



ShelterCare shelters and supports families and individuals, providing each an opportunity to live the fullest life possible in an environment that fosters well-being and success.

Frequently Asked Questions (FAQ's)

1. Who is ShelterCare?

- ShelterCare is a nonprofit that provides housing and support services to families who are homeless and adults who have a mental illness or brain injury. ShelterCare helps move people toward greater levels of independence and stability.

2. What services does ShelterCare provide?

- All of ShelterCare's eleven programs are residential. In addition to providing housing, we help individuals with mental illness and brain injury reach stability, independence and recovery by helping them find jobs in the community, providing assistance with medications and money management, and teaching them valuable social and life skills. We help homeless families locate stable housing, find work, link with other community resources, and develop money management strategies to prevent future homelessness.

3. What is the scope of homelessness in Lane County? How many people are not getting services?

- According to the one-night count of individuals in shelter performed by the county, there are approximately 1,200 homeless individuals in Lane County at any given time. The actual number is likely to be much higher as this count does not take into account those who choose not to sleep in the shelters.

4. What is the scope of severe and persistent mental illness (SPMI) in Lane County? How many people are not getting services?

- Approximately 6,500 adults in Lane County have a severe psychiatric disability. Of those, about 2,000 are not currently receiving supported housing services. At any point in time, approximately 260 individuals with mental illness are homeless in Lane County.

5. What is the scope of acquired brain injury (ABI) in Oregon? How many people are not getting services?

- An acquired brain injury (ABI) is caused by an external physical force, such as hitting one's head in car accident, and can impair thinking, memory, sensation, language, and/or emotion. At least 5.3 million Americans require support with daily activities as a result of an acquired brain injury. There are 1.5 million new cases of acquired brain injury each year in the US, with 3,000 new cases yearly in Oregon alone.

(OVER)

6. What kinds of mental illness does ShelterCare serve?

- Severe and persistent mental illness (SPMI) such as schizophrenia or bipolar disorder. SPMI is more serious than more common forms of mental illness like mild depression, which make life difficult but are not as debilitating. SPMI is severe enough to prevent individuals from fully participating in society without assistance and skills training. SPMI affects 5-10 million adults (2.6 – 5.4% of the population) and 3-5 million children ages five to seventeen (5 – 9% of the population) in the United States.

7. Does ShelterCare treat only low-income individuals and families?

- Yes, all of ShelterCare's clients are low-income.

8. Where does ShelterCare receive most of its funding?

- The majority of ShelterCare's funding comes from fees-for-service, which is reimbursement from Medicare or Medicaid for serving people with disabilities. Other funding comes from grants, United Way, and individual contributions.

9. Does ShelterCare provide services that are provided by other nonprofits in Lane County?

- For families who are homeless, ShelterCare shares provision of shelter and services with one other nonprofit. We take calls for the waiting list for shelter for both agencies and refer callers to one of the shelters in Eugene/Springfield. ShelterCare's Family Housing Program is the only shelter that provides a state licensed childcare program for families in shelter.
- For adults with severe mental illness, ShelterCare is the only agency that provides the full continuum of residential services from a secure facility to independent living in apartments.
- For adults with brain injury, ShelterCare is the only agency in Oregon that provides residential services in an apartment setting.

10. How many people does ShelterCare serve every year?

- Approximately 1,300 individuals:
 - Over 600 individuals with severe and persistent mental illness
 - 38 survivors of traumatic brain injury
 - Approximately 100 homeless families

11. How does my contribution make a difference?

- Your support helps to protect, support, and advance vulnerable populations in our community who, with assistance, are able to move onto more independent living where they succeed with less assistance.

