



ANNUAL REPORT 2009

MOVING PEOPLE TOWARD INDEPENDENCE

Letter from Susan Ban, Executive Director

We began this fiscal year facing a national financial crisis, understanding that along with the loss of jobs and economic instability would come an increasing number of families and individuals in distress.

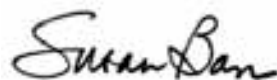
We were not wrong and we were not caught by surprise. The one night homeless count in February documented a 27% increase over the year before.

In response, our programs served almost 1,700 individuals, a growth of about 250 over fiscal year 2007-2008. The largest program expansion was a direct response to the economic crisis. Work with families in crisis, whether homeless or in danger of homelessness, and families in transition from crisis to renewed stability, accounted for the majority of our increased services.

The funding prospects offered positives and negatives – public funding that we expected to lose from the State was restored, while support from foundations and private individuals was more constrained.

Programmatic agility is our strength. In the face of increasing need during difficult times, we continue to find ways to innovate, consolidate and reinforce our services, making the most of our talented staff. We have strengthened our collaborations with partner agencies, working closely with Lane County Mental Health, PeaceHealth, and Looking Glass.

Thanks to your help, ShelterCare is a resilient, responsive, effective and compassionate force in extending hope and help to those who need it. Thank you.

A handwritten signature in black ink that reads "Susan Ban". The signature is written in a cursive, flowing style.



“Hope is like a bird that senses the dawn and carefully starts to sing while it is still dark.”

- Anonymous



MISSION

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.

VALUES

- **COLLABORATIVE**
Our employees, partner agencies and volunteers work together for the benefit and support of our communities.
- **PARTICIPANT CENTERED**
Each service we provide is individualized because each person we serve is unique.
- **COMPASSIONATE**
We provide a caring environment where people find hope and rebuild their lives.
- **RESULT-FOCUSED**
We help people regain success and achieve independence.

“After my injury, my days seemed really dark. ShelterCare’s Uhlhorn Program has helped me learn to be more independent. Now I know that I have a lot to look forward to.”

-Uhlhorn Program Resident

“Safe Haven gave me a safe environment, and the staff were so helpful and kind in helping me regain a solid foothold on the path I had strayed from so many years earlier. With the help and understanding of a caring staff I look at each day in a brighter perspective.”

-Shankle Safe Haven Resident

Hope is Here

“If it weren’t for ShelterCare, my two girls and I would have been out on the street during the coldest part of the year. ShelterCare gave us a safe place to stay while I got back on my feet.”

-Family Housing Program Resident

MENTAL HEALTH PROGRAMS

- 710 served in mental health programs.

CHANGES AND EVENTS DURING THE YEAR:

- The Royal Avenue Program saw 4 long-term clients move into their own apartments in the community. In addition, two clients were able to obtain an income through Social Security benefits.
- Shankle Safe Haven's kitchen remodel was completed in February and now more effectively provides nutritious meals for consumers. In addition, 12 Safe Haven consumers were able to obtain housing in the community.
- The Supported Employment Program met fidelity standards set by the state for its effectiveness in aiding consumers who are ready to return to work.
- The Inside Program served 35 consumers, a 25% increase over the previous year.



- Over the course of the year, a total of 151 volunteers contributed 5,626 hours of service to ShelterCare's mental health programs.

BRAIN INJURY PROGRAMS

- 44 served in brain injury programs.

CHANGES AND EVENTS DURING THE YEAR:

- This year, the Uhlhorn Residents' Council held an independent fundraiser, completely organized and run by consumers, to raise funds for the Council's activities. These activities include gardening, recreational activities, and field trips.
- Four consumers moved into their own apartments, and three Uhlhorn consumers moved to RiverKourt having learned more independent living skills.
- Two consumers performed volunteer work in the community.
- Over the course of the year, a total of 15 volunteers contributed 278 hours of service to ShelterCare's brain injury programs.



EMERGENCY SERVICES *for homeless families*

- **933 parents and children were helped by emergency services programs.**

CHANGES AND EVENTS DURING THE YEAR:

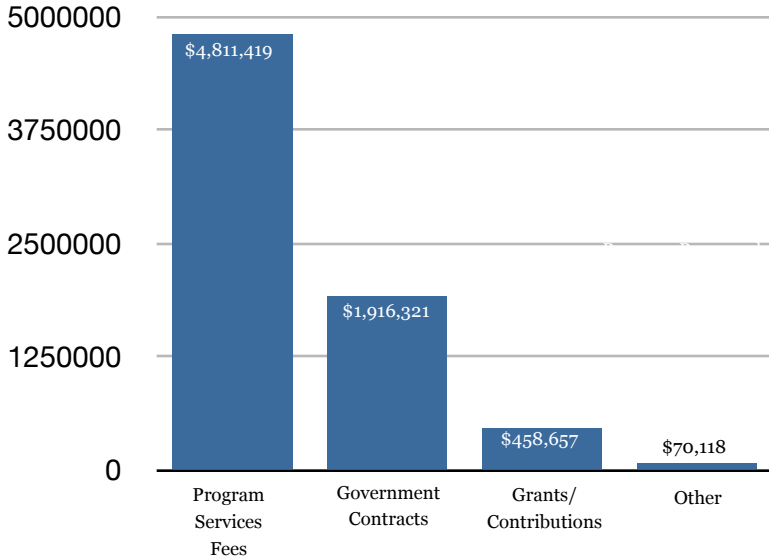
- **This was a year of expansion both in terms of the demand for help and our ability to extend services to families in need. Through the Homelessness Prevention Program, ShelterCare's Emergency Services forestalled homelessness for 150 families. These families were aided through one-time financial support, usually amounting to less than \$500, and were provided with case management support to help them stabilize their situation. After receiving our support, 139, or 93%, of these families were able to remain in the area in stable housing – meaning that their children stayed in school, the family stayed together, and the costs of disrupted lives, both personal and societal, were averted.**

- **66% of the families served in our on-site shelter entered stable housing upon exiting the program.**
- **78% of the families served in our on-site shelter maintained or improved their employment.**



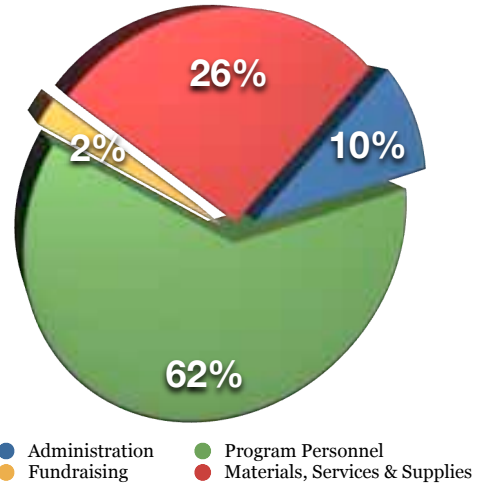
FINANCES

AGENCY REVENUE SOURCES

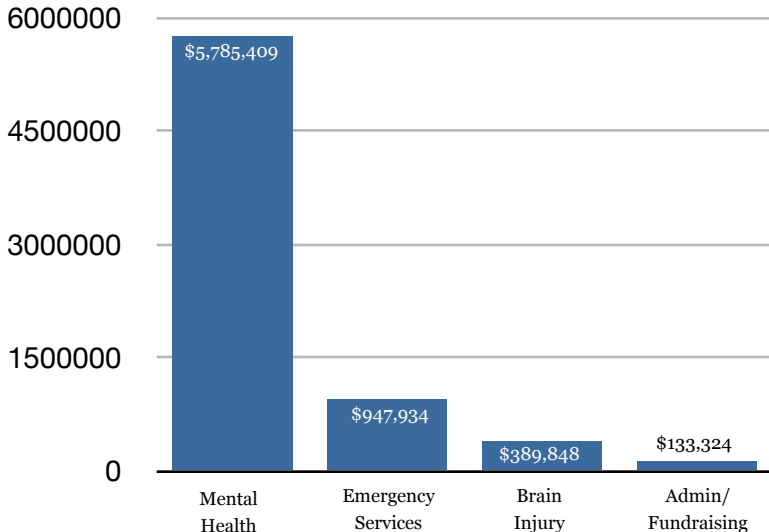


AGENCY EXPENSES

= \$7,282,084



AGENCY REVENUE BY PROGRAM AREA



STATEMENT OF ACTIVITIES: 2008-2009

Total Revenue: All Sources
\$7,256,515

Total Expenses: All Activities
\$7,282,084

Total Decrease in Net Assets
\$25,569

HIGHLIGHTS

\$7,282,084

dollars invested in helping people reach greater independence

9,314

hours donated by caring volunteers

1,692

individuals and families given shelter and support

185

knowledgeable, competent employees

11

programs

1

mission



SHELTERCARE BY THE NUMBERS

Board of Directors

Melinda Grier, President

John VanLandingham, Past President

Judy Newman, Vice President

Peg Renkert, Secretary

Chris Clarke

Jim Desmond

Linda Garber

Jeffrey Hoyt

Ed Necker

Ralph Saltus

Sandra Scheetz

Pat Walsh

ShelterCare Programs

Brethren Housing

Jessica Harris, Program Manager

Family Housing Program

Char Hall, Program Manager

Garden Place

Robin Tiedeman, Program Manager

Hawthorn Program

Sarah Chapman's Program Manager

Heeran Center

Paulette Montplaisir, Program Manager

Riverbend Supportive Community

Sarah Chapman, Program Manager

River Kourt Apartments

Ann Angvick, Program Manager

Royal Avenue Program

Dean Schlecht, Program Manager

Shankle Safe Haven

Robert Rogers, Program Manager

The Inside Program

Deb Holloway, Program Manager

Uhlhorn Program

Ann Angvick, Program Manager



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