



CORE HOUSING NEED  
HOMELESSNESS CRISIS  
TRANSITIONAL HOUSING  
PERMANENT HOUSING  
AFFORDABLE HOUSING

**bethlehem**  
housing and support services

Bridging the Gap to Affordable Housing

ANNUAL REPORT 2023-2024

# 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

“*There is no exercise better for the heart than reaching down and lifting people up.*

-JOHN HOLMES

## The Past Year In Review

Our clients continue to struggle in the new economy and the staff team do their amazing best to access resources and provide programs and services that help reduce the impact on our families.

Our goal is to provide, retain and sustain housing for our tenants. We cannot accomplish our goals without members and partners in our community.

We were so pleased to announce our partnership with the St. Catharines Rotary Club and the Niagara Community Foundation to establish an endowment fund for assistance with housing affordability. With this endowment fund we will have access to resources in perpetuity to reduce barriers and help facilitate the transition to stable housing for our high needs' families.

On behalf of the families we serve, we thank the St. Catharines Rotary Club for their generous legacy gift that will keep on giving long into the future.

## STRATEGIC DIRECTION

Our organization's priority this past year and into the next fiscal year is driven by a goal to strengthen our position and capacity to respond to the housing crisis. We have encountered many obstacles in establishing new housing initiatives to expand our services. Through community engagement and discussion, we are mapping out a new strategic direction.

This is a 2-year 2-phase project that started this year with an external assessment identifying how we might better serve a rapidly expanding community of individuals and families experiencing barriers to housing. As we move into Phase 2 of the project, we will identify an actionable plan and the right partnerships to achieve the transformational change necessary to respond to the emerging social and economic conditions.

Simultaneously, we continue our work to meet our mission obligations on behalf of our clients, residents, tenants, funders, donors, partners, supporters, and the community.

## HERE ARE SOME STRATEGIC PERFORMANCE HIGHLIGHTS FROM FISCAL YEAR 2023-24:

### GOAL 1: INCREASE OUR IMPACT IN THE COMMUNITY

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

Over the past fiscal year of 2023-24, we housed and supported 267 households in our permanent and transitional supportive housing buildings. Our mobile outreach team supported 110 households throughout the Niagara community to connect them to services while waiting for housing.

We continue to see our families struggling with the effects of inflation and affordability. The staff team have been creative with accessing resources to provide enhancements to programs and services that include

mental health supports, food security, reducing the impacts of inflationary costs of food, eviction prevention processes, and working with the new rent assistance fund, to help with tenancy issues, rent deposits and rent arrears for our low-income households.

*Although we are grateful to our government funders, it is never enough to do the good work that needs to be done. 45% of the cost of our programs and services that keep people housed while on their healing journey are funded through the generosity of our donor community.*

The EarlyOn Family and Children's Resource Centre is back-up and running at full capacity! We had some challenges with our space and playground this past year, but by the end of the fiscal year, all was back on track. Our EarlyON playground was repaired and upgraded with new play features, thanks to a grant from Niagara Region Children's Services. We are excited to welcome children and parents to play and learn with us this coming summer!

#### 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 funders, Niagara Regional Housing and the Ministry of Children Community Social Services, we received grants to complete a major overhaul of the balconies at Bethlehem Place with a full replacement of the cement slabs and railings.

*We are so grateful to all of our funding partners!*

## GOAL 2: BUILD COMMUNITY ENGAGEMENT AND PARTNERSHIPS

### WE ARE BETTER TOGETHER

Bethlehem has enjoyed the mutual benefits from many community partnerships with other service systems and agencies. We are pleased and proud to be members of affiliated associations and networks such as:

- Coalition to End Violence Against Women (CEVAW)
- Niagara Region Homeless Services 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 Services Leadership 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, shared 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, and
- Agency head leasing and shared supportive services with agency partners housing their clients in our buildings.

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. Together we have focused 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 the United Way of Niagara for helping us with funds over the past few years to launch and deliver this desperately needed partnership program with the wonderful, devoted, and caring experts at ATTCH Niagara.

