...because our community cares

Humility of Mary Shelter, Inc. Annual Report

July 1, 2010 - June 30, 2011









homeless men and women received safe shelter

MISSION STATEMENT

Humility of Mary Shelter, Inc. is an emergency shelter providing temporary housing and services that offer the opportunity for men and women experiencing homelessness to become emotionally, mentally, and physically more stable.

PARTICIPANT RIGHTS

All HMSI participants have the right...

-To be treated at all times with respect, dignity, and concern for their well-being.

-To not be judged for any behavior they have used to cope with life experiences.

-To refuse services, unless failure to receive services places them at risk of harm to self or others.

-To be treated as collaborators in their own service plans.

-To informed consent before receiving any services.

of their time and To not be discriminated against based on race, creed, color, religion, national origin, ancestry, sex, sexual orientation, familial status, marital status, age, gender identity, mental or physical disability or handicap, genetic information or unfavorable discharge from the military service.

donors gave to support our mission

volunteers gave talent

staff members provided caring services

Our Services Include

- Emergency Shelter for adult men and women with 70 beds (37 beds for men, 16 beds for women and 17 beds for veterans).
- The shelter is open 7 days a week, 24 hours a day, 365 days a year.
- Computer Lab open to participants and the public for classes, job searches and resume building

Day Shelter is open from 7am - 6pm Monday - Friday. The Day Shelter provides both participants and community members with a safe place to come in from the cold or heat.

Service Coordination At the core of all HMSI programs is the philosophy of

Service Coordination. HMSI Service Coordinators work with program participants to help them develop individual service plans with goals to increase self-determination. increase skills and income, and

obtain and remain in permanent housing. Participants and Service Coordinators work as partners to assess the participant's strengths, obstacles, and resources, and use that information to help the participant achieve their goals.



Shelter Service Coordination Our Shelter Service Coordination program serves homeless adults staying at the Humility of Mary Shelter. This thirty-day program helps participants to address the most urgent issues that caused them to experience homelessness, including needs for identification documents, transportation, mental and physical health care, and income.

Transitional Housing Program The Transitional Housing Program provides a threemonth period of service coordination and housing to homeless persons with disabilities or other special needs that have made it more difficult for them to find



appropriate housing. Participants benefit from bi-weekly program meetings, support groups, and mental health counseling.

Veterans Transitional Program

The 17-bed Veterans Transitional Program provides service coordination and housing to homeless veterans for up to 24 months. Working with the local Veterans Affairs Homeless Outreach Center, the program allows qualifying veterans to take advantage of services such as case management, education, job training, crisis intervention and counseling.

Permanent Housing Program

Our Permanent Housing Program assists homeless persons who have a disabling condition which impedes their ability to live independently. Eligible participants may



include those experiencing challenges with severe and persistent mental illness, persons in recovery from

drug or alcohol dependence, and persons with chronic illness or physical disabilities. Participants live in their own apartment, pay a portion of their income for rent, and work with their service coordinator on long-term goals.



Housing First Program

Our Housing First Program is the only program of its kind in the Quad Cities. Housing First breaks the cycle of homelessness by placing some of the most vulnerable and at-risk chronically homeless individuals into permanent housing.

Participants pay a portion of their income for rent, and engage in service coordination, counseling, and other supportive services which help them remain in stable housing.



* Night at the Shelter



*

The community's overwhelming support played a vital role in the development of Humility of Mary Shelter, Inc. It is this support that will ensure the continuation of shelter services to the homeless men and women in the Quad City Area well into the future. Night at the Shelter is our year-round fundraising campaign that was developed to encourage community support.

It is a simple idea that will make a huge impact on the services that we are able to provide our participants. Here is how it works - currently our shelter has 70 beds. We are asking members of the community to give \$10 a night for each bed, or \$700 a night for all 70 beds, in which case they would be supporting a Night at the Shelter. Donors may support as many beds as they would like. Our goal is to find a sponsor for all 70 beds for each night of the year.

Ten dollars subsidizes the shortfall for support services, a connection to community resources, and the peace of mind for participants, and assures they will have a safe place where they may sleep through the night without dealing with the elements or being injured or abused. \$700 a night for the full year will raise \$255,500 which will allow us to fill our gap in funding.

You can:

- *Invite 70 of your employees/co-workers to each support a bed with a donation of \$10.
- *Invite 35 of your family members to each support two beds with a donation of \$20.
- *Invite your church or civic group to raise \$700 and host the entire shelter for one night.

To become a part of the solution or for a tour of the shelter, contact Melanie at 563/322-8065.

Humility of Mary Shelter Participant Overview

From July 1, 2010 to June 30, 2011, Humility of Mary Shelter, Inc. served 1,012 adults experiencing homelessness in our shelter and housing programs. Of those adults, 998 homeless people – 714 men and 284 women – stayed in our emergency shelter and were provided a total of 24,598 nights of shelter. All of these numbers are a slight increase from last year, when we served 1,000 adults, including 972 in the shelter.

In addition to providing safe shelter for adults experiencing homelessness, HMSI offers the opportunity to enroll in a program and receive support in working on their goals.

- 560 homeless adults participated in the Shelter Service Coordination program.
- 85 homeless adults participated in the Transitional Housing Program.
- 48 homeless veterans lived in the Veterans Transitional Program.
- 24 homeless adults with disabilities were housed in our Permanent Housing program.
- 11 chronically homeless adults were housed in our Housing First program.
- 41 homeless adults participated in our Service Coordination program at the Salvation Army Family Service Center.
- 51 survivors of domestic violence benefited from our Service Coordination Program at the Family Resources Domestic Violence Shelter.

For more information on our programs, please see the "Our Services" section on page 3.

Many participants enrolled in more than one of these programs during this time, advancing from our Shelter Service Coordination program to one of our transitional or permanent supportive housing programs.

Altogether, 695 unduplicated adults enrolled in our service coordination and housing programs. The statistics below describe these program participants.

