The Impact You Make Through Shalom







Member Agency

2015 Annual Report

Shalom Community Center 620 South Walnut Street PO Box 451 Bloomington, IN 47401 (812) 334-5728 www.shalomcommunitycenter.org



shalom community center

helping people in need

Our Mission

Board of Directors

Alan Backler Karen Boswell **Ieff Buszkiewicz** Vivian Counts Susan Dabkowski-Wilson **Ross Martinie Eiler** Jim Harvey Diana Lehner **Jane Martin** Nancy Nerad **Richard Rose** Nicole Schonemann Judy Simic Sarah Wasserman **Billy Young**

<u>Staff</u>

Ierico Andrews Ashley Barrett **Belaynesh Beyenne** Shaina Clerget Rob Cox Wes Garland Forrest Gilmore Dorothy Granger Amy Harrison Karen Jessie Louis Levato Jessica Lewis Sue Murphy **Iill Perkins** Nikki Reising Carla Schick Danielle Sorden Steve Taft Chase Techentin Ann Marie Whaley

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 the extremely difficult realization that something other than oneself is real." - Iris Murdoch

In an episode of "Call the Midwife"—a British show about post-WWII midwives—the main character, Jenny Worth, is just starting as a midwife in the impoverished East End of London.



She experiences a moment of disgust

and overwhelm at witnessing the awful experience of one of her expectant mothers. She apologizes later to the nun she works with by saying, "I'm sorry. I didn't know people lived like this."

Sister Julienne replies, "But they do ... and it's why we're here."

Perhaps the most important thing I've learned from people in poverty is that what they're experiencing is real—no matter what my own personal feelings about it are — whether I think it's right or wrong, whether I believe it should be or shouldn't be.

Their experiences don't go away simply because I don't want those experiences to be there. Their lives are real. And so before anything else, before solutions or judgements or disgust or even overwhelm, is the simple gentle call to witness, cleanly and openly, what is real. The only word I have for this is love.

This brief manual is a tribute to all of YOU who recognize the horrors of hunger and homelessness and rather than judge or turn away have chosen to dedicate yourselves to a love which recognizes that something other than oneself is real. After all, it's why we're here.

With gratitude,

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



"[Homelessness] was a nightmare. I was out on the streets in the snow, waking up in the morning with an inch and a half of snow on me. It was not very nice."

For more than a decade, Coy lived like no person should: exposed, unsheltered, in the snow and rain, cold and heat.

Coy was hard to help. Although gentle and kind, he isolated himself, avoiding any support. He didn't believe life could get better. He didn't believe he could get better.

Coy lives with Chron's disease, which he developed as a young man. He needed a colostomy that he struggled to care for



Coy Fulford was chronically homeless and lived on the streets of Bloomington for more than 10 years. He now has a home and is taking great care of his health.

while on the streets. He would use plastic, grocery bags to take care of his waste. In addition to a strong odor which alienated him from many people, he developed a severe infection around the stoma that he lived with for many years, unable to heal.



Coy, when he was homeless, on the streets of Bloomington.

After lots of hard work by Shalom's street outreach team, Coy moved into Crawford Homes, our permanent supportive housing program for people with disabilities.

Through the help of Volunteers in Medicine, we were able to get him into treatment for his wound and, amazingly he began to heal. His words of doubt turned into words of amazement: "I didn't think I could get better." Coy is now taking excellent care of his health, is very active, and is developing quite a social life.

Voices of Support

"If Shalom wasn't here I probably would have been in a mental hospital... I could have died or just been much worse on drugs. I became sober. I [got] my GED... and then went to Ivy Tech. I decided to major in criminal justice... I just want to help people."- Missie Sexton





"Shalom is something magical in the community that brings people together of all types of faiths, races, orientations, and stuff like that. This building isn't just for people who are less fortunate, but for people... to show courtesy and kindness." - Jordan Richardson

"I remember when I first came here... I didn't have clothes for my job, and they helped me get clothes and shoes and a shirt. They gave me a week's worth of bus tickets so I could get back and forth... I've never had someone help me like that. To just... say we're going to help you so you can go to work... I love Shalom." - Jane Mikesell





"We sat there on the couch [and said], 'Look, we're in a room. We have walls.' It was so quiet. We both almost cried. It's been a long year... I can't believe we made it through it. But we did. We made it... I couldn't have done it without Shalom." - Peggy Reed

YOUR 2015 Impact By The Numbers At the CENTER

Life Essentials

Last year, Shalom provided 2,393 loads of laundry, 5,101 showers, ID for 158 people, **1,831 sleep days in our respite room**, 14,940 bus tickets, and mail services for over 800 people.