Our Henk Zwart Family Fund allowed us to provide a record number of assistance funds to increase 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. Thank you to the Zwart family for supporting our families over the past two decades.

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

The benevolent compassion of our community is no less than amazing! Along with our small but mighty

fundraising team, our support community has grown and helped us to exceed our target and raised over \$330,000. **THANK YOU TO ALL DONORS AND SUPPORTERS!**

We continue to grow the ever-popular Empty Bowls Event and raised \$91,000 in net proceeds. There were 486 guests and 45 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! Next year will be our 20th anniversary for this event and we plan to make it the biggest ever!

This past year we added a complementary soup lunch event called “Country Harvest Soup Fest” in October. It was a great success for our first year. Many who are not able to attend our big Empty Bowls event were able to come for lunch during the day and enjoy delicious soups from fantastic restaurants community piazza style! We raised \$19,000, thank you and hope to see you at next year’s Soup Fest!

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.

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

#### INVESTING IN OUR PEOPLE

Staffing retention has leveled out this past year and we have managed to retain the members of our amazing team. We continue to seek ways to support our very deserving staff to the best of our ability, while sustaining skill level capacity to maintain our service delivery standards and meet demands.

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 discovering the benefits and power of inclusion for our organization, the people and community we serve.

#### COMMITMENT TO LEADERSHIP

Over the past 36 years, Bethlehem has enjoyed and benefited from the expertise of community leaders who have contributed to building the organization to what it is today.

There have been many, but this year we would like to acknowledge and recognize Sara Prince who has committed 12 years of service as a Director on our Board and Board sub-committees. Sara is departing from the Board of Directors this year but has left her mark by contributing to the growth and development of Bethlehem in so many ways through her human resources and business organizational development expertise.

She served as Vice President, President and Past President in addition to leading our HR sub-committee that included the overhaul and development of HR policies and management tools. Bethlehem will be forever grateful and will continue to benefit from her legacy contributions long into the future.

#### 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 & FAMILIES IN NIAGARA

During this past year, our Support Workers and our Tenant Services have been busy to ensure that our clients have successful tenancies, housing stability, and access to individual and family support programs and services to meet their personal needs and goals.

We continue to offer food security through fresh food markets to our tenants living in all our buildings. Thank you to our funders and United Way for ensuring that our families have access to fresh fruits and vegetables on a monthly year-round basis.

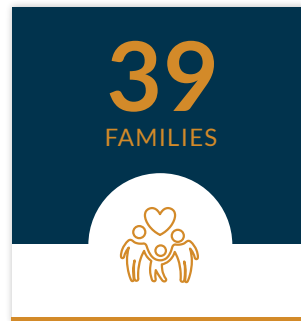
### CONTINUED PARTNERSHIP WITH ATTCH NIAGARA

With the help of continued funding from United Way, 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 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 continued to be exceedingly difficult in finding permanent housing due to the housing crisis here in Niagara. This has required many of our residents to be given extensions to stay longer with some being able to move into our permanent buildings. Supports offered to clients may include:

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



*39 families including 47 children lived at Bethlehem Place in 2023-2024*

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.

- 54% of the transitional residents are survivors/victims of domestic violence
- On average there are approximately 10 families on our waitlist at any given time
- 5% of the families who exited our transitional housing program moved to market rent units
- 46% moved on to live independently in community-based subsidized housing, including subsidized units in our permanent housing buildings
- 66% of those who moved out of supportive housing transitioned to stable and secure housing

### PERMANENT SUPPORTIVE HOUSING

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.

- 267 households lived in our permanent supportive housing buildings
- 47% are persons with physical or mental disabilities
- 17% are low-income working families living in market rent units
- 25% of the permanent units and tenants are supported through a collaboration with service agency partners

## HOUSING ALLOWANCE

In the Fiscal year of 2023-24 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.

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

## 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.

- 110 households were served through the Community Outreach Support Program
- 77% of individuals were homeless or at risk of becoming homeless
- 45% 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, anger management, healthy lifestyle, budgeting and money management, recreational and art activities.

