



bethlehem
housing and support services

Weathering A Disruptive Storm

ANNUAL REPORT 2020-2021

Our Mission Statement

Bethlehem Housing and Support Services is a multi-service organization serving the diversified needs of Niagara residents by offering support for individual growth through housing and other focused services.

Our Mission

Bethlehem Housing and Support Services, in partnership with the community, provides affordable housing and services to support the personal growth of individuals and families.

Our Vision

Stable affordable housing and support services contribute to a vibrant, caring and inclusive Niagara where everyone has a home.

We believe:

- Safe, supportive and affordable housing is fundamental to the health, well-being and resilience of all people.
- Responsive and person-centred support promotes our residents' independence, self-reliance and increased engagement in the community.
- Stable housing, combined with personalized support, is fundamental to our residents gaining greater confidence and realizing their housing goals and life aspirations.
- Affordable housing and support services provide a critical cornerstone for a caring community.

Our Values



Compassion

We provide the highest quality services with empathy, hope, understanding and caring.



Integrity

We act with integrity and honesty, treating all people with respect and fairness.



Dedication

We are passionate about our mandate and go above and beyond to deliver superior results.



Inclusiveness

We welcome and accept all people, embrace individual differences and create inclusion.



Accountability

We strive for excellence by being responsible, accountable and committed to improvement.

“When the storms of life are pouring down on you, muster up the courage to dance and bless the things that life has given you.

- STEVE RIZZO

Message from the President of the Board and Executive Director



LORI BEECH
EXECUTIVE DIRECTOR



SARA PRINCE
BOARD PRESIDENT

“ *There are some things you can only learn in a storm.*
- WILLA CATHER, AUTHOR

The Past Year In Review

This past year has been one like no other. It has been a very long and disruptive storm. We saw first-hand, tremendous pandemic precarity and how it disproportionately affected disadvantaged members of our community, particularly for us, some of the vulnerable families and complex individuals we serve. We learned that the key was to embrace the disruption, pivot, innovate and change early on.

At the beginning of the storm, we had to find our way to safely finish the construction and move 127 families into their new home at 111 Church Street in St. Catharines, while trying to figure out how to serve existing and disconnected clients in a whole new way. With the help of so many, along with some ingenuity, we found ways to remain safe, physically distanced but socially connected with clients. With great appreciation for the one-time funds from the United Way Niagara, Ministry of Children Community and Social Services (MCCSS), and The Canadian Women's Foundation, we were able to purchase the necessary Personal

Protective Equipment and connectivity tools such as Tablets, Cell Phones and Laptops.

We would like to dedicate this annual report to the entire Bethlehem Staff Team who remained on the job and committed to our mission over this past year. The Staff members found creative ways to continue serving their clients remotely, kept the buildings that house our residents maintained, clean and safe, and ensured business continuity. You are our 2020-21 Housing Heroes!

STRATEGIC DIRECTION

In 2020-21, the strategic plan activity required some tactical maneuvering during the pandemic. Despite disruptions, our goals and objectives are tied to our daily and ongoing work to serve. Our three main strategy goals are:

1. Increase our impact in the community
2. Build the community's engagement and investment in affordable housing solutions
3. Maintain a strong, adaptive and resilient organization

GOAL ONE: ENHANCE PROPERTY MANAGEMENT AND TENANT HOUSING SERVICES. BUILD AND SUSTAIN NEW AFFORDABLE PERMANENT SUPPORTIVE HOUSING.

In June 2020, we welcomed 127 new tenant families into their new home at North Church Court (NCC) on Church Street in St. Catharines. We doubled in size and in service capacity with an expansion of our housing and property management.

“ *This pandemic has magnified every existing inequality in our society - like systemic racism, gender inequality, and poverty.*

- MELINDA GATES

We established and tested our centralized Housing Services. Due to the pandemic, not all went according to plan. We adapted our new office space to align with Public Health Standards and created alternative ways using technology solutions to serve our many new and existing tenants. Our Housing Services office will manage over 247 tenant households annually with specific housing supports to ensure successful tenancies.

While following our Theory of Change Program Model, we are helping to achieve client outcomes and goals and reporting them through impact measurement tools. Pre/Post-program participation surveys identify goal setting and service planning that will help to maintain housing stability. Although the pandemic has altered some individual outcomes, to date the results are demonstrating positive change and stable housing for most of our clients. Next steps in this coming year will be to follow up with post-program surveys and a final impact report.

As with all new buildings, we dealt with construction deficiencies and extraordinary COVID-19 related issues that limited access to units in all our buildings. With an expanded maintenance crew, revised safety protocols and the implementation of a new integrated operating system, we are managing maintenance communications more efficiently.