Hunger Relief

Shalom served **72,194 meals** and 185 bags of emergency groceries. We are the largest provider of sit-down meals and the only agency in Monroe County serving breakfast and lunch every weekday.

Homelessness Prevention

Shalom **prevented homelessness for 220 households**, including 96 families.

Case Management

Our case managers had **8,752 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 **563 job counseling sessions** to improve resumes and presentation skills, search out job leads, attend interviews, and begin new work.

Health Care

In addition to partnerships with Volunteers in Medicine and the IU and Ivy Tech Nursing programs, who provide medical services onsite each week, Shalom provided financial assistance for **152 pre**scriptions and **98 annual health insurance premiums**.

Agency Access

As a front door to the social service community, over 20 visiting agencies, including the VA, Positive Link, Indiana Legal Services, Centerstone, St. Vincent de Paul, and Volunteers in Medicine made **4,045 contacts with our guests**.

YOUR 2015 Impact By The Numbers Beyond the Walls

Starting in 2013, Shalom entered a new age of its work, moving beyond the walls of the Center to engage the challenges of homelessness in the community.

Street Outreach & Homeless Casework

Shalom's street outreach program engaged 160 street homeless people in 2015, and of the people who had left the program by year -end, <u>48% moved into permanent housing and 86% moved off the streets into shelters or temporary homes</u>. Our homeless casework program worked with 249 people in 2015 and of those who left the program by year-end, <u>69% moved into some form of housing</u>.

Rapid Re-Housing

The Rapid Re-housing program works with homeless individuals, couples, and families to help them move out of homelessness and into homes as quickly as possible. In 2015, <u>the RRH program</u> <u>housed 92 households with 183 people, including 69 children</u>.

Housing First/Crawford Homes

The Crawford Homes program marked its third year of operation, providing 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. In 2015, <u>Crawford provided homes and support to 40 households with 61 people, including 11 children</u>. The program had an exceptional 94% housing stability rate, a 43% increase in resident's income, and near universal health care for the residents. Crawford was rated #1 in the state.

GRAND TOTALS

In 2015, you, the supporters of Shalom, made it possible for us to house or prevent homelessness for:

783 people



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.

BY THE YEAR 2020, 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. <u>End chronic homelessness</u>. 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. 61 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.

A Friend's Place



In the Spring of 2015, Martha's House, Inc. went bankrupt, putting at risk <u>the only</u> year -round, nonreligious, emergency shelter for homeless adults in a 7 county region. Over 400 people each year relied on this essential resource. To lose it would have been devastating.

Shalom began talks to take on the management of the shelter, with the hopes of preserving this much needed service long into the future.

Thanks to a broad community effort and widespread financial support, Shalom took on the management of this 40-bed, safe and sober emergency shelter in January 2016. We renamed it A Friend's Place and immediately supplemented the sheltering with Shalom's many services and partnerships and our exceptional clientcentered approach to help guests find their way back home. We chose the name to help our guests avoid the stigma of homelessness. Whenever a guest is asked where they are staying, they can respond, "...at a Friend's Place."

The Shelter of Each Other

People without homes experience enormous prejudice. Thanks to the kindness of the community and the exceptional work of public artist, Joe LaMantia, we installed "The Shelter of Each Other," inspired by the Irish proverb, "It is in the shelter of each other that the people live."

The Shelter of Each Other is a permanent reminder to the thousands who pass our Center every day that love matters, that people need to be accepted for who they

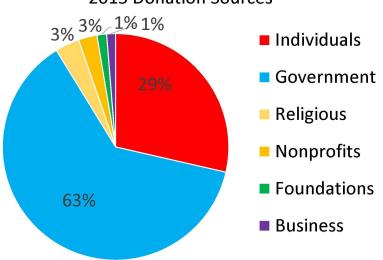


are, flaws and all, that we're all in this together. It marks Shalom as a place of support, care, service, and solutions... and also ADVOCA-CY. We're so grateful to everyone who made it possible.

2015 Revenue and Expense Summary*

Revenue		Expenses	
Financial Grants &		Value of Volunteer Time	\$406,809
Contributions:		Salaries, Benefits & Taxes	\$434,559
Individuals	\$290,534	Hunger Relief	\$153,259
Government	\$636,702	Guest Services & Supplies	\$464,931
Faith Communities	\$35,189	Utilities	\$20,477
Non-profit & Other	\$27,051	Interest & Bank Fees	\$17,661
Organizations		Professional Fees & Insurance	\$14,852
Foundations	\$13,944	Custodial, Maintenance &	
Businesses	\$12,906	Building Improvements	\$14,607
Total Financial Grants		Fundraising &	
& Contributions	\$1,016,326	Communications	\$13,131
Other Financial Receipts	\$42,610	Office Supplies & Equipment	\$8,314
Total Financial Receipts	\$1,058,936	Miscellaneous Expenses	\$34,292
In-kind Contributions	\$173,387	Mortgage Reduction	\$7,117
Value of Volunteer Time	\$406,809	Depreciation	\$23,998
		Transfer to Reserves	\$25,125
Total Revenue	\$1,639,132	Total Expenses	\$1,639,132

* These numbers are not yet audited, but our 2014 audit showed that 91.5% of our expenses were directed toward programs and 8.5% towards administration and fundraising – a spending ratio considered exceptional.



