The Impact You Make Through Shalom

2010 Annual Report
Shalom Community Center
620 South Walnut Street
P.O. Box 451
Bloomington, IN 47401
(812) 334-5728
www.shalomcommunitycenter.org
Our Mission
The Shalom Community Center is dedicated to aiding and empowering people experiencing homelessness and poverty in South Central Indiana.

Our Vision
Shalom Community Center envisions a community that honors every person’s fundamental right to sustenance, a safe home, quality health care, and meaningful work. We see ourselves as a key leader in providing the full range of support and services for people dealing with poverty and homelessness in South Central Indiana.

Our Values
HOSPITALITY: We extend community beyond the margins to include those unserved by society. We invite all people into our safe and welcoming space. Recognizing the many challenges our guests struggle with on a daily basis, we place as few barriers as possible between our guests and our services and resources.

DIGNITY: We value the worth and dignity of every person, treating all with compassion and respect. We honor the lives, concerns and stories of people who have been marginalized by society and expect our staff, volunteers and guests to do the same.

EMPOWERMENT: We strive to increase the economic and social strength of people in need. We help people develop confidence in their own capacities. We support people to make choices that improve the quality of their lives.

HOPE: We believe in the possibility each person possesses to create a sustainable, healthy and happy life. We work to nurture that hope in all people.
Dear Friends,

Early in my time at Shalom, a mother of two came to me desperate and on the verge of eviction from her home. She had some unexpected medical bills and needed some extra help to make the rent. When I told her we could help, she began to cry with tears of joy and relief. That’s why I love working at Shalom. It’s always clear that what we do matters.

Indiana has been particularly hard-hit by the economic meltdown. We have a poverty rate higher than the national average as well as a higher percentage of people working jobs that don’t pay well or provide enough hours. On top of that, Monroe County has the highest poverty rate in the state at 22% and also the highest cost of housing.

It is no accident that we are experiencing a dramatic increase in the demand for our services. In the midst of 2011, we are seeing double digit increases in our meals served and casework contacts.

Yet, thanks to generous supporters like you we are meeting the need. For 11 years, we have used your gifts responsibly to serve some of the most vulnerable among us. And we offer a special thank to you for helping us move into our new home at 620 S. Walnut. On the verge of homelessness ourselves, you came through for us so that we could keep providing the services to our guests that you so wonderfully support.

This report both shares with you the impact you have made through your generosity to us and offers our thanks for your extraordinary efforts on behalf of those experiencing homelessness and poverty.

If you’d like to know more, please don’t hesitate to contact me at (812) 334-5734, ext. 33 or forrest@shalomcommunitycenter.org.

Sincerely,

Forrest Gilmore, Executive Director
Why We Do It:
A Shalom Story of Success

“When I came here, everyone was willing to help... here if you have a problem that you need worked on, they will help you, any problem that’s in your way, they help you.”

Pete had been homeless for four years because he couldn’t get a driver’s license. He had the skills to pass the test. His driving record was clean. He just couldn’t get the right documents.

He was born in Germany, but his mother immigrated to the United States when he was one.

After 9/11, the rules for getting driver’s licenses became much more strict. At first, he was told he needed his birth certificate. Several months later, it finally arrived from Germany. Then Pete was told he needed not a birth certificate but a certificate of citizenship! Negotiating down the $450 fee and pressuring an emergency rush on the certificate, 5 months later, Shalom got his certificate. Within a month, Pete was working as a taxi driver and soon had his own car and a place to live. Pete gives back by tithing to help people in need and writing a blog about homelessness.

