



Bissell Centre

bissellcentre.org

2019-2020 ANNUAL REPORT



Reflections from the CEO and Board Chair



In this Annual Report, you'll discover how your gifts have made a difference this past fiscal year.

While the way in which we offer programs and supports

has changed significantly because of the COVID-19 pandemic, we remain steadfast in our commitment to help people experiencing poverty and homelessness build a better future for themselves. Access to supports is more important than ever.

These achievements are only the tip of the iceberg. There are many more essential programs that have changed lives for the better this past year, thanks to your steady support. I hope you enjoy discovering some new programs at Bissell Centre in these pages. As always, I'm deeply grateful to you.

Thank you for helping to eliminate poverty in our city!

Sincerely,

A handwritten signature in dark ink, appearing to read 'G. St. Amand'.

GARY ST. AMAND
CEO, BISSELL CENTRE



What a year it has been! When I think about Bissell Centre's staff, volunteers and supporters over the past year, one phrase comes to mind: *'ready for anything.'*

From adapting and adding programs to meet the changing needs of the community, to completely uprooting services to face a global health crisis—Bissell's strong, dedicated team was there for those in greatest need.

I'm honoured to be part of a team that puts the needs of vulnerable individuals and families at the forefront of decision-making. Bissell's focus on asset-based community development means that the future of Edmonton will include stronger communities that support one another.

I am filled with hope for the future of our city and its people, and I know that Edmontonians experiencing poverty and homelessness will continue to find the help they need because of the commitment of the team at Bissell and your steadfast support.

Thank you for your compassion.

A handwritten signature in dark ink, appearing to read 'Jill Matthew'.

JILL MATTHEW
BOARD CHAIR, BISSELL CENTRE



Fred cooking up a storm in our community kitchen! Thank you for giving to make this inspiring program possible!

Fred's Story: Finding Purpose From the Ashes of Loss

My name is Fred. I honestly don't know where I'd be if it wasn't for Bissell Centre. I was completely down and out.

My marriage was falling apart, and I lost my job as a welder. Unable to cope, I left my family home without a real plan. I was suddenly on the streets—an experience that shook me to my core.

There were nights where I'd wonder to myself, *"Am I going to sleep on a park bench tonight? Will I be mugged while I slept? What should I do?"*

The hardest part of that time was losing my kids.

Thankfully, Alberta Jobs told me about Bissell Centre. When I first arrived, I was depressed and

"There's so much love in this place, it's crazy."

—Fred

overwhelmed. I remember a staff member approached me and said, *"You've come to the right place. Bissell Centre can help."*

Those words proved true.

They invited me to a four-day camp, where I could de-stress and find my confidence again. When I returned, I felt refreshed... like a new man.

Shortly after, their housing team helped me find my own apartment. They also referred me to free medical care and gave me access to everything I needed.

Without my family, holidays were often lonely. That's why I'm grateful for the big meals at Bissell. I felt like I was a part of a community or a family. Community is important at Bissell.


I grew up in the kitchen with my father. Actually, all of the men in my family cook. That's why I

especially love being a participant in Bissell Centre's community kitchen. I just love cooking.

The community kitchen is almost a social event. We share our life stories, where we're going and where we've been. When I won custody of my seven-year-old son, everyone in the kitchen was happy that I'd gotten him back. I get to be a dad again, and that means everything!

There's so much love in this place, it's crazy.

Now that things are looking up, I like to give back. I've been volunteering to hand out snacks to other Bissell participants.

I'd like to thank Bissell Centre for helping me get my life back. And I want to thank you. Your gifts mean a second chance and a fresh start. I'll be forever grateful to Bissell Centre and donors like you. 

Programs With Purpose!




Our new housing outreach pilot program helps our community members in need get housed and stay housed.

Program Highlight #1: Our New Housing Outreach Prototype Pilot

Working alongside housing and support staff from Boyle Street Community Services with the support of Homeward Trust, Bissell launched a new pilot program to help more individuals experiencing chronic homelessness obtain and sustain long-term housing.

All three agencies share beliefs that housing is a human right, and that homelessness is a circumstance that leaves people with few opportunities to make their own choices. Recognizing that some people need unique supports, we decided to collaborate and share research, so more people could be successfully housed.

We are committed to finding creative ways to support people in their housing journey. Working as a team, staff meet with people wherever they are in the community, find an appropriate residence for that individual, and provide supports that continue throughout their tenancy. If someone needs help, we help them build connections and advocate alongside them. 




Super Clinics help families access invaluable financial supports that allow them to plan for the future.

Program Highlight #2: Sustainable Livelihoods Through Super Clinics

Super Clinics are a new and innovative way of offering financial services here in Edmonton. They offer increased access to financial supports by providing everything in one place, at one time, at no cost. Offering such services in one place, such as a community centre or school, by staff with whom they already have a relationship, helps to eliminate obstacles that may prevent people from building sustainable livelihoods.

