

Stella's Circle

Hope Lives Here

THE POWER OF A VOICE



Annual Report 2021-2022





THE POWER OF A VOICE

Stella's Circle Annual Report 2021-2022

On the Cover

Stella's Circle Inclusion Choir and Helen Murphy

Helen Murphy, the Director of the Stella's Circle Inclusion Choir, recently passed away. For 15 years, Helen uplifted and magnified the voices of all those who joined the choir, teaching them not only how to sing, but encouraging them to be heard. We named this year's report "The Power of a Voice" to not only recognize Helen's impact and passion, but as a tribute to all of the individual staff members whose singular voices create incredible change. Helen's impact will continue to resonate for generations to come.

MESSAGE FROM THE CEO



“I didn’t know you did that”

I’ve heard this phrase countless times when talking about supports and services provided by Stella’s Circle. Our purpose: Real Homes, Real Help, Real Work is a big one. We strive to do a lot.

That’s because there is so much to do, and the need continues to rise. Safe and affordable housing has never been harder to find. The mental & physical health ramifications of the pandemic continue to echo through the community sector. Sharply rising prices and stagnant incomes are causing food insecurity and immense stress.

So yes, we do any number of things to help the over 1,000 participants we see each year, including things well outside our already swelled mandate. We would never come anywhere close to succeeding were it not for the tireless efforts of our dedicated and compassionate staff.

Our employees help participants find homes, employment, and access to services. They support and counsel individuals facing addiction, poverty, abusive relationships, mental health crises and everyday issues. They educate, inspire and include, helping people in need to make improvements in their own lives.

Most importantly, they support people to find a voice, an independence, a purpose and a community.

I want to send gratitude to the over 1,000 participants who accessed the services of Stella's Circle in 2021-2022. We know that challenges in your lives have increased these past few years as the pandemic compounded the marginalization and oppression experienced across the community. We respect your courage in seeking support and thank you for trusting us to be the ones to provide it.

And a deep note of thanks and respect to our staff for offering so much of yourselves to this work. At the beginning of the pandemic, our society collectively took time to acknowledge the labour of essential workers like you. We stood on our doorsteps and banged pots & pans, we posted to social media, and we shouted it from the rooftops. Now, when in many ways the impacts of the pandemic are most prevalent and the work is at its most challenging, we want to return to that sentiment and take time to acknowledge you and all you do.

Throughout this Annual Report, readers will get to meet some of the many trailblazers, beacons and advocates that make Stella's Circle the community leader we are honoured to be. Alongside reports of the three pillars we will provide a window into the work that many of our employees do.

We hope that you will not only get to know some of the members of the Stella's Circle team, but also come to understand the work that they do and the impact they have on the lives of community members.

Laura Winters
Chief Executive Officer

MESSAGE FROM THE CHAIRS

Our last operating year was one of continued flux. The 12-month period nearly perfectly coincided with the second full year of the COVID-19 pandemic. While not demanding the same levels of rapid change in the face of complete uncertainty, the 2021-2022 operating year challenged us to understand, modify, and in some cases celebrate, the ways we respond to shifting needs in the community.

Certainly, much of the work we do still requires an in-person scope, however health protocols continue to require balance with staff and participant health & safety. Virtual operations have been sometimes embraced and welcomed, but remain a challenge for those who do not have a reliable internet connection or enabled device. Our core funding has been sustained, but worsening economic factors are seeing participants and staff negatively affected by the need to stretch every dollar even further.

As we make operational & financial decisions to guide the organization, we have been incredibly fortunate to maintain strong relationships with government and funding partners. We continue to receive public support, and have a strengthened, informed employee-base to take care of participant needs. As we persist, we pledge to listen to the many voices that are affected by our work, and strive to center their lived expertise in our path forward.

Dr. Jasbir Gill
Chair, Board of Directors

Bob Carter
Chair, Foundation



REAL HOMES

At Stella's Circle we believe access to safe, stable and affordable housing is a basic human right. When individuals have adequate housing, they can achieve greater outcomes in other areas of their life.

This year staff faced difficult challenges in helping participants meet this basic need. We witnessed some of the highest rent costs, competition for fewer number of units, ever-growing waiting lists and an overburdened shelter system.

Despite the challenges, staff teams were able to support some of our most vulnerable citizens, many who have face periods of chronic and episodic homelessness.

