While 2020 took an unexpected direction for ShelterCare—and the rest of the world—the team stepped up to the challenge, developing innovative ways to continue to serve our program participants and creating new partnerships that will help individuals and families make stable homes in our community. I'm proud and honored to have been part of the ShelterCare family through the journey of 2020.

ShelterCare Served a Total of 1332 Individuals

- **569** people served by Housing Services for Families
- **278** people served by Permanent Supported Housing
- **278** people served by Behavioral Health Services
- **193** people served by Short-Term Housing

**Finances**

- **TOTAL REVENUE:** $7,893,090
  - Program Service Revenue - $1,542,497
  - State & Local Assistance - $2,191,809
  - Federal Assistance - $1,369,405
  - Donations - $2,177,867
  - Program Fee - $403,713
  - Other - $207,799

- **TOTAL EXPENSES:** $7,763,860
  - Permanent Supportive Housing - $2,503,807
  - Bridge Housing - $1,597,702
  - Administration - $1,278,742
  - Behavioral Health - $1,108,044
  - Emergency Housing & Prevention - $1,019,746
  - Fundraising - $164,316
  - Property Management - $91,503

During the 19-20 fiscal year, ShelterCare employed an average of 107 employees.
### Year Highlights

#### August 2019
ShelterCare begins serving the 370 Aid & Assist Population, which consists of individuals who face criminal charges, yet are unable to participate in their own legal defense due to severe mental illness.

#### October 2019
Thrill the World Eugene raises over $9,000 for ShelterCare's programs and services.

#### December 2019
ShelterCare's long-time leader Susan Ban retires, making way for Michelle Hankes to step in as new CEO.

#### March 2020
ShelterCare staff begin working from home due to the COVID-19 pandemic.

#### June 2020
ShelterCare begins offering Telehealth services for Behavioral Health, and sees an increase in patients keeping appointments.