



**bethlehem**  
housing and support services

# Navigating Challenges & Embracing Opportunities

ANNUAL REPORT 2022-2023

# 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-centered 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.

*The social impacts of the housing crisis will be severe and experienced most profoundly by those living in or close to poverty, as well as those unexpectedly thrown into poverty by the accompanying post-pandemic economy. Planning for recovery must take into account the long-term impacts of the crisis on our most vulnerable citizens and provide a roadmap to ensure their sustained health and well-being – the journey begins with the commitment to housing as a human right.*

EXCERPT FROM THE CANADIAN POVERTY INSTITUTE

# Message from the President of the Board and Executive Director



LORI BEECH  
EXECUTIVE DIRECTOR



DEREK ALI  
BOARD PRESIDENT

“Right at the end of the road, a new way will be revealed.

-HIRAL NAGDA

## The Past Year In Review

This past year was a rapid transition from dealing with the lingering effects of COVID-19 to a post-pandemic economy that seemed out of control with sky-rocketing inflation and interest rates. The most vulnerable and marginalized low-income households in our community seemed to suffer the most, and it all happened so quickly. The BHSS Board, management and staff teams were deeply concerned and went into crisis management mode to assist our clients and tenants who were clearly struggling.

We collaborated with resource agencies such as the United Way of Niagara and the Food Security Network, The Canadian Women's Foundation, Niagara Community Foundation for funds to initiate new programs such as mental health counselling, and monthly on-site markets providing nutrient-dense foods. We continue to monitor the situation as it unfolds and participate where we see client benefits through collective efforts to mitigate the effects of the crisis on our families.

## STRATEGIC DIRECTION

In 2022-23, the Directors held many discussions around the Board table expressing concern for the housing crisis and frustration with the pace of new affordable housing development. These projects take time, a lot of energy and effort to collaborate with many partners in the community and all levels of government. But, if the collective vision is not aligned, they just don't work out. Although this was one of our experiences this past year, we are re-energized to move forward, but perhaps in a different way.

Our mission and goal for building, providing and sustaining affordable housing will not change; however, we did take a step back to revisit this colossal challenge. Our leadership team has carved out a transformative vision that will require the organization to reinvent itself through an intensive strategic planning process. We have secured funds and established partnerships that will set us on a new strategic path with a solutions-focused roadmap over the course of 2023 through 2024. Our future direction will be driven by a goal to strengthen our position and capacity to respond to the housing crisis.

## STRATEGIC PRIORITIES AND OUTCOMES REPORT

As we look to identify the future for BHSS, we continue to live out our mission every day through our housing and supportive services to achieve positive outcomes for clients that will collectively and ultimately impact our community.

## PERFORMANCE REPORT ON OUR GOALS FOR 2022-23

Under our current plan the 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: INCREASE OUR IMPACT IN THE COMMUNITY TO ACHIEVE GOAL 1, WE HAVE THE FOLLOWING OBJECTIVES:

- Maintain existing building assets for housing support programs
- Enhance Property Management and Tenant Housing Services
- Build new affordable permanent supportive housing

### HOUSING WITH SUPPORTS IS A BEST PRACTICE THAT KEEPS PEOPLE HOUSED

Over the past fiscal year of 2022-23, we housed and supported 280 households in our permanent and transitional supportive housing buildings. In the post-pandemic economy, we see our families struggling with the effects of inflation and affordability. Our amazing and creative staff team along with funding partnerships, rallied to create targeted support initiatives that are providing an extra hand-up to ease some of the burden our families are experiencing. These include mental health supports, food security, reducing the impacts of inflationary costs of food, eviction prevention processes, and we established a rent assistance fund, to help with tenancy issues, rent deposits and rent arrears for our low-income households.

### SUSTAINING OUR BUILDING ASSETS THROUGH CAPITAL IMPROVEMENTS

Our buildings house many vulnerable individuals and families who deserve to live in dignity within a well-maintained and safe home, and we always want to be good neighbours. Buildings age through lots of love and everyday wear and tear and they need ongoing maintenance improvements. It is essential to sustain them over the long term and we do our best by investing our capital reserves and maximizing these funds with good annual planning for capital projects.