2015 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)

William & Janet Anderson	Cindy Huston
Patty & Jim Andrews	Roger D. Kent
Jeff & Maika Arthur	Diana D. Lehner
Ruth Aydt & Von Welch	James & Carolyn Lindsay
Anne & Bruce Bloxom	Dan & Beth Lodge-Rigal
Jennifer Bradley & Chris Kow-	Jane & Patrick Martin
alczyk	Carole H. McKinney
Mark & Charlene Braun	Sylvia McNair
Vivian Counts	John & Lori Miller
Joe & Gloria Emerson	James & Christi Pike
Sara Frommer	Donald Ray
Anne T. Fraker	Mary J. Rose
Forrest Gilmore	Jim & Candy Santo
Steve & Jo Ellen Ham	Keith & Ann Saunders
Richard Ham & Allison Styles	Phillip Saunders
John Hamilton & Dawn Johnsen	Henry & Celicia Upper
Victor Harnack	Sarah & Stan Wasserman
Marilyn A. Hartman	Charles H. Webb
Jim & Sally Harvey	4 Anonymous Donors
Connie & Harv Hegarty	

\$5,000+

William & Janet Anderson Patty & Jim Andrews Anne & Bruce Bloxom City of Bloomington First United Methodist Church Anne T. Fraker Sara H. Frommer Lee H. Hamilton Connie & Harvey Hegarty Indiana HCDA Monroe County Commissioners PNC Foundation Barbara Restle Phillip Saunders U.S. Dept. of Housing & Urban Dev. United Way of Monroe County One Anonymous Donor

\$2,000-\$4,999

Ieff & Maika Arthur Ruth Aydt & Von Welch Bloom Magazine, Inc. Bloomington Urban Enterprise Association Jennifer Bradley & Chris Kowalczyk Mark & Charlene Braun Anne & James Bright Malcolm Hamrick Brown Community Foundation of Bloomington and Monroe County Mark H. Cridland Ioe & Gloria Emerson First Presbyterian Church First Giving **Ioshua and Iessica Friess** Forrest Gilmore

Steve & Io Ellen Ham John Hamilton & Dawn Johnsen Victor Harnack Marilyn A. Hartman Jim & Sally Harvey **Cindy Houston** James & Carolyn Lindsay Jane H. Martin Carole H. McKinney John & Lori Miller **Regina & Donald Moore** Donald Ray Mary J. Rose Jim & Candy Santo Keith & Ann Saunders Sherwood Oaks Christian Church Terry L. English **Trinity Episcopal Church** Henry & Celicia Upper Sarah & Stan Wasserman Four Anonymous Donors

\$1,000-\$1,999

Eva & Matthew Allen American Legion, Post 18 Benevity Community Impact Fund Bloomington Moose Lodge No. 1081 Charles and Terri Bower Alexander M Buchwald Dana & Jim Burton James & Carol Campbell Daniel & Deborah Conkle Vivian Counts Curry Auto Center Pat Denny Stephanie Dickinson Jane & David Dunatchik Meryl Englander Episcopal Diocese of Indianapolis Anne L. Foster Derek & Hilda Fullerton Gerhard & Angela Glomm David A. Goodrum Rita B. Grunwald Richard Ham & Allison Stites Lenore Sherman Hatfield Anne L. Hazeltine Douglas F. Jewell Roger D. Kent Korean United Methodist Church Anne Leach Robert & Sara LeBien **Richard & Linda Ledbetter** Jan Lee Diana D. Lehner Joe & Gail Lessard Edley W. Martin, Jr. Sylvia McNair Chris & Betsy Miller

Andrew Miller Beth A. Myers Psi Iota Xi,Bloomington Thrift Shop, Inc. Jacob T. Schumacer Marie & Rob Shakespeare Judith C. Simic Michael & Sherry Sonneborn Wendell & Shirley St. John St. John Associates St. Mark's United Methodist Church Bill & Karen Stucky Van Buren Township Trustee Diana W. Zlotnick Eight Anonymous Donors

