



Annual Report

APRIL 1ST 2022 – MARCH 31ST 2023



Leadership Message

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

Bissell Centre was founded in 1910. During our tenure, we have now been through two pandemics, two world wars, numerous economic depressions and recessions, and several shifts in the demographics of people needing our services. We have seen the lasting impacts of public policies, the development of automobiles, airplanes, television and now the internet. The team today is chronologically removed from our founders and yet their original vision of supporting people and communities in need is as true today as it was when they first rolled up their sleeves.

Our history books reveal a long collection of stories that reveal themes of hope, determination, entrepreneurial pragmatism balanced with a deep commitment to the values that have guided us along the way. Bissell's

posture has been one of continued learning and innovation, taking risks and keeping those that we are invited to walk alongside at the center of everything we do.

This annual report is intended to provide a high-level overview of the past year of our journey. It strives to highlight some of our recent learnings and identify our key areas of growth and success.

We invite you to view this document as invitation to participate, to join in, align, and journey with us towards a better future. The other thing that our history books reveal is that the idea of Bissell is far greater than any one organization. It is a collective movement of people and communities throughout the decades who are committed to bringing those on the

margins into the centre, to fighting for justice and equity, to providing a listening ear and hot meal, an giving an opportunity to move beyond the trapings of poverty and houselessness and to adding light into our world.

If you are reading this, you are probably already aware that this includes you. We are excited to share this journey together with you!

Gary St. Amand
CHIEF EXECUTIVE OFFICER



“Thank you for being a part of our Bissell community.”



OUR VISION

To eliminate poverty in our community.



OUR MISSION

Working in community, we remove barriers and support people as they move out of poverty.



OUR CORE VALUES

Our values of Respect, Human-Centered, Collaboration, Integrity, Equity and Accountability 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.

2022-2023 Year in Review

Program Excellence

Coming out of the pandemic, Edmonton has seen a dramatic increase in individuals experiencing houselessness in our city. Currently there are over 3,000 people who are either in temporary or insecure accommodations, seeking refuge in overnight shelters or sleeping rough in the community. To meet this increased need, we continue to expand our full spectrum of housing services to connect people with appropriate resources.

Our Community Bridge team was able to provide housing loss prevention supports to over 550 individuals. This program uses a financial empowerment focused, case management approach to provide eviction, disconnection, and foreclosure prevention, as well as loan options for arrears as necessary. By improving a household's financial literacy and preventing housing loss, we provide supports to improve housing stability and reduce the emotional and financial cost of houselessness.

Hope Terrace, our program dedicated to providing permanent supportive housing for individuals with Fetal Alcohol Spectrum Disorder (FASD), has accomplished a significant milestone by relocating to a newly constructed, purpose-built facility in King Edward Park. With this move, we welcomed over 20 new residents into the program, extending our reach and impact in the community.

The dedicated staff at Hope Terrace diligently work towards fostering home stability and enabling residents to achieve their personal goals. Our client-centered approach ensures that each individual receives comprehensive support and wrap-around services tailored to their specific needs. Through this program, tenants benefit from a stable and nurturing home environment, opportunities to integrate into the community, dedicated goal-setting sessions, and assistance in attending essential medical appointments, court appearances, accessing mental health resources, and fulfilling other commitments.

By providing a holistic support system, Hope Terrace endeavors to empower its residents, promoting their well-being, and facilitating their journey towards a more fulfilling and independent life.

2022-2023 Year in Review

Community Engagement

In line with our dedication to Truth and Reconciliation, as outlined in our Strategic Framework, Bissell Centre has proactively established an Indigenous Engagement strategy. To ensure the success of this program, we have diligently assembled an exceptional team of staff who are deeply committed to providing meaningful and responsive cultural support to the community. Our primary objective is to foster a supportive and empowering environment that deeply values and honors Indigenous cultures, traditions, and ways of life. By doing so, we aim to create a space that respects, uplifts, and celebrates Indigenous communities.

In February 2023, Bissell Centre organized its most remarkable Coldest Night of the Year event to date. Gathering 561 individuals and families from all corners of Edmonton, our annual walk-a-thon fundraiser surpassed all expectations. Embracing the wintry weather, participants fearlessly embarked on 2K and 5K routes through downtown. The collective efforts of the walkers resulted in an astounding \$195,000 raised, establishing an unprecedented record for Bissell Centre.

Infrastructure and Sustainability

Bissell Centre began the renovation of its Bissell Centre West building envelope to improve energy efficiency and improve weatherproofing. The retrofit renovations include new roofing, upgrading windows and doors to a higher efficiency, and insulating, cladding, and adding vapour barrier to the building envelope. This project will provide a safe, insulated, weather tight building for the community to access that also has a smaller carbon footprint.

