...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.

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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.

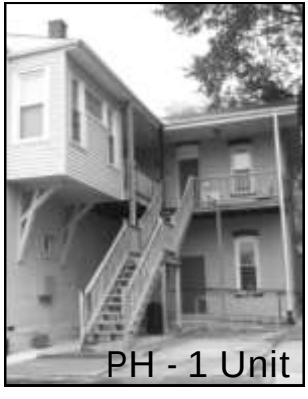
Permanent Housing Program (PH)

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%

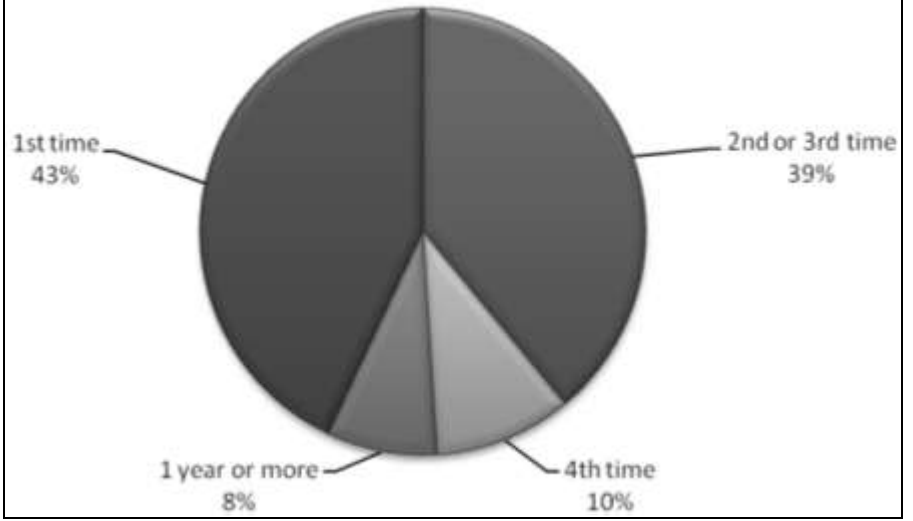
Last Permanent Residence: When enrolling in our programs, participants are asked to identify the last place they permanently lived. Of the enrolled participants, a total of 81% had last permanently lived in the states of Iowa or Illinois. A total of 59% came from the immediate Quad City area. This includes 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)

Figure 1. Number of times homeless in past three years



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.

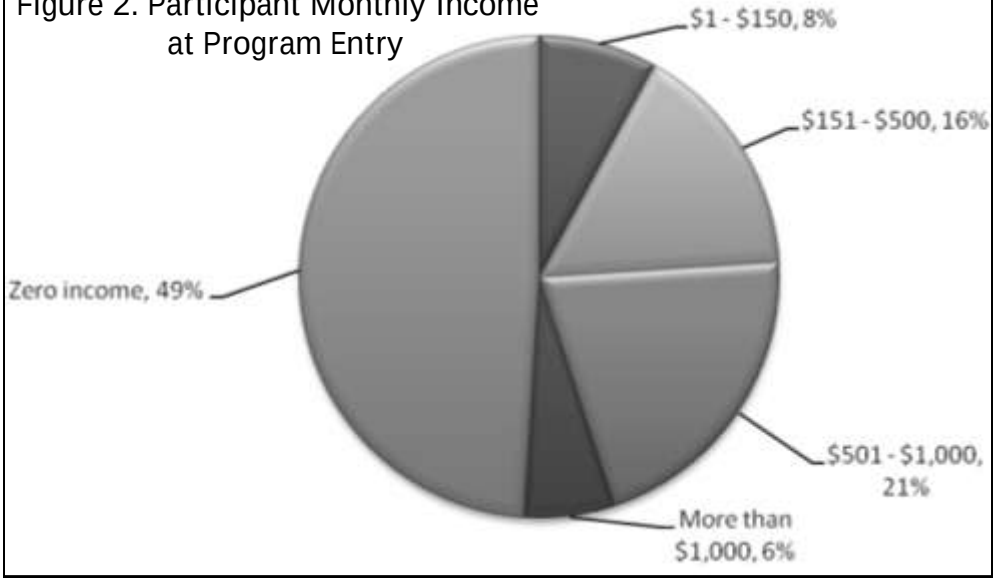
Education: Twenty-five percent (25%) of participants had not completed high school, while 75% had completed at least high school. Of the seventy-five percent completing high school; 33% earned a diploma, 20% earned their GED and 22% continued their education and completed some post-secondary education.

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.

Figure 2. Participant Monthly Income at Program Entry



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.