Brian Martin Housing Resource Centre



The Brian Martin Housing Resource Centre offers supports and services aimed at ending homelessness and enhancing housing stability. Our work includes homelessness prevention, rapid rehousing, case management, and a range of affordable housing solutions. Individualized services might include: client advocacy, referrals, computer and telephone access and housing search assistance. Stella's Circle offers long term affordable housing through its own 79 units as well as partnerships with private landlords, community and government partners.

EMPLOYEE PROFILE

Albert Jacobs, Housing Support Worker
15 years with Stella's Circle

“I really enjoy working with such a broad, diverse group of professionals and am proud to call many of them friends.”

As a Housing Support Worker, Albert works closely with individuals to help find and maintain housing. His work can include advocating and liaising with government and community agencies, landlords, and other Stella's Circle services. Albert and the housing team provide supports aimed at homelessness prevention.



Brian Martin
Housing
Resource Centre
Stats

107

107 people
housed

1,343

1,343 housing
placement
interventions

2,002

2,002 housing
retention
interventions



One special achievement this year was vaccine rollout to the tenants of Stella's Circle properties. Staff of BMHRC worked with Eastern Health to administer 180 vaccines on site, and also liaised with The Gathering Place to ensure others could get the vaccine, and ensure optimal health and safety in our units and community.

Naomi Centre

Naomi Centre is an emergency shelter offering safe and supportive housing within a harm reduction model. Services are for young women between the ages of 16-30 who are experiencing homelessness. Residents may also be facing addictions, mental health issues, violence, and other challenges. Staff will assess each individual's situation and develop a plan aimed at securing housing. Support can continue beyond a stay.

Naomi Centre Stats

83

83 shelter
stays
facilitated

2,360

2,360 contacts
with former
residents

421

421 meals
delivered to
former residents

This year was notable in that Naomi Centre renovated its only shared room so that all residents had their own space. Staff also strengthened training efforts, including Naloxone administration, integrated peer support, ASIST, and diversity & inclusion. We also maintained a partnership with local Harm Reduction Nurses, who provided weekly visits.

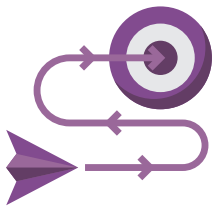
EMPLOYEE PROFILE

Jennifer Breen, Residential Counsellor
15 years with Stella's Circle

“Sometimes all people need is a little encouragement and support.”



Jennifer and her 16 fellow counselors, social workers and managers at Naomi Centre, take a trauma-informed approach to support and practice, striving to understand where participants are in their journey and providing care that reflects that understanding. They also connect women with resources and help them find long-term housing. Jennifer is also a long-standing member of the Stella's Circle Inclusion Choir



Strategic Plan Moment

In our strategic plan, we noted a goal of **increasing our housing units from 79 to 100 by 2025.**

We have made advancements on a number of existing and potential projects, including a longer-term transitional housing project on Cabot Street that will see **6 additional units utilized by the end of 2022.**

We also established a goal of **increasing our landlord database to 40 from 35.** Keeping numbers constant in an incredibly challenging housing and rental market is a sign that our efforts to create meaningful relationships with local landlords have been successful.

REAL HELP

Another core belief is that everyone should have the opportunity to reach their fullest potential. This can be challenging when life circumstances are difficult and the systems that support people are complex to navigate.

Stella's Circle staff understand the barriers that can be encountered. They can help individuals navigate systems and teach them skills that enable them to be their own advocates for change.

In all our programs, staff help individuals establish their goals and assist them in finding ways to achieve them, ensuring that everyone has the right to make their own choice.

Community Support Program

Employees of the Community Support Program (CSP) provide intensive assistance to adults who have experienced complex mental health challenges. The goals of the program include improving quality of life by teaching skills that enable increased independence and community re-integration. Additional goals include reducing days in hospital and prison, as well as helping participants remain stably housed.

Case Managers and Community Mental Health Workers provide supports that include medication delivery and other health related supports, teaching life skills, crisis prevention and management, navigation of systems, and advocacy.

CSP has begun a process of program redesign in order to serve more people and respond to the growing requests. Program redesign has included the creation of the Resource Work Team, opening up space among the case management team to start working with participants who require more intensive care.

CSP staff also increased expressive therapy programming including equine and art therapy.

