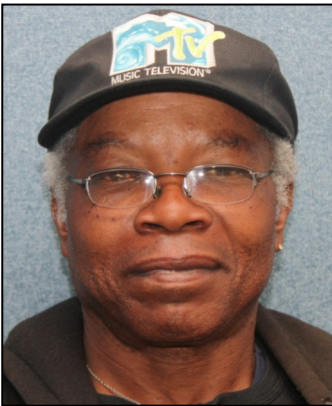
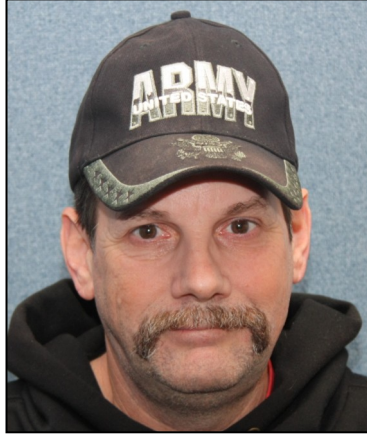


# The Impact You Make Through Shalom



Member Agency

## 2011 Annual Report

**Shalom Community Center**

620 South Walnut Street

P.O. Box 451

Bloomington, IN 47401

(812) 334-5734

[www.shalomcommunitycenter.org](http://www.shalomcommunitycenter.org)

Dedicated to  
**YOU**  
for making a difference

On any given night,  
over 300 people in  
Monroe County go to  
sleep without a home.

More than 6,500  
people are one  
paycheck away from  
joining them.

This is how you make a  
difference when people  
need you the most.



# shalom community center

helping people in need

## **Board of Directors**

Alan Backler  
Karen Boswell  
Randy Bridges  
Jeff Buszkiewicz  
Anne Foster  
Michael Gentile  
John Hamilton  
Jim Harvey  
Anne Hazeltine  
Diana Hoffman  
Jeff Pohlen  
Ned Steele  
Henry Upper  
Susan Woods

## **Staff**

Forrest Gilmore  
*Executive Director*  
Deke Hager  
*Assistant Director*  
Ron Kerner  
*Director of  
Hunger Relief*  
Pam Kinnaman  
*Director of  
Volunteer Services*  
Cathy Scott  
*Director of  
Development*  
Liz Boyd,  
Laura Ertmer  
*Caseworkers*  
Harley Wheatley  
*Custodian*

## **Our Mission**

The Shalom Community Center is dedicated to aiding and empowering people experiencing homelessness and poverty in South Central Indiana.

## **Our Vision**

Shalom Community Center envisions a community that honors every person's fundamental right to sustenance, a safe home, quality health care, and meaningful work. We see ourselves as a key leader in providing the full range of support and services for people dealing with poverty and homelessness in South Central Indiana.

## **Our Values**

**HOSPITALITY:** We extend community beyond the margins to include those unserved by society. We invite all people into our safe and welcoming space. Recognizing the many challenges our guests struggle with on a daily basis, we place as few barriers as possible between our guests and our services and resources.

**DIGNITY:** We value the worth and dignity of every person, treating all with compassion and respect. We honor the lives, concerns and stories of people who have been marginalized by society and expect our staff, volunteers and guests to do the same.

**EMPOWERMENT:** We strive to increase the economic and social strength of people in need. We help people develop confidence in their own capacities. We support people to make choices that improve the quality of their lives.

**HOPE:** We believe in the possibility each person possesses to create a sustainable, healthy and happy life. We work to nurture that hope in all people.

***"Nobody gets into heaven without a letter of reference from the poor."***  
**- Rev. James Forbes**

While we all hold differing spiritual beliefs, there is something that consistently binds together the moral systems of every age and culture—to care for the least of these.

When we cut through all the rhetoric, headlines, and politicking, the simple truth emerges—we are called to extend ourselves in kindness to our brothers and sisters.

This brief, yet inspiring, guide offers witness to just that... the generosity of a people in service to those who need us most.



Executive Director Forrest Gilmore lighting a candle, honoring one of the fallen homeless this past year.

For this, we have no response, but, "Thank You!"

