In order to provide the quality services and administration necessary to work with people wanting to create stable homes in Eugene/Springfield, having a strong staff is vital. Last year we began a multi-year plan to not only grow salaries but to create a process that rewards experience, job performance, and those that take on tasks above and beyond.

I’m pleased to say that we were able to begin to put that plan into action this year. Additional steps to continue to grow staff capacity and salaries are in the works for next year. The pandemic taught us that our staff is essential in saving lives and need support to continue to do their work. We will continue to advocate to our funders for contracts that pay livable wages and fundraise within the community to help us ensure our continued work in Housing First and Behavioral Health Services.

Thank you for all of the support we received this year from so many individuals, families, and businesses. Together, we’re making a difference.

Michelle Hankes (she/her)
CEO

Mission:
ShelterCare provides compassionate housing and behavioral health services for individuals and families wanting a safe and stable home in our community.

Vision:
Inspiring all to achieve their greatest level of independence and resilience.

ANNUAL REPORT 2022
Highlights from
July 1, 2021 - June 30, 2022

Reflections from CEO, Michelle Hankes

In order to provide the quality services and administration necessary to work with people wanting to create stable homes in Eugene/Springfield, having a strong staff is vital. Last year we began a multi-year plan to not only grow salaries but to create a process that rewards experience, job performance, and those that take on tasks above and beyond.

I’m pleased to say that we were able to begin to put that plan into action this year. Additional steps to continue to grow staff capacity and salaries are in the works for next year. The pandemic taught us that our staff is essential in saving lives and need support to continue to do their work. We will continue to advocate to our funders for contracts that pay livable wages and fundraise within the community to help us ensure our continued work in Housing First and Behavioral Health Services.

Thank you for all of the support we received this year from so many individuals, families, and businesses. Together, we’re making a difference.

Michelle Hankes (she/her)
CEO
This year, ShelterCare’s 98 staff members moved 1,813 people forward on their journey toward stable housing and independence.

- **Our Permanent Supported Housing program** provided specialized housing and support services to 304 adults living with mental illness.

- **Our Behavioral Health program** supported 171 adults on their journey towards recovery, stability, and independence.

- **Our Housing Services for Families program** helped 1,081 children and adults prevent and overcome homelessness.

- **Short-Term Housing**, provided 158 chronically homeless individuals with emergency and transitional shelter as they recovered from medical and mental health conditions.

- **The Commons on MLK**, provided housing and support services for 77 chronically homeless individuals.

- **The Birch program** diverted 22 individuals with serious mental health needs from jails and Oregon State hospitals.

---

**ShelterCare by the Numbers 2021-2022**

This year, ShelterCare’s 98 staff members moved 1,813 people forward on their journey toward stable housing and independence.

- **1,081**: Our Housing Services for Families program helped 1,081 children and adults prevent and overcome homelessness.

- **304**: Our Permanent Supported Housing program provided specialized housing and support services to 304 adults living with mental illness.

- **171**: Our Behavioral Health program supported 171 adults on their journey towards recovery, stability, and independence.

- **158**: Short-Term Housing provided 158 chronically homeless individuals with emergency and transitional shelter as they recovered from medical and mental health conditions.

- **77**: The Commons on MLK provided housing and support services for 77 chronically homeless individuals.

- **22**: The Birch program diverted 22 individuals with serious mental health needs from jails and Oregon State hospitals.

---

**A Year in Review: July 2021 - June 2022**

- **Summer 2021**: Governor Kate Brown stopped by The Keystone to speak with ShelterCare and Homes for Good staff about permanent supportive housing.

- **Fall 2021**: ShelterCare’s first annual Run for Your Life zombie-themed 5k fundraiser was a success! We raised over $15,500 and had 160 runners register!

- **Winter 2022**: Dale, a program participant at The Commons on MLK, made a delicious ham for Easter dinner to share with his fellow residents!

- **Spring 2022**: Loren, a ShelterCare program participant in the Birch program, successfully got into his own independent housing, is working full time, and is clean and sober!

- **Spring 2022**: ShelterCare’s Housing is Key virtual auction and in-person fundraiser was a success! We raised over $18,000 to support our programs. Thanks to all who participated!

- **Fall 2021**: Thanks to the Rotary Club of Eugene Airport, Santa paid our kiddos at The Keystone a visit for the holidays complete with gifts and tasty treats!

- **Fall 2021**: Sixty-five families were sponsored for holiday giving! Each member of the family - kids and pets alike - received gifts from sponsors to brighten their holiday.

---

**Chelsea is Christina’s case manager, and she mentions how many of the parents she works with are very different from the community assumptions around homelessness, “there are people here who’ve been chronically homeless and don’t fit the stereotypical ‘worthless drug addicts.’ There’s so much backlash for the unhoused.” Christina is now sober and stably housed with her kids!**

---

**Chelsea’s Story**

“Knowing you have stable, affordable housing means you can finally unpack all the other baggage happening in your life.”

- Chelsea, Case Manager