

ANNUAL REPORT 2018



*Inspiring all to create a home
in our community.*



ShelterCare

Hope is here.

Highlights from July 1, 2017 - June 30, 2018

Mission Statement

ShelterCare enriches lives through exceptional services that nurture hope, opportunity, and dignity.

Vision Statement

Inspiring all to create a home in our community.

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KAISER PERMANENTE®



PeaceHealth

Reflections from Susan Ban



One of ShelterCare's core values is "person-centered." Each service we provide is individualized, culturally appropriate, and strength-based because each person we serve is unique. In 2017-2018 we were privileged to serve 1,531 individuals with unique stories. My personal joy is reflecting back over the year, and remembering individual stories of resilience, recovery, and hope.

The year started in July 2017, with the twenty-year celebration of Shankle Safe Haven, a program that serves individuals with long histories of homelessness. We heard stories of former residents who had moved on with their lives, celebrating independence and success. Later that summer, our Consumer Council hosted a craft fair and yard sale that highlighted the amazing and unique artistic talents of our program participants.

Another ShelterCare core value is "compassion." We provide a caring environment where people find hope and rebuild their lives. For ShelterCare employees, that compassion is evident not only in the workplace, but in the ways they volunteer. ShelterCare employees donated 454 books to United Way's "Make Reading a Right" annual book drive, winning first place!

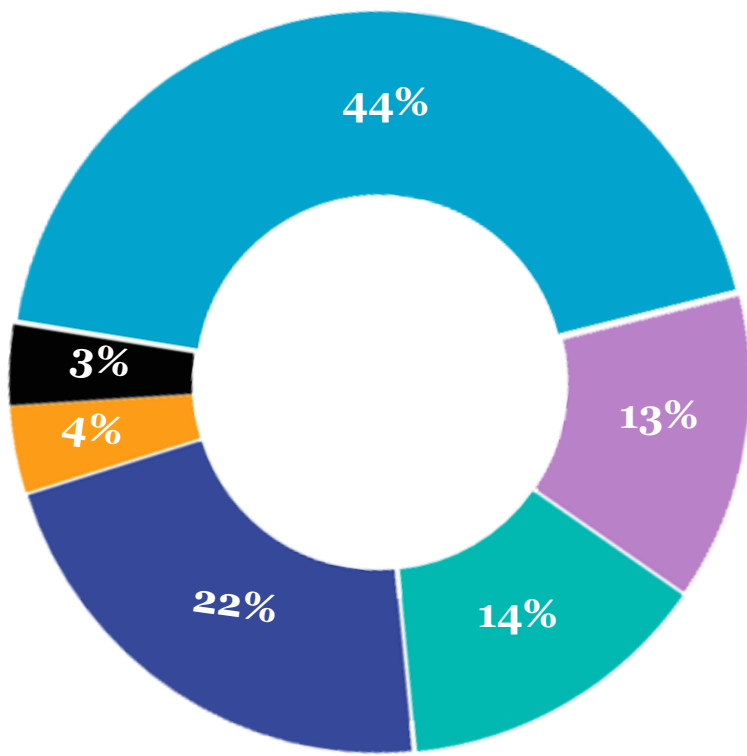
ShelterCare, as an agency, thrives because of the caring community in which we work. Community businesses, congregations, and individuals, made a dishwasher possible for one program, birthday kits and bicycles for children in our family program, and program support that allows us to serve more individuals and families. In December of 2017, our "Phoenix Program" of transitional housing was launched thanks to a generous grant from Kaiser Permanente and PeaceHealth.

The value that drives our agency to continue growing and thriving is "results focused." This value, combined with being person-centered and compassionate, guides every part of the work we do. It reminds us of the impacts we've made, and consistently helps us improve the services we provide. Thank you for your continued support through it all! I am truly excited for what the coming year will bring.

Susan Ban

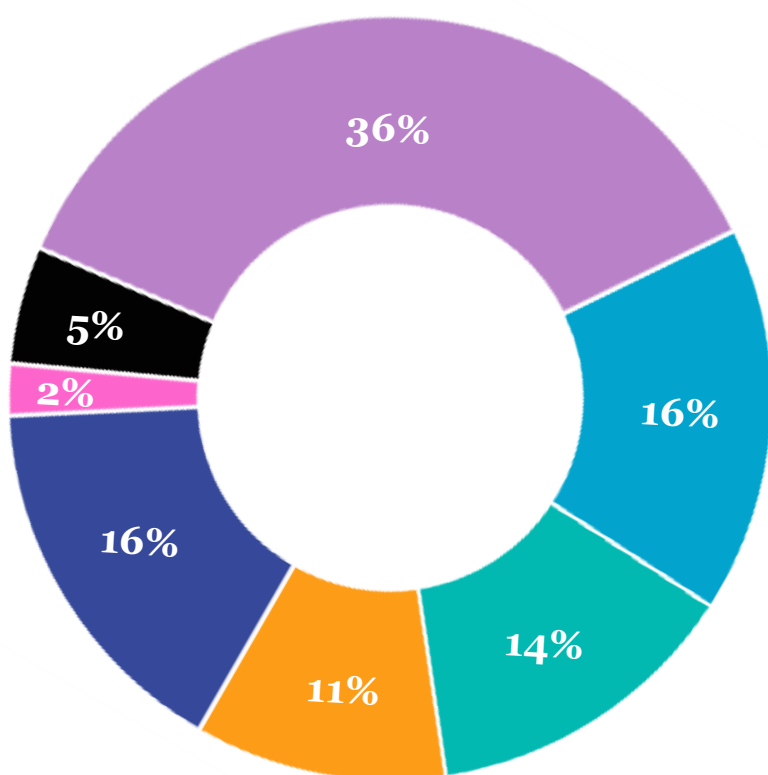
2017-2018 FINANCIALS

TOTAL REVENUE: \$8,675,796



- Program Service Revenue - \$3,779,085
- State & Local Assistance - \$1,882,083
- Federal Assistance - \$1,199,260
- Donations - \$1,174,785
- Program Fee - \$332,395
- Other - \$308,188