In the worst recession in many generations, we are experiencing a dramatic increase in the need for our services. We've had double digit increases in our meals served and caseworker contacts. Homelessness has grown by 30% in our region over the last year. On top of that, we are working not just to provide emergency assistance, but to invest actively in solutions, such as permanent support housing.

Because of generous supporters like you, so much has been made possible. The economy, however, has not just taken a toll on our guests, but also on us. Our ability to meet the needs of those experiencing homelessness and poverty actively depends on whether our community continues to respond with strong support. With your help, Shalom will keep on until the tragedy of poverty is no more.

With gratitude,

*Forrest Gilmore*

Forrest Gilmore, Executive Director  
(812) 334-5734, ext. 33, [forrest@shalomcommunitycenter.org](mailto:forrest@shalomcommunitycenter.org).



## ***Why We Do It:*** **A Shalom Story of Success**



Crystal Banks was homeless for four months, even while working full-time. She now has a home and has re-united with her children.

**“The Shalom Center gave me a family again and gave me more hope than anything. I was very hopeless in so many ways. I re-found myself in the time I was at Shalom. It’s been a very empowering and humbling thing.”**

Crystal was trapped in an unhealthy relationship. To escape it, she found herself homeless, despite working full-time at night as a certified nursing assistant. She temporarily lost custody of her kids as they stayed with their father and she struggled to get back on her feet. When Crystal first discovered Shalom, she had been sleeping on the streets for two weeks. Shalom was able to help her with

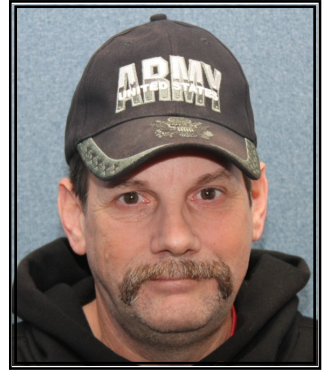
our new respite room where she could sleep after working all night long, our showers and laundry, our hunger relief program, that helped her save money on food, and our case management, which connected her with many essential resources at Shalom and in the community. Crystal now has a home again and her children will start living with her this summer. She intends to give back by volunteering at Shalom and fulfilling her dream to be a nurse when she begins school in the fall.

**“I was so afraid to tell anybody that I was homeless. You get looked down upon, because people don’t even try and hear your story and understand why you’re homeless. I’ve felt so humbled and so grateful that there are people that care for people they don’t know. It’s just amazing to me how much people care. That just takes away from the shame of being homeless.”**

# Voices of Support

"I don't know what I would have done without Shalom. I think it's really great what you've done. Keep doing what you're doing because you've done a lot here for Monroe County.

- Doug Hobbs

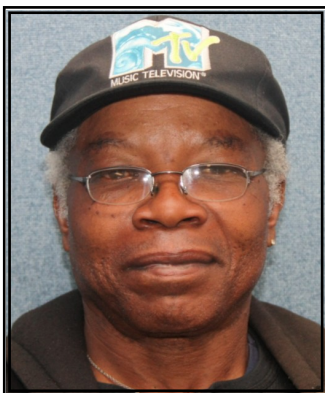


"If Shalom hadn't been here I would have been back on drugs, back in prison. Shalom saved me... I would have been lost."

- Craig Wade

"The Shalom Center is a blessing from God. I would hope people would realize that and get down on their knees and thank God for such an organization."