We also try to access capital resource opportunities wherever we can. Through our partnership with Niagara Regional Housing, a major overhaul of the balconies at Bethlehem Place got underway with a full replacement of the cement slabs and railings. Two of our buildings, Genesis Court and Kenmore Court, have been assessed for energy efficiencies and have new HVAC boilers and water heaters. Over the next couple of years, we will continue this path to save energy and costs with window replacements.

## GOAL 2: BUILD COMMUNITY ENGAGEMENT AND PARTNERSHIPS

WITH THE OBJECTIVE TO: Sustain Support Services & Programs

### WE ARE BETTER TOGETHER

Bethlehem has enjoyed the mutual benefits from many community partnerships with other service system agencies. The synergies that have been missed through the pandemic isolation and virtual meetings have been improved and our services enhanced by participating in person with service partner networks such as:

- Coalition to End Violence Against Women (CEVAW)
- Niagara Homeless Service System (NHSS)
- Canadian Alliance to End Homelessness (CAEH)
- Niagara Regional Housing Provider Advisory Council, (HPAC)
- Niagara Poverty Reduction Network (NPRN)
- Greater Niagara Chamber of Commerce (GNCC) – Non-profit Council
- Niagara Children's Planning Committee / EarlyON Centre Coordinators Network
- Ontario Non-Profit Housing Association (ONPHA)
- Canadian Housing Renewal Association (CHRA)

### WE ENGAGE WITH PARTNER SERVICE AGENCIES IN A VARIETY OF WAYS, SUCH AS:

Coordinated access through common data systems, Intake information, System navigation, Service planning and case management, Connections and referrals to community services, Life skills program delivery, Wrap around support for individuals and families. This past year we have improved and strengthened the sense of community in our buildings and neighbourhoods by getting together in person. We have missed face-to-face engagement and it makes a world of difference to our clients.

We have continued our service partnership with The Attachment and Trauma Treatment Centre for Healing (ATTCH) to provide access for our clients to treatment of trauma, PTSD and a variety of mental health issues. This year there was a focus on specialized parenting workshops for families dealing with trauma and training for our own staff to build their service capacity, skills and knowledge.

We are so grateful to Niagara Community Foundation and United Way of Niagara for helping us with funds to launch and deliver this desperately needed program with the wonderful, devoted, and caring experts at ATTCH Niagara. Our Henk Zwart Family Fund allowed us to provide greater access to clinical level mental health therapies for our clients who were struggling with COVID isolation, post-pandemic mental health issues, and the impact from past trauma.



### COMMUNITY SUPPORT FOR COMMUNITY HOUSING - MANY THANKS!

The benevolent compassion of our community is no less than amazing! It was the first year of executing our new fundraising strategy and even with a small number of staff, our supporters came through for us and we exceeded our target and raised \$313,557. THANK YOU!

This year was a great comeback story for our Empty Bowls Event with net proceeds of \$72,000. There were well over 500 guests and 40 volunteers. As always, the Artisan Potter community donated beautiful handmade bowls and the hospitality community donated their time to prepare delicious soups, food and beverages. A great time was had by all! During the holiday season, our generous community helped us make sure that our families enjoyed a Christmas meal, warm clothing, and the children had gifts under the tree. Thank you to all those who shared your time and treasure to ensure peace and joy for our families during a time of year when affordability is even more challenging.

### A HOME FOR ALL

We wish to recognize all those in our community who will not give up on the vision for a Niagara where everyone has a home. You are our heroes. Together we will continue to fight the good fight for affordable housing, particularly for the most vulnerable and economically challenged in our community. We may have lost some battles, but we live to fight another day to win the war on this crisis. We are particularly grateful to our partners, our heroes, Penn Terra Group and First Ontario Credit Union for their steadfast dedication and unwavering commitment to housing solutions. We look forward to new opportunities to increase the housing stock to support those in need.

### GOAL 3: MAINTAIN A STRONG, ADAPTIVE, AND RESILIENT ORGANIZATION

**OBJECTIVE IS TO:** Strengthen our systems, people, and processes

### INVESTING IN OUR PEOPLE

As with many organizations and businesses, the non-profit sector did not escape the post-pandemic shift with labour issues that were clearly aligned with inflation and cost of living increases. Life affordability was and still is, a challenge for all of us. Staffing retention required some short-term reactionary strategies and we examined some longer view strategies to retain our staff and skill level capacity to maintain our service delivery standards and meet demands.

