

...because our community cares

Humility of Mary Shelter, Inc. Annual Report

July 1, 2011 - June 30, 2012



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.
- 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.

Table of Contents

	Page
Participant Overview	6
Program Outcomes	11
Grant Awards	20
Donor Honor Roll	21
About Quality Control and Assurance	30
Financial Summary	31
Words from the Finance Director	32
Night at the Shelter	34
Lowe's Heroes	35
Making a Difference	36
Volunteer Highlight and Volunteers	40
Sleep Out 2012	42
Alcoa Davenport Works	43
Shelter from a monitor's eyes	44
Welcome Sister Margaretha (Greta) Fitzgerald	45
Staff and Board of Directors	46

Our Services Include

- Emergency Shelter for adult men and women with 76 beds (37 beds for men, 24 beds for women and 17 beds for veterans), plus 6 overflow mats
- 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 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 is a 17 bed program and provides up to twenty four months 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.



Veterans Accessing Long-term Opportunities and Resources (VALOR)

The VALOR program serves very low-income Veterans from Scott or Rock Island Counties who are homeless or at imminent risk of becoming so. Participants work closely with staff to rapidly return to permanent housing, or to maintain their current housing, while addressing the issues that led to their housing crisis. The VALOR program is a natural extension of our successful Veterans Transitional Housing program. The VALOR office is located within Cobblestone Place at 1212 West 3rd Street, Davenport.



Permanent Housing Program (PH)

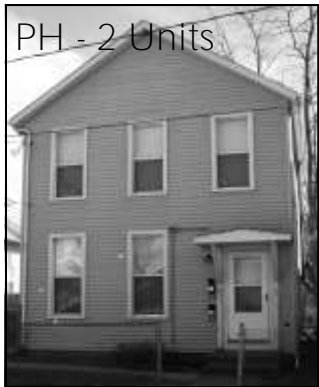
Our Permanent Housing Program assists homeless persons who have a disabling condition which impedes their ability to live independently. Eligible participants may include those experiencing challenges with severe and persistent mental illness, persons in recovery from drug or alcohol dependence, and 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. This program currently has 19 Units.

Housing First Program (HF)

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. This program currently has 11 Units.



Humility of Mary Shelter ... because our community cares



Humility of Mary Shelter Participant Overview

From July 1, 2011 to June 30, 2012, Humility of Mary Shelter, Inc. served 996 adults experiencing homelessness in our shelter and housing programs. Of those adults, 984 homeless people – 712 men and 272 women – stayed in our emergency shelter and were provided a total of 21,481 nights of shelter. Including our housing programs, we provided a total of 30,897 nights of lodging to those 996 adults.

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.

- 582 homeless adults participated in the Shelter Service Coordination program.
- 87 homeless adults participated in the Transitional Housing Program.
- 49 homeless veterans lived in the Veterans Transitional Program.
- 26 homeless adults with disabilities were housed in our Permanent Housing program.
- 15 chronically homeless adults were housed in our Housing First program.
- 66 homeless adults participated in our Service Coordination program at the Salvation Army Family Service Center.
- 24 survivors of domestic violence benefited from our Service Coordination program at the Family Resources Domestic Violence Shelter. *(Partial year data; Family Resources took over service provisions.)*
- 167 veterans and veteran family members were served by the VALOR program, including 69 provided with homeless prevention services and 98 provided with rapid re-housing services.

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, 700 unduplicated adults enrolled in our Service Coordination and housing programs. The statistics below describe those program participants. *A detailed report about the VALOR program and its participants will be found in our December newsletter after it has completed its first full year of operations.*

Age and Gender: Male participants made up 68% of our population, while female participants were 32 percent. Less than 1% reported themselves as transgender. Adults of all ages, from young adults who just turned 18, to senior citizens of 81 years old, came through our doors this year. We have noticed an increase in the number of young adults we serve (11% this year, up from 8% last year). The median participant age was 44 years old.

We served:

Young adults aged 18-22	11%
Adults aged 23-30	16%
Adults aged 31-50	46%
Adults aged 51-61	23%
Adults aged 62 and older	4%

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 81% had last permanently lived in the states of Iowa or Illinois. A total of 59% came from the immediate Quad City area. This includes the 41% of participants who were from the Iowa Quad Cities and the 18% of participants who were from the Illinois Quad Cities. Another 19% of participants had last permanently lived in another state.

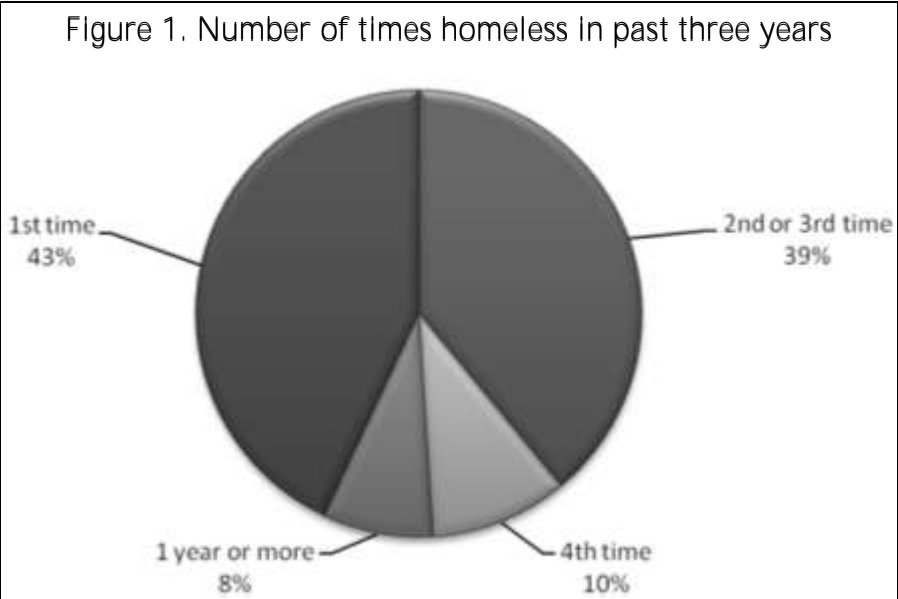
Race and Ethnicity: Participants are asked to self-identify their racial and ethnic descriptions. In this fiscal year, participants identified themselves in the following ways: Over half (55%) of our participants identified as white or Caucasian, with a sizeable minority (36%) identifying as Black or African-American. A total of 5% of our

participants have Native American heritage, including 3% who are Native American and white, and 1% who are Native American and Black. Our participants included people of Asian (1%), Hawaiian/Pacific Islander (1%), or other multi-racial heritage (2%). In addition to their race, 8% of participants identified their ethnicity as Hispanic or Latino.

Frequency of and Reasons for Homelessness:

People with a wide range of experiences come through our doors. Forty-three percent (43%) of our participants were experiencing homelessness for the first time, while 39% were homeless for the second or third time. Ten percent (10%) had been homeless four or more times in the last three years, and 8% had been homeless for one full year or longer. (Figure 1)

None of our participants have come to homelessness due to only one setback, but rather a combination of factors that have resulted in their options being exhausted. The most common reason cited for homelessness was unemployment (35%), a large increase from last year when 23% cited that reason. Inability to pay rent/mortgage (25%) was the second most common reason cited.



Special Needs: Our programs aim to address the special needs of the various populations we serve.

During the reporting period,

- 31% of our participants reported a history of experiencing domestic violence;
- 18% of participants were military veterans; and
- 17% 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.

