



Service Hub

Your support opens the way to stability, dignity, and lasting change.



“It’s about making life less complicated – services in one spot, easier access and quicker support when people need it most.”

– Johanna Knettig, Co-Chief Executive Officer

The Challenge

**Poverty is complicated.
Asking for help shouldn’t be.**

The Service Hub is a one-stop model designed to meet people where they are and support them on a path toward stability.

Instead of sending people from agency to agency, we bring the services they need into one coordinated, compassionate space.

From case management and financial coaching to housing workshops and family supports, every offering is grounded in dignity, accountability, and connection. Urgent needs like food, hygiene, and clothing aren’t the end of the journey, they’re the first step in a path forward. That path often includes addressing the underlying factors that create instability, such as housing insecurity, limited employment options, income gaps, and the impacts of trauma.

Here, people can take meaningful steps forward with the support of staff who know them, believe in them, and are walking beside them every step of the way.

We’re not just meeting urgent needs, we’re helping people build lasting change.

The Solution: Our Service Hub Model

Support That's Caring, Connected, and Made Possible by You.

The Service Hub began as an open door where people could grab a coffee, connect with staff, or just catch their breath. But it quickly became clear: people needed more than help. They needed hope. They needed connection.

Every day, people arrived with challenges that couldn't be solved in isolation – housing, income, family, health. No single service could address them all. But what if one space could?

Thanks to the vision, trust, and generosity of early supporters, the Service Hub evolved into something transformative. Donors like you helped us listen more deeply, respond more intentionally, and build a model of care that reflects the real lives and needs of our community.

Together with our community members, service providers, and partners, we transformed that space into an integrated, holistic hub of support anchored by intensive case management and ongoing relationship-based support. A place where people are met with dignity, not judgment. Where basic needs are the doorway to long-term stability.

Because of supporters like you, the Service Hub isn't just a program—it's a promise that no one has to navigate hardship alone.

“When organizations such as CMHA-Edmonton Region and Bissell Centre unite for the good of the community to address housing stability and mental health, every act of service becomes a step toward lasting change.”

– Ann Blahun, *Canadian Mental Health Association – Edmonton Region*



Meeting Needs. Building Stability. Creating Community.

Today, the Service Hub is more than a place to get help. It's a space to build a future.

Whether someone needs housing support, financial coaching, or help navigating complex systems, every person who comes through our doors is met with respect, compassion, and a dedicated team ready to support their goals.

Our integrated model combines practical essentials with structured, goal-oriented supports. By meeting immediate needs and creating a sense of care and stability, people are better able to engage in deeper, longer-term work.

Thanks to generous donor support, we offer a coordinated range of services, including:

- **Prevention Supports** like financial literacy, tenant empowerment, housing loss prevention, and family supports.
- **Stabilization Supports** like intensive case management, housing stabilization, employability and skill-building supports, and community inclusion.

This holistic approach allows people to address urgent needs while continuing to work toward long-term stability.

This is what community-centred poverty reduction looks like. And with your support, it's only just beginning.

Coordinated Care, Faster Stability

When people have the right supports at the right time, everything can change.

When Nadia arrived at our Service Hub, she carried little besides hope for her children. Her English was limited, so a friend translated in French as she explained that she had moved from Ontario in January with five children. Their small apartment barely kept them sheltered—crowded rooms, high rent, and constant worry. She dreamed of a home where her kids could sleep, study, and breathe.

At the Service Hub, a Case Manager sat with her and listened. In one place, Nadia was connected to the supports her family needed most: Family Services provided diapers and wipes; a referral to the Edmonton Food Bank ensured groceries for the week ahead; and the PATH program supplied bus passes so her children could get to school. The team also helped her apply for the City’s Leisure Access Program so her kids could swim, play, and feel like kids again.

What might have taken months of navigating multiple systems happened in days—because everything was coordinated through one place. With the continued support of her Case Manager, Nadia is now working toward longer-term housing stability and income security for her family. Through tears and a quiet smile, she said she finally feels less alone and more hopeful for her family.

