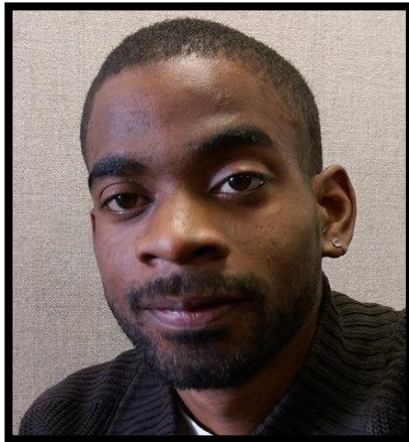


# The Impact You Make Through Shalom



Member Agency

## 2014 Annual Report

**Shalom Community Center**

620 South Walnut Street

P.O. Box 451

Bloomington, IN 47401

(812) 334-5728

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



# shalom community center

helping people in need

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Carrie Williams

## **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.

***"The test of our progress is not whether we add more to the abundance of those who have much; it is whether we provide enough for those who have too little." - Franklin D. Roosevelt***



Thanks to you and your support, Shalom is in the midst of a transformation!

For much of our 15 year history, we have provided all of our essential, life-giving services out of the Center itself, but beginning in 2013 and greatly expanding in 2014, we have begun to break those walls down.

You've helped us expand our partnerships as we send staff to Inter-faith Winter Shelter, onto the streets, and into the woods to engage those without homes directly where they are.

You've helped us become a housing provider as we rapidly re-house working, homeless families and offer Housing First to the most vulnerable people on the streets—the chronically homeless.

Shalom is now a 7-day a week operation, offering dignity and providing hope every day of the year.

In the midst of all that is new, we remain steadfast to the foundations that got us to where we are now... a safe place, a warm meal, an extended hand.

As supporters of the Center, this is YOUR impact!! Be Proud!! You are making a difference in the lives of real people. Please enjoy this guided celebration of the impact you make through Shalom!

With gratitude,

Rev. Forrest Gilmore, Executive Director  
(812) 334-5734, x33, [forrest@shalomcommunitycenter.org](mailto:forrest@shalomcommunitycenter.org).



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

**“Shalom has been life-changing for me. My life would not be the same if I had not been able to get housing at Crawford... If you utilize the services the right way, they can get you exactly where you are trying to go in life.”**

Jonathan became homeless the first time back in 2008 when his roommates decided they wanted the place to themselves and told him to leave. Even though he was working full-time at a restaurant, he struggled to get enough money together to afford a place of his own. Challenges with post-traumatic stress disorder, depression, and anxiety made life tougher and substance abuse even more so.

He first came to the Shalom Center when he was newly homeless and got help getting his birth certificate, doing his laundry, getting meals and mail. In 2013, after 5 years in and out of homelessness, Jonathan was able to move into Crawford Homes. By this point, Jonathan had applied for over 100 jobs, not hearing word back on any of them, and this blessing turned everything around for him. Once he had a stable home, he was then able to volunteer and work his way into a job as Shalom’s Hunger Relief Assistant. Next, he hopes to earn a Bachelor’s degree in Social Work and become a peer recovery specialist.



Jonathan Jones, chronically homeless off and on for over 5 years, now has a home in Crawford Apartments and a job as the kitchen assistant at Shalom.

**“My life has been forever changed. Crawford & Shalom led to stability in my life. I was able to volunteer which helped me get a job... I’m now able to pursue an education and career all through the support of the Center.”**

# Voices of Support

"Shalom is a source of strength. When I feel like I'm about to lose my mind, I go there. They gave me the courage to continue. If I messed up, they never, ever judged. It saved my life."

- Darrell Leslie

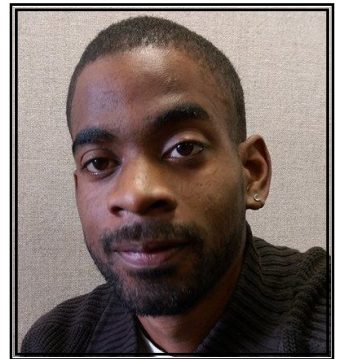


"Before Shalom, there was no help for me... Being homeless is the hardest job you'll ever have. You work from the minute you open your eyes. But I'm not going to settle, and it's all thanks to this place."

- Jami Sullivan

"Whenever I have been willing to ask for help, Shalom has been willing to go out of their way to get me whatever I needed and make sure I was on the right track."

- Sean Marshall



"For being 25, I've had a hard life. But I've managed to get myself out of it here at the Shalom Center with the help of volunteers and friends... I'm excited about my future, because I know it's going to be a good life."

