



2021-2022 ANNUAL REPORT

MESSAGE FROM THE CEO

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The work our incredible team accomplishes would not be possible without the larger community rallying behind us

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Sometimes, when you are in the thick of things, you don't get a chance to truly step back and look at how much you have achieved. As I write this Chief Executive Officer message, I am awed to think of everything that has been accomplished over the past year. Our commitment to those experiencing poverty and homelessness in Edmonton has only grown stronger, and we are so thankful for the support and love shown by the entire community in a time of seemingly unending turmoil.

Since this time last year, our Community Space has reopened to support our community members with both basic needs and longer term supports including housing, employment, cultural supports, and medical supports. Being nimble and responsive to the needs of those experiencing poverty and homelessness has required us to adjust some services and expand others, as you will soon get to learn more about.

While we are still feeling the effects of COVID-19, it feels more every day like we are settling into a 'new normal'. Our program spaces are getting back to

larger capacities, we are welcoming volunteers once again to our spaces, and we have been able to have in person meetings with our teams again. The feeling of rejuvenation and excitement is palpable in the air.

A repeating, heartwarming theme over the past year is that of partnership; the impact we have when we work together as a community is truly incredible. I keep thinking of the quote from Shawnee chief, Tecumseh: "a single twig breaks, but the bundle of twigs is strong." With our combined strength, we will achieve our common goal: the elimination of poverty in our community.

The strength of our work is underpinned by the dedication and grace of our team of staff and volunteers. Our team shows up every day with steadfast work ethic and unfaltering compassion for our community members. Words cannot convey the depth of my gratitude for all that they do.

I am also deeply thankful for the support and passion of our Board of Governors. Their flexibility and

the trust they have in our team have allowed us to respond quickly to the rapidly changing needs of our community. Their guidance through the past year allowed us to hold strong when we needed to, or to pivot when required. I thank them for their leadership and wisdom.

The work our incredible team accomplishes would not be possible without the larger community rallying behind us. We are thankful for all levels of government, Community-Based organizations, foundations, corporations, and individuals who have invested in our work. Your thoughtfulness allows us to continue to provide critical supports to those experiencing poverty and homelessness.

I am so grateful for each of you that lends your strength to our work. No matter what inevitable changes the next year brings, I know that we will continue to evolve to better serve those experiencing poverty and homelessness.

Thank you for being a part of our Bissell community.



OUR VISION

The elimination of poverty in our community.

OUR MISSION

Working with communities, we empower people to move from poverty to cultural, social, and economic prosperity.

OUR VALUES

Our values of **Diversity, Inclusion, Accountability, Empowerment, Respect, Compassion, Collaboration, and Integrity** are reflected in all aspects of our work and within the culture of Bissell. They are our commitment to ensuring our participants, employees and stakeholders are involved with an organization that puts people first.

2021-2022 YEAR IN REVIEW

Tipinawâw Emergency Response

Tipinawâw, at the Edmonton Convention Centre, closed its doors on April 30, 2021, after opening in October, 2020. Tipinawâw, translated to “sheltered from the outside elements” in Cree, was a safe space that provided compassionate support for vulnerable individuals experiencing homelessness.

The activation was a collaboration between Bent Arrow Traditional Healing Society, Bissell Centre, Boyle Street Community Services, Homeward Trust, The Mustard Seed Edmonton, the City of Edmonton and the Edmonton Convention Centre. Tipinawâw provided a warm space to sleep, three nutritious meals a day and access to cultural and essential services.

The positive impact of community collaboration was highlighted through this activation. Tipinawâw successfully facilitated more than 90,000 check-ins for access to day services and over 35,000 check-ins for overnight access. 649 unique individuals were engaged for housing at Tipinawâw with a total of 2,857 support efforts recorded

Bissell Community Space Reopening

Our Community Space reopened in May, 2021, after months of pandemic lockdowns and restrictions. We are so grateful to have been able to partner with Bent Arrow Traditional Healing Society, who helped address many spiritual and mental health needs, and facilitated cultural activities in our Community Space.

In addition to being a support for people accessing Bissell's services, Bent Arrow's team offered training to Bissell Staff that helped bring a deeper understanding of the Indigenous people accessing our services. Incorporating traditional knowledge into support programs for people experiencing homelessness is critical to acknowledging the unique experiences of Indigenous people, and to help us provide appropriate resources to create community support and a sense of belonging.

Housing Outreach Team

In 2021, Bissell's Housing Outreach Team continued to use Bridge Housing to house individuals experiencing chronic homelessness. Bridge Housing offered individuals stabilization with the consistent ability to contact their workers, which helped secure and maintain their housing.

Bissell Centre increased collaboration efforts with EPS, the City of Edmonton and Park Rangers to address encampments in the downtown core and offer further housing supports in the Community Space, as shelters across the city closed down.

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Overall, the pandemic provided new opportunities and partnerships for the team.

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\$

**220
Unique
People**

Filed 321 years of income tax returns, which resulted in a total of \$283,573.83 in tax returns, GST and CCB payments.

2021-2022 YEAR IN REVIEW

Bissell Thrift Shop Opened in Hermitage Area of Edmonton

In June, 2021, Bissell opened a second Thrift Shop in the Hermitage area of Edmonton. Both our new Hermitage location and our original location on 118 Avenue offer high quality, gently used clothing, accessories, art, furniture and housewares at affordable prices.