Disabilities: In addition to the special needs described above, a total of 65% 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: 43%
- Chronic Health Condition: 17%
- Alcohol Addiction: 15%
- Physical Mobility Limits: 19%
- Drug Addiction: 7%
- Developmental Disabilities: 5%
- Dual Diagnosis: 13% and HIV/AIDS: 1%

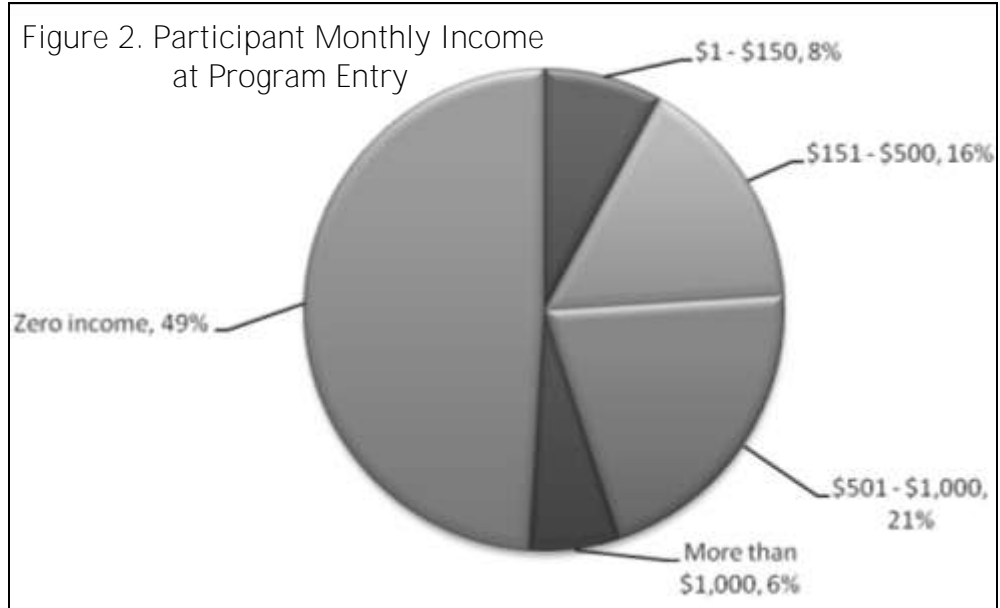
Due to the stigma surrounding many of these disabling conditions, some conditions may be under-reported by participants. More participants do indicate some past involvement with substance abuse and mental health services. For example, 41% of participants reported previous substance abuse treatment and 53% 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.

Education: Twenty-five percent (25%) of participants had not completed high school, while 75% had completed at least high school. Of the seventy-five percent completing high school; 33% earned a diploma, 20% earned their GED and 22% continued their education and completed some post-secondary education.

Income: Upon entering our shelter or programs, our participants typically have incomes that are insufficient to support themselves, although 20% of participants

reported being employed at program entry (down from 22% working at entry last year and 38% the year before). Upon entering the program:

- 95% of participants fell in the extremely low range, with less than \$13,500 in annual income for a household of one person. This includes the 49% of participants who had no income whatsoever at entering the program. (Figure 2) Average income at entry was \$308 per month – less than \$3,700 per year.
- 4% of participants fell in the low range, with less than \$22,450 in annual income for a household of one person.
- 1% of participants fell in the moderate range, with less than \$35,950 in annual income for a household of one person.



These facts and figures tell you something about the situations our participants face when they enter our programs. To learn about what they do while in our programs, and the accomplishments they have made by the time they leave, please turn to our **participant stories (page 36)** and our **“Program Outcomes” (page 11)** in this Annual Report.

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

April 1, 2011 – March 31, 2012

Humility of Mary Shelter, Inc. (HMSI) formally evaluates Program Outcomes on an annual basis and uses the results to report on the extent that program participants are progressing through the program, to improve existing services, distinguish program strengths, identify staff and program needs, justify budgets, and assist in developing long-range agency plans. **HMSI's Program Outcomes are based on three main goals:**

1. Program participants are accessing mainstream and/or self-enrichment resources,
2. Program participants with education/job training or employment goals are making progress on those goals, and
3. Program participants are entering housing of their choice at departure.

The HMSI Programs

Program Outcomes are measured on four HMSI programs, two of which are Permanent Supportive Housing (PSH) programs: Permanent Supportive Housing for persons living with disabilities, and *Housing First*, which provides Permanent Supportive Housing for persons who are chronically homeless. Each of these PSH programs provides long-term support for its residents.

The third program is a Shelter Service Coordination program that provides individuals living in the HMSI emergency shelter with support services for approximately 30 days. In this program, HMSI service coordinators provide support services to individual shelter residents at HMSI and individual and family shelter residents of 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. Approximately six months into the current Outcomes year, the maximum time limit for participation in the TH program increased from 90 days to 24 months to allow participants more time to reach their goals. HMSI also provides a TH program exclusively for the military **veteran population and funded in part by the Veteran's Administration.**

Program participants in this report were adult men and women actively enrolled in an HMSI program between April 1, 2011 and March 31, 2012. Each participant completed a maximum of three *Outcome Assessment Surveys* with their service coordinator at program entry, one-to-three months into the program (depending upon the program), and at program departure. Timely completion of the surveys was expected of participants and staff.

The current report includes descriptive statistics for all program participants; however, most of the comparative statistics focus primarily on Shelter Service Coordination and/or TH program participants because of the low turnover rates of residents within the PSH programs.

Success Criteria

Success for each Program Outcome goal was defined as follows:

1. *Program participants are accessing mainstream and/or self-enrichment resources*
 - a. Sixty-five percent of participants accessed mainstream and/or self-enrichment resources
2. *Program participants with education/job training or employment goals are making progress on those goals*
 - a. Fifty-percent of participants with education, job training, or employment goals made progress on those goals

b. Twenty percent of participants were employed by program departure

3. Program participants are entering housing of their choice at departure

a. Sixty-five percent of participants entered housing of their choice at program departure

Participant Overview

Between April 1, 2011 and March 31, 2012, 769 individuals and families entered and exited HMSI programs. Of these, 80% participated in the emergency shelter's Shelter Service Coordination program, 19% participated in the Transitional Housing program, and 1% participated in the Permanent Supportive Housing and Housing First programs.

Thirty-four percent of individuals were female. The median age of persons entering the HMSI programs was 41 years old (mean = 44 years old); 12% of individuals were under the age of 25 and 10% of individuals were over the age of 55. Racial composition included Native American/Alaskan (8%), Asian (1%), African American/Black (37%), Pacific Islander/Hawaiian (< 1%), and Caucasian/White (60%); 6% of individuals identified more than once race. Seven percent identified with Hispanic/Latino ethnicity.

At program entry, 96% of individuals entering HMSI programs were literally homeless and 2% of individuals were at imminent risk of losing their housing. Nearly 44% of individuals reported having never experienced homelessness before this episode and 15% had experienced chronic homelessness. Seventy-four percent of individuals had at least a high school diploma. Forty-four percent had no income over the past month; the median monthly income of those with income at program entry was \$100.

Nineteen percent of individuals had served in the military. Of those, 44% served in the Army, 29% served in

the Navy, 18% served in the Marines, and 6% served in the Air Force. Forty-six percent served in the post-Vietnam era (May 1975 to July 1991) and 25% served in the Persian Gulf era to present (August 1991 to present).

Thirty percent of individuals had experienced domestic violence, with half suffering a domestic violence episode within the past year

Forty-four percent were coping with mental illness; 54% reported receiving a mental health diagnosis at some point in their lifetime.

Thirty-seven percent reported abusing alcohol or drugs; of persons reporting alcohol or drug abuse, 44% were currently involved in substance abuse treatment.

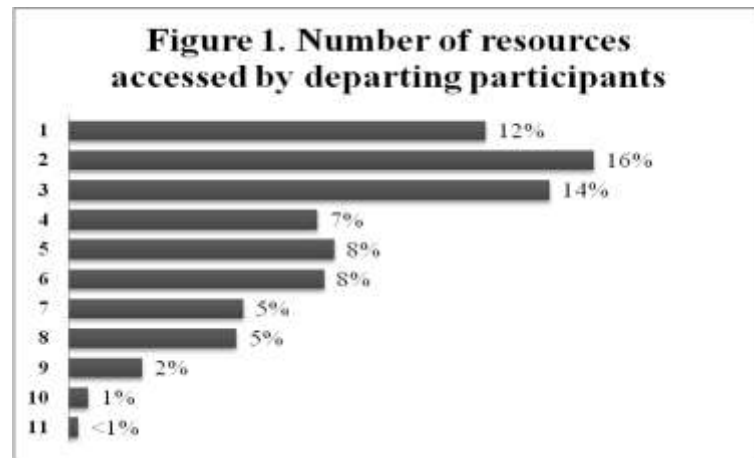
Fifty-one percent of program participants exited because they had completed the program, 32% of participants had reached the maximum time allowed in the program and were required to exit before program completion, 8% were asked to leave the program due to noncompliance with rules, and 10% left the program suddenly and without warning.