- 117 group sessions were offered, including RentSmart and a variety of life skills, educational workshops, personal empowerment and development programs.
- Over 175 social and recreational activities were offered

## FOOD SECURITY

Due to the continued overwhelming rise in food costs, our clients continue to experience hardship in putting healthy food on the table. In an effort to help clients access fresh food, we continue to partner with United Way in offering monthly food markets. The markets offer access to affordable and low cost, nutritious food to residents and tenants at BP, GC, KC and NCC 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.

- North Church Court – 14 markets held – 490 households attended/yr – average of 35 households/month
- Kenmore Court – 12 markets held – 288 households attended/yr – average of 24 households/month
- Bethlehem Place/Genesis Court – 12 markets held – 180 households attended/yr – average of 15 households/month.
- 6080 lbs of food was made available over the course of a year

## 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 2023-24, our EarlyON Child and Family Centre welcomed:

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



# 19th Anniversary of Empty Bowls

Thank you for another successful year with our 19th Anniversary of Empty Bowls presented by FirstOntario Credit Union which took place on March 6, 2024 at the Americana Conference Centre in Niagara Falls. We had 486 guests with 22 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 take home the empty bowl as a continuous reminder of those who struggle to meet basic living needs in our very own community.

Congratulations to The Twisted Pig Italian Kitchen, they won the Judges Choice Award. We also want to congratulate the People's Choice Award winner (voted on by guests) - Niagara College Canada!





This year we raised an amazing \$91,000 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 19<sup>th</sup> Anniversary of Empty Bowls our most successful event to date.

**FirstOntario**  
CREDIT UNION

**BARRY** TEAM

**OBARA**  
CONSTRUCTION

**ORNEGA MEDIA**

**NOFRILLS**  
ASSOCIATED WITH THE FOOD BANK OF CANADA  
DONOR SINCE 1982  
2018-2019 DONOR OF THE YEAR  
2019-2020 DONOR OF THE YEAR  
2020-2021 DONOR OF THE YEAR  
2021-2022 DONOR OF THE YEAR  
2022-2023 DONOR OF THE YEAR

**SULLIVAN | MAHONEY**  
LAWYERS  
*Client Committed. Community Minded.*

**A-1 FlooringCanada**  
*Quality. Integrity. Service.*

**ESSENTIALS**  
CREMATION AND BURIAL SERVICES INC.

**COUNTRY**  
**89.1**

**CosMic Plants**  
*the art of essential*

**AMM 91.7**  
LARGE ADEN

**DELTA4 DIGITAL**

## The 1st Annual Country Harvest Soup Fest Event Was a Huge Success!!!

On Wednesday October 18, 2023, in the Event Court at The Pen Centre – St. Catharines, Bethlehem Housing and Support Services hosted the 1st Annual Country Harvest Soup Fest fundraiser fueled by Empty Bowls and presented by Essentials Cremation And Burial Services Inc. We want to express our gratitude to our generous sponsors, vendors, venue, staff and volunteers that helped make this event so amazing. The soup was fantastic and everyone seemed to revel in the atmosphere of the event.

Thank you to everyone who volunteered and attended, you are the true Housing Heroes!

We raised over \$19,000!

Thank you to our community for supporting us for this event!

THE 1<sup>ST</sup> ANNUAL  
COUNTRY HARVEST  
**SOUP FEST**  
ESTD 2023  
FUELED BY EMPTY BOWLS

PRESENTED BY  
**ESSENTIALS**  
CREMATION AND BURIAL SERVICES INC.



# Thank You to Our Supporters

This past year we are so pleased to see so many of our loyal donors and generous community come through to support us during a time when everyone has been very budget conscience. You are our heart!

We exceeded our fundraising goal this year and raised \$330,184 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 2023-24 we received \$6,500 from endowment funds as a designated donation and \$31,500 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 2023, 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 \$4,000 to designate to holiday programs from our developer partners and through a holiday campaign. The First Ontario Credit Union Blue Wave group volunteered to serve up a wonderful holiday meal for over 230 of our families.

