

# ANNUAL REPORT 2019

*Highlights from July 1, 2018 - June 30, 2019*



# A Message from Michelle Hanke



It is truly my honor to take on the role of CEO, following in the footsteps of quiet greatness that is the legacy of Susan Ban. As ShelterCare celebrates its 50th year in 2020, we all must take a moment to pause and reflect on the challenges and triumphs Susan led the organization through.

ShelterCare has become the recognized expert in Housing First, a philosophy that believes that the first step to stability and health is through having a safe place to live. Mental health is a foundation for success for many of our consumers who need to be recognized as valuable members of society, even as they face uphill battles.

As I write this introduction, I have been in my position for nearly three months. It's the end of March, and ShelterCare, Lane County and the world is facing one of its most frightening disasters with COVID-19. I must share with you that I have had the privilege of seeing first-hand the commitment the staff of ShelterCare have to the consumers and to each other. They have pulled together, finding creative solutions to problems no one has ever faced, finding unique ways to continue to bring therapy and casework to clients, continue to find housing for those in need, and do everything they can to keep our consumers safe. I am in awe of the teamwork and solidarity of all nonprofits and agencies and people of the Eugene/Springfield community.

Thank you for all of your kind words of welcome, and I look forward to working with you towards whatever the future brings.

A handwritten signature in blue ink, appearing to read "Michelle Hanke". The signature is fluid and cursive, with a long horizontal line extending to the right.

## Mission Statement

ShelterCare enriches lives through exceptional services that nurture hope, opportunity, and dignity.

## Vision Statement

Inspiring all to create a home in our community.

