



bethlehem
housing and support services

Staying The Course

ANNUAL REPORT 2021-2022

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.

“You can't go back and change the beginning, but you can start where you are and change the ending.”

-C.S. LEWIS

Message from the President of the Board and Executive Director



LORI BEECH
EXECUTIVE DIRECTOR



DEREK ALI
BOARD PRESIDENT

“Stay the course, light a star, Change the world where'er you are.

-RICHARD LE GALLIENNE, POET

The Past Year In Review

This past year continued to include extraordinary challenges related to the ongoing pandemic. The Board, management, and staff teams naturally fell into a pattern to stay the course but with persistence as we rode the COVID waves. Together we stayed focused on maintaining our service levels for clients and tenants to keep moving forward. We fell into the rhythm of the “new world” using technology solutions to engage with clients, community partners, and supporters.

After our first year of settling into North Church Court and the Church Street neighbourhood, we were busy getting to know our many new families while we worked out the kinks that come with a newly constructed building. We observed and unveiled the additional challenges our clients and tenants were experiencing through the pandemic and worked to pivot and provide relevant services to meet their extraordinary needs.

With great appreciation for new funds from the Ministry of Children Community and Social Services (MCCSS), The Canadian Women's Foundation, and Niagara Region Children Services, we were able to stay

the course with our new methods of service delivery using our connectivity tools; such as Tablets, Cell Phones and Laptops, plus internet and data services for our clients to participate in virtual programs. With new funds from MCCSS we can expand our service programs for Violence Against Women (VAW) and participate with other community agencies to align victims of Human Trafficking with supportive housing.

With partnership commitments and some large new gift donations, we are charting a path forward to continue our growth in affordable housing development.

STRATEGIC DIRECTION

In 2021-22, the development of a new strategic plan activity was on hold, but we remained on track despite ongoing challenges. Later in 2022, we will chart our new path forward through a change in Board leadership, strategic development, and a governance review. Our activity to achieve our mission, goals, and priority objectives are what we do every day.

OUR THREE MAIN STRATEGIC 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 1: PRIORITY STRATEGY 1: BUILD & SUSTAIN NEW AFFORDABLE PERMANENT SUPPORTIVE HOUSING

We housed and supported 235 tenant families in the past fiscal year of 2021-22 in our three permanent buildings and 46 families in our transitional building. Segregating tenant housing services from social supports through a central location and establishing systems to specifically focus on tenancy supports has proven efficient and effective. With public health protocols in place, we have encouraged many more tenants, who would typically be reluctant, to connect

and use online financial services. We are pleased that they have become more confident and benefited from using these tools to manage their personal finances.

In the fall of 2021, we announced that we will embark on a new affordable housing development project in partnership with Penn Terra Group with the hope of housing another 180 households in an apartment building tower.

GOAL 1: PRIORITY STRATEGY 2: FACILITATE AND COORDINATE THE PROVISION OF SUPPORT SERVICES/EVALUATE AND MEASURE CLIENT OUTCOMES AND COMMUNITY IMPACT

Our Theory of Change Program Model evaluation was completed in the fall of 2021. Through our partnership with Ontario Trillium Foundation, we ran a 3-year study to measure change with client outcomes and goals using their impact measurement tools. Pre/Mid/ and Post-program participation surveys were conducted over 3 years to identify goal setting and service planning that helped to improve quality of life and maintain housing stability. Although the pandemic altered some individual outcomes, the results did demonstrate positive change and stable housing for most of our clients.

480 post-program surveys were conducted by October 2021 to measure change progress:

- In-crisis reduced from 16% to 0%
- Vulnerability reduced from 52% to 0%
- People feeling unsafe reduced from 18% to 7%
- Personal Capacity levels increased from 19% to 25%
- Clients feeling of personal empowerment increased from 14% to 93%
- Better access to public transportation improved community engagement by 60%

GOAL 1: PRIORITY STRATEGY 3: ENHANCE PROPERTY MANAGEMENT AND TENANT HOUSING SERVICES

During the waves of pandemic isolation, we had to reduce contact with tenants and focus only on maintenance emergencies. This left us with a backlog of non-emergency maintenance issues. In the last quarter when health protocols relaxed, we were able to catch up and with the further implementation of property management processes along with new practices of automation in building maintenance systems,

efficiencies have been created which helped to reduce work order response time and unit turnovers. Capital Spending this past year was targeted to improving security systems, flooring replacements and with a grant from Niagara Regional Housing, we completed a brick sealant project for our Welland Ave. Building, which will reduce the risk of water leaks long into the future.