The Ladies from Vineland Church once again, handmade

and donated 150 beautiful quilts for our Bethlehem children. Each child that lives in our Bethlehem buildings received a quilt for Christmas. Thank you Ladies!

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
- ▶ Barbara J. Fraser
- ▶ Johanna Vink Estate
- ▶ M. Catterall
- ▶ Mark Alan Janecek
- ▶ My Tribute Gift Foundation
- ▶ Natalya Linezky

## 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
- ▶ The Estate of Christel HaecK

# Donations Over \$500

APRIL 1, 2023 – MARCH 31, 2024

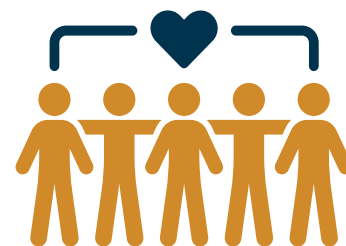
## Individual Gifts (Over \$500)

- ▶ Andrew Dedman
- ▶ Barbara Galbraith
- ▶ Beverley Dueck
- ▶ Carlos Lovrics
- ▶ Clive Waldron
- ▶ David Vilim
- ▶ David Wyllie
- ▶ Derek & Merle Richards
- ▶ Donna Pree
- ▶ Edgar Hielema
- ▶ Elizabeth Bedford-Jones
- ▶ Ellen B Zwart
- ▶ Emily Barry
- ▶ Fred Zwart
- ▶ Gail Richardson
- ▶ Grace Thaxton
- ▶ Greta Wiens
- ▶ Irmgard Penner
- ▶ Janet Fraser
- ▶ Joseph Kish
- ▶ Kathleen Barry
- ▶ Kristi Collins
- ▶ Lawrence Snook
- ▶ Linda Walters
- ▶ Lori Beech
- ▶ Lynn Zwart
- ▶ Margaret Matyus
- ▶ Mary Louise Turner
- ▶ Patricia Rooney
- ▶ Peter Barley
- ▶ Peter Hammond
- ▶ Peter McGlone
- ▶ Randy & Mary Momot
- ▶ Randy Koop
- ▶ Richard Chudyk
- ▶ Robert & Connie Lott
- ▶ Robert Reid
- ▶ Ross & Anne Tucker
- ▶ Sue Anderson
- ▶ Ted Van Geest
- ▶ Thomas Whitelaw

## Organization Gifts (Over \$500)

- ▶ A-1 Flooring Canada
- ▶ Abundance Canada Winnipeg
- ▶ ARGA Family Foundation (BNS Trust Company)
- ▶ Blake's No Frills
- ▶ Bode by Sugarmoon Inc.
- ▶ Bosak Wealth Management of RBC Dominion Securities
- ▶ Boston Pizza St. Catharines
- ▶ Brand Blvd Inc.
- ▶ Brandon's No Frills
- ▶ BrokerLink Insurance
- ▶ Cade Holdings Inc. Best Western Plus Cairn Croft Hotel
- ▶ Christian Stewardship Services
- ▶ Claraderma Inc.
- ▶ Cooper Wealth Management of RBC Dominion Securities
- ▶ Cosmic Plants
- ▶ Covenant Christian Reformed Church
- ▶ DDL & Co.
- ▶ Delta4 Digital Inc.
- ▶ Desjardins Insurance
- ▶ DFA Infrastructure International Inc.
- ▶ District 14 Retired Teachers Of Ontario
- ▶ Enterprise Holdings - ERAC CANADA FOUNDATION
- ▶ Essentials Cremation & Burial Services Inc.
- ▶ First Ontario Credit Union
- ▶ Flett Beccario Barristers & Solicitors
- ▶ Full Gospel Church
- ▶ Generation S Un. Limited
- ▶ GiantFM/Country89
- ▶ Girard's No Frills
- ▶ Gordon Wright Electric Ltd.
- ▶ Grant Thornton LLP
- ▶ Holiday Inn & Suites Conference Centre & Resort
- ▶ JBM Office Systems Ltd.
- ▶ Jesse and Kelly's No Frills
- ▶ Jim's No Frills
- ▶ Jordan Versluis Design
- ▶ Knox Presbyterian Church
- ▶ Lancaster Crown & Welch
- ▶ Mark's No Frills
- ▶ Mazon Canada
- ▶ Millers Auto Recycling