Program Outcomes Evaluation Results

1. Program participants are accessing mainstream and/or self-enrichment resources

Ninety-seven percent of participants accessed at least one mainstream or self-enrichment resource while in an HMSI program (Table 1). Seventy-six percent of participants accepted case management services, 61% received

transportation help, 57% accessed mental health services, 53% obtained other health care services, 60% accessed housing placement, 58% received employment assistance, 15% utilized alcohol or drug services, 20% received housing cost assistance, 16% increased education, 8% had life skills training, 6% were given legal referral, 5% accessed childcare, 5% utilized some other resource (e.g., assistance with obtaining birth certificates, payee services, etc). With a target Outcome goal of 65% of participants accessing mainstream resources, this outcome goal was met.



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 ($x^2=419.77$, $p<.005$), significantly more participants were enrolled in Medicaid at program exit than program entry ($x^2=473.66$, $p<.005$), and significantly more participants received income from employment at program exit than at program entry ($x^2=362.477$, $p<.005$). Additionally, significantly more veterans were accessing VA healthcare ($x^2=698.89$, $p<.005$) at program exit compared to program entry.

2. Program participants with education/job training or employment goals are making progress on those goals

Eighty percent of all participants reported an education/job training goal (29%), employment goal (76%), or both (25%), with 68% 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. Sixty-one percent of those with employment goals obtained new employment while in the HMSI program and 31% of all program participants were employed at program departure. With a target Outcome goal of 50% of participants having education, job training, or employment goals will make progress on those goal and 20% of participants will be employed by program departure, this Outcome goal was met.

3. Program participants are entering housing of their choice at departure

Of all exiting participants, 58% entered housing of their choice at program departure, including non-subsidized housing (14%), subsidized housing (20%), permanent move with friends or family (10%), temporary move with friends or family (10%), psychiatric or substance abuse treatment facility (3%), and other (1%; Table 1). With a target Outcome goal of 65%, this goal was not met.

Discussion with HMSI officials identified several possible explanations for the lower percentage of program participants unable to enter housing of their choice during the program evaluation year. These reasons

included the effects of the economic recession on participants' ability to secure sufficient income to support their household, the lack of affordable housing for persons with extremely low incomes, and overwhelming demand for shelter during the 2011-2012 winter. Regarding insufficient incomes, HMSI recently increased the maximum time limit for TH participation from 90 days to 24 months, which will allow participants more time to reach employment and educational goals. Regarding lack of affordable housing, HMSI officials reported that the waiting list for Section 8 housing is approximately seven years in Davenport and other affordable housing programs have wait lists up to a year. As well, many affordable housing programs conduct criminal and/or credit checks, often resulting in the rejection of housing applications by participants. HMSI officials reported that increasing TH participation time limits will help participants manage waiting lists when housing applications are submitted early. Officials also reported that HMSI service coordinators are developing relationships with local landlords to advocate for participants with substandard credentials in order to secure adequate, appropriate and affordable housing at program departure.

Finally, during the winter of 2011-2012, HMSI officials reported that the shelter experienced extremely heavy demand, reaching or exceeding capacity on a regular basis. Recent changes in shelter policy will allow staff more flexibility to manage shelter demands and will ultimately provide participants a better chance at moving out into housing of their choice. **HMSI believes that these changes will result in participants' ability to meet or exceed this program outcome goal in next year's evaluation.**

Table 1 provides a comparison of Target Goals and actual Outcome results since HMSI began operations in 2008. Close examination of the table reveals the overall success of the shelter and shelter participants in

consistently achieving their Outcome goals over the years:

	HUD Target (%)	HMSI Target (%)	2008- 2009 Actual (%)	2009- 2010 Actual (%)	2010- 2011 Actual (%)	2011- 2012 Actual (%)
Outcome goal # 1: Participants access main-stream and or self-enrichment resources.	n/a	65	97	98	97	97
Outcome goal #2: Participants with education/ job training or employment goals make progress on education/job training or employment goals.	n/a	50	82	64	63	68
Participants with education/job training goals	n/a	25	13	22	30	29
Participants with employment goals	n/a	65	69	72	75	76
Participants employed by program departure	20	20	23	27	36	31
Outcome goal #3: Participants enter housing of their choice at departure.	65	65	66	72	73	58

Table 1. Comparison of target goals and actual outcome results: 2008 through 2012

Summary

Participants of HMSI met most of the targeted outcomes goals between April 1, 2011 and March 31, 2012 (Table 1). During this time, 769 individuals and families entered and exited HMSI programs. Of persons served,

80% participated in the emergency shelter's Shelter Service Coordination program, 19% participated in the Transitional Housing program, and 1% participated in the Permanent Supportive Housing and Housing First programs.

Thirty-four percent of individuals were female. The median age of persons entering the HMSI programs was 41 years old. Nineteen percent of individuals had served in the military.

Nearly 44% of individuals reported having never experienced homelessness before this episode. Seventy-four percent of individuals had at least a high school diploma. Forty-four percent were coping with mental illness. Thirty-seven percent reported abusing alcohol or drugs; of persons reporting alcohol or drug abuse, 44% were currently involved in substance abuse treatment. Thirty percent of individuals had experienced domestic violence, with half suffering a domestic violence episode within the past year.

Ninety-seven percent of participants accessed at least one mainstream or self-enrichment resource while in an HMSI program. Of the 80% of participants reporting an education/job training or employment goal, 68% made progress toward their goal. Thirty-one percent of all program participants were employed at program departure and 58% of participants entered housing of their choice at program departure. Table 1 revealed that HMSI and shelter participants consistently met or exceeded the targeted Outcome goals since HMSI began operations in 2008.

Conclusion

Humility of Mary Shelter, Inc. (HMSI) is an emergency shelter providing temporary housing and services that offer opportunities for men and women experiencing homelessness to become emotionally, mentally, and

physically more stable. HMSI outcomes are based on (1) participants accessing main-stream and/or self-enrichment resources, (2) participants with education/job training or employment goals making progress on education/job training or employment goals, and (3) participants entering housing of their choice at departure.

The current report indicates that HMSI successfully achieved most of the targeted program outcome goals for the year, and has taken steps to address the unmet outcome goal. Results of this evaluation underscore the determination 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.

Grant Awards

Government

Davenport Community Development Block Grant
Emergency Food and Shelter Program
Iowa Emergency Shelter Grant
Rock Island County Mental Health Board
Rock Island Gaming Grant
U.S. Department of Housing & Urban Development,
Supportive Housing Program
VA Grant and Per Diem
VA Supportive Services for Veteran Families

Private

Amy Helpenstell Foundation
Community Foundation of the Great River Bend
Congregation of the Humility of Mary
Doris and Victor Day Foundation
In From the Cold of the Quad Cities, Inc.
Riverboat Development Authority (through SCHC)
St. Andrew Catholic Church, Blue Grass, IA
Scott County Housing Council
Scott County Regional Authority
United Way of the Quad City Area

These grants were awarded in this reporting year.

Donor Honor Roll

Humility of Mary Shelter, Inc. acknowledges the following individuals, businesses and foundations for their financial contributions received between July 1, 2011 and June 30, 2012. These generous contributions allow us to provide temporary and permanent 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.