- Greg Cook & Ava Laracuenta

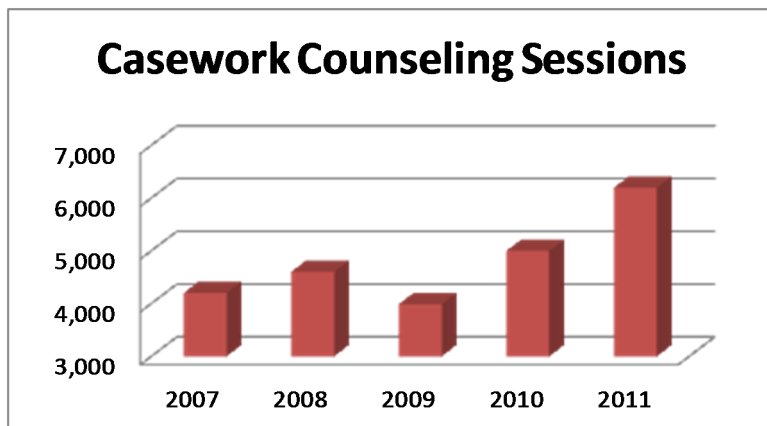
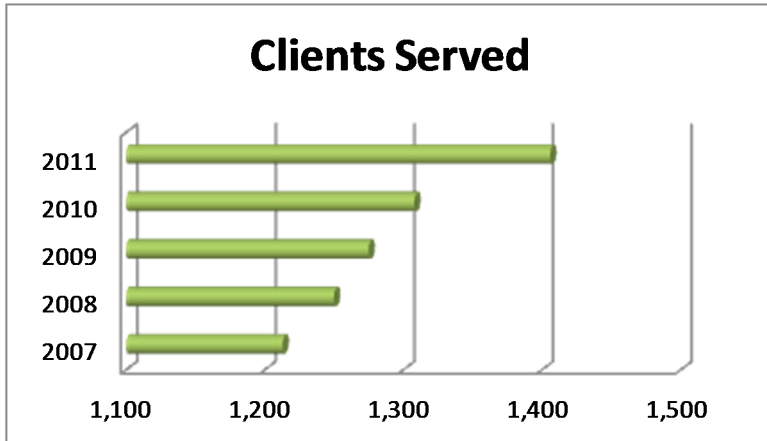


""If Shalom wasn't here, I don't know where I'd be at. They gave me some help and it was amazing because it really changed my life around. I still come to Shalom because it's like a home to me. Whatever trouble I'm in, they do help me out."

- Claude Saunders



# A Snapshot of Growing Need 2007-2011





# **Your Impact Through Shalom**

## **Life Essentials**

Last year, Shalom provided 2,188 hours of shelter, 2,695 loads of laundry, 5,467 showers, 7008 diapers, ID for 208 people, long-term storage for 176 people, and mail services for over 400 people.

## **Hunger Relief**

Shalom served over 79,011 meals (up 15%) and more sit-down meals than any other agency in Monroe County. We continue to be the only agency in Monroe County serving breakfast and lunch every weekday, including major holidays.

## **Homelessness Prevention**

Shalom helped house or prevent homelessness for 272 households, including 109 families.

## **Case Management**

Our case managers served 1,406 people (up 7.5%) and made 6,197 contacts (a 24% leap from the previous year), providing support for housing, employment, health care, and other essentials.

## **Employment**

Shalom helped 354 people through 946 job counseling sessions to improve resumes and presentation skills, search out job leads, attend interviews, and begin new work.

## **Agency Access**

As a front door to the social service community, over 20 visiting agencies, including St. Vincent de Paul, the VA, Positive Link, and Social Security, made 4,813 contacts with our guests.

# A Solutions Approach

**Shalom is dedicated to solutions when it comes to homelessness.**

In March 2012, Shalom was awarded a major grant of over \$1 million from the US Department of Housing and Urban Development to move us further in that direction. Through the grant, Shalom will provide permanent supportive housing for people with disabilities who are experiencing chronic (long-term) homelessness.

**Why is this important?** This project uses a Housing First model, targeting people who have the most difficulty ending their homelessness. The people we will provide homes for would likely be homeless until the end of their lives if not for this assistance.

**How many people will you be able to help?** 34 individuals or couples and 6 families at any one time. There are currently 42 chronically homeless individuals in Monroe County, so this would dramatically reduce the number of people on the streets and in the shelters.

**Is the grant just for housing?** The grant also provides for supportive services, helping clients improve the quality of their lives.

**Are you building an apartment complex?** Yes and No. The grant provides rental and utility vouchers to pay landlords in the community. Life Designs, Inc. will be building a 25-unit apartment complex to house many of the recipients of the vouchers. The remaining individuals and families will move into already existing apartments.