EMPLOYEE PROFILE

Michael Phillips, CSP Case Manager
13 years with Stella's Circle

“I have the opportunity to work with and learn from all the individuals that make up our community.”

As a Case Manager, Michael supports individuals in all areas of their lives, including mental and physical health support, navigating government & health care systems, housing, and the various other needs participants have. Michael also works closely with community partners to ensure participants are receiving optimal care.



Community Support Program Stats

58

Served 58 regular participants

16%

Increased client capacity by 16% from previous year

1,383

Took 1,383 calls to help participants.

EMPLOYEE PROFILE

Tina Gray, CSP Mental Health Worker
12 years with Stella's Circle

“Every decision we make as a team, is focused on how the decisions affect our participants.”

Tina works with participants with complex mental health needs, including facilitating group programs and providing direct support and counselling to participants. Tina is also one of the Resource Workers with CSP, acting as the first point of contact with participants to help them handle day-to-day needs.



Emmanuel House

Emmanuel House is a supportive, live-in residential counseling program. Program participants learn the skills needed to manage emotions, improve relationships and create the safety needed to live a full and productive life. This is accomplished through individual and group therapy with the support of a team that operates from a trauma informed lens.



This year, Emmanuel House introduced a cooking program that taught participants how to shop for and prepare healthy recipes using a slow cooker. Residents were able to prepare meals together to enhance learning and community, and could keep the equipment after they left the program.

Emmanuel House Stats

36

36 live-in clients

551

551 support calls
made to former
residents

440

440 support
calls made to
non-residents

EMPLOYEE PROFILE

Denise Evans
Administrative Assistant
7 years with Stella's Circle

“We always
make the best
of each day.”

Denise is a key support for Emmanuel House, helping to complete the many administrative, behind-the-scene functions necessary to maintain a high-need counseling and support environment.



Just Us Women's Centre

Staff at Just Us provide individual and group counseling to women who have had experience with the justice system. Specific areas of focus include addiction, trauma and relationships, including a group relating to grief and loss.

Staff work inside the Newfoundland & Labrador Correctional Centre for Women at least two days a week, and in addition to counseling, assist with financial literacy, housing, and other mental health supports. After leaving prison, individuals can reconnect to the Just Us Women's Centre in the community for similar services and additional supports.

A toll-free number is available to those who live in other areas of the province.

EMPLOYEE PROFILE

Amy Sheppard
Just Us Social Worker
13 years with Stella's Circle



“I love working with women, seeing their resiliency, tenacity and courage and helping them to set and meet goals.”

Amy offers individual and group counseling at Just Us, and weekly visits to the women's correctional facility in Clarendville. She helped develop a grief and loss group for women in the program and promotes ongoing development of programs and services by listening to the voices of those with whom she works.

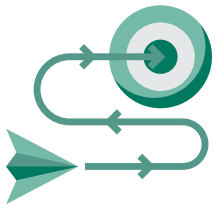
Just Us Stats

92

Served an average of 92 participants at once

169

169 unique individuals received help from Just Us last year



Strategic Plan Moment

In advance of 2025, we have identified several counseling and support related targets to **increase the effectiveness and impact of Stella's Circle programs, in a healthy, respectful and engaged workplace environment.**

Introductory and discovery work has been ongoing for **developing targeted, tracked metrics**, with many programs having initial developments already determined.

A framework has been developed in order to **implement peer support** at Just Us, Naomi Centre and Employment Services next year.

As well, **The National Standard of Canada for Psychological Health and Safety in the Workplace was implemented into the Health and Safety policy**, with a baseline survey being conducted early in the next operating year.

REAL WORK

Stella's Circle knows that all those who want, and are able, to work have a right to do so. To our participants, a job is not only a means of sustenance & independence but a chance to grow their personal networks and support their recovery journey.

Employment Services staff teach employment skills and help individuals improve their chances at joining and staying in the workforce. The instructor of the Adult Basic Education program offers students a chance to learn fundamental subjects that help open them to new opportunities. Staff for our variety of social enterprises create entry points to those who have traditionally been under or unemployed, providing on the job training.

Social Enterprises

A social enterprise is a business operation that is designed to provide social benefit to the community, as opposed to existing for profit. The revenue of Stella's Circle's several social enterprises are reinvested into programming.