<u>\$10,000 +</u>	<u>\$4,999 - \$1,000</u>	Steven/Valerie Frels	Kenneth/Karen Ossian
Diocese of Davenport	Alcoa Foundation	Terry/Mary Gahagan	Our Lady of the River, LeClaire
James/Anita Jenkins	Paul Allen/Billie Greenwood	Hunt/Diane Harris	Constance Pailliotet, CHM
Dorothy Lay	Area Welcome Club	Donald Heister	Mary Rickl
Mary Rose Hawkinson	Calvin/Beverly Askeland	Virginia Hirst	Bea Snyder, CHM
Endowment	Bettendorf Presbyterian	Holy Family Church, Davenport	St. Malachy Parish, Geneseo
Walter E. Neiswanger, MD	Church	Manuel/Mary Honaker	Michael/Jean Steffenson
Community Fund	Christ's Family Church, Davenport	Illowa Bi-State Combined	Stooges Saloon, Inc.
	Richard Corken	Federal Campaign	Susan Thirtyacre
<u>\$9,999 - \$5,000</u>	Clarence/Lili Darrow	Dorothy Janssen	Vietnam Veterans of America Gateway Chapter 776
Patricia Bush	Patricia Doyle	Edward/Kathryn Lioen	James/Collette VonDerhaar
Charles B Preacher	Faith United Methodist	John/Phyllis MacKenzie	Mary Vopava
Foundation	Church, Davenport	Tracy McCampbell	
Reverend Michael Rogers	First Presbyterian Church, Davenport	Modern Woodmen	
St. Paul Lutheran Church, Davenport	Davenport	Dan/Katherine	
	Dan/Judy Freeman	Molyneaux, Sr.	

Donor Honor Roll

\$999 - \$500

All Saints Episcopal Church
Moline
Anonymous
John/Victoria Bean
Thomas/Mary Bengé
William/Karen Bibee
Donald/Lauri Blough
Patrick/Robin Brown
Cynthia Chelstrom
Christ the King Catholic
Church, Moline
Congregation of Humility
Of Mary
Faith DeDecker
Edwards Congregational
United Church of
Christ, Davenport
Sheila Feipel
Michael/Frances Fiedler
Patricia Frederking
Don/Sandra Frericks
Steven Fye and Barbara
Arland-Fye

Mary Johnson
James/Marcia Koehler
James Kopel
Dennis/Pam LaRoque
Vincent Liu
Micheleen Maher
Harry/Georgia Mihm
Patricia J. Miller, CHM
Michael/Angela Murphy
Nestle Employees Outreach
Fund
Charles/Barbara Pekios
Jim/Kathy Phelan
Annette Rettig
John/Patricia Robert
Les/Carolyn Schjelderup
St. Andrew Catholic Church,
Blue Grass
Trinity Lutheran Church,
Davenport

\$499 - \$100

David/Angie Althaus
Gary/Phyllis Ammeter

Bob/Mary Ann Andrew
Henry Anstey
Michael/Betty Auliff
Thomas/Bobbie Mae Ball
Marita Bartholome, CHM
Terri Basile
John/Ann Behrendt
Mary Bell
Margaret Bennett, CHM
Howard/Jean Berchtold
Judi Berger
Charles/Sharon Bertram
Michael/Audrey
Birmingham
Linda Biscontine
James Block
Joseph Blough
Dennis Bockenstedt and
Julie Williams
Gerald/Linda Boyd
Thomas/Maxine Brice
David Brown
Mary Linda Burmester
Steve/Julie Bush

John Cahill
CAMSAS RM, Rock Island
Charlene Carmack
Jean Case
Catholic Woman's League
Conway/Linda Chin
Kurt Christoffel
Jackie Christopher
Paul Cioe and Nancy Nocek
Frank Claudy
George/Nausika Coin
Denise Conrad
Mollie Conrad
William Conway
Larry Cook
Mike/Jane Coryn
Barbara Costello, CHM
Patrick/Randi Creedon
Greg/Sylvia Cripple
Micheline Curtis, CHM
Lowell/Lois Daasch
Lynn Daczyk
Robert/Anne Dalton
Timothy/Sandra Damm

Donor Honor Roll

John/Nancy Danico	Mike Fisher	Ron/Karen Huber	Leslie/Jean Lipinski
William Dawson	Byron/Beetta Folk	Duane Jack	Steven/Tanya Lipkowitz
John Delaney	Thomas/Jane Follas	William/Jean Jacobs	Alex Litzenberg
Jon/Stephanie Delleman	Eunice P. Fong	Rick Janik	Robert/Sandra Madison
Justine Denning, CHM	Patricia Fortin	Jennifer Jaros	Sandra Madsen
Dacey Ladies	Craig/Nancy Foster	Jeffs Car Corner	Johnna Malnar
Marci Dinneweth	Richard Gast	Mary T. Johnson	Kathy Maloney Loomis
Phillip/Mary Ellen Doherty	Geneseo Middle School	Dennis/Marilyn Jorgenson	Marine Corps League
Katie Doyle	Cynthia Gilbert	Kurt/Kimberly Karnstedt	Robert/Dianne Marshak
Daniel Durken	Doris Glider	Emmett/Dorothy Keenan	Joseph/Carolyn Martin
Janette Dwyer	John/Joan Griesbach	Keep Iowa Beautiful	Gloria Mashek
Stephanie Anne Eckhardt	Joseph/Mary Gross	Joseph Kelley	Charles/Illio McBurney
Michael/Carol Eddy	Paul/Sheila Guse	Ursula Keough, CHM	Dale/Sharon McClain
Richard A. Edwards	Joan Haberkamp	John Kessler	Sarah McCoy
Nancy England-Stipp	Aaron/Myrna Hannemann	Dana Klostermann	James/Mary McCue
Fairview United Methodist Church, Monmouth	Bill Happ	Patricia Knopick	Paul/Sue McDevitt
Margaret Farren	Lois Harker	Kathryn Kreager, CHM	Jim/Sherbourne McGrath
Allaert/Mary Feeney	Melody Harris	Kevin/Anne Kurth	Cheryl McKittrick
First Christian Church, Davenport	Jill Hatfield	Rebecca Landwehr	Anne Medhus
First United Methodist Church, Port Byron	Alan/Margaret Hathaway	Nancy Lane	Marianna Menco
Harry Fisher	Scott/Barbara Haurberg	Diane Lannan	Patricia Mendoza
	Kathleen Henneberry, CHM	William/Norma Lauts	Jody Miller
	Kathleen Hesse	Rita Leslie	Jon Miller
	Amanda Hinton	Harvey/Sylvia Levin	Katherine Miller

Donor Honor Roll

\$499 - \$100 Continued

Jane Moore	Lloyd/Judy Pottratz	Roman/Mary Scholtz	Tom Stratman
William Mortier	Preemption United	Darlene Schwarte, CHM	Super Target District #1583
Edwin/Mary Motto	Methodist Church	Tom/Rennee Schwartz	Michael/Susan Swegle
Bernadette Murphy	John Prochaska	Karen Scott	James Swickard
Mark Nagan	Robert/Pat Pruden, Sr.	Walter/Marjorie Scott-Craig	Carla Takes, CHM
Barbara Nightingale	Janet Pullella	Sue Sellers, CHM	Maribeth Takes, CHM
Rachel Norton	Bob/Becky Quast	Shalom Giving Circle	Catherine Talarico, CHM
Ogden Air Conditioning and Heating	Lucille Quilty	Joan Sheil, CHM	JoAnne Talarico, CHM
ORA Orthopedics P.C.	R.O.C. Foundation	James/Mary Sims	Robert/Michelle Teel
Our Lady of Victory, Davenport	Paul/Michele Regginello	Terry Sims	The Rock Island Boatworks Jumers
Kathleen Papageorgiou	Mary Rehmann, CHM	Patricia Skinner Sloan	Kelly Thompson
Janice Paradiso	Martha Reicherts	Katie Spain	Ken/Janice Thomsen
Carol Parr	Barbara Reis	Jerry Springer	Kathleen Tomlonovic, CHM
Gary/Jackie Penniston, Sr.	Kathleen Repass	Denny/Bonita Squire	Andrea Nancy Trimble
Carol Pentuic	Marilyn Reyes, CHM	St. George Greek Orthodox Church, Rock Island	Darin Turner
Margaret Peters	M. Johanna Rickl, CHM	St. John United Methodist, Davenport	United Methodist Church DeWitt
Sharon Peterson	Todd/Laurie Ridenour	St. Matthew Lutheran Church, Davenport	James/Jane Ann Varcho
Harriet Ping, CHM	George/Donna Riley	St. Peters Catholic Church, Buffalo	Delphine Vasquez, CHM
Marilyn Pohlmann	Steven/Deborah Salemink	Owen/Nancy Stipp	Gabriel/Kay Verstraete
Karla Polaschek	James/Diane Saul	George/Doris Straetker	Marie Vittetoe, CHM
Michael/Kelly Poster	Lynne Schiffke		Pam Walker
	Stephanie Schild		Timothy/Mary Walsh
	Pat Schilling		
	Diane Schlachter		