TOTAL EXPENSES: \$8,781,440



- Permanent Supportive Housing - \$3,194,514
- Residential Treatment Facility - \$1,434,692
- Administration - \$1,400,475
- Bridge Housing - \$1,185,701
- Emergency Housing & Prevention - \$937,566
- Brain Injury Program - \$435,161
- Fundraising - \$193,331

For a more detailed description of these numbers, please view our Audited Financial Statements at sheltercare.org/financial-reports.

On the Cover: The Chapman Family



From left to right: Tandy, Jeff, and 15-year-old Kody Chapman with their case manager, Sam Heath.

The Chapman family became homeless in October 2016, after being struck with numerous hardships within one short month. In September 2016, Jeff's mother passed away; he lost his job at an RV company after it suddenly sold; and his family was given an eviction notice for being late on rent. These circumstances led the family to temporarily live in a tent – which moved from junk yards and parking lots, to Eugene's wooded areas – while their children, Kody (15) and Samanta (11), stayed with friends. Jeff received unemployment for a while, and worked numerous labor and landscaping jobs, but he had difficulty securing stable employment.

After two years of homelessness, in 2018 the Chapman family was able to secure permanent housing through ShelterCare's McKenzie Rapid Re-housing (MKRR) Program. MKRR connects families to affordable housing, individualized case management, and temporary rent assistance while they get back on their feet. Jeff and Tandy are currently participating in Oregon's WorkSource Program, which helps them navigate employment barriers, résumé and skill building, and provides one-on-one support as they search for long-term employment. "We would have none of this without our case manager, Sam, and ShelterCare," said Jeff. "They encourage us to do better – and be better – and that's what we'll keep doing."

ShelterCare by the Numbers 2017-2018

With help from our donors and community partners, ShelterCare moved 1531 people forward on their journey toward stable housing and independence.

534

Our Housing Services for Families program helped 534 children and adults prevent and overcome homelessness.

444

Our Permanent Supported Housing program provided specialized housing and support services to 444 adults living with mental illness.

272

Our Behavioral Health program supported 272 adults on their journey towards recovery, stability, and independence.

215

Our Short-Term Housing program provided 215 chronically homeless individuals with emergency and transitional shelter as they recovered from medical and mental health conditions.

39

The Uhlhorn Program provided specialized housing and care to 39 individuals living with brain injury.

27

Garden Place provided trauma-informed residential care to 27 individuals living with serious mental illness.

A Year in Review: July 2017 - June 2018

JULY 2017

Shankle Safe Haven celebrated its 20th anniversary with a BBQ, guest speakers Mayor Lucy Vinis and Board Member Christine Cunningham, and fun summer games!



AUG 2017

The Consumer Council held an arts & crafts fair in ShelterCare's parking lot! The event had a live band, over 15 participating consumers, and many attendees!



SEPT 2017

ShelterCare's outreach team collaborated with White Bird on their "Day of Caring" to help connect people to housing programs and other community resources.

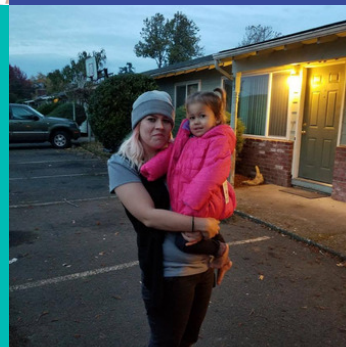
OCT 2017

Thrill the World Eugene (TTWE) raised over \$8000 for ShelterCare by dancing and dressing as zombies all month long! TTWE has been fundraising for ShelterCare since 2011.



NOV 2017

The Eugene Active 20-30 Club donated enough coats for all the children in ShelterCare's programs. This little girl was so happy to get a brand new coat in her favorite color!



DEC 2017

Kaiser Permanente and PeaceHealth granted ShelterCare \$590,000 for its Phoenix Program, which provides transitional housing to individuals battling severe mental and medical health conditions.



JAN 2018

ShelterCare helped a man named Henry find a safe, stable place to live after nearly 50 years of homelessness.



FEB 2018

Results from the FUSE Project's pilot year come in! In the first year alone, emergency room visits decreased by 26%, hospital stays decreased by 55%, arrests decreased by 82%.



MARCH 2018

ShelterCare staff embraced St. Patrick's Day spirit by wearing GREEN! Staff enjoy spirit days and fun activities every month thanks to ShelterCare's Fun Committee.

APRIL 2018

Mayor Lucy Vinis attended the April Consumer Council meeting, and answered consumers' questions about homelessness in Eugene, and plans for the future.



MAY 2018

ShelterCare's annual Art Gives Hope fundraiser took place at Jordan Schnitzer Museum of Art. Fifty-seven pieces of donated artwork brought in 275 guests, and raised \$35,000 for ShelterCare's programs.



JUNE 2018

ShelterCare celebrated 40 years of behavioral health services! ShelterCare's Behavioral Health team provides consumers with clinical needs assessments, therapy, skills training, and case management.