Through our operating partnership and one-time funding from Niagara Regional Housing, Bethlehem Place was retrofitted with energy efficient thermostat technologies that should result in future energy cost savings. A brick sealant project grant was also approved for this building that will reduce the risk of water leaks.

Capital Spending this past year was targeted to furniture and equipment for the new administrative office space. An anonymous donation was received and restricted to cover the cost of building the new playground at the NCC location. The playground is very happily shared by the Daycare and the children living in the new building.

GOAL TWO: COMMUNITY ENGAGEMENT AND PARTNERSHIPS

Through the years Bethlehem has enjoyed the mutual benefits from many community partnerships with other service system agencies. Through an enhanced partnership support model, we have engaged a variety of agencies that are supporting their clients housed in NCC.

Although the agencies were also challenged with providing in-person support during the pandemic, Bethlehem front line staff shared in coordinating the support requirements for these tenants when initially agencies could not be on site. Anxiety was escalated, particularly for vulnerable clients during the climactic months of the pandemic. Bethlehem and the agency partners found ways to work together to ensure that we had a fulsome coordinated response to the complex needs of our new tenants.

Over 60 NCC units and tenants are supported through this partnership model that includes the following partner agencies:

- Canadian Mental Health Association (CMHA)
- Community Care St. Catharines & Thorold
- Gateway Residential and Support Services
- Gillian's Place
- Niagara Chapter Native Women Inc.
- Niagara Regional Housing
- Positive Living Niagara
- Start Me Up Niagara
- YWCA Niagara

After a slow start due to the timing of the pandemic with their opening, A Child's World Day Care Centre began operating the licensed on site day care for a lower number of children than expected.

Their numbers slowly increased as restrictions relaxed and safety measures were put in place. The spots are offered to the children in the building and local community.

After launching our new Housing Hero campaign and then holding our most successful Empty Bowls event in early 2020, the fundraising momentum slowed down going into the fiscal 2020-21 year. At that time, fundraising was difficult to forecast and the Board of Directors agreed to a deficit budget year. We had to rely on our spring and winter newsletter campaigns and a DIY Empty Bowls at Home event as our only engagement opportunity with our donors.

Although we did not achieve the annual \$200K goal, our loyal and generous supporters, plus some new ones, came through and we raised \$181,940! The benevolent compassion of our community is no less than amazing – THANK YOU!

The Ontario Trillium Foundation provided a one-time grant to assist with the development of a new fundraising strategy. With these funds we were able to restructure staffing, pivot our activity to utilize technologies and implement virtual fundraising tactics that will include the re-launch of **Housing Heroes.ca**.

GOAL THREE: BETHLEHEM IS A STRONG, ADAPTIVE AND RESILIENT ORGANIZATION

Never has this been demonstrated more than in the past year through the performance of our Bethlehem Staff Team and our organization as a whole! Our staff always presented themselves as the life raft for our tenants that were suffering in the storm. Their creative and innovative talents came shining through.

With the support of funders (previously listed), we were able to acquire new tools and resources to equip our isolated families and clients with solutions to stay connected with Support Workers, programs, and services. The staff team created online and virtual programs and activities that resulted in a renewed sense of community amongst our client families and for the children through the virtual Early On Centre activities.

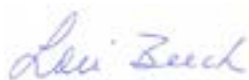
Boards of Directors everywhere had to navigate their way through virtual volunteerism and Bethlehem's leadership support never wavered as they learned how to use new technologies to attend meetings. We look forward to the day where we can meet again in person. As always and especially this past year, we appreciate our volunteer Board of Directors for their commitment to an organization of excellence that serves the Niagara Region community.

As we journey further into 2021

Borrowing a line by British writer Damian Barr: "we may be in the same storm, but we are in different boats". The pandemic has laid bare the inequities faced by the most vulnerable in our community. We must grapple with all the ways normal failed us and led us to this current state. We have learned so much as we weathered this storm. Unfortunately, we are not at the end yet but through our learnings we are better prepared and can see solutions more clearly.

May next year bring an end to this pandemic and the beginning of a "not-so-normal" lifestyle where we can build a fairer, more inclusive and sustainable society. We thank all those who are engaged and committed to work together with us here at Bethlehem Housing to build back a better Niagara community where everyone has a home.

