

Reflections from Susan Ban



Annual Report 2015



Gathering Strength

Mission

ShelterCare's mission is to shelter and support families and individuals, providing each an opportunity to live the fullest life possible in an environment that fosters well-being and success.

2014-2015 Board of Directors

President Wendy Dame
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When I arrive at our new Center for Programs and Services every morning, I'm struck by how our renovations of the past year changed much more than the design of an historic building. Our front lobby quickly transformed into a cheerful, bustling gateway for people seeking services.



Previously scattered teams from five mental health programs now work together under one roof, dramatically increasing collaboration across the agency and enabling clients to meet with counselors, skills builders and employment specialists all in one place. Our large conference room is a nexus of activity allowing ShelterCare consumers, members of the public, and partner agencies to work together on common issues, share information, and celebrate successes.

The fiscal year encompassed other significant program adjustments: our Royal Avenue Crisis Program closed in September and the building reopened in November to house the greatly expanded Homeless Medical Recuperation Program. The Heeran Center also closed this past year and has now opened under other management.

We have successfully adjusted to these shifting program priorities thanks to a strong and active board, long-standing community partnerships, talented staff and the generous commitment of our supporters. This annual report is devoted to explaining these transitions in more detail.

Sincerely,

Susan Ban
Executive Director

2014-2015 Partnerships

ShelterCare continues to expand and strengthen our community partnerships, including affordable housing, behavioral health and medical providers, public and private agencies addressing homelessness, as well as businesses, civic and religious organizations, foundations and individuals who contribute to our work.

Foundations/Grants

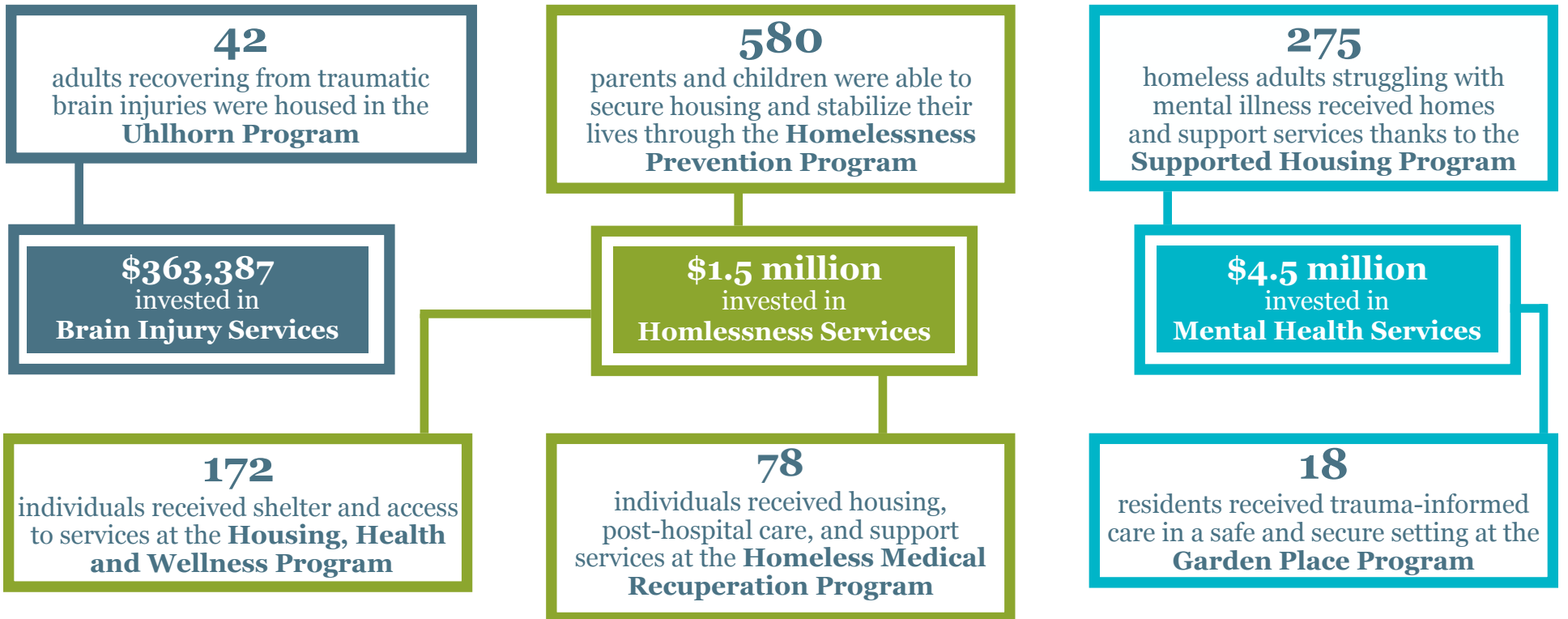
Church Women United
Coquille Tribal Community Fund
Eugene Rotary
Jill Heiman Vision Fund
Oregon Community Foundation
Pacific Source Foundation for Health Improvement
Papé Family Foundation
Oregon Health Authority
Union Pacific Foundation
U.S. Bancorp Foundation
Weyerhaeuser Foundation