Through staff consultations, we addressed the pain points and gathered some new ideas to help with affordability as well as work/life balance. We reviewed our compensation packages, made salary adjustments, enhanced the group benefits package, and implemented a pilot trial of an adjusted work week. Although we had some minor labour adjustments this past year, the Board and Management team is hopeful the efforts to remain competitive in our sector with a fair compensation and benefits package has increased job satisfaction amongst our staff team. It is our goal to deliver high quality services to the most vulnerable families that come to our door, and we need to employ those with the highest level of skill, expertise, and compassion to do so. We are very proud of our staff team. On behalf of the Board and the people we serve, we share our deepest appreciation for all that they do for the community and for choosing to work at Bethlehem.

### A REFLECTION OF OUR COMMUNITY

We are committed to supporting and advancing meaningful and impactful diversity, equity, and inclusion (DEI) practices. Our community and clientele are diverse, and to truly achieve our service goals and the best outcomes for our families, our leadership, workforce, and workplace culture must reflect our community. Through our staff, clients, and many partners working with diverse communities, we have called upon them and will continue to ask them to share their teachings, to help us create a healthy DEI culture, build our understanding of implicit biases, immerse ourselves into an inclusion mindset, and fully participate in reconciliation. We admit we are not there yet. But Bethlehem is on a path to discover the benefits and power of inclusion for our organization, the people and community we serve.

### BE A PART OF THE STORY

Over the coming years Bethlehem will continue to grow, evolve, and transform to find new solutions to address the community needs during this time of crisis. It is our hope that the community will be enticed to engage with us and to build with us by being part of the story.

Sincerely and respectfully,



**Lori Beech**  
Executive Director



**Derek Ali**  
Board President

# Helping Women, Men & Families in the Niagara Region

## Our Programs & Services Include

### HELPING WOMEN, MEN AND FAMILIES ACROSS THE NIAGARA REGION

During this past year, with pandemic restrictions being lifted, we were able to return to providing in-person services. Meeting in person is crucial as 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 to individual and family support programs and services to meet their personal needs and goals.

It has been a busy year for support staff including introducing a new program providing food security offered to our tenants living at all our buildings. Thank you to our funders and United Way Niagara for ensuring that our families have access to fresh fruits and vegetables on a monthly year-round basis.

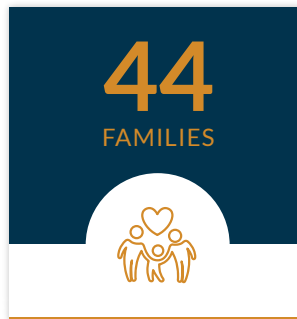
### CONTINUED PARTNERSHIP WITH ATTCH NIAGARA

With the help of continued funding, we were able to maintain our partnership with ATTCH Niagara offering specialized parenting workshops for families dealing with trauma. Typically these workshops are fee-based services that are cost-prohibitive for our clients. We are so grateful to be in partnership with the wonderful, devoted, and caring experts at ATTCH Niagara.

### 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 has been exceedingly difficult due to the housing crisis here in Niagara and has required many of our residents to be given extensions to stay longer and many were able to move into our permanent buildings. We did our best to ensure goal plans and services were minimally disrupted. These may include:

- Outreach support while on the housing waitlist
- Information, referrals and connection to community services
- Life skills and capacity building programs



*44 families including 55 children lived at Bethlehem Place in 2022-2023*

- 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.

- 56% of the transitional residents are survivors/victims of domestic violence
- On average there are approximately 10 families on our waitlist at any given time
- 59% of the families who exited our transitional housing program moved to market rent units
- 31% moved on to live independently in community-based subsidized housing, including subsidized units in our permanent housing buildings
- 90% of those who moved out of supportive housing transitioned to stable and secure housing

### PERMANENT SUPPORTIVE HOUSING

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

- 237 households lived in our permanent supportive

- housing buildings
- 44% are persons with physical or mental disabilities
- 13% 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

### HOUSING ALLOWANCE

In the Fiscal year of 2022-23 we provided a Housing Allowance to assist individuals and families who are chronically and episodically homeless to find independent and permanent housing through our Housing Allowance Program, funded by the Niagara Regional Community Services – Homelessness Services.

The underlying principle of the program is that people are better able to move forward with their lives if they are first housed. Once the person is housed, Community Support Workers provide client-driven supports to assist with housing stability, physical and mental health needs, as well as life skills.