GOAL 2: PRIORITY 1: COMMUNITY ENGAGEMENT AND PARTNERSHIPS

We observed an increase in mental health issues with many of our clients and families that intensified during isolation. In response, we engaged in a service partnership with The Attachment and Trauma Treatment Centre for Healing (ATTCH) Niagara, and along with funds from the Niagara Community Foundation, created a new program to provide access for our clients for treatment of trauma, PTSD, and a variety of mental health issues.

The project also includes specialized parenting workshops for families dealing with trauma and training for our own staff to build their service capacity, skills, and knowledge. These deeper therapeutic treatments are typically fee based services that are cost prohibitive for our clients. We are so grateful to Niagara Community Foundation for helping us with funds to launch this partnership program with the wonderful, devoted, and caring experts at ATTCH Niagara. At Christmas time, the generosity of our partners and supporters always comes through to make sure our families enjoy good food and gifts under their trees.

Penn Terra Group and First Ontario Credit Union made a \$7,000 donation toward a holiday meal and then their staff members volunteered to serve it up in safe take away packages for each family. Over 230 of our families enjoyed a Turkey dinner with all the fixings and dessert treats as well. We are so fortunate to work with such wonderful and kindhearted partners and supporters!

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 our permanent supportive housing buildings.

Bethlehem support staff assists to coordinate services, community and meeting space, and other amenities to ensure families and clients are well supported.

Over 65 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, Housing Help Program
- Gateway Residential and Support Services
- Gillian's Place
- Niagara Chapter Native Women Inc.
- Positive Living Niagara
- Start Me Up Niagara
- YWCA Niagara
- Niagara Regional Housing
- A Child's World Day Care Centre

In 2021-22, our Housing Hero campaign was relaunched, along with a Housing education video series to engage our community and supporters through the second year of the pandemic. By March of 2022, enough of the public health restrictions were lifted and within some workable restrictions, we held our 2022 Annual Empty Bowls as an in-person event. Although with a lower number of participants and guests, it was still a successful event resulting in net proceeds of \$51,000.

In the fall of 2021, we announced that over the next couple of years we will embark on a new affordable housing development project. We received some very generous gift donations of \$602,000 that were designated toward the investment in our future housing development and capital building restoration reserves.

Our annual fundraising goal was exceeded through the energy and efforts of our fundraising team, and the commitment of our loyal and generous supporters, plus some new ones, and we raised \$235,000! The benevolent compassion of our community is no less than amazing – THANK YOU!

GOAL 3: PRIORITY 1: MAINTAIN A STRONG, ADAPTIVE, AND RESILIENT ORGANIZATION

Our leadership had the foresight to set this goal as a strategic priority long before COVID-19 hit us, and it remains as an essential ongoing component of our strategic framework.

Resilience and persistence were demonstrated more than ever in the past two years through the performance of our Bethlehem Staff Team and our organization as a whole! We established systems and processes and revised service programs that allowed us to adapt, stay strong, and carry us through a second year of extraordinary challenges.

The delivery of high-quality programming, maintaining building assets and achieving success for our clients, is very dependent on consistent, competent staff. The pandemic impact started to slow down but included a quick change in the economy and cost of living increases, which created an enigma in labour issues - we were not immune. The Board leadership worked to come up with and implement short term solutions, and in 2022 will look at succession planning and employee retention strategies for the long term.

MOVING FORWARD TOGETHER

With the support of our funders, donors, partners, volunteers, Board of Directors, and staff, we were able to stay the course, remain connected to support our isolated families and clients with solutions to achieve their personal goals for change and quality of life. Despite these successes housing and support services continue to be a significant challenge for an increasing number of our citizens. Approximately 7,000 households are currently on the Niagara Region "wait list" to access the type of housing and support service we offer. Creating new housing units takes time and we are falling behind. Our hope is that together with our partners we can chart a path forward into the next fiscal year and beyond with new strategies and the confidence that we can meet the growing demand in a timely fashion.

We wish to express our heartfelt gratitude to all those who are engaged and committed to the work we do charting a new path forward with us to build a better world, one Bethlehem family and household at a time.