Sincerely and Respectfully,



Lori Beech
Executive Director



Sara Prince
Board President

Helping Women, Men & Families in the Niagara Region

Our Programs & Services Include

HELPING MEN, WOMEN AND FAMILIES ACROSS THE NIAGARA REGION

During the past year, the pandemic restrictions made our program and service delivery very challenging. Many of our clients and tenants rely on their connections with Support Workers and our Tenant Services to ensure successful tenancies, housing stability, and access individual and family support programs and services to meet their personal needs and goals. We quickly discovered just how many of our clients were immediately thrown into isolation. They are without technology, data and internet resources for personal connectivity with the world outside their home.

With one-time extraordinary grants from a variety of funders, our Direct Service Team and the EarlyOn Centre Team were able to distribute tablets, phones, internet services to those clients without access and assist them with connections to programs and community services. Thank you to our funders for stepping in when our families needed you.

TRANSITIONAL HOUSING (BETHLEHEM PLACE)

A one year housing program that assists and supports residents to work on client-centred goals, leading to a successful transition to housing in the community. This past year required many of our residents to be given extensions to stay longer and many were able to move into our new building. We did our best to ensure goal plans and services were minimally disrupted.

Goal plans and services may include:

- Outreach support while on the housing waitlist



54 families including 91 children lived at Bethlehem Place in 2020-2021

- Life skills and capacity building programs
- One-on-one meetings with Community Support Workers
- Support groups and workshops
- Child development and parenting support
- Safety planning, support and advocacy
- Access to rent subsidy programs and continued support post-move out
- Information, referrals and connection to community services

Many people continue with support on an outreach basis while transitioning to housing in the community, which helps to ensure housing retention, a stable safe environment, and connection to resources and services.

- 45% of the transitional residents are survivors/victims of domestic violence
- On average there are approximately 10 families on our waitlist at any given time
- 44% of the families who exited our transitional housing program moved to market rent units

- 55% moved on to live independently in community-based subsidized housing, including subsidized units in our permanent housing buildings

PERMANENT SUPPORTIVE HOUSING

Long term affordable and/or subsidized housing with on-site support and advocacy services. Support services may include information, referrals and connection to community services, as well as social and recreational activities.

- 233 households lived in our permanent supportive housing buildings
- 47% are persons with physical or mental disabilities
- 25% are low-income working families living in market rent units

COMMUNITY OUTREACH SUPPORT

Support services continued to be offered in collaboration with other service providers and agency partners, for individuals and families who do not live in our apartments but are experiencing homelessness or at risk of homelessness, and/or have experienced gender-based violence.

When someone reaches out to Bethlehem for help, they are connected with a Community Support Worker (CSW) who meets with them in the community. The CSW assesses the needs of the individual, works with them to develop a service plan, and may make referrals that will assist them to achieve their personal goals. Due to the pandemic safety restrictions, our number of outreach contacts were lower than previous years. Again, many accessed service virtually and remotely using connectivity technologies.

- 117 households were served through the Community Outreach Support Program
- 52 individuals were homeless or at risk of becoming homeless
- 65 women were victims of domestic violence



98%

OF THOSE WHO MOVED
OUT OF SUPPORTIVE HOUSING
TRANSITIONED TO STABLE
AND SECURE HOUSING

PERSONAL CAPACITY BUILDING

Programs offered provide information on topics such as housing support, goal planning, safety planning, life skills for personal capacity building, employability, empowerment, self-esteem and leadership, mental health awareness, legal matters, anger management, healthy lifestyle, budgeting and money management, recreational and art activities.

EARLYON CHILD AND FAMILY CENTRE

The EarlyON Child and Family Centre provides a variety of parenting and early childhood development programs for families who live at Bethlehem Place as well as families living in the community.

Our drop-in program provides a healthy and safe educational environment where adults and preschool children interact, play and learn together.

Our School Age Kids Club, funded by the United Way Niagara, provides interactive activities and skills development for children and youth after school and during school holidays.

In 2020-21, our EarlyON Child and Family Centre welcomed:

- 44 children who made 284 visits
- 41 parents or caregivers who made 244 visits

Again due to safety restrictions all of the program offerings normally provided in person were reduced in number and accessed virtually once technologies were in place and programs recreated.

