristau**
- **Vice-Chair: Steve Fix**
- **Kelly Anderson**
- **Gregory Boggs**
- **Beverley Browne**
- **Hooman Hosseinkhannazer**
- **Jill Matthew**
- **Leanne Monsma**
- **Leigh Mulholland**
- **Jason Pincock**
- **Chris Schulte**
- **Jennifer Tokar**
- **Roberta (Bobbie) Wildgoose\* departed in 2016-17**

*Thank you to all of our donors for supporting those who struggle with homelessness and poverty here in Edmonton.*

# 2016-2017 Year in Review

We wouldn't be here without the kindhearted generosity of donors like you. That is why, at Bissell Centre, we believe in full transparency with our supporters. We want you to know each dollar donated is being used to help bring hope and healing to people struggling with poverty in Edmonton.

Our Financial Team holds itself to the highest standard of record-keeping in order to ensure organizational efficiency, minimize risk to the organization, and to uphold full accountability to our members and the public. In everything we do, from outreach programs to accounting, the end goal is the same—we seek to eliminate poverty in our community. By working together, we can truly help change people's lives. Thank you for your continued trust and support.

## Revenue



2017

- Government Grants
- Fund Development & Earned Income
- United Way
- Insurance Proceeds  
(Less Loss on Sale of Net Assets)
- Amortization of Deferred Capital Contributions



2016

(Dollars in Thousands)

2016	2017
\$5,271	\$6,048
\$3,052	\$2,824
\$388	\$388
\$384	\$0
\$268	\$265

## Expenditure



2017

- Staff
- Programs
- Occupancy
- Office
- Publicity and Promotion
- Amortization of Capital Assets
- Excess of Expenditure over Revenue



2016

(Dollars in Thousands)

2016	2017
\$6,562	\$6,746
\$1,323	\$1,308
\$588	\$698
\$389	\$413
\$114	\$190
\$442	\$417
(\$54)	(\$246)

## Statement of Financial Position

(Dollars in Thousands)

	2016	2017
Current Assets	\$2,740	\$1,609
Investments	\$30	\$31
Capital Assets	\$7,811	\$7,404
Total Assets	\$10,581	\$9,044
Current Liabilities	\$2,417	\$1,393
Deferred Capital Contributions	\$3,683	\$3,417
Total Liabilities	\$6,100	\$4,810
Total Net Assets	\$4,481	\$4,234
<b>Total Liabilities and Net Assets</b>	<b>\$10,581</b>	<b>\$9,044</b>

\*This financial information has been prepared by management and has not been audited.



# See the Impact of Your Gifts

Throughout the year, thousands of people turn to Bissell Centre for help. It's thanks to generous donors like you that our doors can remain open to welcome each guest in need of support.

Looking back on a year through the lens of numbers and analytics offers a unique perspective. But as you review these stats, we also invite you to consider

that these numbers represent individual people and families, each with their own unique story. These are the people whose lives you have touched through your generous contributions.

Lives are being transformed every day, but there are still so many people struggling with poverty in Edmonton. Please continue in your support.

## Here's how your support has changed lives in Edmonton:



**771**

families supported



**6,711**

Childcare visits



**353**

people housed



**7,194**

job placements through  
Employment Services



**14,697**

articles of clothing  
handed out



**184,926**

meals served annually by  
Community Meals

### THRIFT SHOPPE

8818-118 Avenue, Edmonton, AB 780.471.6644

Drop Off Hours:

Mon–Sat 10:00am to 4:30pm Closed Sunday

### SOUTH-SIDE DONATION CENTRE

5120-122 Street, Edmonton, AB 780.432.2377

Drop Off Hours:

Mon–Sat 9:00am to 4:00pm Closed Sunday