Sincerely and respectfully,



Lori Beech
Executive Director



Derek Ali
Board President

Helping Women, Men & Families in the Niagara Region

Our Programs & Services Include

HELPING MEN, WOMEN AND FAMILIES ACROSS THE NIAGARA REGION

This past year continued to include extraordinary challenges related to the ongoing pandemic. Together we stayed focused on maintaining our service levels for clients and tenants to keep moving forward. We fell into the rhythm of the “new world” using technology solutions to engage with clients, community partners, and supporters. With new funds from the Ministry of Children Community and Social Services (MCCSS), The Canadian Women’s Foundation, and Niagara Region Children Services, we were able to enhance virtual service delivery using our connectivity tools, such as tablets, cell phones, and laptops, with additional Internet and data services for our clients.

With new funds from MCCSS, we can expand our service programs for Violence Against Women (VAW) and participate with other community agencies to align victims of human trafficking with supportive housing. Thank you to our funders for stepping in when our families needed you.

NEW PROGRAM PARTNERSHIP WITH ATTCH NIAGARA

We observed an increase in mental health issues with many of our clients and families that intensified during isolation. In response, we engaged in a service partnership with The Attachment and Trauma Treatment Centre for Healing (ATTCH) Niagara, and along with funds from the Niagara Community Foundation, created a new program to provide access for our clients for treatment of trauma, PTSD, and a variety of mental health issues. The project also includes specialized parenting workshops for families dealing with trauma, and training for our staff to build their service capacity, skills, and knowledge. These deeper therapeutic treatments are typically fee-based services that are cost-prohibitive for our clients. We are so grateful to Niagara Community Foundation for helping us with funds to launch this partnership program with the wonderful, devoted, and caring experts at ATTCH Niagara.



46 families including 62 children lived at Bethlehem Place in 2021-2022

TRANSITIONAL HOUSING (BETHLEHEM PLACE)

A one-year housing program that assists and supports residents to work on client-centered 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. These may include:

- Outreach support while on the housing wait-list
- Information, referrals, and connection to community services
- 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

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.

- 40% of the transitional residents are survivors/victims of domestic violence

- 60% of the transitional residents were previously homeless or at risk of becoming homeless
- On average there are approximately 11 families on our wait-list at any given time
- 41% moved on to live independently in community-based subsidized housing, including subsidized units in our permanent housing buildings
- 40% remained in transitional housing with an extension beyond one year due to the pandemic challenges and lack of affordable housing in the community

PERMANENT SUPPORTIVE HOUSING

Long-term affordable and/or subsidized housing with on-site support and advocacy services has more than doubled from previous years with the addition of our new building. Support may include information, referrals, and connection to community services, as well as social and recreational activities.

- 235 households lived in our permanent supportive housing buildings
- 46% are persons with physical or mental disabilities
- 14% are low-income working families living in market rent units
- 28% of the permanent units and tenants are supported through a collaboration with service agency partners

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 relate to 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 was lower than previous years. Again, many accessed services virtually and remotely using connectivity technologies.

- 71 households were served through the Community Outreach Support Program
- 32 individuals were homeless or at risk of becoming homeless
- 41 women were victims of domestic violence



41%

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

PERSONAL CAPACITY BUILDING

Programs offered included Triple P Parenting Program, RentSmart, and a variety of life skills, educational workshops, personal empowerment, and development programs. Life skills were offered weekly; Rent Smart, healthy relationships, self-esteem, and coping with stress.

Due to the pandemic, most of the above programs were offered virtually. When the pandemic slowed, some of the sessions were held in person. At our permanent buildings, social activities resumed.

EARLYON CHILD AND FAMILY CENTRE

The EarlyON Child and Family Centre provide 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 2021-22, our EarlyON Child and Family Centre welcomed:

- 57 children who made 302 visits
- 40 parents or caregivers who made 237 visits

EarlyON Centre closed April 2021-June 30th, 2021 & January-February 18th, 2022
Re-opened July 4th-Dec 31st, 2021 & February 22nd 2022.