Individuals living in poverty are often focused on immediate needs. They are often not aware that saving for something like their child's education is, in fact, possible. Super Clinics are a huge step forward in ensuring that people know there are options available to help them plan for a successful financial future.


During Super Clinics, people can file income tax, apply for government benefits, access ID, open bank accounts, set up Registered Education Savings Plan accounts and the Canada Learning Bond, and more. All of which help families successfully plan their future! 



Bissell Centre's new solar project offers participants employment training in renewable energy!

Program Highlight #3: Training for Employment in Renewable Energy

People looking for work now have the chance to train for a new career in solar energy right here at Bissell! In partnership with NEWO Global Energy, with the help of adults who access our Employment Services program, 78 solar panels were installed on the roof of our Downtown West building. This green installation is already saving us thousands of dollars in electrical costs each year. In the first three months of its operation, our building's carbon footprint was offset by 1.63 tons, which is the equivalent of 42 trees!

More people will benefit from the Solar Project, because of the training array that was included in the installation. Trainees can learn to disassemble and reassemble the panels without affecting Bissell's power. This hands-on experience will bolster resumes and help more job-ready participants fit employers' needs. Anyone interested in the renewable energy sector can now participate in this exciting new course. 



Programs Made Possible Because of You!

Your gifts accomplish incredible things. Thank you for partnering with us to end poverty in Edmonton! Take a look at the long list of programs your generosity has made possible this past year:

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




A Year of Great Strides

Thank You for Building Up Your Community!

It's supporters like you who are making local solutions to poverty in Edmonton possible. Your support is instilling a sense of pride and renewal in people as they step into their own home—in some cases for the first time in years.

Your gifts this past year have also ensured people have access to financial supports, employment placements, child care and family services. You've helped people meet their basic needs, by providing water on hot days, and diapers and formula when our supplies ran low.

Thank you for partnering with us to eradicate poverty in Edmonton. Thank you for seeing the potential in every person and for giving to make our community a better place for everyone. 



When you sign up to become a Community Hero, you make a pledge to give regularly. You help us plan confidently for the future of Bissell Centre and more importantly, you pave a path toward long-term health, strength and belonging for our community members.

Become a Community Hero today!
[BISSELLCENTRE.ORG/HERO](https://bisellcentre.org/hero)

SUPPORTERS LIST 2019-20:

Alberta Foundation for the Arts
Blackfalds United Church
Calgary Foundation – Homelessness Assistance Fund
City of Edmonton
Driving Force
Eberlein Family Charitable Foundation
Edmonton Arts Council
Edmonton Civic Employees Charitable Assistance Fund
Edmonton Community Adult Learning Association
Edmonton Community Foundation
Eldon & Anne Foote Fund
ENMAX Corporation
Shirley & Gordon Gifford Family Fund
Government of Alberta
Government of Canada
Homeward Trust
Kirk United Church
MacEwan University School of Business – Mission Possible
McCarthy Family Fund
R and E Downs Fund
Robertson Wesley United Church - Wesley & Clarke Funds
Royal Alexandra Hospital Employees Charitable Donations Fund
Saint John's Legacy Foundation
The Sawatzky Specialties Foundation
St. Paul's Foundation
Suncor Energy Inc.
Trust Under Will of Robert Tegler
United Church of Canada - Northern Spirit Region
United Way of the Alberta Capital Region
W.F. Steel & Crane
Wheaton Family Foundation


2019-20 BOARD OF GOVERNORS:

Jill Matthew, Chair	Lee-Ann Leitch
Kelly Anderson, Vice-Chair	Leanne Monsma
Ami Amato	Joshua Moser
Gregory Boggs	Leigh Mulholland
Beverley Browne	Jason Pincock
Jason Gorman	Melanie Fix
Hooman Hosseinkhannazer	Gina Wheatcroft

2019-2020 Year in Review

At Bissell Centre, we know how important it is to be accountable to our supporters. That's why each and every year we work hard to fulfill our promises to you. By being transparent with how our funds are allocated, donors like you can see that your contributions are making real change in Edmonton.

Your gifts this past year have also ensured people have access to financial supports, employment placements, childcare and family services. You've helped people meet their basic needs, by providing water on hot days, and diapers and formula when our supplies ran low.

Thank you for your steady support and for joining us in showing up for people experiencing hardship. You make everything we do possible! 

Revenue



- Government Grants
- Fund Development & Earned Sales
- United Way
- Amortization of Deferred Capital Contributions

(Dollars in Thousands)

	2019	2020
Government Grants	\$6,096	\$7,101
Fund Development & Earned Sales	\$3,111	\$3,609
United Way	\$372	\$371
Amortization of Deferred Capital Contributions	\$271	\$300

Expenditure



(Dollars in Thousands)

	2019	2020
Staff	\$7,355	\$7,988
Programs	\$993	\$1,417
Building	\$521	\$513
Office	\$434	\$478
Publicity and Promotion	\$267	\$265
Amortization of Capital Assets	\$398	\$441
Deficiency of Revenue Over Expenditure	(\$118)	\$279