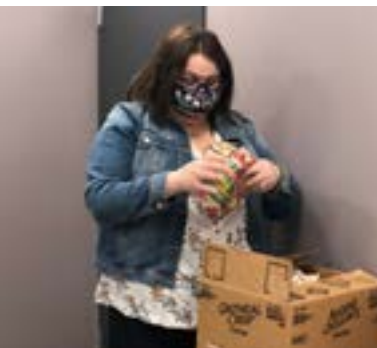
“*Bethlehem has been a big part of my life and I am grateful for the housing and supports that have been provided to me over the years.*”

-MICHEAL, BETHLEHEM RESIDENT

2021 Empty Bowls at Home

The challenges of COVID-19 brought any and all fundraising events to a screeching halt. We had to come up with a new Empty Bowls fundraiser that would be safe and fun for everyone. Our 1st Empty Bowls at Home Fundraiser, presented by FirstOntario Credit Union, took place on Friday, March 26 and Saturday, March 27, 2021 at both 13th Street Winery and Ferox Estate Wines where guests picked up their own DIY Soup Kits to enjoy at home.

We had over 250 guests participate with 12 different food and beverage vendors. Guests received one of a kind pottery bowls, Niagara wine, and delicious bread and desserts to compliment.



Thanks to four talented Niagara Chefs (pictured left to right): Chef Kevin Mitchell, Di Profio Estate Wines, Chef Ray Syegco and Salah Schmoll, Incoho Restaurant, Chef Laurie Didyk-Mindorff, Station One Coffeehouse, and Chef John Vetere, Ravine Vineyard. Guests got to make their own gourmet soup and enjoy a step-by-step tutorial video on our YouTube Channel.



This year's event was successful in raising over \$30,000 that will contribute to supportive transitional and permanent housing for individuals and families in our community. The proceeds from Empty Bowls will provide us with the funds needed to continue to support people in our community that are facing social and economic hardships.

We are so grateful for the response from the community! It is because of the continuous support from our attendees, sponsors, judges, potters, vendors, and volunteers that our signature fundraising event is a success year after year.

We would like to acknowledge our Leading Sponsors for partnering with us and helping to make our 1st Empty Bowls at Home possible.



Thank You to Our Supporters

Going into the fiscal year, we were so unsure what our supporters were experiencing through the pandemic and we forecasted a significant reduction in fundraising. We could not have been more pleased and should not have been surprised to see so many of our loyal donors, and some new ones, come through to support us through these very difficult times. You are our heart!

As donors, volunteers and supporters, your giving invests in our work and enables us to continue to provide the programs and services to help build a stronger community. Whether you donate monthly or annually, attend our fundraisers, volunteer your time, provide in-kind services or have given a major gift, we are grateful for your contribution. It is through your giving that you express to the men, women and families we serve that someone cares about their well-being.

Metergy Solutions (formerly Enercare) Fresh Start Program

In 2020, the Enercare company changed their corporate name to Metergy Solutions and due to COVID-19 amended their community Fresh Start Program but never waived with their amazing generosity. They quickly pivoted so they could continue to provide 20 Fresh Start Kits in the form of Retail Gift Cards to families transitioning from our year-long temporary housing program to a permanent affordable home in the community.

Metergy/Enercare partnered with Electrobac's mobile device-trade-in service, Buybac, and raised \$12,000 to support more of our families through the Fresh Start program. Bethlehem Housing was selected as the recipient for these new funds, and Welcome Home Kits were given to the 127 families that moved into our new supportive housing building at 111 Church Street, St. Catharines. The kit included a blanket, and a generous gift card to Giant Tiger.

On behalf of our BP Transitional Housing program and our NCC tenants, we are so thankful for Metergy's Fresh Start Program total 2020 donation of \$32,750 that helped families transitioning to a new permanent home.

Legacy Partners Program

As part of the Niagara Community Foundation's Legacy Partnership Program, gifts provided by our loyal donors through bequests and other estate gifts are placed in an endowment fund at the Foundation. Legacy gifts are endowed and preserved in perpetuity with only the investment income used. Income earned on the endowment will provide Bethlehem with a long-term sustainable revenue source so we can continuously provide housing and support services for families in crisis now and in the future.

In 2020, \$10,440 was distributed from our endowment fund and directed to our current annual needs to support the personal growth of individuals and families that reach out to Bethlehem for help.

Donations Over \$500

APRIL 1, 2020 – MARCH 31, 2021

\$181,940

RAISED FROM ANNUAL
FUNDRAISING & DONATIONS



Memorial Gifts

Gifts were received in memory of the following individuals:

- ▶ Margaret L. Reid
- ▶ Dorothy and Ainsley Barley
- ▶ Linda Blaire-Wylie
- ▶ Marina Schenck
- ▶ Pamela Cicci
- ▶ Lucy Sebert
- ▶ Bill McMullan
- ▶ Thomas and Fernande Owens
- ▶ Tony Mertens
- ▶ Ken and Patrica Bell
- ▶ William J. Holman

Memorial Funds

Gifts were directed to the following funds in memory of the individual:

- ▶ Apple Papa Van Schaik Family Fund
- ▶ Gloria Rooney Fund
- ▶ Henk Zwart Fund

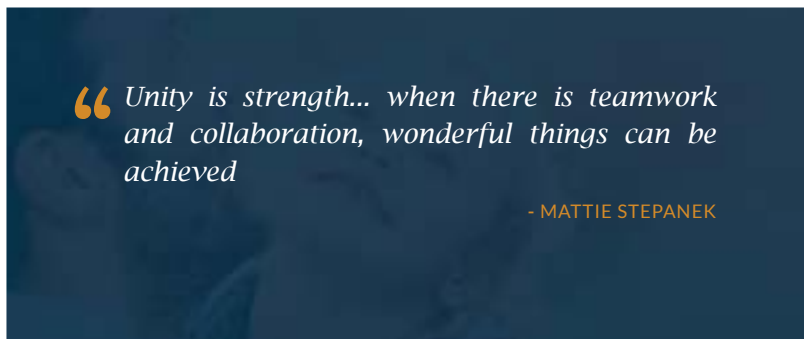
Individual Gifts Over \$500

- ▶ Sue Anderson
- ▶ Joseph & Emily Barry
- ▶ Elizabeth Bedford-Jones
- ▶ Ineke Brinkman
- ▶ Ian Brown
- ▶ Corwin & Grace-Ann Cambray
- ▶ Maureen Chudyk
- ▶ Steven & Stephanie Collins
- ▶ Edgar Hielema
- ▶ Mike Jones
- ▶ Peter & Linda Hammond
- ▶ Edgar Hielema & Karen Zwart-Hielema
- ▶ Joe Kish, Jr.
- ▶ Boudewijn Koole
- ▶ David Lailey
- ▶ Joanne Lennox
- ▶ Charles Lovrics
- ▶ Helen McGlone
- ▶ Randy Momot
- ▶ Michael Pare
- ▶ Irmgard Penner
- ▶ Denise Pickard
- ▶ Robert & Margaret Reid
- ▶ Joe Schenck
- ▶ Mark & Wendy Rittenhouse
- ▶ Mary L. Turner
- ▶ David Vilim
- ▶ Thomas Whitelaw
- ▶ Greta Wiens
- ▶ David Wyllie
- ▶ Thomas Whitelaw
- ▶ Elsje Zwart
- ▶ Dave and Lynn Zwart

Organization Gifts Over \$500

- ▶ Billyard Insurance Group
- ▶ Covenant Christian Reformed Church
- ▶ Donald & Barbara Fraser Fund
- ▶ Enercare Inc.
- ▶ Delta Bingo & Gaming
- ▶ FirstOntario Credit Union
- ▶ Generation S. Unlimited
- ▶ Immanuel Baptist
- ▶ Jubilee Fellowship
- ▶ Knox Presbyterian Church
- ▶ New Wave Global Services Inc.
- ▶ O'Hara Trucking & Excavating
- ▶ OLiv Tasting Room & Restaurant
- ▶ ServiceMaster Clean of Niagara
- ▶ Sideline Telephone Services
- ▶ St. George's Anglican Church
- ▶ Sullivan Mahoney
- ▶ Synergy Benefits Consulting
- ▶ The Ontario Paper Thorold Foundation
- ▶ Walker Industries
- ▶ Willy's Greenhouses
- ▶ Zwart Systems

We also wish to acknowledge the contribution of our donors who wish to remain anonymous and those who gave to the United Way or the Niagara Community Foundation and designated Bethlehem Housing and Support Services as the recipient of your gifts.



Thank You to Our Funders

We receive significant government subsidies and grants from Federal, Provincial and Regional government agencies and Foundations to help to support our building maintenance, programs and operational costs. We are very grateful for the ongoing partnership and support from our funders.

Government Funders

- ▶ Ministry of Children, Community and Social Services
- ▶ Niagara Region Children's Services
- ▶ Niagara Region Community Services
- ▶ Niagara Regional Housing
- ▶ Service Canada Summer Student Employment Program

Foundation Funders

- ▶ Canadian Tire Financial Services
- ▶ Niagara Community Foundation
- ▶ Ontario Trillium Foundation
- ▶ United Way Niagara

This year we received one-time grants from some of our funders to address the extraordinary COVID-19 related costs. On behalf of the people we serve, we are truly thankful for this extra assistance and their continuous support and partnership.