\$500-\$999

Ethan & Sandra Alvea Jack & Paula Bates Marjorie A. Beasley Meryl W. Bertenthal David & Karen Bish Bloomington Monthly Meeting of Friends Karen W. Boswell Wilma Brown Leonard D. Buszkiewicz Jeanette Clausen Jamison & Sara Cockerham Bob & Mary Jane Compton Corporation for Supportive Housing Custom Mechanical Systems, Corp. John & Sara Davenport Dermatology Center of Southern Indiana Annelies Echols & George Detor Lee H. Ehman Maureen Grossman Linda Handelsman Joshua Hawke Charles and Asrah Heintzelman John Hoerr & Allison Zimpfer-Hoerr Innovative Financial Solutions IU Credit Union Darren Kinkead Irving & Rita Kunz Evelyn & Jim LaFollette Loren Wood Builders Beverly McGahev Laurie Burns & Michael McRobbie Edward M. Meeks III Howard Mehlinger Mennonite Fellowship of Bloomington Gerry & John Miller Mary Brennan Miller David & Martha Moore Beth & Steve Mrkvicka Amrita Myers Ann C. Nolan Old National Bancorp Carmen B. Orrego-Salas Connie J. Peppler Dan & Tina Peterson Relish, Inc. Betty P. Rieger **Richard Rose** Kevin & Marian Saunders Richard J. Schilling Susan Schneider Meredith L. Short St. Charles Borromeo Church Sandra Thompson Greg Tittelbaugh Todd Whitlock, DDS Five Anonymous Donors

We'd also like to thank the 472 donors who Supported us with gifts between \$5 and \$499.

Our Volunteer Supporters

Volunteers are absolutely essential to Shalom Community Center's mission. In 2015, 1,908 volunteers completed 17,929 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.

Nancy Allerhand **Ierico Andrews** Shawn Ankrom Patty Ardery **John Arthos** Allison Bailey Chris Bolton Karen Boswell Symone Bradley Jan Briggs Dana Burton **Diane & Jerry Cave** Church of Jesus Christ of Latter-Day Saints Laura Clapper Congrtn Beth Shalom Hank Cooper John & Sara Davenport Meghan Garcia Tami Giles **Global Youth Service** Scott Goodall

William Grippin Tim Hamilton Victor Harnack Jim Harvey Skip Hatfield Travis Hendrickson Todd Hudelston Nick Jessee **Jonathan Jones** Ronald Klotz Sylvester Kyles Allison Larmann Diana Lehner Ioe & Gail Lessard Rhonda Lewis **Ross Martinie-Eiler** Marissa Martinez Lori Miller **Bailey Moore** Deborah Moore **Melody Moore Bob Muldoon**

Mike Peppler Phi Gamma Nu **Iovce** Pillow **Tyler Runquist** Sudhir Sahu Phil Saunders **Jacob Schumacher David Sluss Misty Sowders** Alexzandra Smith Elijah Stevens **IT Stewart** Roger Szatkowski Katie Thien WanHsien Tsai Sharon Urban Alan Vicstein Randy Villani **Jeremy Ward** Sarah Wasserman Tom & Tv Worster Haiou Zhou

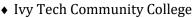


Special thanks to the following donors who contributed more than \$1,000 in goods or services to Shalom Community Center:

Back To Basics Project Bloomington Bagel Company Bloomington Transit Michelle Clark & Callie Brummett Cresent Donut Shops Jim & Sally Harvey Hoosier Hills Food Bank Sylvia McNair Jacqueline A. Neu Sherwood Oaks Christian Church Mary Lou Weidenbener

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
- IU Office of Service Learning
- IU School of Public & Environmental Affairs Service Corps
- IU School of Social Work
- Interfaith Winter Shelter



- 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
- Wheeler Mission

Grant Support

- Benevity Community Impact Fund
- City of Bloomington
- Community Foundation of Bloomington and Monroe County
- Episcopal Diocese of Indianapolis
- First United Methodist Church
- Indiana Housing & Community Development Authority

- Monroe County Commissioners
- PNC Foundation
- Psi Iota Xi
- Trinity Episcopal Church
- U.S. Department of Housing & Community Development
- United Way of Monroe County
- Van Buren Township Trustee



How You Can Help

Through your continued support of Shalom, you can make a major difference in the lives of many people struggling with extreme poverty.

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 PO Box 451 Bloomington, IN 47402-0451

Volunteer:

To offer your time and talent, contact our Volunteer Coordinator at volunteer@shalomcommunitycenter.org or (812) 334-5734 x23.

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-one cents of every dollar you give directly benefits people in need, which is considered exceptional by nonprofit best practice groups.



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