- 22 households were provided community-based affordable housing allowances and community outreach support services through Housing Allowance

### 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.

- 115 households were served through the Community Outreach Support Program
- 54% of individuals were homeless or at risk of becoming homeless
- 51% were women who were victims of domestic violence

### PERSONAL CAPACITY BUILDING

Programs offered provide information on topics such as housing support, parenting, goal planning, safety planning, life skills for personal capacity building, employability, empowerment, self-esteem and leadership, mental health awareness, legal matters,



# 45%

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

anger management, healthy lifestyle, budgeting and money management, recreational and art activities.

- 98 group sessions were offered, including Triple P Parenting Program, RentSmart and a variety of life skills, educational workshops, personal empowerment and development programs.
- Over 150 social and recreational activities were offered.

### FOOD SECURITY

Due to the overwhelming rise in food costs, our clients are experiencing hardship in putting healthy food on the table. In an effort to help clients access fresh food, we have partnered with United Way Niagara and are now offering monthly food markets. The markets offer access to affordable and low cost, nutritious food to residents and tenants at all of our building sites year round. Markets provide a space for the community to come together around food and be engaged in social connections, programs and services that help strengthen the community.

- Every month an average of 75 households accessed the fresh food market at all our buildings

### 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.

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

In 2022-23, our EarlyON Child and Family Centre welcomed:

- 276 children who made 1324 visits
- 199 parents or caregivers who made 947 visits

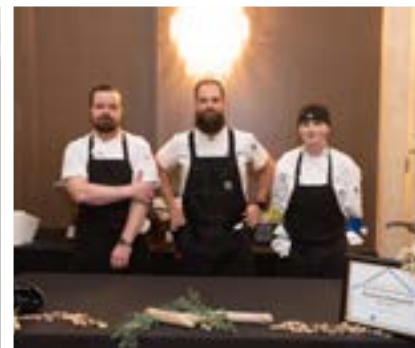


# 18th Anniversary of Empty Bowls

Thank you for another successful year with our 18th Anniversary of Empty Bowls presented by FirstOntario Credit Union which took place on March 8, 2023 at the Americana Conference Centre in Niagara Falls. We had close to 600 guests with 15 different food and beverage vendors. During this annual fundraising event, guests enjoyed samples of gourmet soup prepared by Niagara's finest chefs and served in one-of-a-kind bowls created by local potters.

Included as the perfect complement are Niagara wines, beer, cider, fresh breads and decadent desserts. Guests took home the empty bowl as a continuous reminder of those who struggle to meet basic living needs in our very own community.

Congratulations to Niagara College, they won both the Judges and People's choice (voted on by guests) vote! In a close second was The Twisted Pig then Rockway Vineyards in third.





This year we raised an amazing \$72,000 in net proceeds to help provide supportive transitional and permanent affordable housing for individuals and families across the Niagara Region! Thank you to our donors, vendors, potters, volunteers and all of our sponsors, without you we couldn't make this event such a success.

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 18<sup>th</sup> Anniversary of Empty Bowls our most successful event to date.

**FirstOntario**  
CREDIT UNION



# Thank You to Our Supporters

Going into the post-pandemic economy, we were again unsure what our supporters were experiencing, and we prepared ourselves for a change in fundraising. Again, this year we are so pleased to see so many of our loyal donors and generous community come through to support us through these very difficult times. You are our heart!

We exceeded our fundraising goal this year and raised \$313,557 through our annual community engagement activity. As donors, volunteers and supporters, your giving is an investment in affordable housing and supports our work that enables us to provide the programs and services that contribute towards building 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.

## Legacy Planned Giving Program

A portion of the gifts provided by our loyal donors through bequests and other estate gifts are placed in an endowment or reserve fund. 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 2022-23 we received \$6000 from an endowment fund as a designated donation and \$4000 in memorial funds. \$10,350 was distributed from our Niagara Community Foundation 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

For Christmas 2022, 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. This year we had an extra \$3500 to designate to holiday programs. Penn Terra Group and FirstOntario Credit Union, our housing developer partners, made a \$7500 donation toward a holiday meal for all our tenants and toys for the children. Many of their staff members volunteered to serve up a wonderful

Holiday Meal 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!