- Laura Ruble



# 2014 Revenue and Expense Summary\*

## Revenue

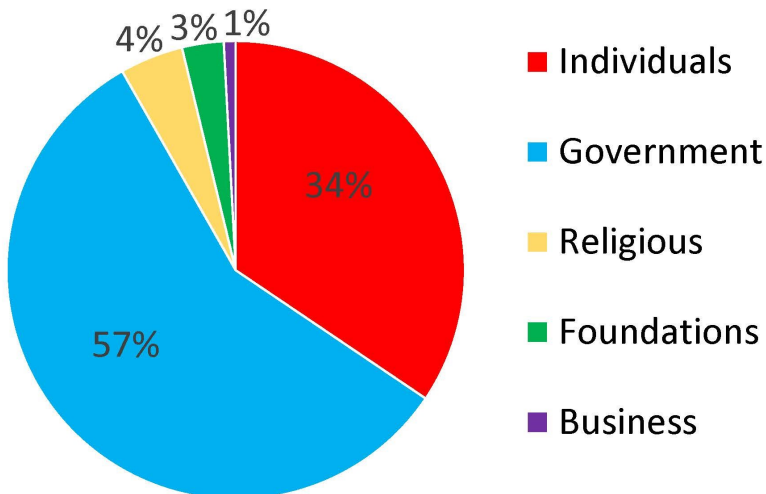
Financial Grants & Contributions:	
Individuals	\$279,981
Government	\$465,677
Faith Communities	\$36,384
Non-profit & Other Organizations	\$23,874
Foundations	\$15,043
Businesses	\$6,826
<b>Total Financial Grants &amp; Contributions</b>	<b>\$827,785</b>
Other Financial Receipts	\$45,896
<b>Total Financial Receipts</b>	<b>\$873,681</b>
In-kind Contributions	\$166,032
Value of Volunteer Time	\$366,264
Transfer From Reserves	\$20,188
<b>Total Revenue</b>	<b>\$1,426,165</b>

## Expenses

Value of Volunteer Time	\$366,264
Salaries, Benefits & Taxes	\$356,728
Hunger Relief	\$151,042
Guest Services & Supplies	\$406,481
Utilities	\$23,806
Interest & Bank Fees	\$17,216
Professional Fees & Insurance	\$14,313
Custodial, Maintenance & Building Improvements	\$11,877
Fundraising & Communications	\$7,109
Office Supplies & Equipment	\$31,290
Miscellaneous Expenses	\$7,775
Mortgage Reduction	\$5,617
Depreciation	\$26,647
<b>Total Expenses</b>	<b>\$1,426,165</b>

*\* These numbers are not yet audited, but our 2013 audit showed that 90% of our expenses were directed toward programs and 10% towards administration and fundraising – a spending ratio considered exceptional.*

## 2014 Donation Sources



# YOUR 2014 Impact By The Numbers

## At the CENTER

### Life Essentials

Last year, Shalom provided over 261 hours of shelter, 2,368 loads of laundry, 5,156 showers, 5,130 diapers, ID for 157 people, **2,044 sleep days in our respite room**, and mail services for over 833 people.

### Hunger Relief

Shalom served **70,477 meals** and 226 bags of emergency groceries. We continue to be largest provider of sit-down meals and the only agency in Monroe County serving breakfast and lunch every week-day, including major holidays. (It's fascinating but our meal numbers have actually declined since 2012. With the opening of Crawford Homes in 2013, we believe it shows the positive impact of the program in its reduction of need).

### Homelessness Prevention

Shalom **prevented homelessness for 194 households**, including 104 families.

### Case Management

Our case managers served **1,636 people and had 7,722 counseling sessions**, providing support for housing, employment, health care, and other essentials. Our expansion in case management reflects our increasing capacity to provide supportive services for people who need them.

### Employment

Shalom provided **1,026 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 the VA, Positive Link, Broadview Learning Center, St. Vincent de Paul, and Volunteers in Medicine made 4,318 contacts with our guests.

# BREAK

## Breaking Down the Walls

Starting in 2013 and strengthening in 2014, **Shalom entered a new age of its work**, moving beyond the walls of the Center to engage the challenges of homelessness in the community. Supported by the City of Bloomington, federal grant funding, and you, **Shalom built 4 new hard-hitting programs to tackle homelessness**: Homelessness Case Management, Street Outreach, Rapid Re-housing, and Indiana's first Housing First program, Crawford Homes.

