



ANNUAL REPORT

2019-2020

hydro.mb.ca/neighbours



I feel very privileged to witness and take part in this province's remarkable sense of community. It is truly wonderful to see the lengths to which Manitoba Hydro's thousands of employees consistently go to help their communities and make life better for everyone.

The Neighbours Helping Neighbours program is a tried and true way for Manitoba Hydro to make a material impact on the people in our province. Working with the Salvation Army to assist those struggling with energy bills keeps Manitoba Hydro firmly grounded in the needs of our customers. We're glad to help Manitobans tackle extraordinary personal hardship or crisis that might lead them to fall behind on utility bills.

You already know when storms hit and knock out power, our people will be there to get your electricity and heat up and running. But the Neighbours Helping Neighbours program means when circumstances knock our customers for a loop, we're proud to be there with The Salvation Army to help them get back on their feet.

Since 2004, the Neighbours Helping Neighbours program has helped over 9,000 families keep up with utility bills. I'm proud to be part of an organization that demonstrates such incredible commitment to its community.

Sincerely,

Jay Grewal

President & CEO
Manitoba Hydro



At The Salvation Army we are grateful for the strategic partnership with Manitoba Hydro that allows us to assist in delivering the Neighbours Helping Neighbours program to Manitobans. The program continues to be a compelling example of how the generosity of Manitobans and the social commitment of Manitoba

Hydro is creating a positive impact for families and communities throughout the province.

I have tried to picture a community without poverty, but the image quickly fades given the widespread and complex realities that we face. However, I am deeply encouraged to be part of a community that works to reduce the impact of poverty on some of our most at risk individuals and families. That is why the Neighbours Helping Neighbours program is such an exciting partnership. It represents a collaboration spanning some fifteen years that's allowed us to journey with over 9,000 Manitoba families during temporary, but critical times of financial crisis.

Behind every door of The Salvation Army we are committed to demonstrating our four core values – hope, service, dignity and stewardship. These values represent our highest priorities and deeply held beliefs for all expressions of our work in Manitoba and throughout Canada. As such, these values continue to shape and inform our delivery of the Neighbours Helping Neighbours program.

Sincerely,

Shawn Critch

Major
Divisional Commander



Giving
Hope
Today

You can make a difference.

With your support, Neighbours Helping Neighbours:

- assists individuals, families, and seniors in crisis;
- strengthens families and our community; and
- helps people to learn new life skills to make positive changes.

The Board and staff of Neighbours Helping Neighbours look forward to their continued role helping people manage emergency situations. Without your generous donations, this program would not be possible. On behalf of all the people you helped regain their self reliance last year, thank you.

Vision

Strengthening our communities by empowering and guiding individuals towards independence.

Highlights

To date, more than 9,050 families have been helped by the program. Most referrals come from Manitoba Hydro staff assisting customers with bill payment concerns.

In 2019-2020, more than 826 referrals were provided to additional community programs. Through Neighbours Helping Neighbours, The Salvation Army can access a significant number of community members that they may not normally reach. Connecting these individuals to community support services helps address underlying factors that affect their household.

To date, Neighbours Helping Neighbours has assisted more than **9,050 families** and individuals in need of support.

It can be hard to ask for help, but we were out of options. We'd been struggling on one income since December and fell behind on most of our bills. While speaking with Manitoba Hydro, they mentioned the Neighbours Helping Neighbours program.

When we were told that part of our bill would be covered by the program, it was like a huge weight had been lifted. This is a wonderful initiative and we plan to support the program in the future to help someone else in their time of need.

Thank you very much

Sincerely
Kristen

Who the program helps

In every community, there are individuals, families, and seniors trying to make ends meet who experience problems beyond their control. When personal hardship happens, it can cause a financial emergency. Neighbours Helping Neighbours assists people who need support.

Individuals with lower incomes typically spend a higher proportion of their income on their natural gas and electricity bills. These families also often rent homes that have little insulation, older appliances, and inefficient heating systems – factors that can cause a greater impact on their energy bills.