Age and Gender: Male participants made up 65% of our population, while female participants were 35%. Adults of all ages, from young adults who just turned 18, to senior citizens 68 years old, came through our doors this year. Our proportions of age ranges remained very consistent with last year, as did the median participant age of 42 years old. We served: Young adults aged 18-22

Last Permanent Residence: When enrolling in our programs, participants are asked to identify the last place they permanently lived. Of the enrolled participants, a total of 86% had last permanently lived

Cities, 43% Elinois Quad Otles, 18%

Figure 1. Last Permanent Residence of Program Participants

Adults aged 31-50 52% Adults aged 51-61 22% Adults aged 62 and older 3% in the states of Iowa or Illinois, up

Adults aged 23-30

from 83% last year. A total of 61% came from the immediate Quad City area. This includes the 43% of participants who were from the Iowa Quad Cities and the 18% of participants who were from the Illinois Quad Cities. Another 14% of participants had last permanently lived in another state. (Figure 1)

Race and Ethnicity: Participants are asked to self-identify their racial and ethnic descriptions. In this fiscal year, participants identified themselves in the following ways:

8%

15%

Just over half (51%) of our participants identified as white or Caucasian, with a sizeable minority (38%) identifying as Black or African-American. A total of 7% of our participants have Native American heritage, including 3% who are Native American and white, and 2% who are Native American and Black. The remaining 4% of our participants included less than 1% each of people of Asian, Hawaiian/Pacific Islander, or other multi-racial heritage. In addition to their race, 6% of participants identified their ethnicity as Hispanic or Latino.

<u>Frequency of and Reasons for Homelessness:</u> People with a wide range of experiences come through our doors. This year nearly half (44%) of our participants were experiencing homelessness for the first time, while 38% had been homeless once or twice before this episode. The remaining 18% of individuals we served were chronically homeless, as explained below.

None of our participants became homeless due to only one setback, but rather a combination of factors that have resulted in their options being exhausted. Consistent with our two prior years of operation, the two most common reasons for homelessness identified by our program participants were inability to pay rent or mortgage (25%) and unemployment (23%). Other common causes were eviction; divorce, separation, or family breakup; domestic violence; and addiction.

<u>Special Needs:</u> Our programs aim to address the special needs of the various populations we serve. During the reporting period,

- 32% of our participants reported a history of domestic violence;
- 17% of participants were military veterans; and
- 18% of participants were chronically homeless, meaning that they have a disabling condition and have

been homeless for at least one year, or four times in the last three years.

<u>Disabilities:</u> In addition to the special needs described above, a total of 70% of our program participants reported having one or more long-term disabilities. Of the total number of enrolled participants, the following

percentages reported coping with:

Mental Illness: 40%

• Chronic Health Condition: 17%

• Alcohol Addiction: 18%

Physical Mobility Limits: 9%

• Drug Addiction: 6%

• Developmental Disabilities: 3%

HIV/AIDS: 1%

Due to the stigma surrounding many of these disabling conditions, some disabilities may be under-reported by participants. More participants do indicate some past involvement with substance abuse and mental health services. For example, 42% of participants reported previous substance abuse treatment and 56% report having received a mental health diagnosis at some point in their lives. Although these answers do not indicate that the participants are currently disabled by these conditions, they indicate the high number of our participants who have faced these struggles.

Our Permanent Housing program added an additional property in July 2010. The new building on 6th Street adds two more apartments bringing our total program to 18 individu-

als served!



Our Housing First Program added an additional property on Vine Street. By adding two apartments we can now serve 10 individuals! <u>Income:</u> Upon entering our shelter or programs, our participants typically have incomes that are insufficient to support themselves, although 22% of participants reported being employed at program entry (down from 38% who reported they were working at program entry last year). Upon entering the program:

95% of participants fell in the extremely low range, with less than \$1,100 in monthly income for a household of one person. This includes the 44% of participants who had no income whatsoever at entering the program. (Figure 2) Average income at entry was \$331 per month – less than \$4,000 per year.

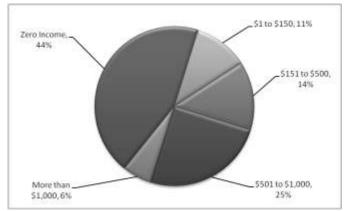


Figure 2. Participant Monthly Income at Program Entry

- 4% of participants fell in the low income range, with less than \$1,830 in monthly income for a household of one person.
- 1% of participants fell in the moderate range, with less than \$2,930 in monthly income for a household of one person.

These facts and figures tell you something about the financial situations our participants are in when they enter our programs. To learn about what our participants do while in our programs, and the accomplishments they have made by the time they leave, please read our "Program Outcomes" section on page 11.

Program Outcomes - analyzed by Julie Williams, PhD, ACSW, LMSW

April 1, 2010 - March 31, 2011

Humility of Mary Shelter, Inc. (HMSI) formally evaluates the program outcomes of the agency on an annual basis. The results of this evaluation are used to improve existing services, distinguish program strengths, identify staff and program needs, justify budgets, and assist in developing long-range agency plans. The outcomes are based on three main goals that include (1) Participants access mainstream and/or self-enrichment resources, (2) Participants with education/job training or employment goals make progress on education/job training or employment goals, and (3) Participants enter housing of their choice at departure.

This report provides summary information on the adult men and women actively enrolled in and departed from HMSI programs between April 1, 2010 and March 31, 2011. Each program participant completed a maximum of three Outcome Assessment Surveys: at program entry, at one to three months into the program (depending upon the program), and at program departure. Service coordinators complete collateral assessments at each time point following intake. Completion of the surveys was expected of participants and staff.

The HMSI Programs

Outcomes are measured on four HMSI programs. Two programs involve Permanent Supportive Housing (PSH) for persons with disabilities and Housing First: Permanent Supportive Housing program for persons who are chronically homeless. Both PSH programs are long-term residential support programs. Participant turnover is generally expected to be minimal over the course of a year.