Statement of Financial Position


(Dollars in Thousands)

	2019	2020
Current Assets	\$2,731	\$3,889
Investments	\$144	\$142
Capital Assets	\$7,889	\$7,757
Total Assets	\$10,763	\$11,788
Current Liabilities	\$2,551	\$2,734
Deferred Capital Contributions	\$4,142	\$4,705
Total Liabilities	\$6,693	\$7,439
Total Net Assets	\$4,070	\$4,349
Total Liabilities and Net Assets	\$10,763	\$11,788

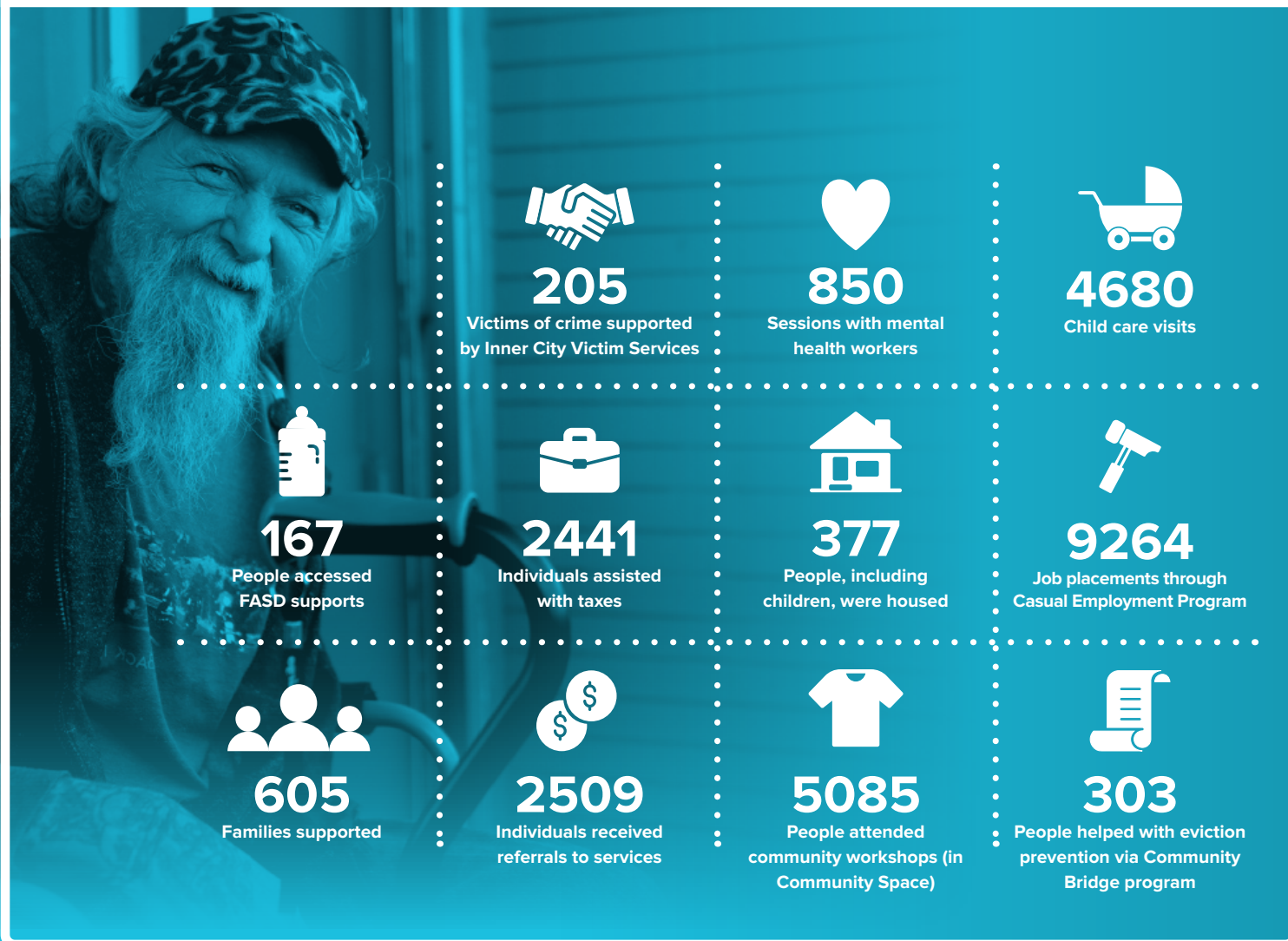
*The above financial information has been prepared by management. A detailed audited financial statement can be found on our website.

All Thanks to YOU!

Your generosity throughout the year has made a tremendous impact on each and every life counted here in these statistics. Each number represents one of our neighbours in Edmonton. Every participant recorded in these numbers has their own story, their own strengths, and their own hopes and dreams.

Throughout 2019, your support has been life-changing for so many adults and families. Thank you for supporting a transformed Edmonton. 

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



THRIFT SHOP

8818-118 Avenue, Edmonton, AB 780.471.6644

Drop Off Hours:

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