- ▶ Muir Image Photo & Video
- ▶ My Broadcasting Corporation
- ▶ NCF Beatties Anniversay Fund
- ▶ Niagara Area Jeep Club
- ▶ Niagara College Canada Welland
- ▶ Niagara Community Foundation
- ▶ NRPA Niagara Region Police Association
- ▶ O'Hara Trucking & Excavating
- ▶ Ownera Media
- ▶ Peninsula Flooring
- ▶ Performance On Point
- ▶ ProActive Chiropractic & Training Centre
- ▶ Ryan's No Frills
- ▶ ServiceMaster Clean of Niagara
- ▶ Sherry Campbell Group
- ▶ Sideline Telephone Services Inc.
- ▶ St. Davids & District Lions Club Activity Account
- ▶ Sullivan Mahoney LLP
- ▶ The Barry Team
- ▶ The Estate of Johanna Louisa Vink
- ▶ The Heat is On Catering
- ▶ The Ontario Paper Thorold Foundation
- ▶ The Rotary Club of St. Catharines
- ▶ Walker Industries
- ▶ Welland Ave. Car Wash Ltd.
- ▶ Westland Insurance Group Ltd.
- ▶ Willy's Greenhouses Ltd.
- ▶ YourTV/Cogeco



*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.*



*“ One of the most important things you can do on this earth is to let people know they are not alone. ”*  
- SHANNON L. ALDER



# 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 housing 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

## Foundation Funders

- ▶ Canadian Women's Foundation
- ▶ Niagara Community Foundation
- ▶ Ontario Trillium Foundation
- ▶ United Way Niagara
- ▶ Mazon Canada Foundation



“ You are never too old to start over. Every day is a chance to make changes to create the life we want..-  
KARON WADDELL

KARON WADDELL

## Financial Highlights

Our revenue sources are from the Regional and Provincial Governments, in addition to the United Way and other grant programs. Total fundraising through donations and Bingo this year was \$330,184. 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 \$455,190 over last year, largely due to capital project costs. Wages and benefits expense line item increased by \$314,600 or 27%, largely due to hiring full time cleaning and fundraising staff. (Section 11)

# Financial Highlights

## THE OVERALL NET OPERATING DEFICIT FOR FISCAL 2023-2024 WAS \$258,845

Long-term debt related to property mortgages was reduced by \$189,770 during the year. Restricted reserve fund activity resulted in an overall decrease in assets of \$402,188 due to capital projects and experienced investment loss over 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 future capital requirements and emergencies. The organization is pleased to report we have maintained our healthy and stable financial position, moving into fiscal 2024 - 2025.

As a result, Bethlehem Housing and Support Services expects to continue providing our valuable and highly regarded services for years to come.