## Memorial Gifts

Gifts were received in memory of the following individuals:

- ▶ Ainsley & Dorothy Barley
- ▶ Lonnie Busaskas
- ▶ Joanne Feasby
- ▶ Barbara J. Fraser
- ▶ Maureen E. Keeley
- ▶ Stephen Lachan
- ▶ Samantha Zwart

## 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

# Donations Over \$500

APRIL 1, 2022 - MARCH 31, 2023

## Organization Gifts Over \$500

- ▶ A-1 Flooring Canada
- ▶ Abundance Canada
- ▶ Christian Reformed Churches
- ▶ Covenant Christian Reformed Church
- ▶ David Neufeld Construction
- ▶ Dean's No Frills
- ▶ DFA Infrastructure International Inc.
- ▶ Donald & Barbara Fraser Fund
- ▶ Dr. Rastegar - Niagara Endodontics
- ▶ Enterprise Holdings Foundation
- ▶ Erie Mutual Insurance
- ▶ FirstOntario Credit Union
- ▶ Full Gospel Church
- ▶ Generation S Unlimited
- ▶ Girard's No Frills
- ▶ Gordon Wright Electric Limited
- ▶ Immanuel Baptist Church
- ▶ Jesse and Kelly's No Frills
- ▶ Jim's No Frills
- ▶ Knox Presbyterian Church
- ▶ Life Abundant Fellowship
- ▶ Lock Street Brewing Company
- ▶ Mark's No Frills
- ▶ More Than PPE Canada
- ▶ New Wave Global Services Inc.
- ▶ Niagara Community Foundation
- ▶ Niagara Area Jeep Fest
- ▶ O'Hara Trucking
- ▶ Ontario Realtors Care Foundation
- ▶ Penn Terra Group Ltd
- ▶ Revel Realty Inc Brokerage
- ▶ R.J. Momot Professional Corporation
- ▶ Service Master Clean
- ▶ Sideline Telephone Services Inc.
- ▶ St. George's Church Marathon Bridge Group
- ▶ Sullivan Mahoney LLP
- ▶ The Barry Team
- ▶ Walker Industries Holdings Limited
- ▶ Willy's Greenhouses Ltd.
- ▶ Winch Group Of Companies

## Individual Gifts Over \$500

- ▶ Abdellah Majd
- ▶ Alu McCabe
- ▶ Andrew Dedman
- ▶ Andrew Perrie
- ▶ Anne & Ross Tucker
- ▶ Anne & William Jones
- ▶ Barbara Bucknall
- ▶ Barbara Galbraith
- ▶ Claudette Young
- ▶ Clive Waldron
- ▶ David Vilim
- ▶ David Wyllie
- ▶ Denise Pickard
- ▶ Diana Wielhouwer
- ▶ Donna Lailey
- ▶ Donna Pree
- ▶ Edgar Hielema
- ▶ Elizabeth Bedford-Jones
- ▶ Elizabeth Oliver-Malone
- ▶ Ellen Kennedy
- ▶ Elsje Zwart
- ▶ Elvio DelZotto
- ▶ Emily Barry
- ▶ Gail Richardson
- ▶ Helen McGlone
- ▶ Ineke Brinkman
- ▶ James Wilson
- ▶ Janet L. Fraser
- ▶ Jessie MacDonald
- ▶ Jill Crown
- ▶ Joe Kish, Jr.
- ▶ Joe Schenck
- ▶ Johann Munro
- ▶ Kathleen Bednarek
- ▶ Leo Versluis
- ▶ Linda Walters
- ▶ Lindsay Zwart
- ▶ Lori Beech
- ▶ Lynn & David Zwart
- ▶ Margaret Reid

- ▶ Mark Rittenhouse
- ▶ Mary L. Turner
- ▶ Maureen Chudyk
- ▶ Mike Burgess
- ▶ Mike Jones
- ▶ Norm Atkins
- ▶ Norris Walker
- ▶ Patricia Rooney
- ▶ Peter Barley
- ▶ Peter Hammond
- ▶ Randy Momot
- ▶ Rob Cefaratti
- ▶ Roberta Schmidt
- ▶ Sonja Zanuttini
- ▶ Steve & Stephanie Collins
- ▶ Sue Anderson
- ▶ Thomas Whitelaw
- ▶ Todd Bright
- ▶ Tom Kelcey
- ▶ Unha Hill

# REVEL.

Revel Realty hosted their 2nd Annual Charity Ball June 3, 2022 and Bethlehem Housing & Support Services was their charity of choice. We are honoured and humbled that they raised a whopping \$40,000 that they donated to our organization!