Social Enterprise Stats

43

43 people
were employed
across all social
enterprises

20

20 more people
transitioned from
social enterprises
to the competitive
job market

7,500

7,500 meals made
and supplied under
Meals Squared
program

Clean Start

Employees of Clean Start provide cleaning and sanitation services to commercial clients throughout the Greater St. John's Area. Clean Start saw a major boost at the onset of the pandemic, and the great work of our teams further grew the business this past year.

Home to Stay

Home to Stay is an emerging initiative at Stella's Circle. Through small home renovations, participants learn carpentry skills and workplace safety and those facing physical and mental barriers can live in their home for longer periods.

Hungry Heart

One of our most well-known operations, Hungry Heart Café is a restaurant and catering social enterprise with a longstanding culinary training and supported employment program.

Hungry Heart Café is also the central location of our Meals Squared program, an initiative where we provide participants and community members nutritious, filling meals at little to no cost.

Green Team

In partnership with the Conservation Corps NL, Stella's Circle delivers a Green Team employment program for youth experiencing employment barriers. The team constructs and installs raised bed garden boxes which are available for sale to the general public. The Green Team, also supports the Bonaventure Community Garden project. The garden is a partnership between Stella's Circle and King's Gate Condominium and has continued to grow as a safe and reliable space for programming, employment training and mental health for participants and members of the community alike.

EMPLOYEE PROFILE

Cindy Murphy, Team Lead, Clean Start
6 years with Stella's Circle

I always feel respected and valued for what I bring to this organization.



Cindy manages quality control of sites, tracks inventory and schedules staff. As well, Cindy ensures that staff are trained to provide a commercial level quality of cleaning, doing her part to help grow the social enterprise to full capacity.

EMPLOYEE PROFILE

Dominique Jean,
Pre-Employment Group
Facilitator Lead for Green Team
10 years with Stella's Circle

The best trophy for me is seeing people actually make changes to their lives. I've seen it many times and it is the best thing ever.



Dominique mentors participants in order to create an environment where they can challenge themselves to be creative and confident in job searching, and in life in general. This involves working with participants to help them develop strategies to work around the barriers that prevent them from gaining employment. In addition, Dominique leads the Green Team which runs a seasonal Social Enterprise installing and servicing garden projects to commercial and residential clients.

Cindy, Dominique, and Isolde, all embody the spirit of social enterprise, working with individuals to help them not only succeed at work, but to become part of a team and community. Participants who work with us find an independence and pride for what they do. Through their work, they contribute to our mandate, as all social enterprise profits fund future programming and address community needs.

EMPLOYEE PROFILE

Isolde Neis-Evans, Catering/Café Manager, Hungry Heart
3 years with Stella's Circle

“It’s a great feeling to do what I love and what I know, while being on a team that contributes to something much greater.”

Isolde manages the front of house at Hungry Heart and is the front line for a majority of catering needs and inquiries. In addition to the many client and administrative tasks that come with both roles, she also leads staff to succeed through on-the-job training and mentoring, helping those who work with us get used to food service.



Adult Basic Education/Career Counselling

Our ABE Level 1 program teaches the fundamentals to students with the goal of increasing reading, math and other general skills that equate with early beginnings toward increased literacy and numeracy. In addition to more academic learning, we add in a number of other creative, therapeutic and life-based programming (such as horticultural, art and photographic lessons).

One highlight of the past year for our ABE program was a partnership with The Rooms. Students were provided access to exhibits and programming, allowing them an opportunity to appreciate art and learn through exploration.

As ABE students often have the goal of increasing their employability, they are provided career counseling with our Employment Support program. These employees gain an understanding of each participant's skills, attributes and interests in order to find a job or other training/ABE learning that is a good fit and sustainable.

EMPLOYEE PROFILE

Gina Miller, Employment Counsellor
14 years with Stella's Circle

“*Their smiles, to me,
are priceless.*”

Gina is an Employment Counselor with Stella's Circle, and in her work, she helps participants access services within the organization and the community. These concrete services include applications for EI, income support and IDs, certifications, job searching, transportation, business communications training and more. She also conducts regular check-ins with her participants to gauge progress and help them evaluate their progress and make amendments where necessary.