COVID-19 Related One-Time Grant Funders

- ▶ Canadian Women's Foundation
- ▶ Ministry of Children Community and Social Services
- ▶ Niagara Region Children's Services
- ▶ Niagara Region Community Services - Homeless Service System
- ▶ United Way Niagara

Financial Highlights

Our core revenues (rents and subsidies from the Region, Province and United Way) increased by 1.66% in 2020-2021 from the prior fiscal year. The increases were due to additional rent revenues from the new Church Street building which opened in June 2020, plus additional funding received from government funders and other grants from the United Way Niagara (UW) and Ontario Trillium Foundation (OTF) for COVID related services and expenditures.

The core revenues further benefited through increases in fundraising compared to the prior year. Total fundraising through donations and Bingo this year was \$181,940. Also, investment capital gains were realized by the selling of equity shares in a positive stock market environment. The consistency in year over year financial results is paramount as the organization continues to expand housing and its much-needed services.

Financial Highlights

Expenditures increased by \$799,642 or 7.9% over last year. The increase was due to delays in the completion of North Church Court at 111 Church Street. Two new positions were created for the new building project, therefore the wages and benefits expense line item increased by \$36,708 or 3%.

Furthermore, as a result of additional COVID related service requests from the Niagara Region, program costs increased by \$134,290 or 26% which were offset by additional project related one time funding grants.

Our administration and fundraising expenses were higher this year over last along with fundraising and overall revenues. The net operating deficit for fiscal 2020-2021 was a deficit (operating loss) of \$4,765. Long-term debt related to property mortgages was reduced by \$296,771 during the year.

Restricted reserve fund activity resulted in a decrease in assets of \$67,745, due to capital projects as noted. All the restricted reserve funds are set aside in risk appropriate investments and monitored.

These funds are essential to the organization's long-term sustainability, as they provide a secure source of funds for funding of future capital requirements and emergencies.

Statement of Operations for Year

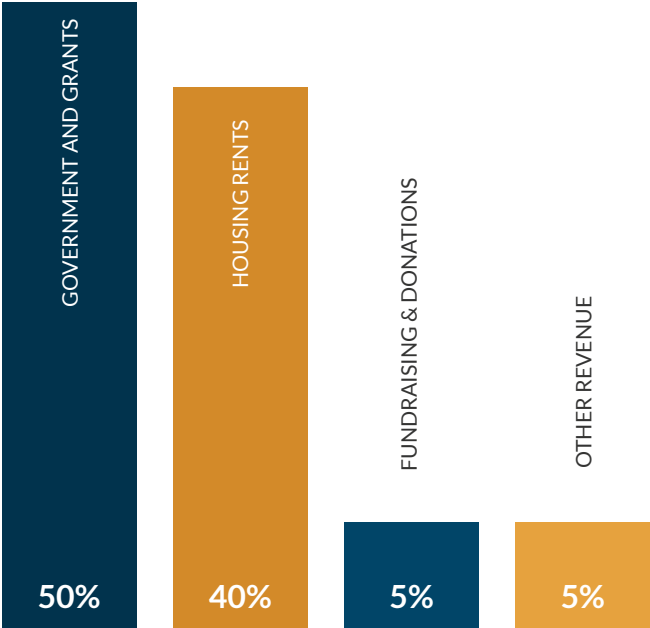
ENDING MARCH 31, 2021

REVENUES	
GOVERNMENT SUBSIDIES AND GRANTS	\$1,449,373
RENTS	\$1,832,976
FUNDRAISING AND DONATIONS	\$181,940
MISCELLANEOUS	\$125,584
OTHER	\$92,799
TOTAL	\$3,682,672