## Homelessness Case Management

In partnership with the Interfaith Winter Shelter, Shalom began actively providing long-term case management to people without homes. While we've always provided crisis casework, which allowed us to tackle moment-to-moment, emergency issues, our new homelessness case management program helped us follow homeless clients from the moment they first walked into our door until the first moment they walked into the door of their very own home. Over the last winter season, **50 Interfaith Winter Shelter guests were housed, 26 of whom moved into stable, permanent housing.**

## Street Outreach

In the spring of 2014 and in part due to our advocacy, the Bloomington Police Department designated 6 police officers as "Downtown Resource Officers," to reduce incarceration for people experiencing homelessness by directing people to supportive services. At the same time, Shalom started its own street outreach program and now has 2 caseworkers available on the streets 7 days a week, supporting people in their immediate time of need. **In their first year, the caseworkers worked with 99 street homeless individuals,**



# THROUGH

partnering with the BPD, Centerstone, Volunteers in Medicine, and others to provide life essentials, engage those who are often distant from or resistant to services, and support people as they strive to find their way home.

## Rapid Re-Housing

From considerable research and common sense, we know that people are more likely to succeed when they have stable housing rather than remaining homeless. Yet even when employed, many people without homes struggle to make the leap from homelessness to housing. The Rapid Re-housing program works with homeless individuals, couples, and families who have income but need that extra boost to move in to their own homes. The program provides financial assistance for application fees, security deposits, moving expenses, rent, and utilities for up to 3 months. Caseworkers support the new residents with budgeting, life skills, and employment stability. **In 2014, the RRH program housed 78 working households with 128 people, including 35 children.**

## Housing First/Crawford Homes

Crawford Homes began in the summer of 2013 to provide homes and supports for the most vulnerable in our community—those suffering from long-term homelessness due to mental illness, late stage addiction, physical disabilities, chronic disease, and developmental disabilities. **Crawford ended over 300 years of collective homelessness.** In its first year, it had a 92% housing stability rate, helping those in need not just move into housing but build a home. The residents experienced a **65% drop in emergency room use and a whopping 88% drop in incarcerations**, saving the community hundreds of thousands of dollars and far more importantly, transforming the lives of its residents.



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helping people in need

# **Our 2020 Vision**

## **A Strategic Plan to End Homelessness in Bloomington by the Year 2020**

In the fall of 2014, Shalom launched its 5 year strategic plan with the major goal of dramatically reducing homelessness in Bloomington.

### **DURING THE NEXT FIVE YEARS, WE PLAN TO:**

Eliminate chronic homelessness  
End Homelessness for children & families  
Reduce overall homelessness by 50%

Together, we can transform how Bloomington supports people suffering from homelessness.

### **THE DETAILS ON THE FIVE-YEAR GOALS**

As part of the active and caring community of Bloomington, we will continue our direct engagement with people experiencing homelessness and poverty – working together with them and other local organizations in an atmosphere of dignity to overcome challenges, and to:

1. **End chronic homelessness.** We believe no one should be without a home for extended periods of time. In particular, we aim to help our community provide safe, decent, affordable housing for anyone experiencing chronic homelessness due to a permanent disability. Opening Crawford Apartments and the new Supportive Housing Program in collaboration with Life Designs in 2013 was a critical first step. 59 people who were previously chronically homeless now have their own housing. We aim to bring to the community Crawford, Part 2, to bring the total number of people experiencing chronic homelessness in Bloomington to as close to zero as possible.
2. **End homelessness for children and families.** We believe no child should experience homelessness. We aim to help our community provide safe, decent, affordable housing for any of our children and families without a home. Intervening immediately to prevent or reduce family homelessness is humane, smart, and economical. We aim to target a rapid re-housing program specifically at families with dependent children to reduce every family's homelessness to less than 30 days and provide sufficient support for families to help them get back on their feet.
3. **Reduce the need for emergency overnight shelter** by continuing and expanding our intentional engagement with those experiencing homelessness and poverty through assessment, active case management, homelessness prevention services (such as rent and utilities support), employment training, mediation, legal assistance, transportation services (including to existing homes elsewhere), meals and nutrition support, and other effective strategies. We aim to reduce the need for emergency overnight shelter in our community by 50% through interventions such as the above in collaboration with other organizations.

We know these are challenging goals and cannot be achieved by any single organization. We believe deeply that as a community we have the capacity to reach these goals and that we ought to do so working together.