The third program is a Shelter Service Coordination program that provides persons residing in emergency shelter with support services for approximately 30 days. For the Shelter Service Coordination program, HMSI

service coordinators provide Shelter Service Coordination services to shelter participants at HMSI and The Salvation Army. The short-term nature of the program allows a higher number of participants to be served over the course of a year.

The fourth program is a Transitional Housing (TH) program that provides persons in emergency shelter with structured programming and support services for approximately 90 days. HMSI service coordinators provide TH services to HMSI participants (separate programs for the general population and the military veteran's population) and to Family Resources' Domestic Violence shelter participants. Because this program is also shorter-term, a higher number of participants are served over the course of a year.

The current report includes descriptive statistics for all program participants; however, most comparative statistics will focus primarily on Shelter Service Coordination and/or TH program participants due to the minimal turnover rates of participants in the PSH programs.

Success Criteria

Success of each outcome was determined as follows: For outcome goal #1, success was achieved if at least 65% of participants accessed mainstream and/or self-enrichment resources. For outcome goal #2, success was achieved if at least 50% of participants with education, job training, or employment goals made progress on those goals and if at least 20% of all participants were employed by program departure. For outcome goal #3, success was indicated if at least 65% of participants entered housing of their choice at departure.

Participant Overview

Between April 1, 2010 and March 31, 2011, HMSI served 792 individuals in their programs, with 697

participants exiting an HMSI program. Of individuals served, 74% participated in the emergency shelter's Supportive Services Only program, 22% participated in the Transitional Housing program, 3% participated in the Permanent Supportive Housing program, and 1% participated in the Housing First program for persons who were chronically homeless. Prior to program entry, participants were in an emergency shelter (21%), living on the streets (14%), in domestic violence situations (3%), living doubled-up (38%), living in a psychiatric facility, substance abuse treatment facility, or hospital setting (5%), jail (3%), rental housing (11%), or some other situation (5%). Forty-eight percent of participants had no income at program entry; of those with income, the median monthly income was \$590. Approximately 57% of program participants exited because they had completed the program, 20% of participants had reached the maximum time allowed in the program and were required to exit before program completion, 10% were asked to leave the program due to noncompliance with rules, and 13% left the program without disclosing their reason. The outcome goals below report on all departing participants regarding (1) accessing mainstream or self-enrichment resources, (2) demonstrating progress on education, job training or employment goals, and (3) obtaining housing of choice at program departure.

Outcome Goal #1: Participants will access mainstream or self-enrichment resources.

More than 99% of participants accessed at least one mainstream or self-enrichment resource while in an HMSI program (Table 1). Ninety-nine percent of participants accepted case management services, 74% received transportation help, 67% accessed mental health services, 58% obtained other health care services, 55% accessed housing placement, 43% received employment assistance, 21% utilized alcohol or drug services, 16% received housing cost assistance, 12% increased education, 6% had life skills training, 5% were given legal referrals, 2% accessed childcare, and 2% utilized some other resource. Accessing these resources may have resulted in an increased ability of participants to meet basic needs. For example, significantly more

participants were receiving food stamps at program exit than program entry ($x^2 = 347.97$, p< .005), significantly more participants were enrolled in Medicaid at program exit than program entry ($x^2 = 525.00$, p< .005), and significantly more participants received income from employment at program exit than at program entry ($x^2 = 232.73$, p< .005). Additionally, significantly more veterans were receiving VA benefits (p< .005) and accessing VA healthcare (p< .005) at program exit compared to program entry. Overall, the majority of departing participants accessed five or more mainstream or self-enrichment resources (Figure 1; min=1, max=9).

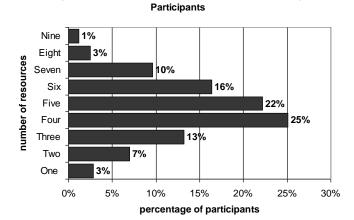


Figure 1. Number of Resources Accessed by Departing

Outcome Goal #2: Participants with education/job training or employment goals make progress on education/job training or employment goals.

Seventy-nine percent of all participants reported an education/job training goal (30%) or employment goal (75%), with 63% making progress on their goals (Table 1). Participants with education/job training goals were enrolled in GED courses, a certificate program, vocational school, or college. Participants with employment goals were involved in preparing resumes, submitting applications, obtaining interview clothing, role playing/practicing interviews, interviewing, and test preparation. Twenty-one percent of those with employment goals obtained new employment while in the HMSI program and 36% of participants were employed at program departure.

Because participants not choosing an education/job training or employment goal had significantly higher incomes compared to participants choosing education/job training or employment goals (t=6.14, p<.005) and were significantly more likely to have Medicaid ($x^2=30.37$, p<.005), Medicare ($x^2=77.69$, p<.005), or VA healthcare ($x^2=19.99$, p<.005), it might be reasonable to assume that many participants not choosing an education/job training or employment goal were not good candidates for the goal. For these participants, locating adequate, affordable and appropriate housing was likely a more reasonable goal.

Outcome Goal #3: Participants enter housing of their choice at departure.

Of all exiting participants, 73% entered housing of their choice at program departure, including non-subsidized housing (17%), subsidized housing (33%), permanent move with friends or family (11%), temporary move with friends or family (7%), psychiatric or substance abuse treatment facility (2%), and other (3%; Table 1).

Table 1. Comparison of Target and Actual Goals

	HUD Target (%)	Our Target (%)	Actual (%)
Outcome goal # 1: Participants access mainstream and/or self-enrichment resources.	n/a	65	97
Outcome goal #2: Participants with education/job training or employment goals make progress on education/job training or employment goals.	n/a	50	63
Participants with education/job training goals	n/a	25	30
Participants with employment goals	n/a	65	75
Participants employed by program departure	20	20	36
Outcome goal #3: Participants enter housing of their choice at departure.	65	65	73

Summary

Participants of HMSI successfully achieved the targeted outcomes goals between April 1, 2010 and March 31, 2011 (Table 1). During this time, HMSI served 792 individuals in their programs, with 697 participants exiting an HMSI program. Of persons served, 74% participated in the emergency shelter's Supportive Services Only program, 22% participated in the Transitional Housing program, 3% participated in the Permanent Supportive Housing program, and 1% participated in the Housing First program for persons who were chronically homeless. More than 99% of participants accessed mainstream or self-enrichment resources, with the majority of departing participants accessing five or more mainstream or self-enrichment resources. Of the 79% of participants reporting an education/job training or employment goal, 63% made progress toward their goal. Finally, 73% of participants entered housing of their choice at program departure.