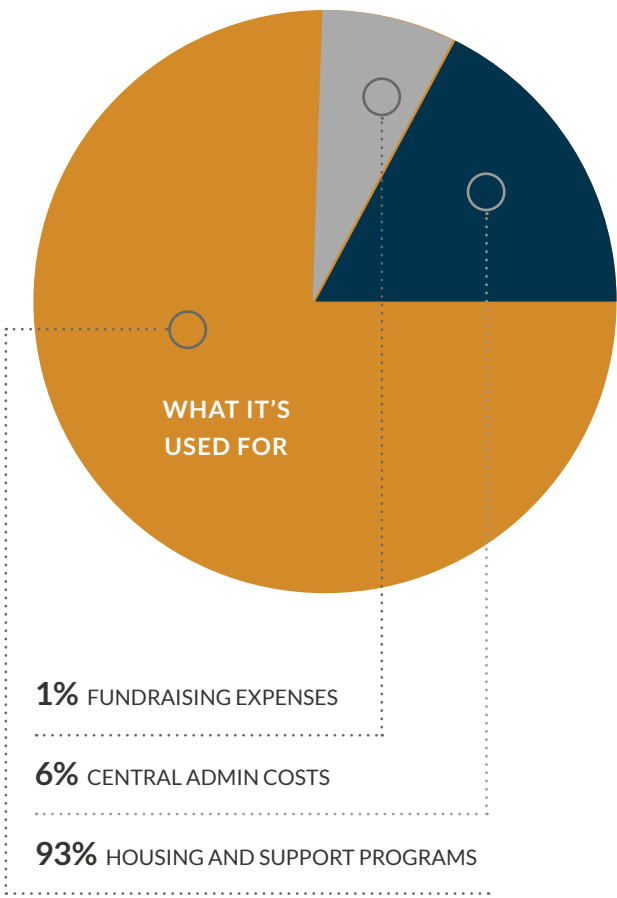
EXPENSES	
WAGES AND BENEFITS	\$1,195,484
HOUSING RELATED	\$1,902,618
AMORTIZATION OF BUILDING COST	\$343,919
PROGRAMS AND BUILDING COST	\$245,416
TOTAL	\$3,687,437
LOSS OF REVENUES OVER EXPENSES	(4,765)

Funding Sources

The organization is pleased to report we have maintained our healthy and stable financial position, moving into fiscal 2021 - 2022. As a result, Bethlehem Housing and Support Services expect to continue providing our valuable and highly regarded services for years to come.



SOURCES OF REVENUE 2020-2021



Bethlehem has a diversified source of revenue and although we receive some financial assistance through Funders, Foundations and Government subsidies, there are additional funds that we must raise on an annual basis to continue to maintain our annual operating budget and our affordable and transitional housing buildings, support services and targeted programs.

We Are Grateful for Our Volunteers

Volunteers are an essential part of our organization. Your kindness, dedication and commitment are an inspiration to us all. We are very fortunate and appreciative of your time, talents and efforts in showing that you want to make a difference in our community and for Bethlehem.

This year we were restricted with all of our in-person contacts including our volunteer activities. Despite the pandemic safety protocols, our organization as a community trust cannot function without some representation from our volunteers. Over 200 hours were provided by our dedicated volunteers who contributed their skills and talent on the Board of Directors, Board committees, hands on deck with our virtual events, and supporting our fundraising and community engagement activities.

There were 10 volunteers who safely assisted us during our 16th Anniversary of Empty Bowls, contributing over 40 volunteer hours towards the event.

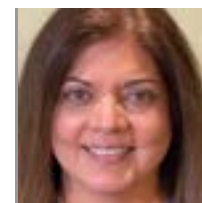
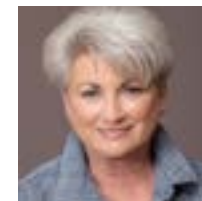
Thank you to the hardworking individuals and groups who generously gave their time and talents to our organization. We couldn't do this without you!

“ *The smallest act of kindness is worth more than the grandest intention*

- OSCAR WILDE

Board of Directors

2020-2021



Volunteers Serving

2020-2021

BOARD OF DIRECTORS

- ▶ Sara Prince, *President*
- ▶ Erica Bush, *Vice President*
- ▶ Derek Ali, *Secretary*
- ▶ Noah Bruce, *Treasurer*
- ▶ John Lee, *Past President*
- ▶ Dave Bowman
- ▶ Alu McCabe
- ▶ Laura Bratley
- ▶ Bryon Johnston
- ▶ Ian Matthews
- ▶ Yvonne Nasri
- ▶ Erica Walters

DEVELOPMENT COMMITTEE

- ▶ Dave Bowman
- ▶ Bryon Johnston
- ▶ Jordan Versluis
- ▶ Erica Walters
- ▶ Laura Bratley

FINANCE COMMITTEE

- ▶ Noah Bruce
- ▶ Andrew Costantini
- ▶ Chuck Greenham
- ▶ Bill Keogh
- ▶ Brian Mocha

EXECUTIVE COMMITTEE

- ▶ Sara Prince, *President*
- ▶ Erica Bush, *Vice President*
- ▶ Derek Ali, *Secretary*
- ▶ Noah Bruce, *Treasurer*
- ▶ John Lee, *Past President*

HUMAN RESOURCES COMMITTEE

- ▶ John Lee
- ▶ Yvonne Nasri
- ▶ Sara Prince

BOARD RECRUITMENT AD HOC COMMITTEE

- ▶ Derek Ali
- ▶ Dave Bowman
- ▶ Ian Matthews
- ▶ Alu McCabe

EMPTY BOWLS VOLUNTEER LEADS

- ▶ Paul St. Germain
- ▶ Susan Cornett
- ▶ Lorein Arnott
- ▶ Noah Tuyp
- ▶ Bob Barkman
- ▶ Lynn Zwart



Our Team

For this extraordinarily challenging year we are dedicating this annual report to our dedicated staff who remained on the job and committed to serving the Niagara community. It is with great appreciation and thanks that we recognize their exemplary contributions to Bethlehem Housing and the people we serve.