**When does it begin?** The project will begin in 2013 with the apartment complex ready hopefully by the end of 2013.

**How long will the grant last?** The grant lasts for three years with the option then to renew it annually. Except in the case of mismanagement, similar grants have always been renewed.

**How can I help?** The grant funds most, but not all, of the project. We will need to raise matching funds to make this work possible.

# 2011 Revenue and Expense Summary\*

## Revenue

Financial Grants & Contributions:	
Individuals	\$234,310
Faith Communities	\$35,265
Non-profit & Other Organizations	\$30,935
Businesses	\$8,256
Foundations	\$31,362
Governments	\$2,500
<b>Total Financial Grants &amp; Contributions</b>	<b>\$342,628</b>
Other Financial Receipts	\$42,112
<b>Total Financial Receipts</b>	<b>\$384,740</b>
In-kind Contributions	\$206,731
Value of Volunteer Time	\$258,318

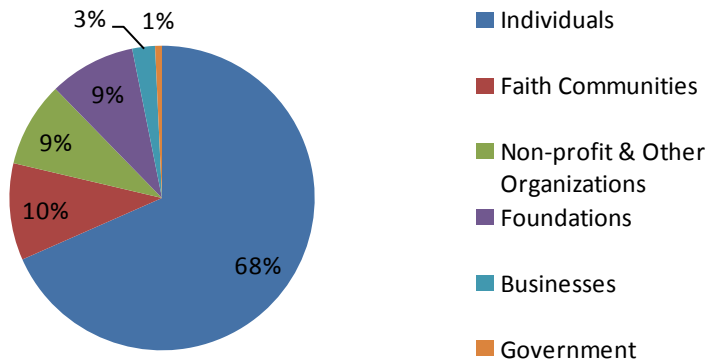
## Expenses

Value of Volunteer Time	\$258,318
Payroll Costs & Taxes	\$241,192
Hunger Relief	\$191,325
Guest Services & Supplies	\$69,310
Rent (In-kind)	\$2,229
Professional Fees & Insurance	\$30,041
Office Supplies & Equipment	\$10,178
Utilities	\$21,300
Fundraising	\$14,601
Mortgage Interest & Bank Fees	\$18,331
Custodial Service & Maintenance	\$16,254
Miscellaneous Expenses	\$2,149

**Total Revenue**                      \$849,789    **Total Expenses**                      \$875,228

*\* These numbers are not yet audited, but our 2010 audit showed that 90% of our expenses were directed toward programs and 10% towards administration and fundraising – a spending ratio considered exceptional.*

## 2011 Donation Sources



# Our Financial Supporters

**We are so grateful to all those who have offered their generous financial support to help our most vulnerable citizens.**

## **The Visionary Society (Pledge of 10,000+ over 5 years)**

Bill & Janet Anderson  
Patty & Jim Andrews  
Anne & Bruce Bloxom  
Joe & Gloria Emerson  
Forrest & Jill Gilmore  
Steve & Jo Ellen Ham  
John Hamilton & Dawn Johnsen  
Marilyn Hartman  
Jim & Sally Harvey  
Harv & Connie Hegarty

Robert & Sara LeBien  
Dan & Beth Lodge-Rigal  
Jane & Patrick Martin  
Carole McKinney  
Jim & Candy Santo  
Nancy & Phil Saunders  
Henry & Celicia Upper  
Ralph & Suzie Voelkel  
One Anonymous Donor

### **\$5,000+**

William & Janet Anderson  
Patty & Jim Andrews  
Jeff & Maika Arthur  
Anne & Bruce Bloxom  
Community Foundation of Bloomington and Monroe County  
Joe & Gloria Emerson  
First United Methodist Church  
Jim & Sally Harvey  
Martha & David Moore  
Phillip & Nancy Saunders  
SCI Membership Community Fund  
United Way of Monroe County

Carole H. McKinney  
Monroe County Bar Association  
Matthew D. Press  
Psi Iota Xi  
Donald & Mary Jo Ray  
Jim & Candy Santo  
Keith A. Saunders  
St. Mark's United Methodist Church  
St. Paul Catholic Center  
Trinity Episcopal Church  
Ralph H. L. Voelkel