Conclusion

Humility of Mary Shelter, Inc. (HMSI) is an emergency shelter providing temporary housing and services that offer the opportunity for men and women experiencing homelessness to become emotionally, mentally, and physically more stable. HMSI outcomes are based on three main goals that include (1) Participants access mainstream and/or self-enrichment resources, (2) Participants with education/job training or employment goals make progress on education/job training or employment goals, and (3) Participants enter housing of their choice at departure. The current report indicates that HMSI successfully achieved the targeted program outcome goals for the year. Results of this evaluation underscore the determination and effectiveness of the men and women in the HMSI programs and the continuing quality and effectiveness of the services provided by HMSI. Data collection for next year's program outcomes evaluation has already begun in order to continue providing valuable information to those parties interested and involved in HMSI's programs for men and women experiencing homelessness.

Humility of Mary Shelter, Inc. acknowledges the following individuals, businesses and foundations for their financial contributions received between July 1, 2010 and June 30, 2011. These generous contributions allow us to provide temporary housing and services to men and women experiencing homelessness in the Quad City Area. Every effort has been made to make the following Donor Honor Roll complete. If you note an error, please notify us so we can correct our records and give proper credit to our contributors.

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Lisa Devlin

Keith/Nelda Dice

Joanne Dilulio, CHM Stephanie Dirks

Mary Dobling

Gina Donahue

Donna Donovan, CHM

Bea Dorf John Douglas

Katie Doyle

Dan Drehoble Jerry/Steve Drucker

Mary Dubert

Marlene Duclos Amber Duncan

Janet Duncan

Vicki Kaye Duncan

Eagles Nest

lames/loanne Edwards

John Edwards

William/Mary Edwards

Dan Fllard

David/Maryann Ellis

W. Aaron Ensenat

Anna Erhart Marcia Frickson

Shirley Everitt Paula Fvitts

Dee Ewina Elda Ewoldt

M. Lucille Feehan, CHM

Sylvia Feeney Barbara Fenton John/Donna Fiems

Up to \$99 Continued

Travis Fisher Jude Fitzpatrick, CHM Lois Florence Scott/Tori Forsberg Gale Francione Rose Frazer Mary Ellen Freeman, CHM Tom/Pat Freiburger Ronald/Cindi Freidhof Elizabeth Gadient Lisa Gaeta Carol Gantenbein Richard/Lisa Garrett Mark/Katie Gavin Timothy/Nancy Gehlsen Robert Gelfand Maureen Gentry Ned Germany

Desiree Gillespie

Mary Gillespie

Janet Gleason

Madonna Gilroy

Tony/Linda Gimble

Doris M Glider Trust Michael Glynn Harold/Nancy Good Kathleen Goodall Carrina Goodin Glen/Carolyn Gradert Nancy Graham Cindi Gramenz Shaun/Victoria Graves Graybeard Investigations David Green Mary Gremonprez Danny/Donna Gresch Theodore/Patricia Grevas Fran Grier Michael Griffin Tom/Luanne Gritton John/Angela Groene Peggy Gustafson Roy/Jan Gustafson Leonard/Rita Hafner Elaine Hagedorn, CHM Jeanie Hagedorn, CHM Lester Hallquist

Patty Handley Matt Hansen Robert Hanson Sophia Hardigree Kathryn Harle Roy/Dorose Harrington Dawn Harris Terese Harrison Hats on the River Susan Hayes Christa Hebbel Kayleen Heffron, CHM Etr. Francis Hendricksen William/Nancy Henning Richard J. Henry Mildred Heskett Theodore Hinze Marjorie Holcombe Robert/Patricia Hollembaek LaVera Hopkins Helen Horton Lee Howland James Huiskamp Gladys Hull

William Hull David/Heidi Hulme Dana Ivey Janice Jager Robert James Jo Jamieson Dorothy Janssen Mark lanssen James/Joyce Johnson Robert Johnson Mike/Melanie Jones Cathy Jordan Lucia Kadolph, CHM Judy Karstens Cheryl Keegan William/Nancy Keller Debra Kelley Beth King Margaret Klinger Emil Klingler, Jr. Sue Knuth Nicole Koellner Cindy Kreinbring John/Shirley Kroeger

Up to \$99 Continued

lean Kruse Kevin Kruse Sheila Krystofek Donald/Carole Kucharo William Laird Gene/jean Lambert Gary Lane Larry/SheryII Langley Connie Lannan C./Virginia Larson Eldon Larson Julie Larson George/Maurita Leahy, Jr. Doris Lee William/Cheryl Lehmann Evelyn Leonhart Steve/Colleen Lester Mary Ann Leto, CHM Mary Leverenz Robert/Debbie Liagre Renne Lue Lietz Edward/Kathryn Lioen Leslie/Jean Lipinski

Steven/Tanya Lipkowitz Linda Litt Susan Llewellyn Joseph/Mary Ellen Lobaito Judy Lopez Louisa M Alcott Kings Daughter Richard/Susan Lueck Albert Lukash James/Mary Louise Lusso Katie Macke Robert/Sandra Madison Daniel Malachuk/Catherine Reinhardt Larry/Barb Mallette Dena Manderscheid Everett/Norma Manning Betty Mantsch Elaine Marks Robert/Dianne Marshak Rick/lanet Martin Al/Jan McCune Richard McCurdy Carolyn McGehee