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

17th Anniversary of Empty Bowls

Our 17th Annual Empty Bowls, presented by FirstOntario Credit Union, took place on Wednesday, March 2, 2022 at The Americana Conference Centre in Niagara Falls. We had over 375 guests in attendance with 16 different food and beverage Vendors. Niagara's finest chefs prepared and served their favourite gourmet soup in one-of-a-kind bowls created by local Potters. Guests enjoyed sampling gourmet soups, local Niagara wines, craft beer, fresh bread, and delicious sweets.

Congratulations to our 2022 Empty Bowls Soup Winner! OLiv Tasting Room & Restaurant took home both the Platinum Ladle Award (voted on by the judging panel) and the People's Choice Award (voted on by the guests) for their Caribbean Bayou On-The-Lake Soup!



This year's event was our comeback after restrictions with COVID-19, raising \$51,000 in net proceeds to provide supportive transitional and permanent housing for individuals and families across the Niagara Region! 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 17th Anniversary of Empty Bowls our most successful event to date.



Thank You to Our Supporters

Going into another fiscal year and year two of the pandemic, we were again unsure what our supporters were experiencing, and we prepared ourselves for 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!

We exceeded our fundraising goal this year and raised \$235,000 through our annual community engagement activity. With our announcement of a new housing development project, we received some very generous major gift donations totaling \$602,000 that were designated toward the investment in our future housing development and capital building restoration reserves. 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

Each year we are so pleased to continue with our Metergy Solutions partnership and the Fresh Start Program. Through their amazing generosity provided 20 Fresh Start Kits to families transitioning from our year-long temporary housing program to a permanent affordable home in the community.

On behalf of these families, we thank Metergy's Fresh Start Program with a 2021-22 donation of \$15,000 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 2021-22, \$10,350 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.

Value-Added Partnership

At Christmas time, the generosity of our partners and supporters always comes through with a little extra donation to make sure our families enjoy good food and gifts under their trees. Together we exceeded our goal by 50%.

Penn Terra Group and First Ontario Credit Union, our housing developer partners, made a \$7,000 donation toward a holiday meal for all our tenants. Many of their staff members volunteered to serve it up in safe take away packages for each family. Over 230 of our families enjoyed a Turkey dinner with all the fixings and dessert treats as well. We are so fortunate to work with such wonderful and kindhearted partners and supporters!

Donations Over \$500

APRIL 1, 2021 – MARCH 31, 2022

\$235,000

ANNUAL
FUNDRAISING CAMPAIGN



Memorial Gifts

Gifts were received in memory of the following individuals:

- ▶ Ainsley and Dorothy Barley
- ▶ Barbara J. Fraser
- ▶ Larry Lundy
- ▶ Larry Rooney
- ▶ Lucy Sebert
- ▶ Maryellen Bridge
- ▶ Margaret L. Reid
- ▶ Marina Schenck
- ▶ Sandra Patterson
- ▶ Steven Lachan

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

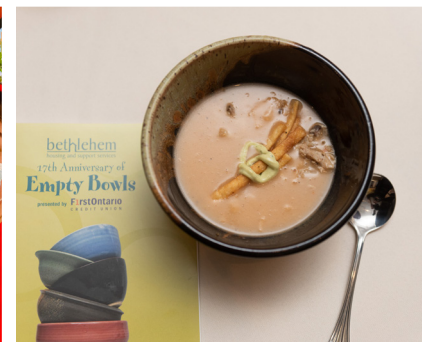
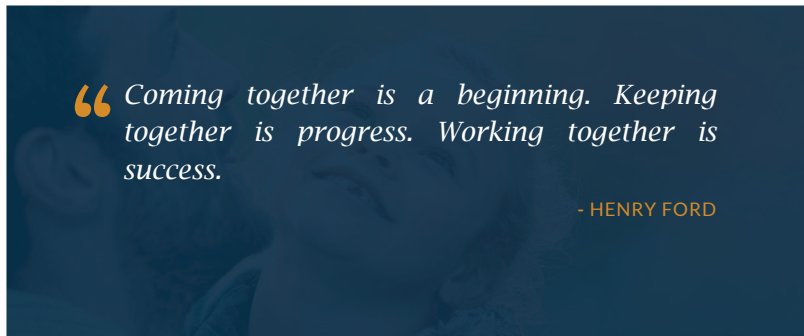
Individual Gifts Over \$500