Bissell has been operating a Thrift Shop for over 70 years, and the revenue from the shop has been reinvested into funding critical programs that help move people out of poverty. The goal of our second store is to increase our reach and impact in our community.

Fetal Alcohol Spectrum of Services

The FASS team works with individuals and families affected by Fetal Alcohol Syndrome. Our team is comprised of system navigators, advocates, and parent child assistance program advocates who work towards increasing the community's capacity for prevention.

The mental health support services team works with individuals in distress by providing supportive listening, relevant information, supported referrals, and community resources.

During the pandemic, our team served the community with a hybrid model of remote service delivery and in-person outreach. We continued to transport participants using enhanced health safety protocols.



Community Bridge Program

Our Community Bridge program provides holistic housing-loss prevention supports with a supplementary loan component. Our goal is to prevent homelessness before it happens, as the repercussions of an eviction can be devastating.

In 2021 Bissell Centre's Community Bridge program provided 201 loans totalling \$276,713.75 for utility and rental arrears for families and individuals in Edmonton, supporting 476 people including children. We were able to redirect \$43,072.06 to other eviction preventions supports and with a little financial coaching, families were able to pay off \$75,904.52 independently.

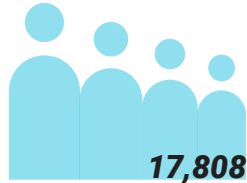
Family Support Services

Many families were unable to access resources because of the pandemic, so our Family Services team immediately started curb-side pick-ups and deliveries of essential items. The team offered support over the phone and, where possible, video calls. When more was needed, support workers met with families in (or outside) their homes to deliver such items as diapers, formula, emergency clothing, baby supplies, cleaning supplies, and food hampers.

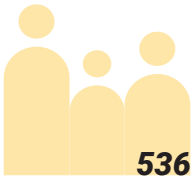
This shift to an outreach model provided support workers with new insights, like how people were clearly more comfortable in their own settings, which fostered deeper conversations and connections.

2019-2022 OUTCOMES

These numbers offer only a glimpse of the quantifiable outcomes we have seen since 2019.



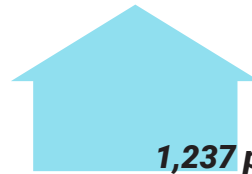
17,808 people have accessed *Bissell's services*



536 people diagnosed with FASD received specialized care



386 Children visited *Bissell's Childcare*



1,237 people housed



707 housing loss prevention interventions



38,000 employment placements



\$8,500,000 returned to the community
through financial supports

STATEMENT OF OPERATIONS

April 1, 2021 to March 31, 2022

	2022	2021
REVENUE		
Government Grants	12,785,461	15,714,057
Resource development	2,999,759	2,383,915
Sales	1,947,042	883,136
Fees for services	1,310,587	1,251,523
United Way	85,019	414,443
Other income	37,210	5,233
	\$ 19,165,078	\$ 20,652,307
EXPENSES		
Wages and benefits	11,284,156	11,368,924
Service delivery and activities	2,454,331	3,704,990
Building costs	1,424,586	734,008
Office and general	434,671	442,908
Publicity and promotion	359,676	263,192
Travel	232,566	168,262
Food services	138,935	15,250
Finance and legal costs	99,051	82,934
	\$ 16,427,972	\$ 16,780,468

STATEMENT OF FINANCIAL POSITION

	2022	2021
ASSETS		
Current Assets	13,640,145	9,221,782
Investments	141,073	146,248
Capital Assets	8,494,121	8,678,672
	\$ 22,275,339	\$ 18,046,702
LIABILITIES		
Current Liabilities	6,952,221	4,918,190
Deferred Capital Contributions	4,652,220	5,046,325
	\$ 11,604,441	\$ 19,964,515
TOTAL LIABILITIES AND NET ASSETS	\$ 22,275,339	\$ 18,046,702



2021-2022 SUPPORTERS

A.N. Distributors Inc.
 Alberta Investment Management Corporation Foundation
 Allstate Insurance
 ATCO EPIC: Employees Participating in Communities
 Blue Sea Foundation
 Canadian PPE Safety Supplies Inc.
 Canadian Western Bank
 Capital Power Corporation
 City of Edmonton
 Costco Wholesale
 Debew
 Delton Sausage House
 EA BioWare Corp.
 Edmonton Community Foundation
 Edmonton Oilers Community Foundation
 Eldon & Anne Foote Fund
 End Poverty Edmonton
 ENMAX Corporation
 EPCOR Utilities Inc
 Estate of Morley John Davies
 Family and Community Support Services
 Government of Alberta

Government of Canada
 Homelessness Assistance Fund
 Homeward Trust
 Jack & Margaret Charlesworth Foundation
 Katherine & Bruce Taylor Family Fund
 KLM Ventures Ltd.
 McCarthy Family Fund
 Melton Foundation
 R and E Downs Fund
 Robertson Wesley United Church
 Royal Alexandra Hospital Employees Charitable Foundation
 Saint John's Legacy Foundation
 Shirley & Gordon Gifford Family Fund
 Sobeys Warehouse
 St. Paul's Foundation Edmonton
 Synergy Franchising
 TELUS
 The Stollery Charitable Foundation
 United Church of Canada Northern Spirit Region
 United Way of the Alberta Capital Region
 Wescan Embroidery & Printing
 Wheaton Family Foundation
 Wow Dessert Factory



GET INVOLVED

**For more information about how to
get involved with Bissell Centre through
volunteering, partnership, or to donate, please reach out to:**

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