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





*“ Do not wait until the conditions are perfect to begin. Beginning makes the conditions perfect. ”*  
- ALAN COHEN





# 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 Women's Foundation
- ▶ Niagara Community Foundation
- ▶ United Way Niagara

“ *Every happy home has a foundation of love and a framework of support.* ”

-WES FESLER

## Financial Highlights

Our core revenues (rents and subsidies from the Region, Province and United Way Niagara) increased by 3% in 2022-2023 from the prior fiscal year. The increases were due to additional rent revenues, plus additional funding received from government funders and other grants from the United Way Niagara (UW) for Food Security programs and COVID related services and expenditures. Total fundraising through donations and Bingo this year was \$313,557.

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 only \$13,870 over last year. Wages and benefits expense line item increased by \$43,983 or 4%. Furthermore, as a result of additional COVID related service requests and newly funded programs, costs increased which were covered by one time funding grants.

# Financial Highlights

## THE OVERALL NET OPERATING DEFICIT FOR FISCAL 2022-2023 WAS \$32,014

Long-term debt related to property mortgages was reduced by \$286,736 during the year. Restricted reserve fund activity resulted in an overall decrease in assets of \$433,396 due to capital projects during the fiscal year. 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.

The organization is pleased to report we have maintained our healthy and stable financial position, moving into fiscal 2023 - 2024. As a result, Bethlehem Housing and Support Services expects to continue providing our valuable and highly regarded services for years to come.