Business Sponsors

2G Construction
Alberty Asset Management
Alliance Insurance Group
Alpine Mortgage
AlSCO
B & H Upholstery Supply, Inc.
Baker & Associates, Surveyors, Inc.
Bigfoot Beverages
Budget Builders
Clancey Printing Company
Dustrud Architecture
Elk Horn Brewery
Emge & Whyte
Essex General Construction
Falling Sky Brewing
Forrest Technical Coatings
Fred Meyer
GMD Electric
Innovative Air, Inc.
Jerry's Home Improvement Center
KVAL
Lane Forest Products
Lydia Gillis Photography
McKenzie Commercial
McKenzie River Broadcasting
Meili Construction Company
Nat. Assn. Women in Construction
NEWTWIST
Oregon Community Credit Union
Oregon Wine LAB
Pacific Benefit Planners
Pacific Continental Bank
Papa's Pizza Parlor
PeaceHealth
Pentagon Federal Credit Union
PIVOT Architecture
Rexius
River Road Health Mart
SELCO Community Credit Union
Shlesinger & deVilleneuve
Sterling Graphics
Sweet Life Patisserie
The Duck Store
The Eugene Backyard Farmer
The Growler Guys
ThermoFisher Scientific
Trader Joe's
Vectors Espresso
Western Shelter Systems
Weyerhaeuser
Wildish Sand and Gravel Co.
Willamette Business Builders

ShelterCare By The Numbers

\$8,078,047 invested in restoring independence for 1,165 homeless members of our community.



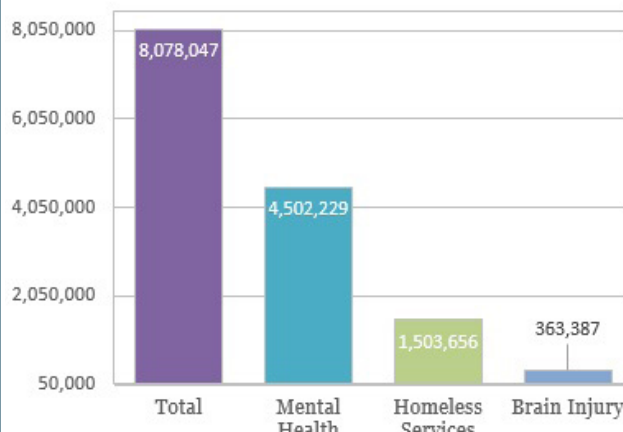
A Year of Transitions

We are proud to report that at the close of our fiscal year on June 30, 2015, ShelterCare was strong financially and programmatically, with a positive fund balance, a completed capital campaign, and a reorganized staff and program structure.

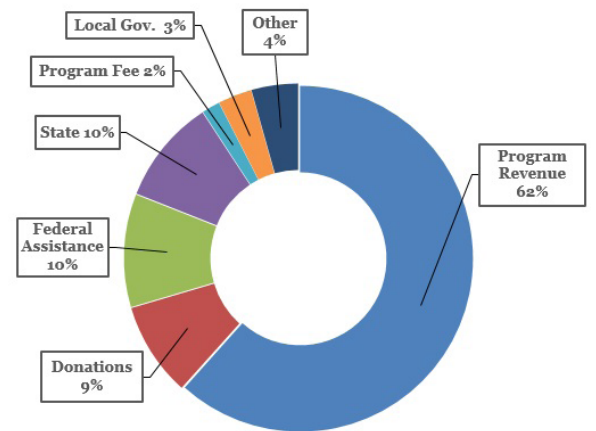
The journey to this positive position presented the organization with challenges and opportunities at many levels.

Financials

Total Expenses: \$8,078,047



Total Revenue: \$8,244,405



Center for Programs and Services

Construction of the Center for Programs and Services was completed in September less than a year after the first work began. By December, 60 staff occupied new work spaces and offices, realizing the beginning of a new model of service in which clients work with interdisciplinary teams housed in a single location. The project came in **under budget**; the loan from Meyer Memorial Trust was paid back by February and reserves of \$100,000 were placed in a maintenance account to cover future costs.



Supported Housing

The new Center inspired a programmatic change in our delivery of services to adults with mental illness. Five programs that previously functioned independently now coordinate services as the new Supported Housing team. The team of 30 includes therapists, skills-building counselors, peer support and supported employment specialists, and community health workers who work with about 200 adults at a time. Approximately half of the clients are served under the “**No Barriers - Housing First**” model.

Homeless Medical Recuperation

This program is dedicated to providing 30 days of extended recuperative care to homeless patients released from the hospital. To date it has served 90 clients, 78% of whom have transitioned into permanent supportive housing; and 90% connected with a primary care provider. A recent study reported savings of 756 hospital days and **\$1.26 million** in costs since the program’s inception in 2014.



Royal Avenue Program

A shift in state budget priorities dramatically reduced funding for ShelterCare’s crisis respite program that had served homeless adults experiencing a mental health crisis since 1987. After six months of endeavoring to build a partnership to keep the program open, ShelterCare made the decision to close the program in September 2014. ShelterCare owns the facility, and **quickly mobilized** to determine who could best be served in that residential setting, transitioning the space to be used for the Homeless Medical Recuperation Program.

Heeran Center

After 20 years of serving adults with severe and persistent mental illness in a secure residential setting, ShelterCare agreed to end services in March 2015. The program has now reopened under the management of Columbia Cares. ShelterCare **continues to serve** the same client population at our Garden Place residence.