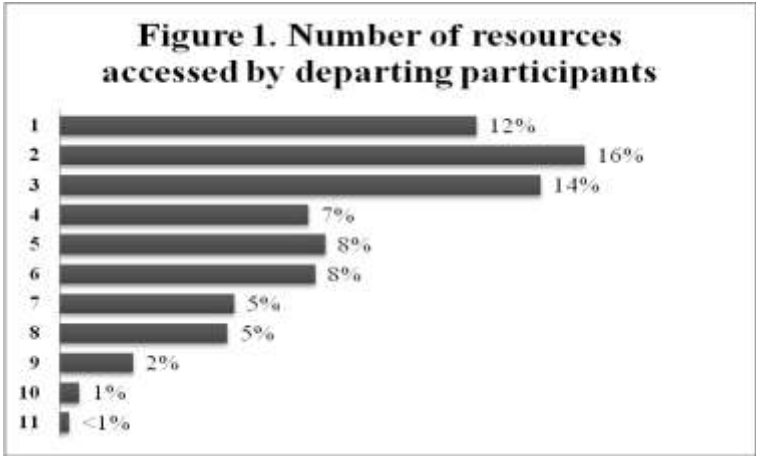
Fifty-one percent of program participants exited because they had completed the program, 32% of participants had reached the maximum time allowed in the program and were required to exit before program completion, 8% were asked to leave the program due to noncompliance with rules, and 10% left the program 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 mainstream 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

These grants were awarded in this reporting year.

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

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.

$10,000 +

Diocese of Davenport
James/Anita Jenkins
Dorothy Lay
Mary Rose Hawkinson Endowment
Walter E. Neiswanger, MD Community Fund

$9,999 - $5,000

Patricia Bush
Charles B Preacher Foundation
Reverend Michael Rogers
St. Paul Lutheran Church, Davenport

$4,999 - $1,000

Alcoa Foundation
Paul Allen/Billie Greenwood
Area Welcome Club
Calvin/Beverly Askeland
Bettendorf Presbyterian Church
Christ's Family Church, Davenport
Richard Corken
Clarence/Lili Darrow
Patricia Doyle
Faith United Methodist Church, Davenport
First Presbyterian Church, Davenport
Dan/Judy Freeman
Steven/Valerie Frels
Terry/Mary Gahagan
Hunt/Diane Harris
Donald Heister
Virginia Hirst
Holy Family Church, Davenport
Manuel/Mary Honaker
Illowa Bi-State Combined Federal Campaign
Dorothy Janssen
Edward/Kathryn Lioen
John/Phyllis MacKenzie
Tracy McCampbell
Modern Woodmen
Dan/Katherine Molyneaux, Sr.
Kenneth/Karen Ossian
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Constance Pailliotet, CHM
Mary Rickl
Bea Snyder, CHM
St. Malachy Parish, Geneseo
Michael/Jean Steffenson
Stooges Saloon, Inc.
Susan Thirtyacre
Vietnam Veterans of America Gateway Chapter 776
James/Collette VonDerhaar
Mary Vopava

Donor Honor Roll

$999 - $500

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John/Victoria Bean
Thomas/Mary Benge
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
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John/Ann Behrendt
Mary Bell
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Thomas/Maxine Brice
David Brown
Mary Linda Burmester
Steve/Julie Bush
John Cahill
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Catholic Woman's League
Conway/Linda Chin
Kurt Christoffel
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Paul Cioe and Nancy Nocek
Frank Claudy
George/Nausika Coin
Denise Conrad
Mollie Conrad
William Conway
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Mike/Jane Coryn
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Patrick/Randi Creedon
Greg/Sylvia Cripple
Micheline Curtis, CHM
Lowell/Lois Daasch
Lynn Daczyk
Robert/Anne Dalton
Timothy/Sandra Damm

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John Delaney
Jon/Stephanie Delleman
Justine Denning, CHM
Dicey Ladies
Marci Dinneweth
Phillip/Mary Ellen Doherty
Katie Doyle
Daniel Durken
Janette Dwyer
Stephanie Anne Eckhardt
Michael/Carol Eddy
Richard A. Edwards
Nancy England-Stipp
Fairview United Methodist Church, Monmouth
Margaret Farren
Allaert/Mary Feeney
First Christian Church, Davenport
First United Methodist Church, Port Byron
Harry Fisher
Mike Fisher
Byron/Beetta Folk
Thomas/Jane Follas
Eunice P. Fong
Patricia Fortin
Craig/Nancy Foster
Richard Gast
Geneseo Middle School
Cynthia Gilbert
Doris Glider
John/Joan Griesbach
Joseph/Mary Gross
Paul/Sheila Guse
Joan Haberkamp
Aaron/Myrna Hannemann
Bill Happ
Lois Harker
Melody Harris
Jill Hatfield
Alan/Margaret Hathaway
Scott/Barbara Haurberg
Kathleen Henneberry, CHM
Kathleen Hesse
Amanda Hinton
Ron/Karen Huber
Duane Jack
William/Jean Jacobs
Rick Janik
Jennifer Jaros
Jeffs Car Corner
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Big 6 Studebaker Drivers Club
Scott Bitting
David Black
Gwendolyn Blais
Joseph Blass
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Carl Brechler
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David Brown and Bell Animal Hospital
Kathleen Brown
David Buechel
James Bugos
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Larry/Ellen Burkholder
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Joseph Bush
Richard/Phyllis Cacciatore
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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 Cooprider
Kathleen Corrigan
Jane Cronkleton
David/Mary Cullen
Bertrand Czuchra
David/Deborah Dahlby
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Beverly Davis
Robert/Anna Debo
Richard/Colleen DeMay
Lisa Devlin