“The counselors are really doing what they are supposed to be doing. It’s not a mill where people come through and you hand ‘em a ham sandwich and then get out. Shalom’s dealing with the real problems.”
Voices of Support

“Shalom has changed my life and it’s changed Melisa’s life. It’s a good environment and a good opportunity to better yourself, to become the person you want to be.”
- Doug Magness & Melisa Whitten

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- Doug Magness & Melisa Whitten

“If Shalom wasn't here, we probably would have starved. We wouldn't have been able to get access to the resources you provide.”
- Amy Boyce & Rob Deckard

“Oh my God! If Shalom wasn't here, it would be real ugly. I would probably be in trouble somewhere... No one’s in here drinking. No one’s in here doing drugs...You’re safe when you’re in the Shalom Center.”
- Joyce Berry

“I don’t know if people really understand what Shalom does. They think of it as a soup kitchen. That’s great, but I think that’s the smallest part of what Shalom does... Can you really make a difference? You can. Shalom made a difference for me.”
- Kent Johnson
The Impact of Shalom

Life Essentials
Last year, Shalom provided 2,188 hours of shelter, 1,806 loads of laundry, 3,453 showers, ID for 208 people, storage for 75 people at any one time, and mail services for over 400 people.

Hunger Relief
Shalom served over 69,000 meals and provided 1,577 gifts of groceries to families in need.

Homelessness Prevention
Shalom helped house or prevent homelessness for 273 households, including 117 families. In partnership with the HUD-VASH program, over 50 homeless veterans moved into new homes.

Case Management
Our case managers served 1,308 people and made 4,996 contacts (a 25% leap from the previous year), providing support for housing, employment, health care, and other essentials.

Employment
Shalom helped 665 people improve their resumes and presentation skills, search out job leads, attend interviews, and begin new work.

Legal Clinic
Shalom helped 261 people over 419 visits resolve 382 legal issues and referred the remainder to collaborative agencies.

Agency Access
Visiting agencies, like St. Vincent de Paul, HAND, WIC, Positive Link, and many others made 5,135 contacts with our guests.
The 2010 audit showed that 90% of the Shalom Community Center’s expenses were directed toward program services with the remaining 10% directed to management and general expenses and fundraising.

### 2010 Revenue and Expenses Report

#### Revenue

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial Grants &amp; Contributions</td>
<td>$522,530</td>
</tr>
<tr>
<td>Individuals</td>
<td>$422,724</td>
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<tr>
<td>Faith Communities</td>
<td>$51,430</td>
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<tr>
<td>Non-profit &amp; Other Organizations</td>
<td>$35,200</td>
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<tr>
<td>Businesses</td>
<td>$25,671</td>
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<tr>
<td>Foundations</td>
<td>$10,505</td>
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<tr>
<td>Governments</td>
<td>$7,000</td>
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<tr>
<td>Total Financial Grants &amp; Contributions</td>
<td>$552,530</td>
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</table>

#### Expenses

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Value of Volunteer Time</td>
<td>$292,338</td>
</tr>
<tr>
<td>Payroll Costs &amp; Taxes</td>
<td>$231,663</td>
</tr>
<tr>
<td>Hunger Relief</td>
<td>$215,919</td>
</tr>
<tr>
<td>Renovation of New Building (not including new mortgage)</td>
<td>$208,221</td>
</tr>
<tr>
<td>Guest Services &amp; Supplies</td>
<td>$91,476</td>
</tr>
<tr>
<td>Rent (In-kind)</td>
<td>$36,895</td>
</tr>
<tr>
<td>Professional Fees &amp; Insurance</td>
<td>$29,048</td>
</tr>
<tr>
<td>Office Supplies &amp; Equipment</td>
<td>$16,659</td>
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<td>Utilities</td>
<td>$14,953</td>
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<tr>
<td>Fundraising</td>
<td>$15,569</td>
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<tr>
<td>Interest &amp; Banking Fees</td>
<td>$11,069</td>
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<tr>
<td>Custodial Service &amp; Maintenance</td>
<td>$8,047</td>
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<tr>
<td>Communications</td>
<td>$4,530</td>
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<tr>
<td>Miscellaneous Expenses</td>
<td>$359</td>
</tr>
<tr>
<td>Total Expenses</td>
<td>$1,176,746</td>
</tr>
</tbody>
</table>

#### Total Financial Receipts

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>In-kind Contributions</td>
<td>$293,960</td>
</tr>
<tr>
<td>Value of Volunteer Time</td>
<td>$292,338</td>
</tr>
<tr>
<td>Total Revenue</td>
<td>$1,168,687</td>
</tr>
</tbody>
</table>

