A Message from Michelle Hankes

It is truly my honor to take on the role of CEO, following in the footsteps of quiet greatness that is the legacy of Susan Ban. As ShelterCare celebrates its 50th year in 2020, we all must take a moment to pause and reflect on the challenges and triumphs Susan led the organization through.

ShelterCare has become the recognized expert in Housing First, a philosophy that believes that the first step to stability and health is through having a safe place to live. Mental health is a foundation for success for many of our consumers who need to be recognized as valuable members of society, even as they face uphill battles.

As I write this introduction, I have been in my position for nearly three months. It’s the end of March, and ShelterCare, Lane County and the world is facing one of its most frightening disasters with COVID-19. I must share with you that I have had the privilege of seeing first-hand the commitment the staff of ShelterCare have to the consumers and to each other. They have pulled together, finding creative solutions to problems no one has ever faced, finding unique ways to continue to bring therapy and casework to clients, continue to find housing for those in need, and do everything they can to keep our consumers safe. I am in awe of the teamwork and solidarity of all nonprofits and agencies and people of the Eugene/Springfield community.

Thank you for all of your kind words of welcome, and I look forward to working with you towards whatever the future brings.
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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**2018-2019 FINANCIALS**

**TOTAL REVENUE: $8,881,726**

- Program Service Revenue - $3,254,013 (37%)
- State & Local Assistance - $2,169,292 (24%)
- Donations - $1,385,771 (16%)
- Federal Assistance - $1,291,132 (15%)
- Program Fees - $432,895 (5%)
- Other - $278,623 (3%)

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

**TOTAL EXPENSES: $8,332,865**

- Permanent Supported Housing - $2,179,724 (25%)
- Bridge Housing - $1,458,521 (18%)
- Administration - $1,212,472 (15%)
- Residential Treatment Facility - $1,138,127 (14%)
- Behavioral Health - $943,741 (11%)
- Emergency Housing & Prevention - $829,964 (10%)
- Brain Injury Program - $325,569 (4%)
- Fundraising - $164,361 (2%)
- Property Management - $80,386 (1%)

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During ShelterCare’s zombie fundraising season, Sweet Life Patisserie held a “brain cake” fundraiser and raised a whopping $560 for ShelterCare!

On the Cover: Julie

Julie moved to Eugene in 2011, had a nice place in the South Hills, and was a care provider for three years. Then, one night, she was walking on a hill when she slipped and rolled down into a lampost, severely injuring her shoulder and brain. After this devastating injury, she had issues with speech and balance, and she lost her job. Her rent was raised on her South Hills apartment; she was forced out of her home. Julie moved about in search of a home - going out to Jefferson, coming back to Eugene, staying in a Conestoga, moving to a tent platform, couch surfing with friends and acquaintances, and staying in camps with other people dealing with homelessness. She remembers often feeling unsafe in these camps. After a year, her injury symptoms began to fade; however, her labors weren’t over. During this time, she dealt with domestic abuse, depression, and substance abuse. Looking to improve her quality of life, she put her name on a waitlist for ShelterCare; and soon after, she got an apartment. She says that getting an apartment allowed her to release the worry of having a roof over her head, put down a job, and focus on going back to school. Today, Julie uses her experiences to be an advocate for others. During her free time she volunteers at various nonprofits & boards, is a Raging Granny & works as a producer at KEPW.

Read about other consumers featured on the cover at sheltercare.org/stories

ShelterCare by the Numbers 2018-2019

518
Our Housing Services for Families program helped 518 children and adults prevent and overcome homelessness.

266
Our Short-Term Housing program provided 266 chronically homeless individuals with emergency and transitional shelter.

256
Our Behavioral Health program supported 256 adults on their journey towards recovery, stability, and independence.

175
Our Permanent Supported Housing program provided specialized housing and support services to 175 adults living with mental illness.

28
Garden Place provided trauma-informed residential care to 28 individuals living with serious mental illness.

27
The Uhlhorn Program provided housing to 27 individuals living with brain injury.

24
Uhlhorn Day Center provided daily services to 24 individuals living with cognitive disorders such as brain injury and dementia.

Fun Fact: ShelterCare employed 185 people over the course of the 2018-2019 fiscal year.