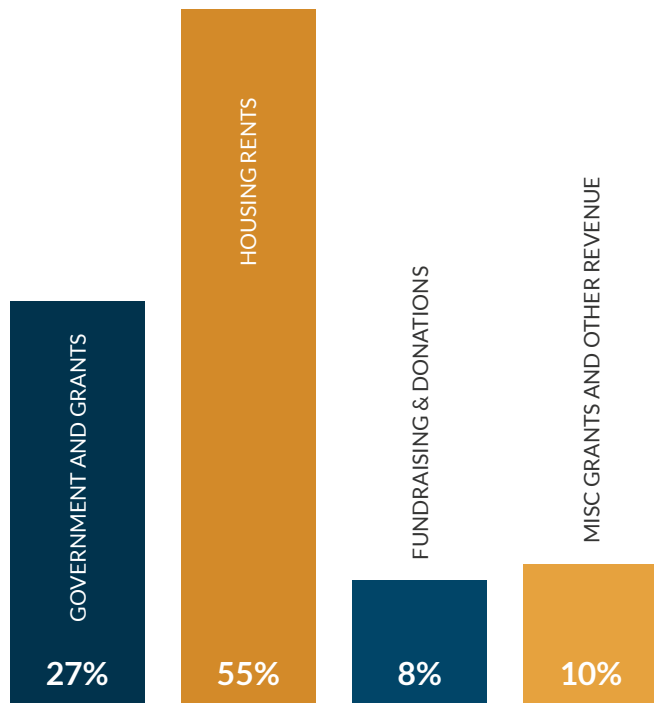
## Statement of Operations for Year

ENDING MARCH 31, 2023

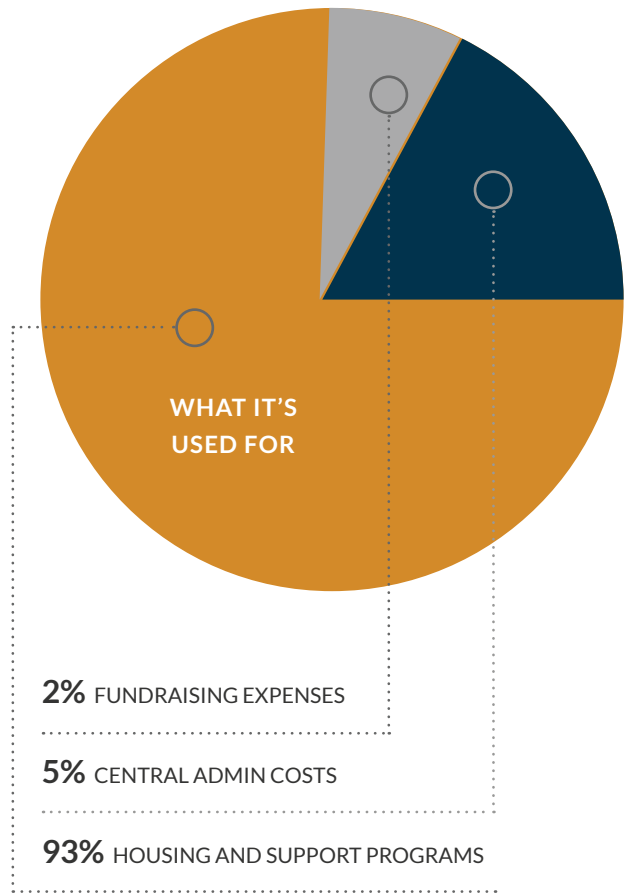
REVENUES	
GOVERNMENT SUBSIDIES AND GRANTS	\$1,099,646
RENTS	\$2,240,464
FUNDRAISING AND DONATIONS	\$313,557
MISCELLANEOUS	\$174,822
OTHER GRANTS	\$216,639
<b>TOTAL</b>	<b>\$4,045,128</b>
EXPENSES	
WAGES AND BENEFITS	\$1,179,795
HOUSING RELATED	\$1,859,398
AMORTIZATION OF BUILDING COST	\$312,006
PROGRAMS AND BUILDING COST	\$725,943
<b>TOTAL</b>	<b>\$4,077,142</b>
<b>DEFICIENCY OF REVENUES OVER EXPENSES</b>	<b>\$32,014</b>

# Funding Sources

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 or earn funds to cover. This additional funding is required 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.



SOURCES OF REVENUE 2022-2023



# We Are Grateful for Our Volunteers

Community Housing Heroes! 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.

Our organization as a public trust cannot function without representation from our community. Over 523 hours were provided by our dedicated volunteers who contributed their skills, professional expertise, and talent on the Board of Directors, Board committees, with our virtual events, the Annual Empty Bowls, and supporting all our fundraising and community engagement activities.

There were over 40 volunteers who assisted us at and before our Annual Empty Bowls, contributing over 200 volunteer hours towards the event. We also partnered with the FirstOntario Credit Union Blue Wave employee volunteers who contributed their time to help us during the event, and 8 volunteers assisted in serving Christmas dinner to all of our tenants.

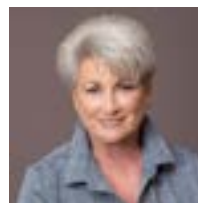
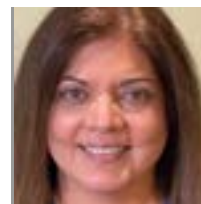
Thank you to the hardworking individuals and groups who generously gave their time and talents to our organization. We couldn't do this without you!

“ *The ache for home lives in all of us, the safe place where we can go as we are and not be questioned.*

-MAYA ANGELOU

## Board of Directors

2022-2023





# Volunteers Serving

2022-2023

## BOARD OF DIRECTORS

- ▶ Derek Ali, *President*
- ▶ Erica Bush, *Vice President*
- ▶ Bryon Johnston, *Secretary*
- ▶ Noah Bruce, *Treasurer*
- ▶ Sarah Prince, *Past President*
- ▶ April-Dawn Blackwell
- ▶ Dave Bowman
- ▶ Kate Fish
- ▶ Ronald Hong
- ▶ Ian Matthews
- ▶ Alu McCabe
- ▶ Laura Pychel
- ▶ Lori Beech, *Ex Officio*

## EXECUTIVE COMMITTEE

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

## DEVELOPMENT COMMITTEE

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

## FINANCE COMMITTEE

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

## HUMAN RESOURCES COMMITTEE

- ▶ Alu McCabe
- ▶ Sarah Prince

## EMPTY BOWLS VOLUNTEER LEADS

- ▶ Jackie Agnew
- ▶ Christine Blane
- ▶ Susan Cornett
- ▶ Jeff Stewart
- ▶ Paul St. Germain

## EMPTY BOWLS JUDGES

- ▶ Darlene Check
- ▶ Ross Midgley
- ▶ Catharine O'Donnell
- ▶ Mark Perkins
- ▶ Geoff Waterfield
- ▶ Craig Youdale