Through Neighbours Helping Neighbours, these families are provided with referrals to help them manage through a crisis. One-time emergency funding to assist with energy bills may be provided.

Program management

The Salvation Army manages the program and meets with individuals and families who are seeking assistance and is responsible for determining the level of assistance to be granted.

Community council

Neighbours Helping Neighbours was developed by a community council that oversees the program. The group is made up of individuals representing a number of community-minded organizations.

- Sharon Allard, Central Neighbourhood Development Corporation
- Jason Graneer, United Way
- Joe Sedlar, Community Ministries Worker, Neighbours Helping Neighbours Program
- Sandra Walker-Adolph, Manager, Credit & Recovery Manitoba Hydro
- Catherine Mcfarlane, Winnipeg Regional Health Authority
- Major Shawn Critch, Divisional Commander, The Salvation Army, DHQ
- Captain Bethany Dueck, Ministry Director The Salvation Army, Weetamah
- Lieutenant Brian Dueck, Ministry Director The Salvation Army, Weetamah

Access to community and government programs.

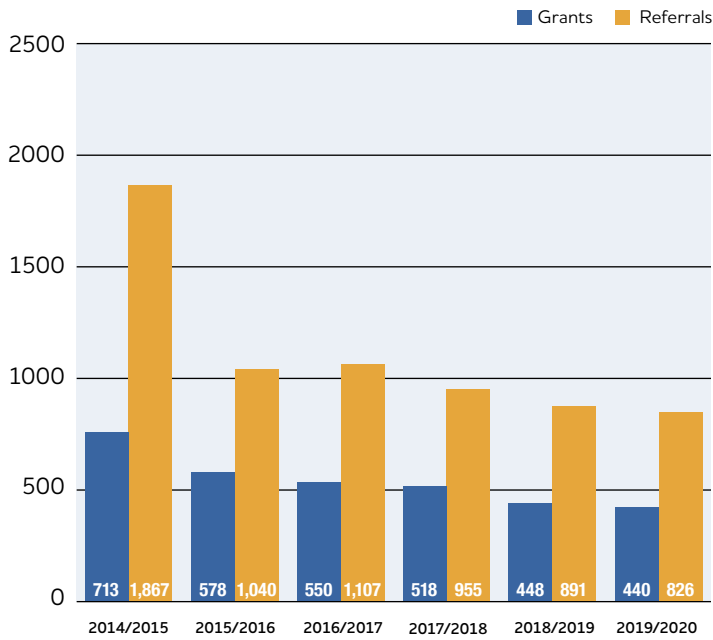
Programs:

- 55 Plus (income supplement for Manitobans)
- Affordable Energy Program
- Community Financial Counseling Services
- Community Food Banks
- Community Resources (rent assistance, housing renovations, clothing, and furniture)
- Disability Issues
- Employment Programs
- Health Care Facilities
- Individual Counseling (addictions, abuse, grief, support groups)
- Manitoba Child Benefit
- Manitoba Shelter Benefit for Renters
- Opportunities for Employment
- Repair Conversions
- Social Assistance
- STAT 55 Plus (school tax assistance for tenants 55 years and over)
- Various job sites, websites, etc.

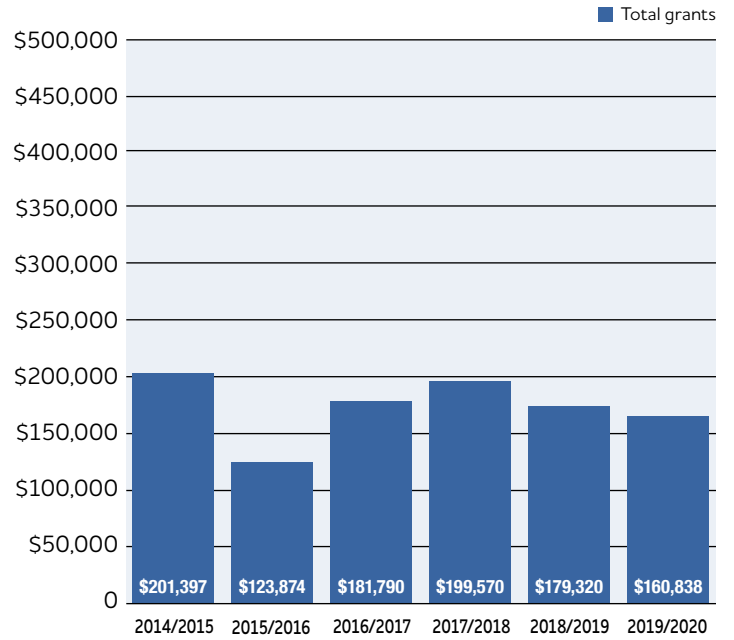
Referral agencies:

- Age & Opportunity
- Community Food Services
- Canadian Pension Plan Disability
- Child Related Income Support Program
- Community Financial Counseling Services
- Dental Assistance
- Employment and Income Assistance
- Fort Garry Women's Resource Centre
- Healthy Living Services
- Hands of Hope
- Housing Referrals
- Clinic
- North End Women's Counseling Services
- Pharmacy and Prescription Drugs
- Rent Assist
- The Salvation Army Weetamah Community Services
- SEED Winnipeg Inc.
- The Men's Resource Centre of Manitoba
- Toy Mountain
- Vision Care
- Winnipeg Harvest

Grants and referrals provided



Total assistance grants



Statement of activities

Year ended March 31, 2020

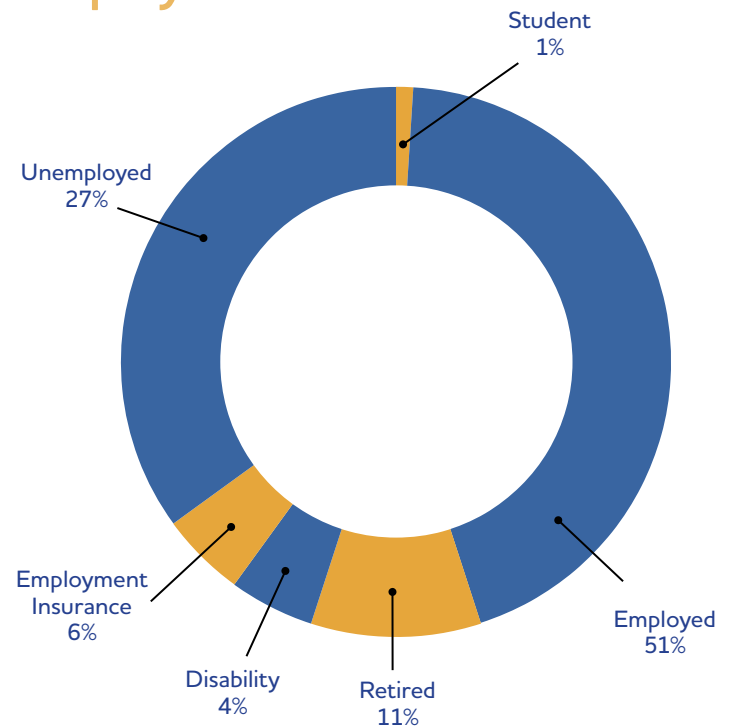
Income

Prior Year Surplus (deficit) brought forward (restated)	\$ (272)
Customer and Manitoba Hydro donations	\$ 155,104
Administration Grants	\$ 74,675
Other	
Total Income	\$ 229,507

Expenses

Support services	\$ 65,231
General operations	\$ 8,941
Headquarters supervision	\$ 12,778
Equipment, furniture, and property	\$ 7,378
Assistance grants	\$ 160,838
Total Expenses	\$ 255,165
Surplus (deficit) to be carried forward	(25,658)

Employment status



You can make a difference.

Neighbours Helping Neighbours

c/o The Salvation Army
Winnipeg, Manitoba
204-949-2106

Available in accessible formats upon request.

hydro.mb.ca/neighbours