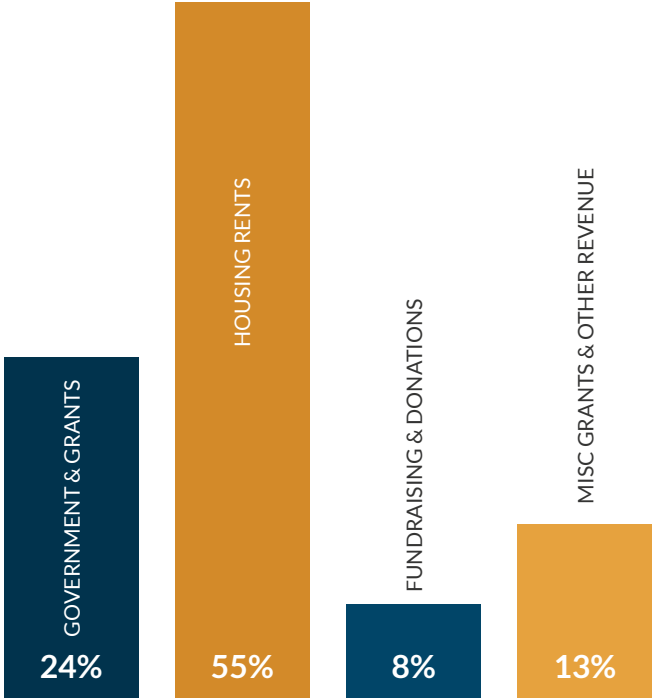
## Statement of Operations for Year

ENDING MARCH 31, 2024

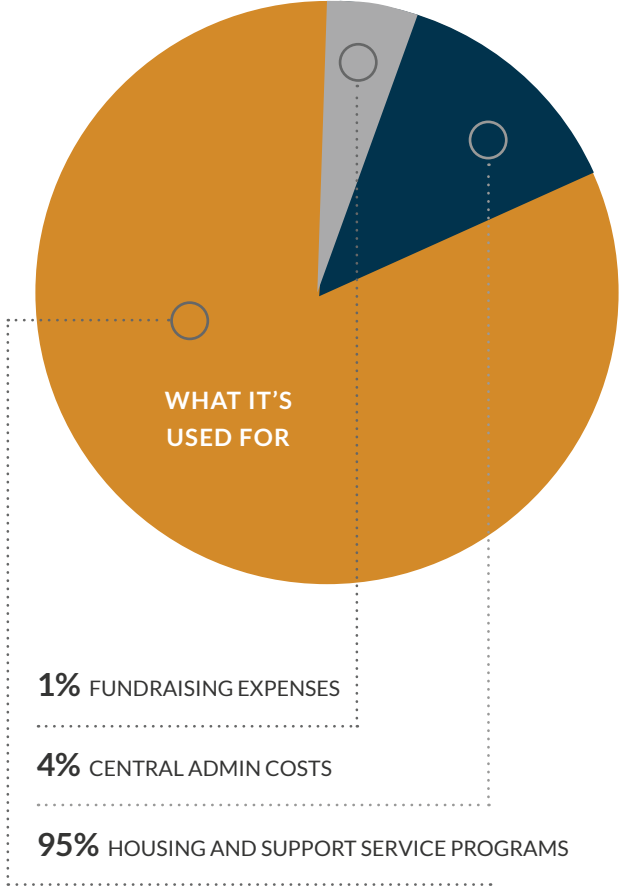
REVENUES	
GOVERNMENT SUBSIDIES & GRANTS	\$991,389
RENTS	\$2,314,743
FUNDRAISING & DONATIONS	\$330,184
MISCELLANEOUS	\$187,097
OTHER GRANTS	\$450,074
<b>TOTAL</b>	<b>\$4,273,487</b>
EXPENSES	
WAGES & BENEFITS	\$1,494,395
HOUSING RELATED	\$1,884,152
AMORTIZATION OF BUILDING COST	\$197,159
PROGRAMS & SUPPORT SERVICES	\$736,911
ADMINISTRATION & FUNDRAISING	\$219,715
<b>TOTAL</b>	<b>\$4,532,332</b>
<b>DEFICIENCY OF REVENUES OVER EXPENSES</b>	<b>\$258,845</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 2023-2024



# 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 652 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, Soup Fest and supporting all our fundraising and community engagement activities.

There were over 45 volunteers who assisted us at and before our Annual Empty Bowls, contributing over 345 volunteer hours towards the event.

We had new and returning community volunteers, high school students, college students, business sponsor volunteers and Bethlehem staff.

Soup Fest required a total of 120 hours with a combination of community volunteers, Walker Industry Volunteers, sponsor volunteers and Bethlehem staff.

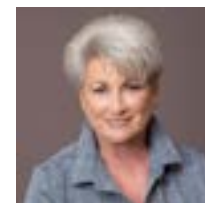
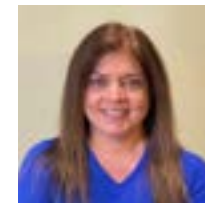
Thank you to the hardworking individuals and groups who generously gave their time and talents to our organization. We couldn't do this without you!