Andrew McKay Robert/Elizabeth McKay William McKay Janice McKenzie Shawn/Susan Meguffy Lynn Meincke Larry Meyer Charles Meyers Evalee Mickey Mark/Judy Miller Janet Minnehan Chuck/Eleanor Mooney George Moore James/Sunny Moorhusen James/Barbara Morgan Hugh/Rose Morrill Mary Ruth Morris, CHM Michael/Rosemary Morris Allen/Marla Mothershed Vincent/Connie Motto David Myers Candace Nagel Audrey Naguina Margy Nash

Daniel/Carolyn Neff Bonita Neumeier Jeffrey/Mary Newcomb Barbara Nightingale Cody/Tina Noble Tiffany Norwood Jennifer O'Hare-Logan C. Eugene Oliver Mike/Donna O'Neill Christa Orfitelli Gary/Kathleen Orr Con E Osmers Mildred Otis Ottie/Mary Owens D./Barbara Palm Kathleen Pancratz Darlene Parenza Robert/Sandra Parker Anitha Pasupathy Rev. Robert/Francine Pearson Dan Pekios Claudellen Pentecost, CHM Carlos/Pamela Perez

Up to \$99 Continued Jacqueline Perry Melbert/Flizabeth Peterson Shirley Petrone Gerald/Elaine Phillips Jule Polios Jean Pollack Kevin/leanette Pollard Dawn Porter Shawn/Maggie Powers Flaine Pritchett Psychological Services, Inc. Peggy Quilty Helen Rahn Ken Ramsey Melvin/Flaine Rash Bobbie Ray Cletus/Audrey Reed Lois Reed David/Colleen Reese Natalie Regan Paul/Michele Regginello Timothy Reily Marcia Renaud

Joan Resnick Rosalind Restelli, CHM Marilyn Reyes, CHM William/Elaine Rice Rich Ricketts Margaret Ristau Mary Rocca, CHM Rock Island Integrated Services Carlton Roe Mary Ellen Rogers lames/Floise Rohrbach Brenda Roman Russel/Marilyn Rommel Royal Neighbors of America - Chapter 20039 Jerry/Ann Ruefer Jim/Shirley Salzer Beverly Samberg Delores Sassen Marcella Schaefer Lorraine Scherer Lynne Schiffle P.D. Schimanski

Jim/Janette Schmidt Shirley Schmidt Donna Schmitt, CHM Charles/Pamela Schoffner Dan Schueneman Dolores Schuh, CHM Paul Schultz Chip/Julie Schumann Karen Scott Gary Seamans Judith Seefeldt Carol Seitz Sue Sellers, CHM Jack/YongHo Serrine Kathleen Seusy Arlene Shindelar Lois Simmons Lisa Marie Simpson Sisters of St. Francis Clifford/Vivian Smith Larry/Sonja Snyder Sally Sohner Carol Sommer James/Kathleen Sparbul

Amy Spataru Mrs John Staak Ronald/Marianne Stablein Bob/Georgia Steeber **Emilie Stichnoth** June Stimac Flaine Stine George/Doris Straetker John/Betty Stratman David Strayer Harold/Dolores Suchomel Super Target District Office #1583 Bonnie Swanson Jean Sweeney Rick/Karen Sweet Jay/Susan Swords Charles/Valerie Swynenberg Truman/Diane Symmonds Jacquelyn Taber Tom/Beth Tagtmeier Ching Chiu Tang Keith Tang Pamela Tatge

Up to \$99 Continued Temple Baptist Church, Davenport Reva Thoeming Jolene Thompson Carole Thomsen James/Diane Tiedje Leilani Tipton Kathy Tomsha Carla Tracy Pam Triebel Gregory Trimboli Kenneth/Regina Turner Kathleen Tylar Louis/June Urmie Silvia Valladares Elias Vargas Barth Vogel Carole Von Eschen Louise Waechter Thad Wakeman Teresa Walter Ann Watkins RF/CD Weber

Hal Weidner Tim/Cynthia Wells Linda Wescom Michaela Wilczynski John/Carol Willard Brian/Lisa Williams **Buel/Mary Williamson** Rhonda Wittmer Tim Wolfe David Wright/Katherine Sircy Clarice Wunderlich Joseph/Rebecca Wyffels Marilyn Zielke Cheryl Zimanek Leonard Zinger Shirley Zwicker In Memory Of: Dave Abbott

Charles Bell Paul Bell Marge Brown Richard Brown **Ethel Canaday**

Larry Cleaver, US Army Veteran Hayden DeDecker Pat Dobbins Ron Duclos Cathy (Blough) Garay lean Gardina Germaine Dermody, CHM Sue Gillespie Sue Gordon Lois and Bob Harris Berneta Hartman James Loftus Hesse Mr/Mrs Paul James Kathleen Krebsbach, CHM Ruth Kruse Kevin Lee Sweet Dixie Lee David Lioen Dorothy Lorber Thomas John Maher Ruth Mangels Dorothy Martin Veronica McAndrews, CHM Victoria Zaragoza

Bernadette Meade Nalda Meinhardt Roy and Alma Miller Joe Murphy Eleanor Neuroth, CHM Randy Nordland Hildegarde Peiffer, CHM Helmut Pohlman Michael Polios Jackson Powell Don Riekena Mickey Schild Ken Vandersnick Stephanie Ann Vargas Flaine Walthers Diane Walthers Joyce Walthers Steven Weidner Suzanne Wickenkamp, CHM Robert Williams Lewis Wilson, Jr. Amata Yackshaw, CHM

Paul McManus

In Honor Of: 2011 CHM Jubilarians Mike Ashcraft Rachel Beeson, CHM Maggie Bennett, CHM **Betty Collins** Sue Collins Barbara Costello, CHM Mary Costello Family Jay Dolan Keenan Dolan Michael Fiese Bob Fitzgerald Jude Fitzpatrick, CHM Tony Friederichs Staci Hammill Mr/Mrs Andy Kay Mr/Mrs Jim Kay Maurita Leahy Catherine Linnenkamp, CHMDaniel/Virginia Malachuk Dick/Joyce Mattan John/Kathleen McGrath

