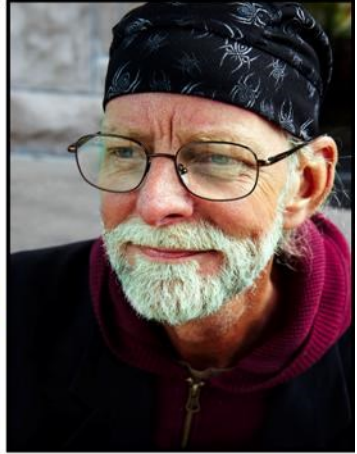


The Impact You Make Through Shalom



Member Agency

2013 Annual Report

Shalom Community Center

620 South Walnut Street

P.O. Box 451

Bloomington, IN 47401

(812) 334-5728

www.shalomcommunitycenter.org



shalom community center

helping people in need

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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.

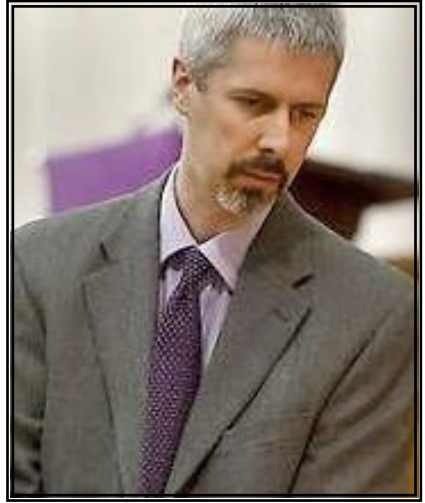
DIGNITY: We value the worth and dignity of every person, treating all with compassion and respect. We honor the lives, concerns, and stories of people who have been marginalized by society and expect our staff, volunteers, and guests to do the same.

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.

"Love is a harsh and dreadful thing to ask of us, but it is the only answer." - Dorothy Day

Back in December, we had a scary weather day – freezing rain, sleet, heavy winds. I left the Center after we closed and went to a local business before I headed home. As I was browsing, I heard a commotion at the front of the store. The owner was yelling at someone, telling him he couldn't stay there. I heard the man at the door say, "But it's cold," and recognized who it was as he walked out the door.



Upset about what happened, but fearful of creating a conflict, I walked up to the main entrance and asked the owner, "Was that Sam?" (not his real name). I then walked out and offered to give Sam a ride to the library. Before I left, I told the owner what I was doing, and he thanked me.

I'm not sure what I did was the best thing. I never confronted the owner on his treatment of Sam. But Joe Emerson helped me see the value of what I did – by saying his name, Sam went from being a problem to a person.

That's what we do at Shalom. Thanks to you and your support, Shalom is a place of love and impact where we turn what some see as problems into people.

Please enjoy this guide. It is a tribute to all that you make possible through your generous support of the work of this beautiful Center.

With gratitude,

Forrest

Rev. Forrest Gilmore, Executive Director(812) 334-5734, ext. 33, forrest@shalomcommunitycenter.org.

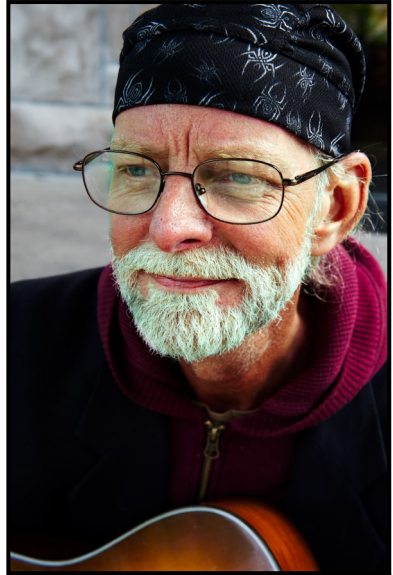


Why We Do It: **A Shalom Story of Success**

“I don’t think I would have a life if Shalom wasn’t here. I owe my life to Shalom and a lot of people from here. It really extends to a lot of the homeless people too... The brotherhood and sisterhood of that is crucial.”

Devastated by the deaths of several members of his family, including his mom and best friend, Louise, Billy saw his life begin to fall apart. While working two jobs, his car broke down, leading to unemployment and eventually homelessness. Shortly after becoming homeless, alcohol addiction took over. Billy was in and out of jail and flirted with suicide multiple times.