### **\$1,000-\$1,999**

James K. Baker  
Larry T. Biggerstaff  
Bloomington Moose Lodge No. 1081  
Malcolm Hamrick Brown  
Alexander M. Buchwald  
Dana & Jim Burton  
Jeff & Carol Buszkiewicz  
Robert W. Campbell  
City of Bloomington  
Bob & Mary Jane Compton  
Nancy Cridland  
Ted Deppe  
Episcopal Diocese of Indianapolis  
Louise Ewing

### **\$2,000-\$4,999**

Kristi Beyer  
Stephanie & Marcus Dickinson  
Jane & David Dunatchik  
Fairview United Methodist Church  
Joshua and Jessica Friess  
Gabriel & Sarah Frommer  
John Hamilton & Dawn Johnsen  
Victor Harnack  
Harvey & Connie Hegarty  
Roger Kent  
James & Carolyn Lindsay

Fidelity Charitable Gift Fund  
Anne L. Foster  
Derek & Hilda Fullerton  
Whitney Gent  
Forrest & Jill Gilmore  
Henry H. & Alice V. Gray  
Steve & Jo Ellen Ham  
Stephen P. Harter  
Marilyn A. Hartman  
Lenore S. Hatfield  
Anne Hazeltine  
IU Credit Union  
Joe & Gail Lessard  
Dan & Beth Lodge-Rigal  
Jeanette Calkins Marchant  
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John & Lori Miller  
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Miller Woods LLC  
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Mike Peppler  
Pictura Gallery, LLC  
Jeff Pohlen  
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Betty P. Rieger  
Mary J. Rose  
Susan Schneider  
Mike & Sherry Sonneborn  
Helen June Sonneborn  
Joanne L. Sprouse  
St. Charles Borromeo Church  
Wendell & Shirley St. John  
United Way of America  
Henry & Celicia Upper  
Van Buren Township Trustee  
Six Anonymous Donors

**\$500-\$999**

Elizabeth Abdullah  
Allen Funeral Home  
Nancy Allerhand  
American Legion  
Charles & Gladys Bartholomew  
Richard N. Berry

David & Karen Bish  
Bloomington Friends Meeting  
Anne Boch  
Marsha R. Bradford  
Jennifer E. Bradley  
Leonard D. Buszkiewicz  
Sarah Carter  
Gilbert & Joy Chaitin  
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St. John Associates  
State Farm Companies Foundation  
Sandra Thompson  
Susan C. Thrasher  
Unitarian Universalist Church  
Allen R. White  
Myriam Revel Wood  
Three Anonymous Donors

***We'd also like to thank the more than 400 donors who supported us with gifts between \$5 and \$499.***

# Our Volunteer Supporters

Volunteers are absolutely essential to Shalom Community Center's mission. In 2011, 1,318 volunteers completed 14,012 hours of service. We are truly a volunteer-driven organization. We offer a special thanks to these heroes who volunteered more than 50 hours last year.

Awad Alamin	Elsa Harik	Tom Meador
Nancy Allerhand	James Harvey	Lori Miller
Patty Ardery	Mike Hatfield	Abraham Morales III
Dorothy Axsom	Ken Heller	Bob Muldoon
Anne Boch	Travis Hendrickson	Cinda O'Connor
Karen Boswell	Jeff Herman	Sophie Paquette
James Brown	Anne Howerton	Amelia Pearce
Helen Butler	Judith Jacobs	Melissa Pollard
Dennis Childers	Donald Jones	Douglas Prewitt
Hermine Cohen	Alexandria Jones	Nancy Rayfield
Edna Collier	Lee Jones	Elizabeth Reed-Artman
Rhett Combs	Kenneth Kapphahn	Barbara Restle
Hank Cooper	Amy Kelly	Phil Saunders
Karl Corts	Karolina Kenney	Marie Shakespeare
Brittany Daniel	Ronald Klotz	Judy Simic
John Davenport	Pat Knarzer	Hope Spector
Latasha Day	Joe & Gail Lessard	Rachel Warsco
Reva Duke	Shengnan "Julie" Lin	Sarah Wasserman
Mark Emerson	Ben Lindsey	David White
Danny Griffin	Samantha Little	Thomas & Ty Worster
Shaleen Guthrie	Robert Long	Xinyu "Anna" Yan
Doris Hahn	Cheryl Mabry	
Waddell Hamer	John Meadlo	