Benita Moore's 80th Birthday Lynn Mousel, CHM Lewis/Regina Mullen Our Lady of the River Catholic Church Father Michael Pakula Judy Pottratz Lisa Powell Williams Family Mary Rehmann, CHM Dr. Ronald Rehmann's Retirement Rocca/Clark Families Kathleen Rosato David Schafer Nancy Schwieters, CHM St. Malachy Catholic Church - Deacons Frank Stumpo III Bill/Barb Swanson Reverend/Mrs Troy Winder Valenta Family Marie VanHorst, CHM

Grant Awards

Capital

Riverboat Development Authority (via SCHC)
Scott County Housing Council (SCHC)
Scott County Regional Authority (via SCHC)

Government

City of Davenport Community Development Block Grant lowa Department of Elder Affairs

Paint Iowa Beautiful

Rock Island County Mental Health Board (708)

Rock Island Gaming Commission

State of Iowa Homeless Assistance Program

U.S. Department of Housing & Urban Development, Supportive Housing Program (4)

Private

Doris and Victor Day Foundation In From the Cold of the Quad Cities, Inc. Potter Family Foundation Scott County Housing Council (2) St. Andrew Catholic Church, Blue Grass, IA

The Community Foundation of the Great River Bend

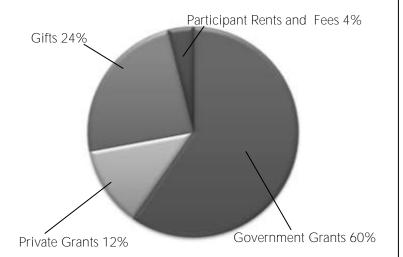
The Moline Foundation
The Raskob Foundation

United Way of the Quad City Area

Financial Summary for Fiscal Year 2011

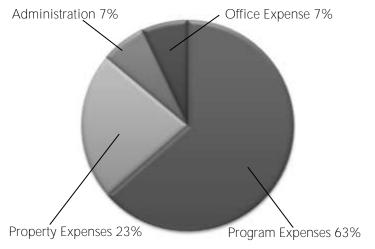
Income - \$1,164,895

Government Grants	\$694,520	60%
Private Grants	\$145,112	12%
Gifts	\$279,987	24%
Participant Rents and Fees	\$45,276	4%



Expenses - \$1,170,891

Program Expenses Property Expenses	\$743,438 \$265,204	63% 23%
Administration Office Expense	\$80,800 \$81,449	7% 7%



Volunteers are an essential part of Humility of Mary Shelter, providing crucial support services that are vital to the shelter and the well-being of our participants. Every day, willing volunteers donate their time and energy so that HMSI can fulfill its mission of providing temporary housing and services to the homeless.

Whether they are sorting donations, doing laundry, answering the telephone, providing computer classes, doing yard work, painting or filing, Humility of Mary Shelter volunteers know that their work makes a difference. During this reporting period 192 volunteers provided 3,223 hours of service.

Karen Daniel
Paul Elias, PhD
Sherry Evans
Yolanda Ezeugwu
Farris Family
Nancy Ferkel
Genesis Health Systems -
Taking It To The Streets
Billie Greenwood
Bernie Hansen
Lois Harker
Heritage Church

Jenna Iwanski
Steve Kalber
Marine Corp - Rock Island
Dennis McDonald
Kathryn McDonough
Lynn Meincke
Modern Woodmen
Kristina Morgan
Christa Orfitelli
Mary Ohland
James/Mary Orr
Dawn Porter



Bernie Hansen helps the Finance Department with reports on a monthly basis

Preemption United
Methodist Church
Annette Rettig
Margaret Ristau
Royal Neighbors
Dorothy Spiess
St. Ambrose University
Trinity Church,
Rock Island
Reggie White
Cathy Wright
YouthWorks
Moon Villalobos

k

YouthWorks has all kinds of work ministry experiences set up that are designed to challenge teenagers. The opportunities vary from week to week and site to site, depending on the particular needs of the communities in which they serve. Everyone who participates in these work ministry projects are divided into small teams. Teams do various painting and rehabilitation projects, facilitate Kids Club programs and partner with other organizations working to meet community needs.

YouthWorks firmly believes there is a need for people to have their homes painted and rehabilitated; a need for children to learn about the Bible through music, stories and games; and a need to serve existing communities. They know that paint on houses will eventually chip off, and that stories and games may be forgotten in time, but the relationships you develop with community members will create a vehicle for ministry to occur for a long time in the future.

This year YouthWorks was here from Wisconsin and Southern Illinois. In speaking with each of

the youth about why they were here, we heard: "We just want to help people, in any way we can," Emma Headley (age 11) who was the youngest of the group, said "There's no job too big." We had eight ladies and two young men showing the love of Christ through their dedication to work in rain and heat. YouthWorks stained the back stairs at HMSI. We are so grateful for the great job that they did.

The 12 gallons of stain that was used by YouthWorks was a donation by Diamond Vogel and Keep America Beautiful.





Accomplishments on HMSI Property: This year we have seen a lot of changes around the property. With the help from three wonderful couples from Heritage Church we redefined our flower beds and planted some new annuals. With a lot of support from the City of Davenport we were able to turn a vacant lot into a new parking lot (see article on page 38). The first and second floors of the shelter received a facelift thanks to the generous donation of time and energy from the St. Ambrose Grad Students, volunteers from Modern Woodmen and the Taking it to the Street volunteers from Genesis Health System. In addition to the painting inside; our outside stairwells were re-stained by the Youth-Works kids. Lastly, we were able to install a 20' telescoping flag pole in our front yard that displays the American and POW flags (see more on page 39).







Making a Difference...one life at a time

A note from a female Emergency Shelter participant: "Just wanted to say Hi. I came over today for a Dr's appointment and stopped by to say hi to my friends I left behind. I also wanted to say Thank You! For everything that you did for me while I was here. I was scared and very worried when I came here. But, between the women and you, my stay here was nowhere near as bad as I anticipated. I really appreciate all you did and for just being you. It made me feel comfortable and not so much a loser. Things are going ok for me and I'm looking forward to having my own apartment! LOL In the meantime I just keep going at what I'm doing. Thank you again!!