---

## Board of Directors

President | Eric Van Houten | Cascade Health

Vice President | Jacob Fox | Homes for Good

Secretary | Melinda Grier | Attorney

Past President | Rebekah Lambert | Arts Consulting Group

## Board Members

Christine Cunningham | Community Member

David R. DeHaas, Jr., M.D. | Northwest Surgical Specialists

Gerry Caydos | Caydos, Churnside & Balthrop PC

Priscilla Gould | Community Volunteer

Tom Harburg, M.D. | Kaiser Permanente

Christopher R. Page | Attorney

Sujata Sanghvi | S2 Actuarial, LLC

Sandra Scheetz, DNSc, R.N. (Emeritus) | Community Volunteer

Brad Smith | Moss Adams, LLP

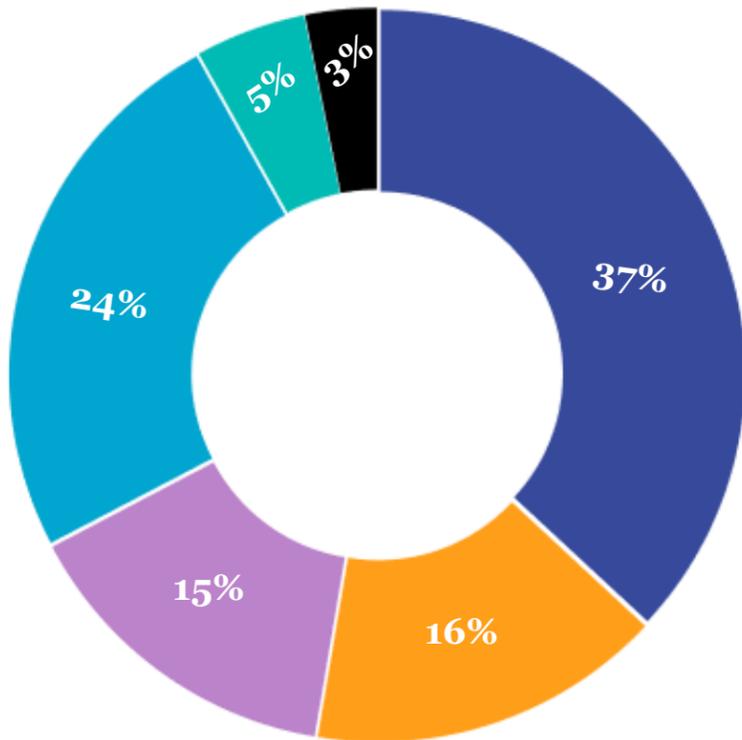
---

## Business Partners

Kaiser Permanente | PeaceHealth | Lane Forest Products | Jerry's Home Improvement Center | SELCO | Thrill the World Eugene | Gallic & Johnson | PacificSource | Trillium | Jones & Roth | Moss Adams | Alberty Asset Management | Hershner & Hunter Attorneys | Bigfoot Beverages

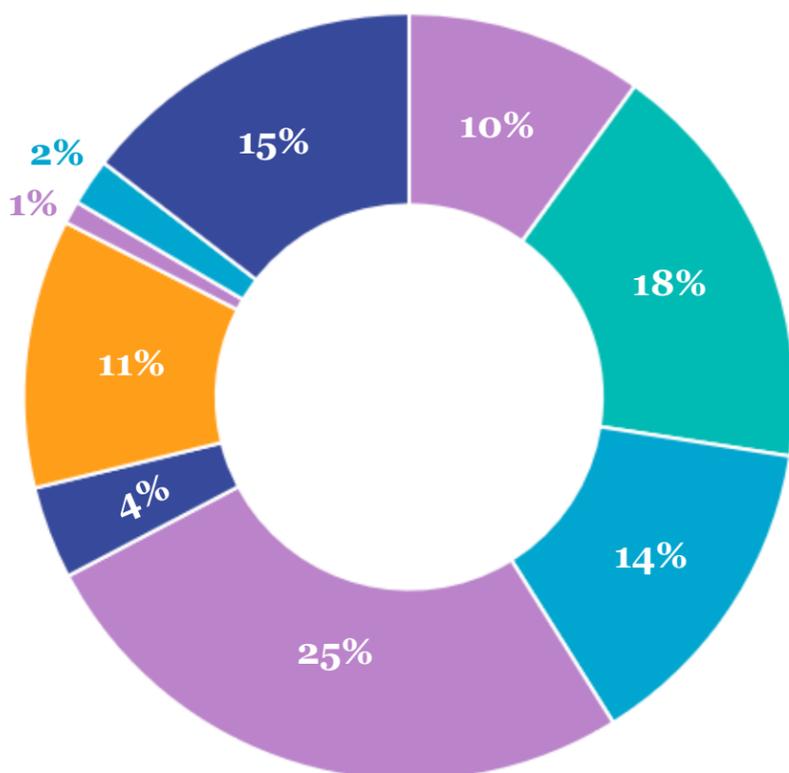
# 2018-2019 FINANCIALS

## TOTAL REVENUE: \$8,881,726



- 37% Program Service Revenue - \$3,254,013
- 24% State & Local Assistance - \$2,169,292
- 16% Donations - \$1,385,771
- 15% Federal Assistance - \$1,291,132
- 5% Program Fees - \$432,895
- 3% Other - \$278,623

## TOTAL EXPENSES: \$8,332,865



- 25% Permanent Supported Housing - \$2,179,724
- 18% Bridge Housing - \$1,458,521
- 15% Administration - \$1,212,472
- 14% Residential Treatment Facility - \$1,138,127
- 11% Behavioral Health - \$943,741
- 10% Emergency Housing & Prevention - \$829,964
- 4% Brain Injury Program - \$325,569
- 2% Fundraising - \$164,361
- 1% Property Management - \$80,386

*For a more detailed description of these numbers, please view our Audited Financial Statements at [sheltercare.org/financial-reports](http://sheltercare.org/financial-reports).*

# On the Cover: Julie



Read about other consumers featured on the cover at [sheltercare.org/stories](http://sheltercare.org/stories)