Aside from performing as a street musician, Billy would come to Shalom for a retreat from his sorrows; a nutritious meal, someone to talk to for guidance, and the Writer’s Circle. Through Crawford Homes, Billy was able to move into an apartment and soon gave up drinking. Sober for over 6 months, he now actively volunteers and is in job training. Billy was also named the 2014 Homeward Bound spokesperson of the year.



Billy Young, chronically homeless due to alcohol abuse and clinical depression, now has a home in Crawford Apartments, has been sober for over 6 months, and is in a job training program.

“As soon as I got into Crawford... I knew I had a chance to capitalize on that opportunity... It was like a spiritual awakening that came to me. I knew it wasn’t just some passing words that were coming through me... it was something more than I can describe. “

Voices of Support

"My son lived. How much more of a reward could a place give someone? Shalom didn't just give me some food and some guidance, they let my son live. My little boy is alive because of this place and that's noble as \$#@!."

- Daniel Cooper and his family



"If you can't find help within your friends and family, find it here... because they will help put you in the right direction and give you the tools you need to build what you're looking for... Shalom gives you hope to do more with your life."

- Joe & Sabrina Blankenship

"If you want to at least get half on track or pointed in the right direction, your joint operation center is definitely Shalom. Whether you have no clue of what you want out of life or where you're going to get it, this is just the single shot source." - Jeremy Blackwell



"Everything I have right now is because of Shalom, everything! My health insurance, job, and my home, it's because of this place. If it hadn't been for Shalom..., my obituary would've already been happening and there would be 3 boys without a dad. You guys saved me."

- Rusty Lewis

The Opening of Crawford Homes



**"Thank you for giving me my life back."
- a Crawford Homes resident**

Frank "Road Dog" Crawford died alone in the middle of the night next to a dumpster behind the old Ponderosa. A few weeks earlier, Frank has been released from a nursing home. Considered "too healthy" to stay, Frank became homeless... again.

Disabled, chronically ill, and addicted to alcohol, Frank had been in and out of nursing homes over many years. He would decline to the edge of death on the streets, then get nursed back to health, only to be released to the streets once again. This last time, Frank passed away.

Ten to twenty percent of people experiencing homelessness are chronically homeless—homeless for more than a year due to disability, some for 20 years or more. The average age of death for a chronically homeless person is 47. Without assistance, the chronically homeless person often dies on the streets.



The ribbon from the opening ceremonies at Crawford Apartments, held by a resident.

The Crawford Homes program opened in June 2013 and as of this writing has helped provide **homes and supportive services for 50 chronically homeless individuals, couples, and families**. Through the program, **we have cut chronically homelessness in our county by 80%**, an amazing and historic achievement for our community.

We named the program in honor of Frank, because we believe he might well be alive today if such a program had been available to him. His death galvanized the community to try and do better... and through that effort, we are now providing homes to people just like Frank. Thanks to Frank and to your support, we are saving lives.

The Faces of Crawford Homes



A special thanks to Wandering Heart Photography

Your 2013 Impact by the Numbers

The Big Numbers

- Served 71,696 nutritious meals, the largest number of sit-down meals of any agency in Monroe County
- Had the highest success rate of all GED classes in the region with 17 graduates
- Reduced chronic homelessness in Bloomington by 80%, providing homes and support for 50 people

Further Impact

Life Essentials & Hunger Relief

Last year, Shalom provided 261 days of shelter, 71,696 meals, 2,819 loads of laundry, 5,300 showers, 5,428 diapers, ID for 166 people, 1,808 sleep days in our respite room, and mail services for 647 people.

Case Management

Our case managers made 7,335 client contacts, providing support for housing, employment, and other essentials.

Employment

Shalom provided 1,194 job counseling sessions to help job seekers improve resumes and presentation skills, search out job leads, attend interviews, and begin new work.

Outreach Center

As a front door to the social service community, over 20 visiting agencies, including the VA, Positive Link, Broadview Learning Center, and St. Vincent de Paul, made 4,391 contacts with our guests.

Crawford Homes

Opening in June, Crawford Homes provided homes and support for 46 formerly chronically homeless adults and children by the end of 2013.

