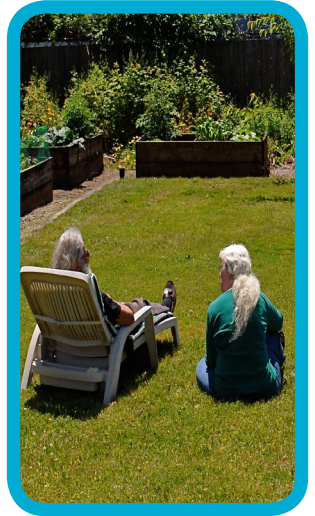




# Annual Report 2012

## Local. Proven. Effective.



### Reflections from Susan Ban

This has been a year of new beginnings for ShelterCare. We initiated two new programs, moved into our new location, and began to plan a response to the changes that health care reform will bring to our work.

In response to the growing need for services for youth, ShelterCare collaborated with Looking Glass to spawn “Young Adults in Transition,” a program devoted to helping homeless adults, aged 18-24, find housing and a stable future. We recognized the need among families for longer-term support and dedicated units at Family Housing for this purpose. We re-established ourselves in the Whiteaker neighborhood in Eugene with a view toward a future consolidation of a number of programs under one roof; and we set the stage for changes in health care by planning for electronic health records and a future of more streamlined and coordinated services for our clients.

In 2011-12, we planted the seeds for growth and change that will take root more deeply in the coming years. We did this thanks to the commitment, vision, and hard work of many community partners. Thank you.

*Susan Ban*



### Mission & Values

***ShelterCare shelters and supports families and individuals, providing each an opportunity to live the fullest life possible in an environment that fosters well-being and success.***

#### Collaborative

Our employees, partner agencies and volunteers work together for the benefit and support of our community.

#### Participant-centered

Each service we provide is individualized because each person we serve is unique.



#### Compassionate

We provide a caring environment where people find hope and rebuild their lives.

#### Result-focused

We help people regain success and achieve independence.

#### Mental Health Programs

- Brethren Housing Program
- Eugene Supportive Housing
- Family Housing Program
- Garden Place Residence
- Heeran Center Residence
- Royal Avenue Program
- Shankle Safe Haven Program
- The Inside Program
- Supportive Employment
- Young Adults in Transition

***“Without ShelterCare, I don’t know where I would be; or, for that matter, whether I would be.”***

#### Emergency Services for Families

- Brethren Housing Program
- Family Housing Program
- Homelessness Prevention Program

#### Brian Injury Programs

- Uhlhorn Program



<http://sheltercare.org>



<http://on.fb.me/p8a4gs>



<http://twitter.com/Sheltercare>

## Board Members

President | Pat Walsh  
 Past President | Judy Newman  
 Vice President | Wendy Dame  
 Secretary | Sandra Scheetz  
 Steven Buel-McIntire  
 Tracy Ellis  
 Melinda Grier  
 Jeffrey Hoyt  
 Rebekah Lambert  
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 Ralph Saltus  
 Geni Sustello  
 John VanLandingham  
 Jeani Williams

Homelessness is an issue that impacts the entire community. Our achievements throughout the past year would not have been possible without our broad network of supporters. ShelterCare's staff of 198 full and part-time employees were joined by our Board of Directors, 350 volunteers, multiple public agencies, nonprofit partners, local businesses, generous donors and private foundations who worked together toward the common goal of making our community a home to all.

Funding from Windermere Real Estate, Oregon Food Bank, LaneCare, Cow Creek Umpqua Indian Foundation, The McKay Family Foundation, Umpqua Bank, Lane Individualized Practice Association, PacificSource, U.S. Bank, SELCO, Meili Construction, Levi Strauss, Chambers Family Foundation, Pacific Continental Bank, Jerry's Home Improvement, and Lane Forest Products joined our vision of a community where everyone has a home.

## Proven

Meeting the needs of the people we serve is the true measure of success. Their stories tell our story best. *"Your rental assistance program has literally saved us from homelessness. Due to my poor health and rising insurance costs, we were unable to keep up with our rent. ShelterCare staff were thorough, kind, and compassionate at all times and never made us feel guilty for needing to seek rental assistance. Your program has given us a new start and deeply impacted the lives of myself, my husband, and our 4 kids in a positive way we will always remember."*



## Effective

**In 2011-2012 ShelterCare programs served 1,620 individuals in our community.**

### Families

Our programs provided **619 parents and children** with support to secure housing and stabilize their lives.

**Homelessness Prevention Program:** The quick and steady response provided by our direct line for client assistance enabled the program to serve 133 families this year, 98% of whom maintained their housing.

**Transitional Living Community:** For the first time, ShelterCare offered longer-term supportive housing to families for whom a stay in our two-month emergency units is too short to stabilize their lives. This new program served 13 families who may live at the Family Housing Program for as long as two years.

### Brain Injury

**42 adults** who have survived an acquired brain injury worked toward recovery within an individualized program that includes counseling, advocacy, medication management, and daily living skill building.

### Mental Health

Eight ShelterCare programs supported **959 individuals** with psychiatric disabilities.

**Garden Place Program:** Created a therapy group called "Hearing Voices." This group helps clients break down stigmas around hearing voices, and provided a safe place to talk about this sensitive issue.

**Supported Employment Program:** Worked with our clients to help them return to employment or education. This year nearly 50 clients were able to achieve their employment goals at 19 local businesses.

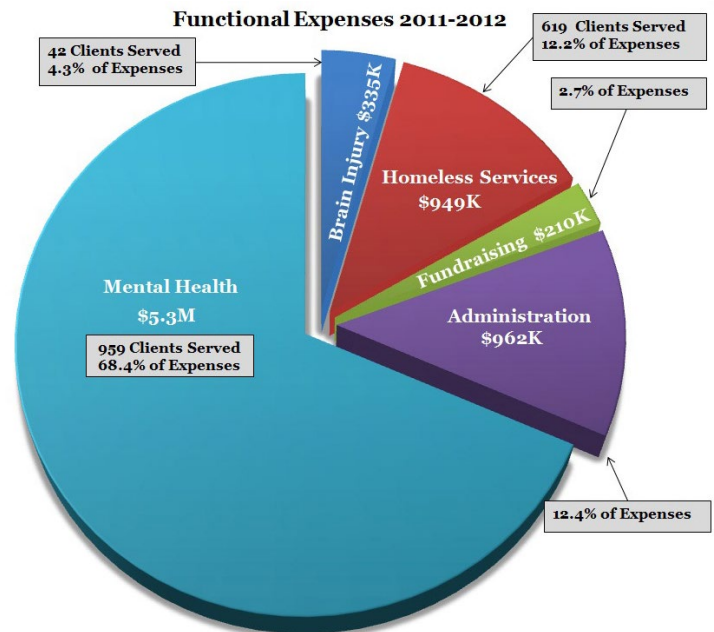
**The Inside Program:** 51 adults re-established independent lives after periods of homelessness. In the course of a year, 8 clients moved into stable housing for the first time, and 41 clients successfully maintained stable housing with case management support.

### Financials

Total Revenue: \$8,552,424

Total Expenses: \$7,774,569

Total Increase in Net Assets: \$777,855



Source of Funds 2011-2012