Julie moved to Eugene in 2011, had a nice place in the South Hills, and was a care provider for three years. Then, one night, she was walking on a hill when she slipped and rolled down into a lamppost, severely injuring her shoulder and brain. After this devastating injury, she had issues with speech and balance, and she lost her job. Her rent was raised on her South Hills apartment; she was forced out of her home. Julie moved about in search of a home - going out to Jefferson, coming back to Eugene, staying in a Conestoga, moving to a tent platform, couch surfing with friends and acquaintances, and staying in camps with other people dealing with homelessness. She remembers often feeling unsafe in these camps. After a year, her injury symptoms began to fade; however, her labors weren't over. During this time, she dealt with domestic abuse, depression, and substance abuse. Looking to improve her quality of life, she put her name on a waitlist for ShelterCare; and soon after, she got an apartment. She says that getting an apartment allowed her to release the worry of having a roof over her head, put down a job, and focus on going back to school. Today, Julie uses her experiences to be an advocate for others. During her free time she volunteers at various non-profits & boards, is a Raging Granny & works as a producer at KEPW.

## ShelterCare by the Numbers 2018-2019

With help from our donors and community partners, ShelterCare moved 1,294 people forward on their journey toward stable housing and independence.



**Fun Fact: ShelterCare employed 185 people over the course of the 2018-2019 fiscal year.**

## A Year in Review: July 2018 - June 2019



**JULY 2018**  
Our Hawthorn residents now have garden boxes! A group from Moss Adams volunteered to assemble and fill garden boxes with some delicious goodies - including blueberries!



**AUG 2018**  
Community donors and Curtis Restaurant Equipment helped raise \$3,430 to provide a new dishwasher to our Shankle Program!



**SEPT 2018**  
ShelterCare opened Uhlhorn Day Center, a short-lived program that provided activities and services to individuals living with brain injury, dementia, and other cognitive disorders.

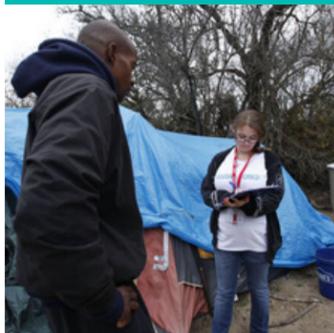
**OCT 2018**  
During ShelterCare's zombie fundraising season, Sweet Life Patisserie held a "brain cake" fundraiser and raised a whopping \$560 for ShelterCare!



**NOV 2018**  
ShelterCare staff and consumers came together to share food and thoughts of gratitude at our annual Autumn Harvest Potluck.



**DEC 2018**  
The community helped brighten the holidays for 50 families and 453 individual adults by donating gift cards, presents, and handmade cards to ShelterCare!



**JAN 2019**  
ShelterCare staff hit the streets (and woods) for Lane County's Point-In-Time Count, and helped many unhoused individuals in our community.



**FEB 2019**  
Snowpocalypse 2019! Our incredible staff drove and trekked through snow to ensure our consumers' needs were met. Pictured is Kevin, who is one of the amazing cooks at our Shankle Residence!



**MARCH 2019**  
PeaceHealth & Kaiser renewed their contract with ShelterCare, and provided \$600,000 to our Short-Term Housing (STH) program. STH helps people get back on their feet by providing temporary housing and services.

**APRIL 2019**  
Consumers and community members showcased their art at ShelterCare's 9th annual Art Gives Hope event. The event brought in 338 guests and raised \$38,000 for ShelterCare.



**MAY 2019**  
ShelterCare's Peer Support Specialists presented at Peerpocalypse: a 4-day conference where peers of survival, recovery, and triumph come together to share their wisdom, knowledge and experiences.



**JUNE 2019**  
SELCO Community Credit Union donated \$5000 to fund - and assemble - 20 move-in kits for ShelterCare's newly housed consumers. These kits provide consumers with the household supplies they need to create a safe and healthy home.