The 2010 audit showed that 90% of the Shalom Community Center’s expenses were directed toward program services with the remaining 10% directed to management and general expenses and fundraising.
Our Financial Supporters

We are so grateful to all those who offered their generous financial support to help our community's most vulnerable members:

### Humanitarian Circle ($2,000+)

- William & Janet Anderson
- Patricia & James Andrews
- Jeff & Maika Arthur
- William & Honey Baldwin
- Anne & Bruce Bloxom
- Jim & Dana Burton
- Sonja Kay Bystrom
- Henry J. Cooper
- Jane & David Dunatchik
- Tim Ellis Realtors
- Joe & Gloria Emerson
- First United Church, Inc.
- First United Methodist Church
- Gabriel & Sarah Frommer
- Whitney Gent
- Victor Harnack
- Marilyn A. Hartman
- Jim & Sally Harvey
- Anne Hazeltine
- Harv & Connie Hegarty
- Roger Kent
- Greg Knott
- Robert & Sara LeBien
- R. Elaine Lethem
- James & Carolyn Lindsay
- Dan & Beth Lodge-Rigal
- Jane & Patrick Martin
- E. Wain Martin, Jr.
- Emilia P. Martins
- Carole H. McKinney
- Sylvia McNair
- John J. Mellencamp
- John & Lori Miller
- Monroe County Bar Association
- Monroe County Council
- Moore Operating Group, Inc.
- Beth A. Myers
- Old National Bank Foundation
- Phi Alpha Delta Law Fraternity
- Psi Iota Xi, Bloomington Thrift Shop, Inc.
- Donald & Mary Jo Ray
- James & Mary Alice Rickert
- Mary J. Rose
- James & Candy Santo
- Nancy & Phillip Saunders
- Keith A. Saunders
- Barbara & Richard Schilling
- St. Mark's United Methodist Church
- St. Paul Catholic Center
- Trinity Episcopal Church
- United Way of America
- United Way of Monroe County
- Thomas W. Watkins, D.D.S.
- Helen Wiesler
- Ted Wininger
- Five Anonymous Donors

### Founder's Circle ($1,000-$1,999)

- Nancy Allerhand
- Alpha Phi Omega
- James K. Baker
- E. Rick & Marnie B. Beebe
- Larry T. Biggerstaff
- Alexander M. Buchwald
- Jeffery S. Buszkiewicz
- Camelot, LLC
- Robert W. Campbell
- Nelda Christ
- Church World Service
- City of Bloomington
- Chris & Sara Colvard
- Robert J. Compton
- Nancy Cridland
- Cheri Jones DeBruicker
- Ginette Delandshere & Terrence C. Mason
- Ted Deppe
- District 10 Pro Bono Committee
- Episcopal Diocese of Indianapolis
- George E. Ewing
- Fairview United Methodist Church
- First Presbyterian Church
- Anne L. Foster
- Derek & Hilda Fullerton
- Stephen Gregg
- Steve & Jo Ellen Ham
- John Hamilton & Dawn Johnsen
- Lenore S. Hatfield
- Skaidrite & Michael Hatfield
We’d also like to thank the over 600 donors who supported us with gifts between $10 and $499. Thank you to all our donors. Your support makes what we do possible.
Volunteers are absolutely essential to Shalom Community Center’s mission. In 2010, 1,585 volunteers completed 16,205 hours of service. With a staff of only ten, we are truly a volunteer-driven organization. We offer a special thanks to those who volunteered more than 50 hours last year.

Our Volunteer Supporters

Volunteers are absolutely essential to Shalom Community Center’s mission. In 2010, 1,585 volunteers completed 16,205 hours of service. With a staff of only ten, we are truly a volunteer-driven organization. We offer a special thanks to those who volunteered more than 50 hours last year.