Donor Honor Roll

Sandra Walters
Patrick F. Walton
Ben/Wendy Weyrick
James/Cathy White
Judith Williams
Dixie Wirth
Karin Youngberg
Marilyn Zielke
Dale/Kimberly Zude

Minnie Babers
Rebecca Badtram
Terrill/Mona Ball
Alan/Lilianna Barnes
Harry Barnes
Ellen Bassler
Margaret Bates
Maria Beard
James/Dorothy Beck
Rachel Beeson, CHM
Wayne/Mary Behrens
Deborah Bennett
Alison Bernhardt
Big 6 Studebaker Drivers
Club
Scott Bitting
David Black
Gwendolyn Blais
Joseph Blass
George/Cynthia Bleich
Jim/Cathy Bodine
Peggy Bosley and Rosemary
Paxton
Carl Brechler

Elaine Briel
George/Mary Britton
Karin Brooke
David Brown and Bell
Animal Hospital
Kathleen Brown
David Buechel
James Bugos
Steve/Donna Bull
Larry/Ellen Burkholder
Gregory/Christine Bush
Joseph Bush
Richard/Phyllis Cacciatore
Mary Beth Calder
Bradley/Pamela Capes
Barbara Carey
John Cassidy
Edward/Constance
Cervantes
Chicago Tube & Iron
Tom/Mary Ann Chouteau
Todd/Michelle Christensen
Frank/Carol Cincola

Galene Clark and Kellie
Lyons
Joseph/Catherine Clark
Elizabeth Clarke
Sue Clemens
David/Connie Coene
Charles Collins
Patricia Colson
Helen Connell
Beth Cook
Paul/Karen Coopriider
Kathleen Corrigan
Jane Cronkleton
David/Mary Cullen
Bertrand Czuchra
David/Deborah Dahlby
Dail Family Farms, Inc.
Betty Dalton
Karen Daniel
Ronald/Emily Dauscher
Beverly Davis
Robert/Anna Debo
Richard/Colleen DeMay
Lisa Devlin

Up to \$99

Deborah Ackerman
James/Nancy Adams
Terry Adams
Doreen Adlfinger
AFSCME Local 3289
Jack/Carol Albrecht
Denise Algren
DJ/Rosalie Allard
Almost Paris Antiques
Mary Ambre
Donald/Marelu Anderson
William/Dorothy Armstrong
Magdi/Lilian Awad

Donor Honor Roll

Up to \$99 Continued

Keith/Nelda Dice

Howard/Colleen Dodd

Peter/Ann Doll

Alice Dominacki

Donald/Marianne Doonan

William Drake and Marianne

Franco-Drake

Scott Driesen

Mary Dubert

Marlene Duclos

Amber Duncan

Janet Duncan

Vicki Duncan

Phillip/Nora Dvorak

Eagles Wings

Bruce Edleman

Rosemary Ehlers

Paul/Cindy Elgatian

Shay/Kathleen Elliott

Larry Endresen

Anna Engler

Wilbert Ensenat

Dorothy Feeney

Sylvia Feeney

Sharon Fennell

John/Donna Fiems

Kevin Finn

First Christian Church,

East Moline

Jude Fitzpatrick, CHM

Mary Flaherty

Alan/Susan Fletcher

Scott/Alexa Florence

Julia Flynn

Louise Forbes

Gale Francione

Charles/Nancy Freeland

Tom/Pat Freiburger

Mary Fristensky

Matt Froeschle

Claudia Frye

Carol Gantenbein

Holly Garcia

Joseph/Angela Garcia

Steve/Donna Gardner

Constance Ghinazzi

Mario Giannella

Mary Gillespie

Madonna Gilroy

Jane Gish

Janet Gleason

Miriam Goldsberry

Kathleen Goodall

Thomas/Angela Goodall

Roberta Goodin

Nancy Graham

Cindi Gramenz

GRC Wireless Inc. -

Shelter Alliance

Meg Halligan

Staci Hammill

Donald/Susan Hancock

Bernie Hansen

Matt Hansen

Randy Happ

Wineva Harrington

Tom/Karen Harris

Don Hartman

Robert/Melinda Hassel, Jr.

Erva Hatfield

Doris K. Hawkins

Donald Healy

Christa Hebbel

Helene Hembreiker

Patricia Henneman

Sheila Henson

Michael Hoenig

James/Linda Hoepner

R. Josef Hofmann

William/Mary Horak

Robert/Patricia Huber

Daniel Hummel and

Kathy Miller

Lori Johnson

Robert A Johnson

Ruth Johnson

Walter Jolley and

Linda Baker

Gordon/Jeanne Jones

Michael/Melanie Jones

William/Cynthia Jones

Cathy Jordan

Lucia Kadolph, CHM

James Kay

Cheryl Keegan

Donor Honor Roll

William Kenney	Dino Leone	Ronald Mathias	Hugh/Rose Morrill
Jennifer Kilfoy	Evelyn Leonhart	Ted/Marilyn McAvoy	Leland Morrison
Caroline Kimple	Mary Leverenz	Janice McCann, CHM	John G. Mullen
Karlene Ann Kingery	Robert/Debbie Liagre	Ann McCluskey	William/Irene Mungen
Bridget Knight	Renne Lietz	Mary McCarthy	Irene Munoz, CHM
Hans Koehn	Joseph/Mary Ellen Lobaito	James/Beverly McCreary	Thomas Myers
Kevin Koellner	Arthur Loecke	Steven/Charlotte McGovern	National Association of Letter Carriers
Barbara Kopel, CHM	Chad Loucks	Gretchen McKean, CHM	Bonita Neumeier
Margery Koven	Janice Low	Tim/Karen McMillan	New Covenant Fellowship, Freeport
Carolyn Krenos-Bodnar	Tony/Jean Luke	Dennis/Heather Meade	Ian Nicoll
Carol Kroeger	James/Mary Louise Lusso	Edith Meador	Barbara Niemi
Jean Kruse	Patricia Lynch	Dale/Karolyn Meier	Cody/Tina Noble
Sheila Krystofek	Stephen/Charlene Maaske	Larry/Carol Meyer	John/Patricia O'Donnell
Ruth Laberge	Helen MacAlister	Evalée Mickey	Michael/Lisa O'Donnell
George/Mary Jo Laird	Douglas/Lisa Madesian	James/Kathryn Middleton	Ed O'Melia
William/Susan Laird	Suzanne Mahmoodi	Gregory/Michelle Miller	Order of Saint Benedict
Gary Lane	Daniel Malachuk/Catherine Reinhardt	Leo Moench	Christa Orfitelli
Connie Lannan	Dena Manderscheid	Chuck/Eleanor Mooney	Jim Orr
Joann Lay	Suzanne Manhard	Darrell Moore	Con-E Osmers
Glenn/Bernadine Leach	Elaine Marks	Erin Moore	Nicholas/Bridget Paradiso
Joan LeBeau, CHM	Carolleen Mary Marrs	George Moore	Bryan/Vicki Payton
Doris Lee	Janet S. Martin	James/Barbara Morgan	Bill Pearson
Albert/Yvonne Leemans	Robert/Glenna Martin	Donna Moritz	
Mark Lehan		Sherri Morlok	