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Mary Dubert
Marlene Duclos
Amber Duncan
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Wilbert Ensenat
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Sylvia Feeney
Sharon Fennell
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Megan Toal
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In Memory Of:

Clara Barnett
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Charles Bell
Cathy Berta
David Beyhl
Clyde F. Blais
Gene Bleuer
Richard/Marge Brown
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David Calbreath
Joseph A Carlin
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Hayden DeDecker
Germaine Dermody, CHM
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CHM Jubilarians 2012
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Agnes McCoy
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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:

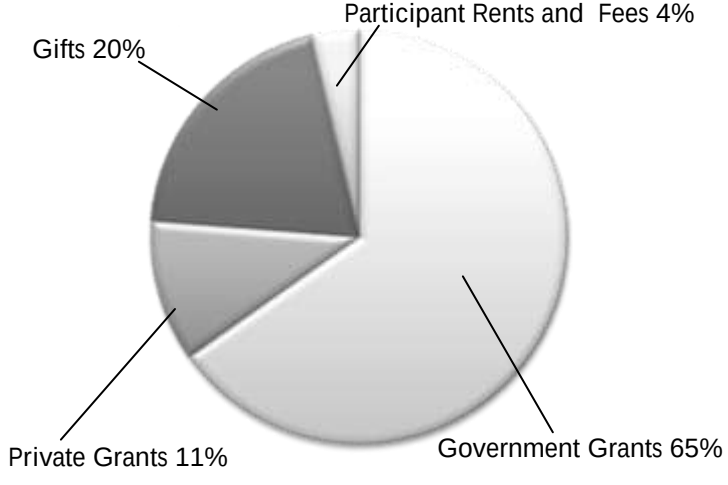
- Community Health Care, Inc.
- Humility of Mary HOUSING, Inc.
- Vera French Housing Corp.
- De La Cerda House, Inc.
- Bethany for Children & Families
- Salvation Army Family Service Center

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

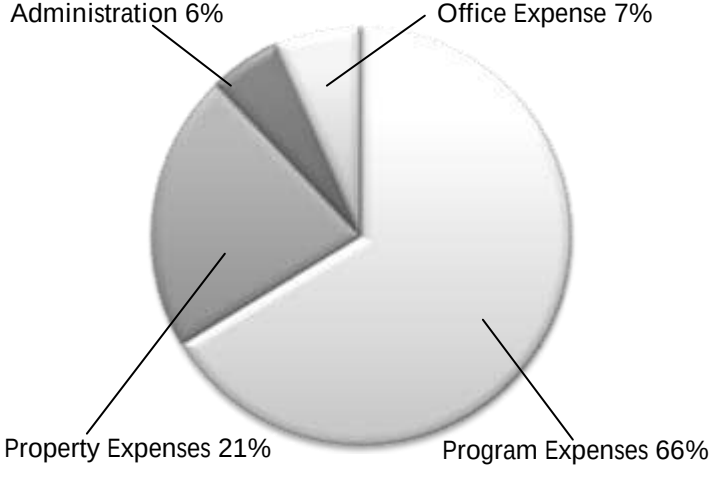
Income - $1,410,277.88

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, DeLaCerda 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.

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!

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 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, Stacee 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 enjoyed my stay in the PH Program of Humility of Mary's. The staff is awesome.

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!

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

Welcome

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 Rehmann over the past four years.

Humility of Mary Shelter, Inc.

...because our community cares

Contact Us:

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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

Johanna Rickl
Vice Chairperson
Congregation of Humility of Mary

Judith Carrara
Congregation of Humility of Mary

Laquiesha Antony Morgan
Scott County Sheriff Department

Connie Coopman
Alcoa

Micheline Curtis
Congregation of Humility of Mary

Kassandra Daly
Western Illinois University

Paul Elias, PhDM.
Scott County Jail

Therese Gerwe
Quad City Bank & Trust

Deana Lilley
Family Resources

Kimberly Moreno
Western Illinois University

Douglas Page
Community Volunteer

Bill Pearson
Community Volunteer

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.

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