UNDER 5 YEARS

- ▶ Karen Cutmore, Finance & Administrative Operations Manager
- ▶ Rob Cammaert, Community Support Worker
- ▶ Desiree Costiff, EarlyON Child and Family Centre ECE
- ▶ Sarah Dashwood, EarlyON Child and Family Centre ECE
- ▶ Janet Fraser, Administrative & Accounting Assistant
- ▶ Kellie Glen, Community Support Worker
- ▶ Michelle Harder, Fundraising and Fund Development
- ▶ Jena O'Neil, Community Support Worker
- ▶ Corri Rolerad, EarlyON Child and Family Centre ECE
- ▶ Richard Rossman, Maintenance Worker
- ▶ Nicole Shaddock, Community Support Worker
- ▶ Jessica Seburn, Housing Services Administrator
- ▶ Christina Thomas, Community Support Worker
- ▶ Ricardo Valderrama, Maintenance Worker
- ▶ Emily Zwart, Communications and Marketing

5 - 9 YEARS

- ▶ Lori Beech, Executive Director
- ▶ Carolyn Fish, Program Manager
- ▶ Kathy Fraser, Housing Services Manager

- ▶ Diane Gendron, Security Resident
- ▶ Tiffany Grant, EarlyON Child and Family Centre Coordinator
- ▶ Laura Sauer, Community Support Worker
- ▶ Mayra Orellana, Community Support Worker
- ▶ Yvonne Kulawic, Community Support Worker

OVER 10 YEARS

- ▶ Paul Kwiatkowski, Maintenance Supervisor

OVER 30 YEARS

- ▶ Laura Arbour, Intake & Community Support Worker

“Our programs and services are based on the premise of people helping people; so we invest in staff members who are committed to moving our mission forward everyday!”

- LORI BEECH, EXECUTIVE DIRECTOR



During these extraordinary times we are working hard to ensure the safety of everyone at Bethlehem and to continue to provide support services for our residents and clients. Our support services provide the most vulnerable in our community with the essential supports needed to maintain their housing stability.

Over the past year we have continued to modify our programs and support services to promote the health and well-being of our staff, residents, clients and volunteers. Group sessions, life skills classes and social activities have been moved online.

Housing Hero Campaign



In October 2020 we welcomed Housing Hero Champion, Candace Popivanov. Candace is a Sales Representative with the Golf Team at RE/MAX Golf Realty Inc., Brokerage.

Helping folks find and purchase the perfect place to call home is her passion. However, Candace is intimately familiar with homelessness in our community and the heartbreaking impact it has on individuals and families who are currently homeless or who are facing potential homelessness.

“ I would like to challenge all Niagara area Realtors to join me in the vision of a Niagara without homelessness by contributing financially to charitable organizations, like Bethlehem Housing and Support Services, who are combating the affordable housing crisis in Niagara.

-CANDACE POPIVANOV, HOUSING HERO CHAMPION

Together with her husband, George Popivanov, Candace owns and operates multiple tenanted properties in Niagara. They are committed to upholding truly affordable rent prices and are always inundated with inquiries from hopeful would-be tenants when they post an available unit for rent.

The devastating affects of the affordable housing crisis in Niagara inspires Candace to help. She donates 10% of each real estate commission she earns to support Bethlehem Housing and Support Services and four other local charities that directly aid those in our community who are experiencing or at risk of homelessness. Candace is dedicated to a vision of Niagara where everyone has a safe and affordable home.



Housing Hero Champion, Claire Fish celebrated her 12th birthday in June 2021 and decided instead of receiving gifts she wanted her family and friends to donate to Bethlehem Housing and Support Services.

Claire set a goal of \$500 to add to the thousands of dollars she and her sister Evelyn have raised in the last five years. During the challenging times the pandemic has brought, Claire wanted to do something that would help others in need. Her campaign ran for 12 days, and raised a grand total of \$1,340.00!



Bethlehem Housing & Support Services, along with our clients,
are grateful for the funding support of these organizations.



Bethlehem Housing and Support Services

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