Employment Services Stats

82

Employment
services helped
82 people find
employment
or enroll in an
educational
program

15

15 students
participated
in the ABE
program

ADMINISTRATION & OPERATIONS

While not an official “pillar” of the organization, there is undoubtedly a great deal of administrative and operational work that takes place at Stella’s Circle in order to ensure the mandate of the organization can be fulfilled.

In many ways, the employees in these roles serve as the base of our structure, creating a stable organization which allows us to achieve ever-growing progress.

Property & Development

Property and Development are in charge of ensuring that all of our facilities and buildings, including housing and employment spaces, are safe, efficient, and accessible.

Employees take care of maintenance, repairs, cleaning, furniture assembly and renovations for Stella's Circle 21 properties and 79 housing units. While doing so, they also teach students skills, such as how to clean and sanitize, read a measuring tape, use power tools and more.

This past year, property and development has been overseeing the building of the new 6-unit Cabot Street Housing facility, as mentioned earlier in the report.



Construction of 135 Cabot Street

EMPLOYEE PROFILE

Rick Eason, Property and Development/Carpenter Instructor
10 years with Stella's Circle

“I find it very rewarding when you can mentor and coach someone to a place in their life where they get to do something beneficial for themselves.”

Rick is a Carpentry Instructor with Property & Development Trades Helper Program. He provides hands-on instruction to students to help them learn skills that are transferable to the workforce. At the same time, Rick is completing repairs/maintenance within Stella's Circle properties.



Administration & Operations Stats

130

Approximate
staff members
at Stella's Circle

1,122

Staff at Stella's Circle
have a cumulative
1,122 years of service
making a difference in
the organization

13

Average staff
tenure is
over 13 years



Administration and Finance

A small but dedicated team, the administration and finance staff fill in the blanks. Budgeting & fiscal management, accounting, human resources, donations & fundraising, technical support, software management, marketing & communications and more are all part of this team's work.

EMPLOYEE PROFILE

Kimberly Hebb, Human Resources Specialist
10 years with Stella's Circle

“*I feel very privileged to work with such an amazing group of individuals.*”

One of the reasons we have such a great group of people working here is thanks to Kimberly herself! Kimberly leads all HR functions of the organization, handling payroll, benefits, OH&S and recruitment across the organization.



Financials

STELLA'S CIRCLE COMMUNITY SERVICES INC. STATEMENT OF FINANCIAL POSITION

March 31, 2022

	2022	2021
ASSETS	\$	\$
CURRENT		
Cash	1,667,900	610,693
Accounts receivable	387,510	322,232
Due from related parties	60,945	309,825
Inventory	13,384	6,251
Prepaid expenses	254,528	216,660
	2,384,267	1,465,661
CAPITAL ASSETS	11,410,050	11,681,599
	13,794,317	13,147,260
LIABILITIES AND NET ASSETS	\$	\$
CURRENT		
Demand loan	8	208,835
Accounts payable	523,655	540,488
Wages payable	185,971	204,239
Deferred contributions	909,842	465,182
Current portion of long term debt	55,399	57,708
	1,674,875	1,476,452
LONG TERM DEBT	874,911	909,761
DEFERRED CAPITAL CONTRIBUTIONS	9,359,523	8,959,173
ACCRUAL FOR SEVERANCE LIABILITIES	336,374	311,373
	12,245,683	11,656,759
NET ASSETS		
General fund	992,922	992,922
Internally restricted maintenance replacement reserve fund	555,712	497,579
	1,548,634	1,490,501
	13,794,317	13,147,260