"My experience in the program....I feel safe and treated fair in the program"

~ written by a Permanent Housing Participant

The staff always goes the extra mile!

To Whom It May Concern,

"My name is D. Brown and I live at Humility of Mary Shelter, Inc Emergency Shelter for men and women. The shelter and my coordinator Staci are really helping me get my life on the right track." ~Yours Truly

"When I first came to HMSI, I was terrified. I had heard nothing but horror stories about homeless shelters. I cried when I walked in the door, but after my first night here, a calm peace came over me. The staff was so kind; they have a way of making you feel welcome and relaxed. They really care about you here and they take good care of you." ~ A female Emergency Shelter participant

This is the best shelter I have ever been in. They treat you with the most consideration.

The X's are authentic and represent a big THANK YOU to the staff that has helped and those who continue to help me. ~ taken from a satisfaction survey

In order for a mother of three to leave her abuser she had to place her children in separate homes. Upon entering the Salvation Army, this mother was in need of mental health medications and had no resources. When this participant moved out of shelter she was mentally stable and she and her three children moved into a home together!

"We appreciate all the help; we couldn't have done it without you". This quote is from a single father at the Salvation Army Family Service Center. He came in with no income or possibilities of a home. He left with his social security disability approved and moved into a brand new apartment! Humility of Mary Shelter, Inc - 2011 Annual Report

Thank you for helping me get the Veteran benefits that I need. I never knew I was able to get help from the Veterans Affairs office. — a veteran in the Transitional Housing program

"Hello, my name is Gwendolyn Ford, and I'd like to take a few moments to let you know how thankful and appreciative I am to the fine and caring people of Humility of Mary Shelter and their Permanent Housing Program. I came to HMSI along with my fiancé, Garcia Horace, in February, 2009. We were cross -country truck drivers whose company had abandoned us after our last delivery of a semi-truck in Bettendorf, IA. The company refused to answer our phone calls - thus leaving us broke and stranded (and did I mention that I was sick), in a place that we knew nothing about, and had no friends or family here. So we called HMSI to see if they

had any room for (2) more, and were cheerfully told to come on over; our relationship started from that point. After our 1st day there, we got busy trying to gather as much information as we could about the services, doctors/clinics and whatever else we thought was available to us, since we were now having to start over. Our service coordinators were Peggy and Cathy, and the rest of the staff (their REAL titles = ANGELS).

After being diagnosed on 2/25/2009 with Stage 4 Non-Hodgkin's Lymphoma (and earlier that afternoon being told that we had been granted an apartment) I hunkered down for what would be the fight of/for my life. With chemo treatments too numerous to count, a fantastic group of praying doctors and nurses, case workers ,and our ever faithful crew at HMSI, we can't find enough words to say how thankful we are to all of you. WE thank you for your thoughts and constant prayers, and especially allowing us to be now official residents at/in your program for the last 2 and 1/2 years."

~ Sincerely, G. Ford

"Just wanted the staff here to know how exceptionally wonderful they are and have been. This place has been a reward to me and my new life I'm about to start.

The support, the help, just everything. So I am about to go do my training but just wanted to thank you and Sr. Nancy and everyone here again. I don't know how a person can come in here and not obtain anything. This has even helped my self esteem."

~ Sincerely, female Emergency Shelter participant

"I really feel like
the staff at the
shelter cared
about me. If I
had a question,
my service
coordinator was
always there to
help."

A veteran in the Transitional Housing Program

"Coming out of the hospital, June 21st, I felt there was no hope for me. I was homeless, unemployed and destitute. This was, in my 58 years, my first experience this far down the proverbial hole. Outside of my children and my sister, who could not reasonably help me, I couldn't imagine - nor could I find - anyone who would really care. I was wrong. The Humility of Mary Shelter, as a whole, cares. From my initial intake with Amber through meetings with my original coordinator Mandy, interaction with Jason and Cindi, contact with Sister Nancy and all the staff, I've never felt deserted or alone. It has been said, "The Lord helps those who help themselves." HMSI has been the best catalyst to help me help myself. I have a home, employment, and I have discovered a new calling in the process. Words truly cannot express my gratitude to everyone involved in the operation of HMSI. Humility of Mary Shelter will always have my unconditional support."

~ Maggie Stewart-Grant, Emergency Shelter Participant

"As a woman, there isn't a lot of help for me since I was homeless. I am thankful for this shelter and the Veteran's Program." - a female in the Veteran Transitional Housing Program

HMSI's Veterans Program receives National Recognition

Department of Veterans Affairs Secretary's Award for Outstanding Achievement in Service to Homeless Veterans.



Sr. Johanna Rickl - Board Chair, Cindi Gramenz-Program Director, Sarah Oliver, Cathy Jordan, Barry Sharp-Director of the IA City VA Medical Center, Sandy Walters - HMSI Director and Davenport Mayor Bill Gluba.

In November, Humility of Mary Shelter received the top honor in the country from the U.S. Department of Veterans Affairs Secretary, Eric K. Shinseki, for its work with homeless veterans. Sarah Oliver, a homeless outreach advocate for the Quad Cities VA. nominated the shelter. Cathy Jordan, the Veterans Service Coordinator at shelter. works closely with Ms. Oliver and others in the community to ensure that the veterans receive services.



READY - SET - GO

We were given the green light in April and construction on our new parking lot started in early May after a short rain delay. The parking lot is located at the northeast corner of 5th Street and Vine Street. Estes Construction began with the tree removal. Once the weather allowed, Estes continued with the asphalt, lighting and fence. The parking lot close to the building accommodates twelve vehicles, five of which are reserved for staff and volunteers who are working evening shifts. The additional parking lot accommodates 15 more employee,

working evening shifts. The additional parking lot accommodates 15 more employee, volunteer or participant vehicles. After Estes was done with their construction, Global Security

→ added the final touches with a surveillance system.