- ▶ Anne Tucker
- ▶ Bob Koole
- ▶ Candace Popivanov
- ▶ Charles Lovrics
- ▶ Chris Watson
- ▶ Clive Waldron
- ▶ Dave Bowman
- ▶ David Vilim
- ▶ David Wyllie
- ▶ Dean Cruikshanks
- ▶ Denise Pickard
- ▶ Donna Lailey
- ▶ Donna Pree
- ▶ Elizabeth Bedford-Jones
- ▶ Ellen Kennedy
- ▶ Elsje Zwart
- ▶ Emily Barry
- ▶ Greta Wiens
- ▶ Ineke Brinkman
- ▶ Janet L. Fraser
- ▶ Joanne Lennox
- ▶ Joe Kish, Jr.
- ▶ Joe Schenck
- ▶ Lori Beech
- ▶ Lynn Zwart
- ▶ Marian Morton
- ▶ Mark Rittenhouse
- ▶ Mary Bondarchuk
- ▶ Mary L. Turner
- ▶ Maureen Chudyk
- ▶ Owen Billes
- ▶ Patricia Rooney
- ▶ Peter Hammond
- ▶ Robert Reid
- ▶ Savita Persaud
- ▶ Tom & Gail Richardson
- ▶ Tom Kelcey

Organization Gifts Over \$500

- ▶ Brandon's No Frills
- ▶ Dean Cruikshanks
- ▶ DFA Infrastructure International Inc.
- ▶ Donald & Barbara Fraser Fund
- ▶ FirstOntario Credit Union
- ▶ Generation S Unlimited
- ▶ Girard's No Frills
- ▶ Gordon Wright Electric Ltd.
- ▶ Graves & Richard Professional Corporation
- ▶ Immanuel Baptist
- ▶ Jesse and Kelly's No Frills
- ▶ Jim's No Frills
- ▶ Mark's No Frills
- ▶ NOFRILLS Operations Team
- ▶ O'Hara Trucking & Excavating
- ▶ RJ Momot Professional Corp
- ▶ ServiceMaster Clean of Niagara
- ▶ Silver Spire United Church
- ▶ St. George's Anglican Church
- ▶ Synergy Benefits Consulting Inc.
- ▶ Sullivan Mahoney
- ▶ The Ontario Paper Thorold Foundation

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

- ▶ 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
- ▶ United Way Niagara

Financial Highlights

Our core revenues (rents and subsidies from the Region, Province and United Way) increased by 14% in 2021-2022 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 \$745,607. Also, investment capital gains were realized by selling of equity shares in a positive stock market environment.

Financial Highlights

The consistency in year over year financial results is paramount as the organization continues to expand housing and its much-needed services. Expenditures increased by \$375,835 or 9.1% over last year.

Wages and benefits expense line item decreased by \$59,672 or 6%. Furthermore, as a result of additional COVID related service requests and newly funded program costs decreased which was covered by one time funding grants. Our administration and fundraising expenses were higher this year over last along with fundraising and revenues, which were also higher.

The overall 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 an overall increase in assets of \$531,832, 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