# 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  
Ruth Aydt & Von Welch  
Honey Baldwin  
Anne & Bruce Bloxom  
Jennifer Bradley & Chris Kowalczyk  
Mark & Charlene Braun  
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Don Ray  
Mary Rose  
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Ann & Keith Saunders  
Phil Saunders  
Celicia & Henry Upper  
Charles Webb  
Four Anonymous Donors



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

William R. Anderson  
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Anne & Bruce Bloxom  
City of Bloomington  
Community Foundation of Bloomington & Monroe County  
First United Methodist Church  
Sara Frommer  
IHCD  
Dan & Beth Lodge-Rigal  
Monroe County Commissioners  
Barbara Restle  
Phillip Saunders  
U.S. Dept. of Housing & Urban Dev.  
United Way of Monroe County  
One Anonymous Donor

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

Jeff & Maika Arthur  
Ruth Aydt & Von Welch  
Jennifer Bradley & Chris Kowalczyk  
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Mark H. Cridland  
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Joshua and Jessica Friess  
Forrest Gilmore  
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Charles H. Webb  
Six Anonymous Donors

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

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St. Mark's United Methodist Church  
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Kimberly VanLue  
7 Anonymous Donors

**\$500-\$999**

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Nancy Allerhand  
Robert & Sheila Bator  
M'Lissa & Michael Baye  
David & Karen Bish  
Bloomington Monthly Meeting of Friends

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Church World Service  
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Diana Zlotnick  
8 Anonymous Donors

***We'd also like to thank the 406 donors who  
Supported us with gifts between \$2 and \$499.***

# Our Volunteer Supporters

Volunteers are absolutely essential to Shalom Community Center's mission. In 2014, 1,591 volunteers completed 16,395 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.

Doris Acevedo  
Nancy Allerhand  
Patty Andrews  
Shawn Ankrom  
Patty Ardery  
Ayman Ashwaiheen  
Daniel Baltz  
Kaylie Bartels  
Lori Blake  
Anne Boch  
Chris Bolton  
Karen Boswell  
Jan Briggs  
Linnea Briggs  
Diane Cave  
Jerry Cave  
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Sharon Urban  
Jeremy Ward  
Sarah Wasserman  
David White  
Sarah Wilson  
Colin Wolf  
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  
Candy Carpenter  
Crescent Donut Shops

Hoosier Hills Food Bank  
Microsoft Citizenship & Public Affairs Division  
Victoria Richardson



# Partner Organizations

- ◆ Amethyst House
- ◆ Area 10 Agency on Aging/RSVP-Job Links
- ◆ Becky's Place
- ◆ Bloomington Housing Authority
- ◆ Bloomington Thrift Shop
- ◆ Broadview Learning Center
- ◆ Centerstone
- ◆ City of Bloomington – HAND & Community & Family Resources
- ◆ City of Bloomington Volunteer Network
- ◆ CSH
- ◆ District 10 Pro Bono Project
- ◆ First United Methodist Church
- ◆ Hoosier Hills Food Bank
- ◆ Indiana Housing & Community Development Authority
- ◆ IACED
- ◆ Indiana Legal Services
- ◆ Indiana University Health Bloomington – Individual Solutions, Positive Link & WIC
- ◆ IU Office of Service Learning
- ◆ IU School of Public & Environmental Affairs Service Corps
- ◆ IU 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
- ◆ Social Security Administration
- ◆ South Central Community Action Program
- ◆ Stepping Stones
- ◆ St. Vincent de Paul
- ◆ Trinity Episcopal Church
- ◆ United Way of Monroe County
- ◆ U.S. Dept. of Housing & Urban Development
- ◆ U.S. Dept of Veteran's Affairs
- ◆ Volunteers in Medicine
- ◆ Volunteers of America
- ◆ WellSpring Center



## Grant Support

- ◆ City of Bloomington
- ◆ Community Foundation of Bloomington & Monroe County
- ◆ Episcopal Diocese of Indianapolis
- ◆ First United Methodist Church
- ◆ GE Foundation
- ◆ Indiana Housing & Community Development Authority
- ◆ Macy's Foundation
- ◆ Monroe County Commissioners
- ◆ Prudential Foundation Matching Gifts Program
- ◆ Psi Iota Xi
- ◆ Trinity Episcopal Church
- ◆ U.S. Department of Housing & Urban Development
- ◆ United Way of America
- ◆ United Way of Monroe County
- ◆ Van Buren Township Trustee



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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 Mark Emerson, Volunteer Coordinator, at (812) 334-5734 x23 or [mark@shalomcommunitycenter.org](mailto: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](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.