## EMPTY BOWLS LEAD POTTERS

- ▶ Barbara Galbraith
- ▶ Roberta Schmidt
- ▶ Chris Sora
- ▶ Donn Zver

## EMPTY BOWLS FIRSTONTARIO BLUE WAVE VOLUNTEERS

- ▶ Shirley Botham
- ▶ Denise Corlis
- ▶ Diane Krachentels
- ▶ Jim Mancuso
- ▶ Jennifer McEachern
- ▶ Crystal Robidas

## BINGO VOLUNTEERS

- ▶ Derek Ali
- ▶ Bob Barkman
- ▶ Dave Bowman
- ▶ Gregg Derrick
- ▶ Bryon Johnston

# 523

TOTAL HOURS DEDICATED  
BY OUR VOLUNTEERS



# Our Team

The staff team at Bethlehem are the best of the best! They are committed, compassionate and dedicated employees. It is with great appreciation and thanks that we recognize their exemplary contributions to the people we serve and the greater Niagara Region community.

## UNDER 5 YEARS

- ▶ Emily Brockway, Community Support Worker
- ▶ Jason Butt, Team Lead Building Maintenance Worker
- ▶ Karen Cutmore, Finance & Administrative Operations Manager
- ▶ Brian Evans, Maintenance Worker
- ▶ Stacy Francey, Community Support Worker
- ▶ Karen Fricker, Accounting Assistant
- ▶ Joe Labrie, Communications & Marketing Coordinator
- ▶ Zachary Laurin, Part-Time Relief Maintenance Worker
- ▶ Hannah Legault, Community Support Worker
- ▶ Maureen Newell, Tenant Services Administrator
- ▶ Brandon Peets, Maintenance Worker
- ▶ Mike Regehr, Maintenance Worker
- ▶ Corri Rolerad, EarlyON Child and Family Centre ECE
- ▶ Adam Shields, Fund Development Manager
- ▶ Sandra Steeprock, Community Support Worker
- ▶ Victoria Vahrmeyer, Project Manager & Community Support Worker

## 5 – 9 YEARS

- ▶ Rob Cammaert, Team Lead Community Support Worker
- ▶ Janet Fraser, Administrative & Accounting Assistant
- ▶ Tiffany Grant, EarlyON Child and Family Centre Coordinator
- ▶ Jena O'Neil, Housing Services Manager In-Training
- ▶ Yvonne Kulawic, Program Manager

## OVER 10 YEARS

- ▶ Lori Beech, Executive Director
- ▶ Kathy Fraser, Housing Services Manager
- ▶ Paul Kwiatkowski, Maintenance Supervisor

## OVER 35 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



# The Honourable Anita Anand's Visit



We were very excited and appreciative that our Canadian Defence Minister, the honourable Anita Anand, as well as St. Catharines Liberal MP Chris Bittle came to visit our Office on March 30 and had a tour of our North Church Court permanent affordable housing location.

Minister Anand emphasized the importance of Affordable Housing and discussed how they plan to deliver bold federal leadership to rapidly increase housing supply, support Canadians struggling with the cost of housing, and protect the dream of home ownership.

## Some of these measures include:

- A \$4 billion Housing Accelerator Fund to speed up the construction of new housing;
- A rent-to-own program to help renters become homeowners;
- A \$500 federal top-up to the Canada Housing Benefit for 1.8 million renters;
- A \$40,000 Tax-Free First Home Savings Account; and
- New guidelines to protect Canadians with mortgages facing exceptional circumstances.



# bethlehem

housing and support services

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



## Indigenous Statement

*For thousands of years, indigenous peoples have walked and lived on this land; the ancestral territory of the Haudenosaunee and Anishnabek peoples. Their relationship with the land is at the center of their lives and spirituality. It is important to acknowledge that these ancestral lands, are governed by the Dish With One Spoon Wampum agreement. In spirit of reconciliation, may we always seek to respect the history, spirituality, and culture of Indigenous Peoples.*



Bethlehem Housing and Support Services

111 Church Street, St. Catharines, Ontario L2R 3C9

☎ 905.641.1660 ✉ info@bethlehemhousing.ca 🏠 bethlehemhousing.ca

Charitable Registration Number: 121926547 RR0001