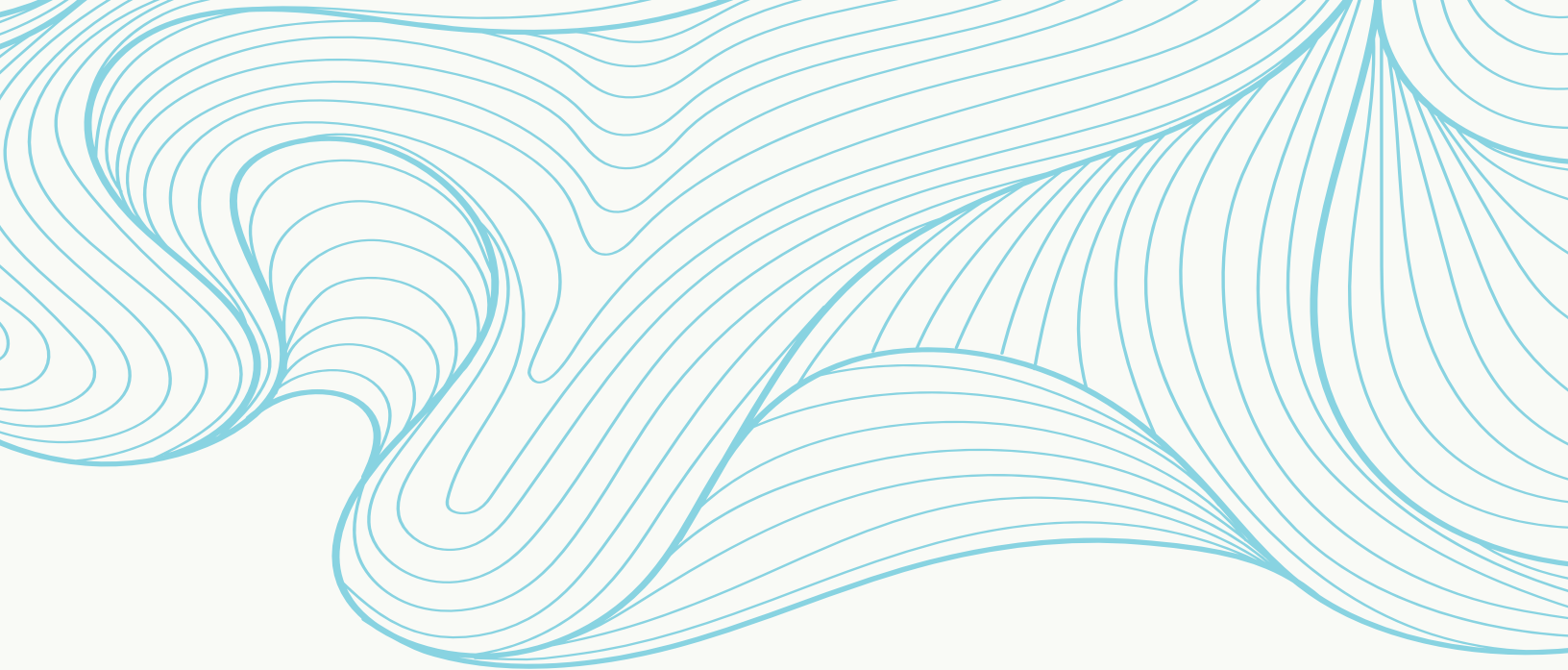
Every month, families, newcomers, and individuals alike find that same coordinated support through our Service Hub. With sustained investment, we can reduce barriers, shorten wait times, and help more people move from crisis to stability—faster.

- *This narrative is a composite, woven from the real experiences of several participants in our programs. It is shared with care to protect privacy, uphold dignity, and reflect the strengths and successes at the heart of our community.*



“Today felt like a beginning, not another barrier.”

– Nadia



Changing the Way Help Happens

The Service Hub is built on decades of experience and evidence showing that coordinated, holistic supports work.

We've learned that when services are easy to access, when people are treated with dignity, and when staff journey alongside participants with consistency and care, real, lasting change is possible. That's the heart of the Service Hub model.

By reimagining how support is delivered, the Service Hub is setting a new standard. It's a demonstration of what's possible when systems work together with intentional collaboration.

As a donor, you're not just supporting individual outcomes, you're part of a broader movement to change how poverty is addressed.

Together, we're proving that dignity works. That people can thrive when given the right supports. **It's an investment not just in today's participants, but in tomorrow's possibilities.**

The Service Hub meets people where they're at – offering safety, structure, and support.



“Safe communities are built and thrive when we work together. Bissell Centre’s Service Hub embodies our shared commitment to creating and sustaining safety and wellbeing, achievements that no single organization can realize alone.”

– Chief Warren Driechel, *Edmonton Police Service*

Invest in What's Possible

When you support Bissell Centre, you're not just helping someone get by—you're helping them move forward.

Every day, people arrive at our doors seeking safety, stability, and a fresh start. Your support makes that possible.

This isn't charity, it's change. Led by the people we serve, and powered by donors like you.

Because donors like you choose to invest in dignity, compassion, and connection, people can access the one-on-one support they need to build a better future.

With your transformational gift, we can deepen our impact: reaching more people with intensive, relationship-based case management, expand programming, and ensure that no one has to walk this path alone.

It takes \$360,000 each year to keep the Service Hub running at its current capacity.

Your investment powers the programming, staff, and services that help people take real steps toward their goals.

And the model is scalable – a multi year investment can provide extended hours, more case managers, and expanded services. It means shorter wait times, more one-on-one support, and more people on the path to stability.

When you give, you ensure that help is ready when someone reaches out.

You make sure no one has to navigate hardship alone.

You keep the door open.

Together, we can open more doors, strengthen community, and create a city where everyone has a chance to thrive.

“As donors, we’ve seen how coordinated, dignified support turns moments of crisis into momentum. The Service Hub helps people move from urgent needs to stability—and we invite you to support Bissell Centre to make that journey possible for more families.”

– Lacey Jansen, *National Bank*





This Is What Community Looks Like

One space. Coordinated support. A path forward.

Together, we turn barriers into breakthroughs, and possibility into progress.

At the Service Hub, people are met with dignity, trusted with their own goals, and supported every step of the way.

This is what happens when we care, connect, and invest in one another.

This is what community looks like. And it starts with all of us.

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