Last year I announced a bold and challenging strategic plan, which the board of directors approved mid-year.

One goal of the plan is for ShelterCare to be the preferred service provider for the population of vulnerable households that benefit from strength-based, comprehensive services.

In 2016-2017 we launched innovative services, collaborating with community partners. The Housing Retention Program, funded by Kaiser Permanente, identifies individuals at risk of losing housing due to a behavioral health diagnosis. The program, a partnership of five service agencies, intervenes to prevent an eviction and advocates for system changes to promote housing stability.

Frequent User System Engagement (FUSE) is a coalition of a wide array of partners — police, corrections, hospital, behavioral health, government, courts, and nonprofits. ShelterCare provides outreach to individuals who have had the most costly impact on our community’s health and safety infrastructure.

Another strategic goal compels us to be accountable to our mission in a dynamic environment. Our Supported Housing program constantly assesses quality, and surveys emerging best practices to achieve high outcomes. This year we added new services and expanded our focus populations to include young adults who are homeless or at risk of homelessness, and living with a serious mental illness.

Tracking meaningful outcomes drives change, innovation, and continuous improvement. Information-based decision-making requires enhanced technology, new systems, and expanded competencies. This year was a “leap year” for us, as we enhanced our capacity through data-driven technologies.

Sincerely,
Susan Ban | Executive Director

2016-2017 Financials
ShelterCare is committed to fiscal transparency. Financial reports give us the opportunity to report to you — the people who support us and make our work possible. The charts below detail the 2016–2017 fiscal year (July 1 – June 30).

Total Revenue: $8,146,250
Total Expenses: $8,175,893
With the help of our donors and community partners, ShelterCare moved 1,130 people forward on their journey toward stable housing and independence.

ShelterCare by the Numbers

<table>
<thead>
<tr>
<th>Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>20</td>
<td>Residents received trauma-informed care at Garden Place, which provides a safe, home-like setting for adults with serious mental illness.</td>
</tr>
<tr>
<td>34</td>
<td>Chronically homeless adults found safe housing and individualized support services at ShelterCare’s Shankle Residence.</td>
</tr>
<tr>
<td>209</td>
<td>Adults and children received shelter and access to services at the Housing, Health and Wellness Program.</td>
</tr>
<tr>
<td>75</td>
<td>Adults received shelter, post-hospital care, and support services at the ShelterCare Medical Recuperation Program.</td>
</tr>
<tr>
<td>31</td>
<td>Adults are working to build the skills needed for independent living while they recover from an acquired brain injury at the Uhlhorn Program.</td>
</tr>
<tr>
<td>188</td>
<td>Unhoused adults living with mental illness received apartments and support services through the Supported Housing Program.</td>
</tr>
<tr>
<td>573</td>
<td>Parents and children were able to secure housing and stabilize their lives through the Homelessness Prevention Program.</td>
</tr>
</tbody>
</table>

Highlights

**Housing Retention Program**

The Housing Retention Program (HRP) is a three-year project funded by a grant from Kaiser Permanente. The program was developed out of conversations with HACSA, which reports that 80 percent of its eviction proceedings can be traced to untreated behavioral health problems. Through this program, a ShelterCare case manager works with property managers and at-risk tenants, with a goal of preventing eviction.

**Housing Resource Committee**

ShelterCare has staff members in various roles with expertise in securing and maintaining housing, as well as relationships with property managers in the community. The Housing Resource Committee was formed as a way to share knowledge, build relationships, and discover new opportunities for obtaining housing for ShelterCare clients. The group meets quarterly.

**Outrun the Stigma**

ShelterCare staff and residents showed up to #OutrunTheStigma at the NAMI Lane County run/walk for mental health awareness.

**Pet Friendly**

ShelterCare became a pet friendly work place. Astro accompanies his human, Amanda, to work at ShelterCare Medical Recuperation. He helps program participants feel at home while they recover after an illness or injury.

**First Year Data**

In September 2016 Lane County launched the Frequent Users System Engagement (FUSE) initiative, in partnership with ShelterCare and other agencies. The goal for the first year was to engage with unhoused community members with the highest utilization of health, social, and government services—and provide housing for 10 individuals. To date 11 of these “frequent users” are housed, and another 10 are actively engaged with ShelterCare’s street outreach team, with the intent of being housed in the future. Comparison before and after engagement in street outreach shows overall costs decreased by 53 percent, Emergency Department utilization decreased by 26 percent, and inpatient stays decreased by 55 percent.

** celebrating 25 years**

August 2016 marked Susan Ban’s 25th anniversary as Executive Director. We are so grateful for her service.

**Moving In**

Samantha signed the lease on her very own apartment, thanks to our housing program for young adults, aged 18-24. From October 2016 to July 2017, the program successfully housed eight young adults.

**499 W 4th Ave | Eugene, OR 97401 | Phone (541) 686-1262 | Fax (541) 686-0359**