Nancy Allerhand  Bruce Foster  Abraham Morales  
Patty Andrews  Brittany Francis  John Meadlo  
Patty Ardery  Lynne Fricker  Tom Meador  
Jeff Arthur  Jennifer Gneiting  Lori Miller  
Dorothy Axsom  Mary Gordon  Jenna Norden  
Alan Backer  Elsa Harik  Cinda O’Connor  
James Bess  Jim Harvey  Amelia Pearce  
Anne Boch  Alexander Haugh  Mike Peppler  
Chris Bolton  Anne Hazeltine  Jeff Pohlen  
Krista Brix  Kenneth Heller  Nancy Rayfield  
Sarah Burstein  Jeff Herman  Barbara Restle  
Helen Butler  John Isbell  Jim Riley  
Dennis Childers  Judith Jacobs  Phil Saunders  
Hermine Cohen  Blair Johnson  Alessandra Simmons  
Edna Collier  Donald Jones  Barbara Smoot  
Thomas Cook  Ron Keithe  Amy Stasch  
Hank Cooper  Pat Knarzer  Courtney Strother  
John Davenport  David Knight  Jackie Terry  
Amelia Dixon  Michael Ladwig  Meg Torrence  
Reva Duke  Gail Lessard  Erika Vaughan  
Joe Emerson  Joe Lessard  Sarah Wasserman  
Mark Emerson  Judith Liles  Thomas Worster  
George Ewing  Robert Long  Ty Worster  
Anne Foster  Dian Ludlow  

Special thanks to the following donors who contributed more than $1,000 in goods or services to Shalom Community Center:

Kent and Barbara Biddle  Eddie Hurm  
Bloomington Bagel Company  Microsoft  
Candy Carpenter  Oliver Wine Company  
Cato Fashions  Pepperidge Farm Bread  
Crescent Donut Shops  Rick Phillips Photography  
Department of Psychology & Brain Science, Staff Council  SOMA Coffee House  
Evangelical Community Church  Templeton Elementary School  
First Christian Church  Toys for Tots  
First United Methodist Church  Trinity Episcopal Church  
Hoosier Hills Food Bank  Unitarian Universalist Church  
Watler Accounting
Partner Organizations

◆ Area 10 Agency on Aging/RSVP-Job Links
◆ Bloomington Housing Authority
◆ Bloomington Thrift Shop
◆ Social Security Administration
◆ Centerstone – PATH Project
◆ Children’s Dental Health Foundation – Mobile Dentists Program
◆ City of Bloomington – HAND
◆ City of Bloomington Volunteer Network
◆ District 10 Pro Bono Project
◆ Genesis Summer Shelter
◆ Hoosier Hills Food Bank
◆ Indiana Association of Community Economic Development
◆ Indiana Legal Services
◆ Indiana University Health Bloomington Hospital – Positive Link, Community Health Services, & WIC (Woman, Infants, Children)
◆ Indiana University Maurer School of Law
◆ Indiana University Office of Service Learning
◆ Indiana University School of Public & Environmental Affairs Service Corps
◆ Indiana University School of Social Work
◆ Interfaith Winter Shelter
◆ Ivy Tech Community College
◆ Martha’s House
◆ Monroe County Community School Corporation – Templeton Elementary School & Adult Education
◆ Monroe County Health Department
◆ Monroe County United Ministries
◆ My Sister’s Closet
◆ New Leaf – New Life
◆ Oasis
◆ Salvation Army
◆ South Central Community Action Program Head Start & Energy Assistance Programs
◆ Stepping Stones
◆ St. Vincent de Paul
◆ United Way of Monroe County
◆ Veteran’s Administration Homeless Outreach Team & HUD-VASH Partnership

Grant Support

City of Bloomington
Community Foundation of Bloomington & Monroe County
District 10 Pro Bono Committee
Episcopal Diocese of Indianapolis
First United Methodist Church
GE Foundation
Monroe County Bar Association
Monroe County Council
Old National Bank Foundation

Psi Iota Xi, Bloomington Thrift Shop, Inc.
Smithville Charitable Foundation
St. Paul Catholic Center
State Farm Companies Foundation
Trinity Episcopal Church
United Way of America
Van Buren Township Trustee
Wellpoint Associate Giving Campaign
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