Funding for this parking lot was received from the Community Foundation (\$2,500), the Scott County Regional Authority (\$17,000) and the Scott County Housing Council (\$32,817). The land was donated by the Scott County Board of Supervisors and the parking lot construction was approved by the City of Davenport Zoning Board.









Humility of Mary Shelter, Inc - 2011 Annual Report

Shelter Raises Flag To Honor Veterans On June 14 (Flag Day), Humility of Mary Shelter raised the American and POW flags above the

On June 14 (Flag Day), Humility of Mary Shelter raised the American and POW flags above the shelter for the first time! Guests heard from Valerie Buckingham - the Public Affairs Officer for the Iowa City Veterans Administration Medical Center, Davenport Mayor Bill Gluba, Board President Sr. Johanna Rickl and Alderman Bill Boom.

While in attendance at the Mayor's Hunger Luncheon in November, 2010, the shelter staff bid on an American flag that was flown above the White House. Staff was SO excited to win the silent auction and were even more thrilled when Alan Egly, Executive Director for the Doris and Victor Day Foundation blessed us with the funds to purchase a telescoping flag pole and lighting. In May, 2011, the shelter received an amazing stone that was donated by Art Stone of Davenport and placed at the base of the flag pole. Art Stone engraved the stone and placed a bronze medallion across the bottom for each branch of the military.









Humility of Mary Shelter, Inc - 2011 Annual Report

Royal Neighbors

employees collected and donated more than 6,000 items!

Employees of Royal Neighbors of America once again made a difference in the community through the **organization's annual Neighbor**-It-Forward Program. Through the program, two employee teams at the Home Office were each given \$3,000 to make a hands-on difference in the Quad Cities area.

A team of 20 employees collected more than 6,000

personal items, including towels, washcloths, soap, toothpaste, shampoo, razors, socks, gloves and scarves for participants at HMSI. They also

provided over 100 pounds of coffee.

The Neighbor-It-Forward Program is part of Royal Neighbors' Nation of Neighbors Program that empowers women of strength and courage to reach their full potential with financial assistance from Royal Neighbors. More than \$1 million has been awarded to individuals and families across the US since the program began in 2007.



V. R. L. O. R.

(Veterans Accessing Long-term Opportunities & Resources)

We are very honored and excited to announce that HMSI is one of only 85 programs across the nation to receive a grant from the VA's new Supportive Services for Veteran Families program. This grant will allow us to open the VALOR program, which will serve very low-income Veterans (singles or families) from Scott or Rock Island

Counties who are homeless or at imminent risk of becoming so. An Intake Coordinator and two Service Coordinators will assist program participants to rapidly return to permanent housing, or to maintain their current housing, while helping them address the issues that led to their housing crisis.

We see the VALOR program as a natural extension of our successful Veterans Transitional Housing program. We anticipate that the program will be up and running in the month of October, and look forward to expanding our ability to serve our area's Veterans.

Look for an update on the VALOR program in our December newsletter!

Staff

Sandy Walters, Director
Kelly Thompson, Assistant Director
Mary Ann Vogel-CHM, Finance Director
Karen Scott, Assistant Finance Director
Cindi Gramenz, Program Director
Jason Bilbrey, Assistant Program Director
Denise McNeal, Property Manager
Dawn Cameron, Quality Control and Assurance

Kathleen Collins, Mental Health Counselor Larry Cook, Shelter Monitor Lisa Devlin, Shelter Monitor Rosemary Dreessen, Shelter Monitor Amber Duncan, Shelter Monitor Teresa Fitzgerald, Shelter Monitor Alexandra Frakes, Service Coordinator Staci Hammill, Service Coordinator Melanie Jones, Office Manager Cathy Jordan, Service Coordinator Tim McDonough, Shelter Monitor Dave McMillen, Shelter Monitor Erin Moore, Service Coordinator Barbara Nightingale, Shelter Monitor Tiffany Norwood, Service Coordinator Elaine Pritchett, Shelter Monitor Peggy Quilty, Service Coordinator Rikki Saldivar, Shelter Monitor Jessica Schmidt, Service Coordinator Nancy Schwieters-CHM, Computer Lab Terry Sims, Shelter Monitor Eddie Smith, Shelter Monitor Ashley Velez, Service Coordinator Tim Wolfe, Maintenance



HMSI Staff participated in the United Way pledge campaign and Special Events.

"Pie In The Face" raised \$408

Board of Directors

Judith Carrara, CHM Connie Coopman Micheline Curtis, CHM Kassandra Daly Paul Elias, PhD Therese Gerwe Amanda Golden James Kopel

Deana Lilley

Kimberly Moreno
Douglas Page
Bill Pearson
Mary Rehmann, CHM
M. Johanna Rickl, CHM
Rita L. Sterling
Eugene G. Weis
Curtis M. Williams

Generations Employees

Karen Heller, Laundress Joe Sprague, Maintenance

EQUAL OPPORTUNITY STATEMENT and NON - DISCRIMINATION POLICY

Humility of Mary Shelter, Inc. does not discriminate in the acceptance of participants, employment of personnel, or in any other respect on the basis of race, creed, color, religion, national origin, ancestry, sex, sexual orientation, familial status, marital status, age, gender identity, mental or physical disability or handicap, genetic information or unfavorable discharge from the military service. HMSI is in compliance with the Americans with Disabilities Act.

Contact Us:

563/322-8065 Shelter 563/322-8261 Fax 1016 West 5th Street, Davenport, IA 52802 hmsiowa@gmail.com www.humilityofmaryshelter.com

"LIKE" us on Facebook!



Listen to 93.9WYEC at 11:30am the 2nd Friday of every month to hear us on the RADIO!

Donations: Shelter is always in need of the following items that we provide free to our participants: toothpaste, toothbrushes, deodorant, razors, toilet paper, socks, undergarments, coffee, towels, washcloths, sheets and blankets. We also accept new or gently used <u>adult</u> clothing.. Donations are accepted daily from 9am – 6pm.



1016 West 5th Street Davenport, IA 52802



United Way of the Quad Cities Area

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www.humilityofmaryshelter.com