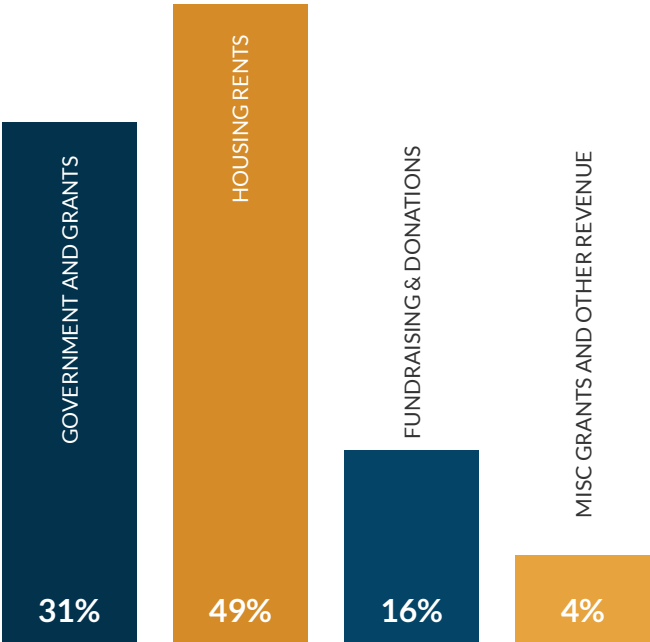
ENDING MARCH 31, 2022

REVENUES	
GOVERNMENT SUBSIDIES AND GRANTS	\$944,516
RENTS	\$2,268,171
FUNDRAISING AND DONATIONS	\$745,607
MISCELLANEOUS	\$226,926
OTHER GRANTS	\$472,375
TOTAL	\$4,657,595
EXPENSES	
WAGES AND BENEFITS	\$1,135,812
HOUSING RELATED	\$2,092,522
AMORTIZATION OF BUILDING COST	\$337,900
PROGRAMS AND BUILDING COST	\$497,038
TOTAL	\$4,063,272
EXCESS OF REVENUES OVER EXPENSES	(\$594,323)

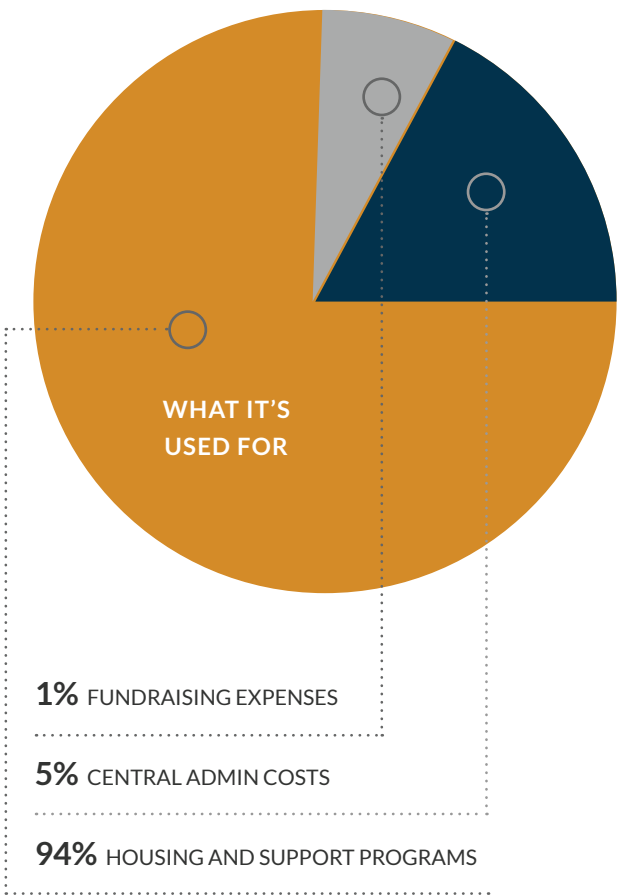
Funding Sources

The organization is pleased to report we have maintained our healthy and stable financial position, moving into fiscal 2022 - 2023. As a result, Bethlehem Housing and Support Services expects to continue providing our valuable and highly regarded services for years to come.

Bethlehem has a diversified source of revenue and although we receive some financial assistance through Funders, Foundations and Government subsidies, there remain additional operating costs which we must raise



SOURCES OF REVENUE 2021-2022



or earn funds to continue to balance our annual operating budget and continue to maintain our affordable and transitional housing buildings, support services and targeted programs at their current service level.

We have been very fortunate in these past 2 years to receive significant donations to put towards our reserve in preparation of our new building.

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.

Despite the pandemic safety protocols, our organization as a community trust cannot function without representation from our community. Over 311 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, our 17th Annual Empty Bowls, and supporting our fundraising and community engagement activities.

There were over 35 volunteers who safely assisted us during our 17th Anniversary of Empty Bowls, contributing over 150 volunteer hours towards the event. We also partnered with the FirstOntario Credit Union Blue Wave program and 3 employee volunteers contributed their time to help us during the event, and 8 volunteers assisted in serving Christmas dinner to all of our tenants.

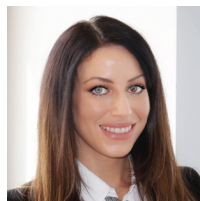
Thank you to the hardworking individuals and groups who generously gave their time and talents to our organization. We couldn't do this without you!

“Those who bring sunshine to the lives of others cannot keep it from themselves.