Donor Honor Roll

Up to \$99 Continued

Carlos/Pam Perez
Roger Perk
Keith/Patricia Perry
Donna Petersen
Thomas/Connie Peterson
Bob/Ginny Pettit
Gerald/Elaine Phillips
Dawn Porter
Bernard/Linda Powers
Elaine Pritchett
Peggy Quilty
Barbara Randolph
Cathleen Real, CHM
K.J. Rebarcak
Mary Beth Reiff
Joan Marie Resnick
Rosalind Restelli, CHM
Lindsay Reynolds
Rosalia Riedel, CHM
Robert Riley
Wendy Robinson-Waters
Sarah Roeder
Jamie Rogers

Richard/Sandra Ross
Jerry/Ann Ruefer
Brent Sassen
Lorraine Scherer
Paul/Rogene Schimanski
Deborah Schmeltzer
Donald/Kathleen Schmidt
Steve Schmidt and Joy
Van Camp
Harris/Donna Schneekloth
Dan Schueneman
John/Marcia Schultz
Timothy Schuster
Nancy Schwieters, CHM
Alan/Vicki Seddon
Roberta Shadensack
Richard Sheffield
Christine Sigwarth
Therese Sinclair and
Krista Watts
Sisters of Humility,
Ottumwa
Sharon Sobkowiak
Yvonne Sosville

Larry Spencer
Patricia Sprague
Kim Sproule
Jerome/Josette Stanley
Bob/Georgia Steeber
Maria Steinbaugh
Manette Storlie
Gerald Stouvenel
David Strayer
John/Keri Suiter
Mary Sweeney
Tabernacle Baptist Church,
Moline
David/Colleen Tallman
Allen/Stephanie Tataro
Betty Taylor
James/Norine Tedford
Temple Baptist Church,
Davenport
Dick Terhune
Charlotte Thompson
Carole Thomsen
Ronald/Sandra Tigges
Mary Tigner-Rasanen

Kathy A. Titus
Megan Toal
Veronica Tolescu
Trinity Lutheran Church,
Davenport
Richard Tuthill
United Health Care
Louis/June Urmie
Andrew Vandaele
Amy VanSickle
Elias Vargas
Marie Ven Horst, CHM
Scott Verbeckmoes
Mary Vogel
Mary Ann Vogel, CHM
Mike Vollbrecht
Carole Von Eschen
Susan Votroubek
Steven Wade and
Karen Judkins
Louise/Joseph Waechter, Sr.
Carolyn Walters, CHM
Joseph/Patricia Walton
Clinton/Roseann Warren

Donor Honor Roll

Hal Weidner
Michelle Welch
Tim/Cynthia Wells
Dolla Whitmarsh
Richard Whitney
Larry Wier
Buel/Mary Williamson
Corinne Winter
Ron/Cathy Wright
Clarice Wunderlich
David/Sherry Zeller
Anthony/Barbara Zimanek
Cheryl Zimanek
Duane/Shirley Zwicker

Richard/Marge Brown
Marion Bugos
David Calbreath
Joseph A Carlin
Betty Dalton
Clyde Davis
Hayden DeDecker
Germaine Dermody, CHM
Ron Duclos
Rose Mary Eich, CHM
Vincent Green
Laura Ann Gross
Willard Hanley
James Loftus Hesse
Dennis Horras
Gordon C. Jones
Blanche Lou Kay
Gerald Knopick
George/Helen Lannan
"Ing" Lannan
William/Leah LeBeau
Carol LeBuhn
David Lioen
Dorothy Lorber

Thomas John Maher
Mickey Mantle
Sue North
Henry Pohlman
Emil/Genevieve Rehmann
Tim Rives
Caroline Schiffke
George Stater
James Thompson, Sr.
Vargas Family
Joseph Esperanza Vargas
Bernard Vogel
Dorothy Walsh
Sara George Wissing
Victoria Zaragoza

In Honor Of:

Tom/Bobbie Mae Ball
Jim/Cathy Bodine
Marilyn Brinker, CHM
Marian Bugos
Christmas
CHM Jubilarians 2012

Davenport American
Legion Post26
Patricia Frederking Family
Bill Ganoe
Lowell/Darlene Gromlings
50th Anniversary
John Madsen
Daniel/Virginia Malachuk
Marycrest Sisters
Agnes McCoy
Jim/Mary McCue
John/Kathy McGrath
Alma/Roy Miller
Fr Michael Pakula
Dave/Jill Pearson
Mary Orr
St. Malachy Deacons
Trish, John, Valerie, Mike
and Cherish
Vicencio Viegas

Dotting our I's and crossing our T's

~ by Dawn, Quality Control and Assurance Manager

Homeless services, like most social services, are not static in nature but are subject to ongoing development in accordance with emerging needs. The concept of quality in homeless services will always be subject to ongoing change as needs change and funder requirements evolve.

Humility of Mary Shelter is the project sponsor for two grants in the Scott County Continuum, the Transitional Housing Program and the Permanent Supportive Housing Program.

Under these two programs, Humility of Mary Shelter monitors file management, services, outcomes, and budget expenditures for partner agencies such as:

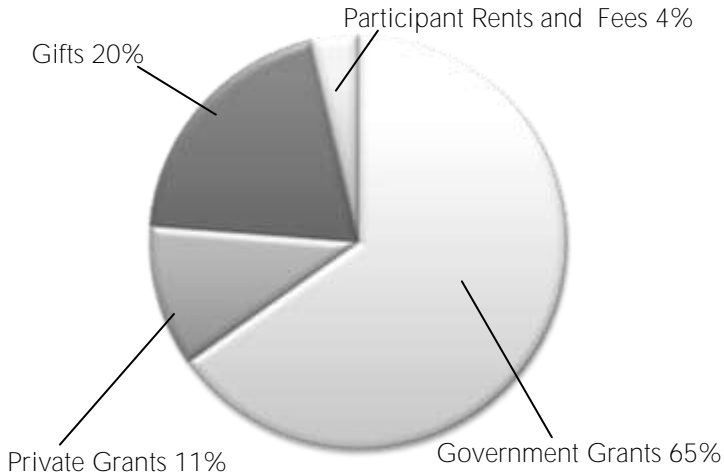
- Community Health Care, Inc.
- Humility of Mary HOUSING, Inc.
- Vera French Housing Corp.
- De La Cerda House, Inc.
- Bethany for Children & Families
- Salvation Army Family Service Center

Humility of Mary Shelter meets with partner agencies quarterly to review agency needs and the impact those needs have on our community.

Financial Summary for Fiscal Year 2012

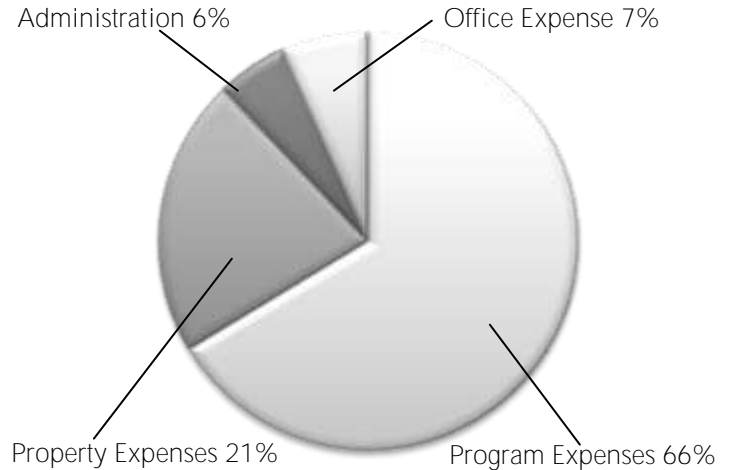
Income - \$1,410,277.88

Government Grants	\$919,397.46	65%
Private Grants	\$155,805.50	11%
Gifts	\$284,359.89	20%
Participant Rents and Fees	\$50,715.03	4%



Expenses - \$1,471,529.68

Program Expenses	\$976,370.07	66%
Property Expenses	\$316,077.82	21%
Administration	\$82,123.28	6%
Office Expense	\$96,958.51	7%



September 21 will mark our four-year anniversary as Humility of Mary Shelter.