Our Food Services team has partnered with Second Harvest, a registered charity that is combatting food insecurities across Canada and removing barriers to food redistribution. In a mere 8 months of collaboration, Bissell Centre was able to rescue 224,630 meals from partnering companies, effectively curbing food waste in the community.

2022-2023 Impact

Workforce Development
MARCH 2023



112,653

check ins to the **Community Space**

\$6,066,868

returned to the community in tax refunds through our Financial Empowerment work, **supporting 1,874 people with tax services**

200,329

meals served to individuals & families experiencing poverty & houselessness in our community

Nurturing the minds of

195

children during their **5,188** visits in our **Early Childhood Development Centre**

2,149

people connected with housing resources through our **Outreach Housing Team**

511

people served by **Community Bridge** with housing loss prevention

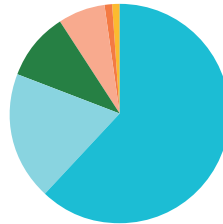
Statement of Operations

All NUMBERS ROUNDED TO THE NEAREST THOUSAND

REVENUE

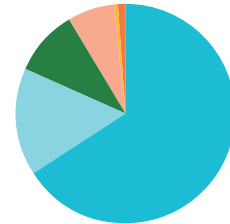
Government grants
Resource development
Sales
Fees for services
United Way
Other income

2023



11,888,000
3,591,000
1,899,000
1,414,000
230,000
115,000

2022



12,785,000
3,000,000
1,947,000
1,311,000
85,000
37,000

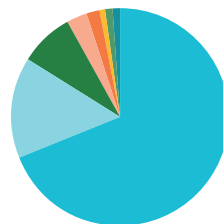
TOTAL REVENUE

\$19,136,000

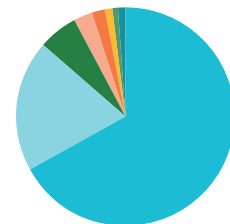
\$19,165,000

EXPENSES

Wages & benefits
Service delivery & activities
Building costs
Office & general
Publicity & promotion
Finance & legal costs
Travel
Food services



11,471,000
3,257,000
933,000
580,000
383,000
172,000
161,000
133,000



11,284,000
2,454,000
1,425,000
435,000
360,000
99,000
233,000
139,000

TOTAL EXPENSES

\$17,090,000

\$16,428,000

EXCESS OF REVENUE OVER EXPENSES
BEFORE OTHER ITEMS*

\$2,046,000

\$2,737,000

EXCESS OF REVENUE OVER EXPENSES

\$1,821,000

\$2,589,000

Any excess of revenue over expenses is allocated into Bissell's internally restricted reserves. The balances in these reserves are currently meeting the target thresholds set by the Board.

For a full breakdown you can access the full audited statements at bissellcentre.org/about/resources



Bissell Childcare
EASTER 2023

2022-2023 Supporters

Bissell Centre is fortunate to be supported by thousands of individuals and organizations in the community. We are grateful for all the ways that Albertans give of their time, talents and financial resources. We'd like to recognize this group of funders and donors for their commitment to our organization and the people we support.

A.N. Distributors Inc.
Alberta Health Services
Alberta Investment Management Corporation
Foundation
Anonymous Donor
Baba's Bridal Boutique
Canadian Western Bank
Capital Power Corporation
CIBC Foundation
City of Edmonton
Delton Sausage
Edmonton Community Foundation
Edmonton Fetal Alcohol Network
Edmonton Oilers Community Foundation
ENMAX Corporation
EPCOR Utilities Inc
Estate of Christine Lee Traff
Family & Community Support Services
Five Star Homes

Government of Alberta
Government of Canada
Heather Waldie's Legacy Fund
Henry Gusse Foundation
Homelessness Assistance Fund
Homeward Trust
McCarthy Family Fund
Melton Foundation
R and E Downs Fund
Robertson Wesley United Church
Shirley & Gordon Gifford Family Fund
Spiritual Seekers United in Community
St. Paul's Foundation Edmonton
Suncor Energy Foundation
The David & Nancy Foreman Charitable Gift Fund
The Estate of Harry Garfinkle
The Stollery Charitable Foundation
United Church of Canada Northern Spirit Region
Wheaton Family Foundation



Community Trip to Muttart
MARCH 2023



Tax Services
SPRING 2022



NIPD Celebrations
JUNE 2022



Bissell Thrift Shop Mural
SUMMER 2022



GET INVOLVED

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

Gary St. Amand
Chief Executive Officer
gary@bissellcentre.org

Kelly Hoskins
Director of Resource Development
khoskins@bissellcentre.org

bissellcentre.org