-JAMES MATTHEW BARRY

Board of Directors

2021-2022



Volunteers Serving

2021-2022

BOARD OF DIRECTORS

- ▶ Derek Ali, *President*
- ▶ Erica Bush, *Vice President*
- ▶ Bryon Johnston, *Secretary*
- ▶ Noah Bruce, *Treasurer*
- ▶ Sarah Prince, *Past President*
- ▶ Dave Bowman
- ▶ Alu McCabe
- ▶ Laura Pychel
- ▶ Bryon Johnston
- ▶ Ian Matthews
- ▶ Erica Walters

EXECUTIVE COMMITTEE

- ▶ Derek Ali, *President*
- ▶ Erica Bush, *Vice President*
- ▶ Bryon Johnston, *Secretary*
- ▶ Noah Bruce, *Treasurer*
- ▶ Sarah Prince, *Past President*

DEVELOPMENT COMMITTEE

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

FINANCE COMMITTEE

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

HUMAN RESOURCES COMMITTEE

- ▶ Alu McCabe
- ▶ Sarah Prince

EMPTY BOWLS VOLUNTEER LEADS

- ▶ Paul St. Germain
- ▶ Susan Cornett
- ▶ Jackie Agnew
- ▶ Domenic Cortese

EMPTY BOWLS JUDGES

- ▶ Craig YouDale
- ▶ Catherine O'Donnell
- ▶ Christine Susa
- ▶ Tami Jeanneret
- ▶ Rob White
- ▶ Ross Midgley

EMPTY BOWLS LEAD POTTERS

- ▶ Chris Sora
- ▶ Roberta Schmidt
- ▶ Sonja Zanuttini

EMPTY BOWLS FIRSTONTARIO BLUE

WAVE VOLUNTEERS

- ▶ Jennifer McEachern
- ▶ Jim Mancuso
- ▶ Oksana Kairys

BINGO VOLUNTEERS

- ▶ Don Ashby
- ▶ Derek Ali
- ▶ Dave Bowman
- ▶ Bryon Johnston



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

- ▶ Jason Butt, Maintenance Worker
- ▶ 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
- ▶ Brian Evans, Maintenance Worker
- ▶ Janet Fraser, Administrative & Accounting Assistant
- ▶ Michelle Harder, Fundraising and Fund Development
- ▶ Victoria Huys, Community Support Worker
- ▶ Kimberly Lee, Housing Services Administrator
- ▶ Jena O'Neil, Community Support Worker
- ▶ Brandon Peets, Maintenance Worker
- ▶ Mike Regehr, Maintenance Worker
- ▶ Corri Rolerad, EarlyON Child and Family Centre ECE
- ▶ Nicole Shaddock, Community Support Worker
- ▶ Jessica Seburn, Housing Services Administrator
- ▶ Sandra Steeprook, Community Support Worker
- ▶ Christina Thomas, Community Support Worker
- ▶ Emily Zwart, Communications and Marketing

5 – 9 YEARS

- ▶ Lori Beech, Executive Director
- ▶ Carolyn Fish, Program Manager
- ▶ Tiffany Grant, EarlyON Child and Family Centre Coordinator
- ▶ Yvonne Kulawic, Community Support Worker

OVER 10 YEARS

- ▶ Kathy Fraser, Housing Services Manager
- ▶ Diane Gendron, Security Resident
- ▶ 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



Ride For Refuge 2021



In October 2021, Bethlehem partnered with The Blue Sea Foundation's Ride For Refuge as a family-friendly cycling and walking fundraiser that supports charities who provide refuge and hope for displaced, vulnerable, and exploited people everywhere.

Typically, this event is based on a 5km walk-a-thon or 10km bike-a-thon but we wanted to be extra safe, and not gather in a big group.

When Ride For Refuge introduced 'RIDE Freestyle', we as an organization were ready to try something new as we continued to have limitations with event planning during the spread of COVID-19. The Freestyle event was launched to encourage teams to fundraise in any way they would like. 5 teams joined us in the Ride For Refuge Freestyle event that took place on Saturday, October 2, 2021. Our teams and participants completed 10-25km bike rides, Corn-hole For A Cause, and 5-10km runs raising \$7,000 in net proceeds for Bethlehem's programs and services.

We were so thankful to have our teams come out and support Bethlehem during such an uncertain time.





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



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Trillium
Foundation



Fondation
Trillium
de l'Ontario



Bethlehem Housing and Support Services

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Charitable Registration Number: 121926547 RR0001