The greatest thing that happened four years ago was the outpouring of support as we said “yes” to the challenge of taking over the shelter that would have closed and left 70 plus homeless people on the street every night. At that time we said we were willing to do the work but we could not do it alone. We needed the support of the community and that support was given with over \$300,000 in start up funds. We were able to take over four HUD grants of nearly \$1 million that had been coming into the community each year to help all the agencies making up the Scott County Continuum of Care. In addition to Humility of Mary Shelter, agencies receiving funds from these grants are: Humility of Mary Housing, Vera French Housing, DeLaCerde House, Bethany for Children & Families, The Salvation Army and Community Health Care.



These agencies have provided services to approximately 1,000 children and adults each year from emergency shelters through transitional housing and on to permanent supportive housing. HMSI staff members are responsible for writing the grants, monitoring, preparing all reports and payout requests. In this annual report you will see all the

other grants received by HMSI to help carry out our mission.

We got the financial jump start we needed to get the shelter programs staffed and operating. We need to remind you that the community support will always be needed. Money is always a challenge for the human service sector of a community. Unlike many other sectors, homeless people needing our services are not able to pay for the services. We still need to pay salaries, utilities, maintenance repairs, insurance and all ordinary operational expenses. Most of the grants we receive require that we request

reimbursement with receipts of payment attached. Consequently, we always carry a very large receivable at the end of each month. This past year we waited six months for government funds to be released for one grant in order to get reimbursed; for another grant, we waited three months. Private donations are not evenly distributed throughout the year. The largest giving time is between November and January. All of these factors explain the cash flow challenge we experience quite often. When we first started we said that in addition to the start up funds we would need ongoing support from the community. We are providing a service that is a need of the community as expressed by those who gathered when there was a possibility the shelter doors would be shut for good.

“We do not have many places in the budget to cut expenses; however, this year we did eliminate a property management position and shifted some responsibilities to other staff members. We have also reduced some staff benefits. We continue to examine our budget to find ways to reduce our expenses.”

On the income side we always budget community support to make up the difference between the total budget and grant funds. Last year we budgeted \$328,685 (including \$52,000 for Night at the Shelter) and received \$284,360 (including \$33,993 for Night at the Shelter). For the current year we have budgeted \$354,885 for community support.

We know we live in a very caring community and one that gives generously; we appreciate all you have done for us and the 1163 people we served during this past year in our various Humility of Mary Shelter programs. We look forward to continuing to serve our homeless men and women in partnership with you.

~Sr. Mary Ann, Finance Director



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.


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 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.
 - *Invite 35 of your family members to each support two beds.
 - *Invite your church or civic group to raise \$700 and host the entire shelter for one night. To be part of the solution or for a tour, contact Melanie at 563/322-8065.

★ Each year, as start up costs were being depleted, the amount toward this need was increased in the budget. In this reporting year, the agency had a shortfall in this line item of \$18,007.

We need your HELP!





Each year
Lowe's Heroes
Volunteer
program helps to
improve the communities where
Lowe's employees work and live.

Together, each store team
identifies a community
improvement project that will
make a difference in their
Community. While projects vary
by location, Lowe's Heroes
volunteers share a common goal
to make their communities better
places to live.



On October 6, 2011 Davenport and Moline Lowe's Heroes Jeff Sunny, Stacey Matthews, Brandon Tidwell, Ceasar Puglisi, Dave Robinson, Steve Grunder, Stacey Deshane, Stacey Glynn and Justin Shephard - remodeled our women's shelter kitchen.
Thank you, it looks absolutely beautiful!

Making a Difference...one life at a time

Dear Cathy and Pam,

Thank you both for your outstanding assistance in getting us this great apartment. We both love it so much! You guys have been wonderful we both appreciate the immense amount of time and effort that it took to get us into this place and we are so grateful. ~ VALOR participants

To Whom It May Concern,

I would like to say my stay here at Humility of Mary Shelter was a wonderful experience. Everyone treated me with the utmost respect and dignity, the staff I mean. Miss Jessica was wonderful, I feel she went above and beyond to help me while I was here. I have nothing but respect and admiration for her and what she does.

Thank you all for all the help. ~ Male Shelter Service Coordination participant

May you
continue to
help so many
more.

Thank you so much for everything you have done. In Jesus name. May God bless you. **We couldn't have gotten here without your help. And to the Humility of Mary in Jesus name may you be blessed too.** For all your help as well, my writing might not be accurate but I really thank you and my family is forever grateful. ~ Emergency Shelter participant

A letter from a participant in Emergency Shelter

Staff always go the extra mile to help.

I must say that my stay has been pleasurable due, to the staff of the shelter. My counselor (coach) Jessica did a wonderful job directing me in the right direction. I came to the shelter with almost nothing. What Jessica did has given me the freedom to go out and look for work. She met with me weekly to check on my progress. She held me accountable for my goals initially set in our first meeting. Jessica is a credit to the Shelter.

As for the other staff at the shelter: Amber is a credit as well. Above and beyond. She is kind and caring. **Larry, is a man whom I personally have seen give men multiple chances, where, I perhaps would not.** I've heard this man called all kinds of words. He still performed professionally.

I had the opportunity to meet with Cindi, during a concern of mine. Cindi listened to me and made me feel that my best interest was at hand. She offered suggestions and asked me about what result I would like to see. Again objectively, she heard me out and respected my opinions.

The shelter in whole gave me an opportunity to regain my independence. Without judgment. I now have a job and a place to live long term. In closing, if it had not been for the staff and the shelter, where or what would have happened to me? You opened the door I had to take the steps.

Thank you to all the staff: Jessica (high five), Cindi, Amber, Larry, Dave and Terry.

The staff was very helpful here. I would recommend them to work with anyone.

~ Shelter Service Coordination participant

My Service Coordinator is a great help; she has helped me with a great deal of searches and gone above and beyond to help me achieve my goals and pushes me to do good. Her support is great!

~ Shelter Service Coordination participant

Mrs. Amber is the MOST professional, skilled and responsive member of this or ANY staff! She is KINDLY aggressive in demanding that ALL shelter policies and benefits are applied equally to ALL shelter residents. A positive, strong, good example for ALL other staff - even coordinators to follow! Be sure to keep her!!

~ Participant in the Veterans Program

I came to the shelter directly from the psychiatric ward at Robert Young on October 1, 2011. I have severe bipolar. Some of the beginning of this story can only be told through other people's memory, I **personally don't remember the first six weeks I was here because I was in full blown mania. I did my own thing which consisted mostly of breaking rules and continuing to do so even after a staff member had told**

me to stop: using fire exits as doors, riding the elevator all day and my personal favorite “entertaining other guests by dancing and falling off the emergency staircase” thus fracturing my left shoulder.

Being only my first four days here, staff would have been well within their right to kick me out of the shelter but they didn’t because they recognized my mental illness. The compassion they showed for the next several months is truly amazing. Somehow, I was allowed into the Transitional Housing Program and I had a more secure place to start over because of the length of time you can stay.

I struggled with and without my medications through January, when I asked to go back to the psychiatric unit. After that I got to work. Staci was my new Service Coordinator for the TH program and she extended patience and confidence while we slowly worked together towards my goals of disability, housing and health. I’m happy to say, it’s March and I’m on medication that’s working, going to physical therapy for my shoulder, waiting for a court date for my disability and am moving into an apartment on March 30th. I credit the staff, coordinators, monitors and Cindi especially for allowing me to stay here and make positive changes in my life. Thank you all for your patience and compassion during a difficult time in my life. I couldn’t have done it without you!

I enjoyed my stay in the PH Program of Humility of Mary’s. The staff is awesome.

~ female Shelter Service Coordination participant then Transitional Housing participant

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 145 volunteers provided 2,459.75 hours of service.



VOLUNTEERS PLANT THE SEEDS OF KINDNESS....

Each day is brighter thanks to your help and your care.
We appreciate you and all the time that you share.