2013 Revenue and Expense Summary*

Revenue

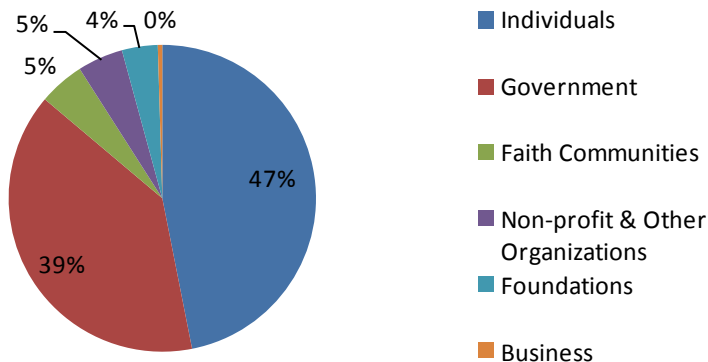
Financial Grants & Contributions:	
Individuals	\$236,224
Government	\$197,806
Faith Communities	\$24,219
Non-profit & Other Organizations	\$24,149
Foundations	\$17,634
Businesses	\$18,990
Total Financial Grants & Contributions	\$503,744
Other Financial Receipts	\$36,084
Total Financial Receipts	\$539,828
In-kind Contributions	\$189,611
Value of Volunteer Time	\$307,144
Total Revenue	\$1,036,583

Expenses

Value of Volunteer Time	\$307,144
Payroll Costs & Taxes	\$228,055
Hunger Relief	\$159,740
Guest Services & Supplies	\$159,889
Utilities	\$25,578
Interest & Bank Fees	\$17,785
Professional Fees & Insurance	\$16,679
Custodial, Maintenance & Building Improvements	\$13,243
Fundraising & Communications	\$8,801
Office Supplies & Equipment	\$6,597
Miscellaneous Expenses	\$9,169
Mortgage Reduction	\$4,604
Depreciation	\$25,520
Transfer to Reserves	\$53,779
Total Expenses	\$1,036,583

** These numbers are not yet audited, but our 2012 audit showed that 90% of our expenses were directed toward programs and 10% towards administration and fundraising – a spending ratio considered exceptional.*

2013 Donation Sources



More Than Shelter

A Comprehensive Approach to Ending Homelessness

Homelessness has only existed as a sociological phenomena for about 30 years. We've always had homelessness with us to some degree, but the numbers skyrocketed in the early 1980s. Because of this, we're still learning how best to address the problem and we are also immersed in a time of great innovation and discovery.

When I first became the Executive Director of the Shalom Center over 3 years ago, I thought the first thing Shalom should do is try to build a new permanent year-round, low barrier shelter. Shelter is the first thing and often the only thing many of us think of when we consider how to address the challenge of homelessness. But with all the experimentation occurring and the success that some communities are having in dramatically reducing homelessness, I've learned through time and study that if our ultimate goal is ending homelessness, we need to expand our approach and direct our efforts to more than just shelter. There are a few things we've come to know.

- ◆ The more time someone stays in shelter, the more likely that person is to continue to stay in shelter.
- ◆ The most humane and least expensive approach is to prevent homelessness before it happens.
- ◆ The next most humane and cost-effective approach is to help someone back into a home as quickly as possible.
- ◆ Ending chronic homelessness requires a special approach.
- ◆ Shelter is essential in the work of ending homelessness, but given its impact, we should aim to have it be a last resort.

To explore the possibilities, there is some value in envisioning the shelter system as a house with a front door where people enter when they become homeless or at risk of homelessness and a back door where people leave when they return to a home.

With this visual in mind and the goal of being most effective at ending

Front Door Strategies

**Prevention
Mediation
Resources**

Assessment



Back Door Strategies

**Rapid Re-housing
Housing First
Affordable Housing**

homelessness, we want to reduce the number of people who enter the shelter (what are called front door strategies) and increase the number of people who exit the shelter (back door strategies).

Front door strategies include prevention (short-term rent and utility assistance, plus supportive services to help someone stay in their home), mediation (helping resolve conflict that may have led to homelessness), and personal resources (family or friends that might take someone in and the transportation assistance to get to them).

Back door strategies include rapid re-housing (the same as prevention but for moving into a new home after becoming homeless), permanent supportive housing (a Housing First approach targeted to people experiencing long-term homelessness due to disability, which provides housing and services to help a person maintain a home), and affordable housing (requiring community-wide investment).