STELLA'S CIRCLE COMMUNITY SERVICES INC.
OPERATING STATEMENT OF REVENUE AND EXPENDITURES

Year Ended March 31, 2022

	2022			2021		
PROGRAM	Revenue \$	Expenditure \$	Under/(Over) Expenditure \$	Revenue \$	Expenditure \$	Under/(Over) Expenditure \$
Community Support Program	1,409,562	1,409,712	(150)	1,515,125	1,515,125	—
Employment Services	1,196,102	1,196,102	—	1,233,675	1,233,675	—
Emmanuel House	1,114,824	1,162,971	(48,147)	1,133,005	1,132,857	148
Naomi Centre	1,030,712	1,030,712	—	1,062,713	1,069,445	(6,732)
Property Management	853,884	730,466	123,418	817,317	646,753	170,564
Supportive Housing Team	721,950	721,950	—	738,724	738,724	—
Clean Start	459,913	455,794	4,119	—	—	—
General Operations	457,778	456,565	1,213	461,058	444,745	16,313
Just Us Women's Centre	390,346	390,346	—	386,032	386,032	—
Hungry Heart Cafe	369,885	372,680	(2,795)	343,356	339,439	3,917
Workforce Innovation	156,390	156,390	—	218,269	218,269	—
Wellness/Outreach Services	130,269	130,269	—	98,526	98,526	—
Housing Focused Case Management (ICM)	112,593	112,593	—	207,388	207,388	—
Adult Basic Education	84,739	84,739	—	81,031	81,031	—
Can Do	83,903	71,920	11,983	415,998	411,639	4,359
Transitions to Work	80,711	80,711	—	79,724	79,724	—
Technical Resource Facilitator	—	—	—	149	149	—
Just Us Case Manager	64,221	64,221	—	—	—	—
Other Funded Projects	51,895	51,895	—	—	—	—
Home to Stay Project	49,586	49,586	—	47,519	47,519	—
Income Support Pilot	44,583	44,583	—	—	—	—
Stella's Circle Foundation	29,666	29,666	—	27,450	27,450	—
Excess of revenue over expenditures	8,893,512	8,803,871	89,641	8,867,059	8,678,490	188,569
Amortization of deferred capital contributions not credited to programs			424,619			449,656
Amortization of capital assets not charged to programs			(456,127)			(483,682)
Excess of revenue over expenditures			58,133			154,543

STELLA'S CIRCLE FOUNDATION INC.
STATEMENT OF FINANCIAL POSITION

March 31, 2022

	2022	2021
ASSETS	\$	\$
CURRENT		
Restricted cash	1,892,566	2,111,216
Accounts receivable	1,314	1,000
	1,893,880	2,112,216
LIABILITIES AND NET ASSETS	\$	\$
CURRENT		
Accounts payable	5,149	2,688
Deferred revenue	1,792,780	1,764,697
	1,797,929	1,767,385
DUE TO RELATED PARTIES	60,945	309,825
	1,858,874	2,077,210
NET ASSETS	35,006	35,006
	1,893,880	2,112,216

STELLA'S CIRCLE FOUNDATION INC.**STATEMENT OF REVENUES AND EXPENDITURES AND CHANGES IN NET ASSETS**

Year Ended March 31, 2022

	2022	2021
REVENUES	\$	\$
Donations	364,937	288,404
Interest from other sources	11,858	13,409
	376,795	301,813
EXPENDITURES	\$	\$
Funds allocated to Stella's Circle programs	351,392	278,725
Fundraising	10,316	9,776
Interest charges and fees	5,932	7,478
Audit fees	3,010	2,966
Dues and subscriptions	2,839	1,806
Advertising and promotion	2,766	—
Office supplies	224	440
Board and committee	36	138
Miscellaneous	280	484
	376,795	301,813
NET EXCESS OF REVENUES OVER EXPENDITURES	—	—
NET ASSETS – BEGINNING OF YEAR	35,006	35,006
NET ASSETS – END OF YEAR	35,006	35,006

The financial information in this annual report is a component of our complete audited financial statements which are available on our website at **StellasCircle.ca** or by calling **709-738-7730**.

Donate

You can help Stella's Circle in our mission to transform lives through Real Homes, Real Help, and Real Work. Donations can be made on a one-time or monthly basis, or on a customized schedule to suit your needs.

Ways to Donate



Online at
StellasCircle.ca



Via phone at
709-738-7730



By mail or in person at
142 Military Road, St. John's, NL A1C 2E6

Planned Giving

Planned giving refers to charitable gifts that require some planning. They are promised today and given in the future. Planned gifts may work for you, since there are tax benefits. The most common form of planned gifts are:

Bequest: a gift through your will

Gifts of Securities: a gift through publicly traded stocks, bonds or mutual funds

Gifts of Insurance: a gift through a life insurance policy

For more information about how to arrange a planned gift for Stella's Circle, contact Craig Drover at: c.drover@StellasCircle.ca or **(709) 738-7730**.



Stella's Circle

Hope Lives Here

**Stella's Circle Administration Office
and Foundation Office**

The Jocelyn Greene Centre
142 Military Road, St. John's, NL A1C 2E6

709-738-8390

Info@StellasCircle.ca

StellasCircle.ca