Alcoa - Davenport Works	Sherri Evans	Olivia Jones	Rock Church Youth Group
Paul Allen	Mildred Everett	Steve Kalber	Dorothy Spiess
American Mutual	Gabriela Fisch	Lowes - Davenport and	St. Ambrose University
Insurance	Genesis Medical Center	Moline	Trinity Church, Rock
Eryka Berglund	Bobbie Grace	Diane Madesian	Island
William/Karen Bibee	Billie Greenwood	Mary Ohland	Ashley Velez
Bob/Nancy Boutelle	Bernie Hansen	Mary Orr	Randy Wehrman
Valerie Bustle	Heritage Church	Nicole Prior	Reggie White
Todd Cooperman	Pearl Hickman	Annette Rettig	Sue Witte
Jane Coryn	Nancy Huse	Margaret Ristau	Cathy Wright
Vivian Dinh	Jenna Iwanski	Sandy Roberts	Shirley Zwicker



Name: Jenna Iwanski

Place of Business:
Salon 84 in Rapids City, IL

Career: Stylist for 6 years

Jenna has been volunteering with Humility of Mary Shelter for the last 3 years. She comes on the first Monday of every month and spends about 2 hours cutting

hair in the Women's Shelter. Jenna loves her career and enjoys sharing her talent with the women staying at our shelter. Jenna says, "...coming to the shelter and spending time with the ladies here has really changed my perspective on homelessness."

Jenna is getting married in
November 2012!
Congratulations and Best Wishes, Jenna!



Volunteers are always needed. If you have a special skill or talent that you would like to share, please call Melanie at 563/322-8065. Opportunities include: professional services (carpenter, electrician, concrete), life skill classes, supply drives, haircuts (men), outdoor maintenance, deep cleaning, drivers and donation collection.

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 adult clothing. The *above supplies* are accepted daily from 9am – 6pm. Furniture is accepted on a pre-approval basis because our storage facility is at a location other than the shelter.



Benefiting Humility of Mary Shelter

at Modern Woodmen Park
on Friday, October 19, 4 pm
to Saturday, October 20, 8 am

Night at the Shelter - Sleep Out is planned to raise awareness about the issue of homelessness in the Quad City Area, while at the same time raise funds for Humility of Mary Shelter, Inc.

Tentative Schedule of Events

Friday	
4 to 6:30 pm	Registration and Activities
5:30 pm	Stone Soup Supper
6:30 pm	Opening Ceremony
7 to 10 pm	Registration and Activities
10 pm	Movies Begin
Saturday	
7 am	Breakfast
8 am	Closing Ceremony

This Year's Activities include:

- Build Your Shelter Contest
 - Build a shelter that will sustain the overnight and best represent the issue of homelessness. Prizes for various groups.
- Poverty Simulation
 - Participate in an actual simulation of what living in poverty is like.
- ComedySportz
 - Enjoy improv comedy that requires audience participation and is fun for all ages!
- Plus: Music, Games, Food, Trivia and Contests

ALCOA DAVENPORT WORKS

Employees from Alcoa - Davenport Works dug in and got dirty for two days at Humility of Mary Shelter. From painting the outdoor railings to tree trimming to power washing the sidewalks and day room chairs!!

In addition to the hard work at the shelter; they conducted a supply drive. Employees donated toilet paper, paper towels, shampoo, razors, soap, socks and other items. This was all a part of their *"Give Back to the Community Drive"* and that they DID !!



To be a MONITOR



Hi, my name is Amber and I have the privilege of being a front desk monitor at the Humility of Mary Shelter. Often times, I am asked what exactly it is that I do at work, **and quite frankly it's a bit hard to summarize! I answer the phones, which often entails** speaking with people who are frantic at finding themselves suddenly homeless ~ I get the privilege of providing them a tiny slice of *hope*, by simply inviting them to stay somewhere warm and safe. I get to meet people, who are often times having the very worst day of their life. I also get to meet people, who have *decided* to start over, leaving unhealthy surroundings or relationships. I get to listen to their stories and help them to understand that in such a position, Humility of Mary Shelter is the very best place to start over, that we have the tools to get life back on track. I am an enforcer. Humility of Mary Shelter has many rules. By enforcing the rules I give our clients *structure* and a

chance to make decisions that can either help and empower them or give them a chance to make a mistake and learn from it!

Since the monitor is usually the first HMSI staff that a guest runs into, I often get to be the first one to tell our **guests that they can eat for FREE at least three times a day! This is big news to someone who hasn't recently** had a decent meal. I get to do lots of little things throughout the day as well – a few times a day I give directions to meal sites and health clinics and even more exciting is when **I'm asked to print up a map for someone to get to a job interview. I pass out** toiletries, clean linens and dry socks. One of the very most important things that I do here at shelter is listen. I listen to life stories. I listen to gripes. I listen to positive things that are happening. I get the privilege of seeing many of our clients moving to stable, healthy, sustainable environments. I get the privilege of working with the homeless.

Amber started her experience at Humility of Mary Shelter in October of 2010. She is one of 12 Monitors that are responsible for overseeing the daily activities at Humility of Mary Shelter.

W e l c o m e

Sr. Greta (left) with
Director Sandy Walters



New Board of Director chairperson,
Sister Margaretha (Greta) Fitzgerald.

Sister Greta moved to Davenport
from Des Moines to assume her new
position as Vice President of the
Congregation of the Humility of Mary
(CHM), while former Board President,

Sister Johanna Rickl moves into her

role as President of the Congregation and Vice Chairperson
of the Board. The agency by-laws are structured for the
President and Vice President of the CHM's will be Vice
Chair and Chair of the Humility of Mary Shelter Board.

Sister Greta has an MA in Education and in Religious
Studies. She taught school for 42 years and worked for
three years caring for a woman who was blind and deaf.
She recently celebrated 50 years as a member of the CHM
Community. Sister Greta has seven brothers and a sister
and she enjoys traveling to visit family. In her "spare time"
she likes watching and participating in sports. We look
forward to working with Sister Greta and appreciate the
direction and leadership provided by Sister Johanna and
Sister Mary Rehmman over the past four years.

Humility of Mary Shelter, Inc - 2012 Annual Report



Humility of Mary Shelter, Inc.

...because our community cares

Contact Us:

563/322-8065 Main

563/322-8261 Fax

1016 West 5th Street,
Davenport, IA 52802

hmsiowa@gmail.com

www.humilityofmaryshelter.com

"LIKE" us on Facebook !

Staff

Sandy Walters, Director

Kelly Thompson, Assistant Director

Mary Ann Vogel-CHM, Finance Director

Karen Scott, Assistant Finance Director

Cindi Gramenz, Program Director

Dawn Cameron, Quality Control & Assurance Manager

Megan Chitty, Service Coordinator

Kathleen Collins, Mental Health Counselor

Mike Constantino, Maintenance

Larry Cook, Shelter Monitor

Lisa Devlin, Shelter Monitor

Rosemary Dreessen, Shelter Monitor

Amber Duncan, Shelter Monitor

Teresa Fitzgerald, Shelter Monitor

Alexandra Frakes, Service Coordinator

Rochelle Gilbert, Service Coordinator

Christine Gresch, Shelter Monitor

Karen Haller, Laundress (partnership w/ Generations)

Staci Hammill, Service Coordinator

Melanie Jones, Office Manager

Cathy Jordan, Intake Coordinator and Program Lead

Jessica Kruse, Service Coordinator

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

Pam Walker, Service Coordinator



Staff taking care of themselves
so they may take care of others!



Board of Directors

Margaretha Fitzgerald Chairperson Congregation of Humility of Mary	Paul Elias, PhDM. Scott County Jail
Johanna Rickl Vice Chairperson Congregation of Humility of Mary	Therese Gerwe Quad City Bank & Trust
Judith Carrara Congregation of Humility of Mary	Deana Lilley Family Resources
Laquiesha Antony Morgan Scott County Sheriff Department	Kimberly Moreno Western Illinois University
Connie Coopman Alcoa	Douglas Page Community Volunteer
Micheline Curtis Congregation of Humility of Mary	Bill Pearson Community Volunteer
Kassandra Daly Western Illinois University	Rita L. Sterling Dept. of Veteran Affairs
	Curtis M. Williams Western Illinois University

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.



1016 West 5th Street
Davenport, IA 52802



United Way
of the Quad Cities Area

Non-Profit Org.
US Postage
PAID
Permit No. 3200
Davenport, IA

Mailing Label Here

www.humilityofmaryshelter.com