“ *There is nothing more beautiful than someone who goes out of their way to make life beautiful for others.*

-MANDY HALE

## Board of Directors

2023-2024





# Volunteers Serving

2023-2024

## BOARD OF DIRECTORS

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

## EXECUTIVE COMMITTEE

- ▶ Derek Ali, *President*
- ▶ Bryon Johnston, *Vice President*
- ▶ Dave Bowman, *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
- ▶ Susan Cornett
- ▶ Kathleen Fullerton
- ▶ Joe Labrie
- ▶ Jim Mancuso
- ▶ Jennifer McEachern
- ▶ Adam Shields
- ▶ Paul St Germain

## EMPTY BOWLS JUDGES

- ▶ Mike Balsom
- ▶ Darlene Check
- ▶ Catharine O'Donnell
- ▶ Brian Salmon
- ▶ John Vetere
- ▶ Craig Youdale

## EMPTY BOWLS LEAD POTTERS

- ▶ Chris Hartmann
- ▶ Unha Hill
- ▶ Barbara Gailbraith
- ▶ Johann Monro
- ▶ Chris Sora
- ▶ Sonja Zanuttini
- ▶ Ron & Barb Zimmermann
- ▶ Donn Zver

## EMPTY BOWLS FIRSTONTARIO BLUE WAVE VOLUNTEERS

- ▶ Camryn Grant
- ▶ Diane Krachenfels
- ▶ Melissa Lane
- ▶ Angela Mancuso
- ▶ Jim Mancuso
- ▶ Jennifer McEachern
- ▶ Jessa Toomer
- ▶ Oksana Kairys

## BINGO VOLUNTEERS

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



# 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, Manager, Finance & Operations
- ▶ 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
- ▶ Adam Shields, Fund Development Manager
- ▶ Louanne Sibbald, Janitor/Cleaning Staff
- ▶ Sandra Steeprock, Community Support Worker
- ▶ Katie Tries, Janitor/Cleaning Staff
- ▶ Victoria Vahrmeyer, Project Manager & Community Support Worker
- ▶ Robyne Vingo, 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
- ▶ Yvonne Kulawic, Program Manager
- ▶ Jena O'Neil, Housing Services Manager
- ▶ Corri Rolerad, EarlyON Child and Family Centre ECE

## OVER 10 YEARS

- ▶ Lori Beech, Executive Director
- ▶ 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



# Thank You For Your Generous Contributions!

We are so pleased to announce our partnership with the Rotary Club of St. Catharines and the Niagara Community Foundation to establish an endowment fund that will support our new Housing Affordability Assistance Program (HAAP). Otherwise known as a Rent Bank, the program will assist eligible individuals and families with costs that are barriers to housing transitions.

For example, a low-income household may not be able to move into permanent housing due to the extra costs for moving or do not have enough money for a last month rent deposit; the HAAP program will assist the family with these costs to help them move forward and into their permanent home.

Sometimes a family's income changes due to an unforeseeable event such as a health issue, the HAAP program will assist with a temporary rent subsidy until that family has stabilized their income. We are so grateful for this opportunity to offer our families a hand-up to reduce barriers to housing.

THANK YOU, ROTARY CLUB OF ST. CATHARINES, FOR SUPPORTING OUR BETHLEHEM FAMILIES!



A huge Thank you to Delta Bingo Sponsors Association of St. Catharines! We are over the moon that we received \$20,475 this year as part of their Charity Engagement Initiatives!

We work with Delta Bingo Sponsors Association of St. Catharines and their Charity Engagement Initiatives to benefit from gaming proceeds. There are many ways in which charitable funds generated through our partnership with them support our organization and most importantly, our community.

These funds help support local delivery of charitable programs and services that are vital to the needs of the people in Niagara. So don't forget to join us at Delta Bingo & Gaming when we host our Bingo events to raise funds that are vital to the needs of the people of Niagara.

THANK YOU FOR ALL THE GOOD THAT YOU DO IN THE COMMUNITY!!!

# **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