**Special thanks to the following donors who contributed more than \$1,000 in goods or services to Shalom Community Center:**

Bloomington Bagel Company	Shannon Funkhouser
Carlisle Brake & Friction	Harvey & Connie Hegarty
Candy Carpenter	Hoosier Hills Food Bank
Crescent Donut Shops	Oliver Wine Company
Beverly Feldman	Watler Accounting

# Partner Organizations

- ◆ Amethyst House
- ◆ Area 10 Agency on Aging/RSVP-Job Links
- ◆ Bloomington Housing Authority
- ◆ Bloomington Thrift Shop
- ◆ Social Security Administration
- ◆ Centerstone
- ◆ Children's Dental Health Foundation – Mobile Dentists Program
- ◆ City of Bloomington – HAND & Community & Family Resources
- ◆ City of Bloomington Volunteer Network
- ◆ District 10 Pro Bono Project
- ◆ Genesis Summer Shelter
- ◆ Hoosier Hills Food Bank
- ◆ Indiana Association of Community Economic Development
- ◆ Indiana Legal Services
- ◆ Indiana University Health Bloomington Hospital – Positive Link, Community Health Services, & WIC (Woman, Infants, Children)
- ◆ Indiana University Maurer School of Law
- ◆ Indiana University Office of Service Learning
- ◆ Indiana University School of Public & Environmental Affairs Service Corps
- ◆ Indiana University School of Social Work
- ◆ Interfaith Winter Shelter
- ◆ Ivy Tech Community College
- ◆ Martha's House
- ◆ Monroe County Community School Corporation
- ◆ Monroe County Health Department
- ◆ Monroe County United Ministries
- ◆ My Sister's Closet
- ◆ New Leaf – New Life
- ◆ Oasis
- ◆ Recovery Engagement Center
- ◆ Salvation Army
- ◆ South Central Community Action Program – Head Start & Energy Assistance Programs
- ◆ Stepping Stones
- ◆ St. Vincent de Paul
- ◆ United Way of Monroe County
- ◆ Veteran's Administration
- ◆ Volunteers in Medicine



## Grant Support

City of Bloomington  
Community Foundation of  
Bloomington & Monroe County  
Episcopal Diocese of Indianapolis  
First United Methodist Church  
Monroe County Bar Association

Psi Iota Xi  
SCI-REMC "Operation Round-Up"  
St. Paul Catholic Center  
Trinity Episcopal Church  
United Way of Monroe County  
Van Buren Township Trustee





**shalom community center**  
helping people in need

## How You Can Help

Through your continued support of Shalom, you can make a major difference in many people's lives.

### **Give:**

To support us financially, you can give online by credit card at [www.shalomcommunitycenter.org](http://www.shalomcommunitycenter.org) or you can mail a check to:

Shalom Community Center  
P.O. Box 451  
Bloomington, IN 47402-0451

### **Volunteer:**

To offer your time and talent, contact Pam Kinnaman, Volunteer Coordinator, at (812) 334-5734 x23 or [pam@shalomcommunitycenter.org](mailto:pam@shalomcommunitycenter.org)

### **Donate:**

If you'd like to donate some items to support our clients, we are often in need of hygiene products, bus tickets, diapers, backpacks, and more. To see our full wish list, visit us online at [www.shalomcommunitycenter.org](http://www.shalomcommunitycenter.org).

The Shalom Community Center is a 501(c)3 registered, not-for-profit charitable organization. Your support of Shalom is tax deductible.

**Ninety cents of every dollar you give directly  
benefits our clients, which is considered  
exceptional by nonprofit best practice groups.**



A special thank you  
to Baugh Enterprises  
for their generous  
printing services.