Assessment or triage becomes the process by which the best approach is assessed for a given person as they engage services.

I find this model profoundly exciting because communities are using it to reduce homelessness drastically. Shalom has already begun to invest in this process with the Crawford Homes Program (a Housing First permanent supportive housing program) and a rapid re-housing program. With your help, we'd like to expand those programs and invest more in this comprehensive approach.

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)

William & Janet Anderson
Patty & Jim Andrews
Jeff & Maika Arthur
Honey Baldwin
Anne & Bruce Bloxom
Jennifer Bradley & Chris Kowalczyk
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Phil Saunders
Henry & Celicia Upper
Ralph & Suzie Voelkel
Charles Webb



\$5,000+

William & Janet Anderson
Patty & Jim Andrews
Anne & Bruce Bloxom
City of Bloomington
Community Foundation of Bloomington and Monroe County
First United Methodist Church
IHCD
Monroe County Council
James & Christi Pike
Phillip Saunders
U.S. Dept. of Housing & Urban Dev.
United Way of America
United Way of Monroe County
One Anonymous Donor

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Joe & Gloria Emerson
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Sarah Frommer
Steve & Jo Ellen Ham
John Hamilton & Dawn Johnsen
Victor Harnack
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Greg Tittelbaugh
Miki C. Weisstein
Von Welch
Mark Wiedenmayer
Five Anonymous Donors

We'd also like to thank the 388 donors who supported us with gifts between \$5 and \$499.

Our Volunteer Supporters

Volunteers are absolutely essential to Shalom Community Center's mission. In 2013, 1,370 volunteers completed 14,246 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.

Beth Allen
Nancy Allerhand
Shawn Ankrom
Patty Ardery
Ayman Ashwaiheen
Kamara Bailey
Melissa Bell
Chris Bolton
Karen Boswell
Helen Butler
Shaina Clerget
Rhett Combs
Hank Cooper
Patrick Crabtree
John Davenport
Julia Dotson
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Sarah Wasserman
David White
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Tom Worster
Ty Worster



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

Bloomington Bagel Company
Bloomington Transit
Wendy Cornett
Crescent Donut Shops
Nancy Goswami
Jim & Sally Harvey

Hoosier Hills Food Bank
Eddie Hurm
Oliver Wine Company
Trinity Episcopal Church
Unitarian Universalist Church
Danny & Sharon Urban

Partner Organizations

- ◆ Amethyst House
- ◆ Area 10 Agency on Aging/RSVP-Job Links
- ◆ Becky's Place
- ◆ Bloomington Housing Authority
- ◆ Bloomington Thrift Shop
- ◆ Social Security Administration
- ◆ Centerstone
- ◆ City of Bloomington – HAND & Community & Family Resources
- ◆ City of Bloomington Volunteer Network
- ◆ District 10 Pro Bono Project
- ◆ First United Methodist Church
- ◆ Hoosier Hills Food Bank
- ◆ HUD
- ◆ IHEDA
- ◆ Indiana Association of Community Economic Development
- ◆ Indiana Legal Services
- ◆ Indiana University Health Bloomington – Individual Solutions, Positive Link & WIC
- ◆ 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
- ◆ Middle Way House
- ◆ Monroe County Community School Corporation
- ◆ Monroe County Health Department
- ◆ Monroe County United Ministries
- ◆ Mother Hubbard's Cupboard
- ◆ My Sister's Closet
- ◆ New Hope Family Shelter
- ◆ New Leaf – New Life
- ◆ Recovery Engagement Center
- ◆ Salvation Army
- ◆ South Central Community Action Program
- ◆ Stepping Stones
- ◆ St. Vincent de Paul
- ◆ Trinity Episcopal Church
- ◆ United Way of Monroe County
- ◆ Veteran's Administration
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- ◆ WellSpring Center



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Community Foundation of Bloomington & Monroe County	Prudential Matching Gift Program
Episcopal Diocese of Indianapolis	Psi Iota Xi
Fidelity Charitable Gift Fund	SCI Membership Community Fund
First Christian Church	Trinity Episcopal Church
First United Methodist Church	U.S. Govt. HUD
GE Foundation	United Way of America
IHCDA	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 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 Mark Emerson, Volunteer Coordinator, at (812) 334-5734 x23 or mark@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.

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.**



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