The Impact You Make Through Shalom

2015 Annual Report
Shalom Community Center
620 South Walnut Street
PO 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.
“Love is the extremely difficult realization that something other than oneself is real.”
- Iris Murdoch

In an episode of "Call the Midwife"—a British show about post-WWII midwives—the main character, Jenny Worth, is just starting as a midwife in the impoverished East End of London. She experiences a moment of disgust and overwhelm at witnessing the awful experience of one of her expectant mothers. She apologizes later to the nun she works with by saying, "I'm sorry. I didn't know people lived like this."

Sister Julienne replies, "But they do... and it's why we're here."

Perhaps the most important thing I've learned from people in poverty is that what they're experiencing is real—no matter what my own personal feelings about it are — whether I think it's right or wrong, whether I believe it should be or shouldn't be.

Their experiences don't go away simply because I don't want those experiences to be there. Their lives are real. And so before anything else, before solutions or judgements or disgust or even overwhelm, is the simple gentle call to witness, cleanly and openly, what is real. The only word I have for this is love.

This brief manual is a tribute to all of YOU who recognize the horrors of hunger and homelessness and rather than judge or turn away have chosen to dedicate yourselves to a love which recognizes that something other than oneself is real. After all, it's why we're here.

With gratitude,

Rev. Forrest Gilmore, Executive Director
(812) 334-5734, x33, forrest@shalomcommunitycenter.org
“[Homelessness] was a nightmare. I was out on the streets in the snow, waking up in the morning with an inch and a half of snow on me. It was not very nice.”

For more than a decade, Coy lived like no person should: exposed, unsheltered, in the snow and rain, cold and heat.

Coy was hard to help. Although gentle and kind, he isolated himself, avoiding any support. He didn’t believe life could get better. He didn’t believe he could get better.

Coy lives with Chron’s disease, which he developed as a young man. He needed a colostomy that he struggled to care for while on the streets. He would use plastic, grocery bags to take care of his waste. In addition to a strong odor which alienated him from many people, he developed a severe infection around the stoma that he lived with for many years, unable to heal.

After lots of hard work by Shalom’s street outreach team, Coy moved into Crawford Homes, our permanent supportive housing program for people with disabilities.

Through the help of Volunteers in Medicine, we were able to get him into treatment for his wound and, amazingly he began to heal. His words of doubt turned into words of amazement: “I didn’t think I could get better.” Coy is now taking excellent care of his health, is very active, and is developing quite a social life.
Voices of Support

“If Shalom wasn’t here I probably would have been in a mental hospital... I could have died or just been much worse on drugs. I became sober. I [got] my GED... and then went to Ivy Tech. I decided to major in criminal justice... I just want to help people.” - Missie Sexton

“Shalom is something magical in the community that brings people together of all types of faiths, races, orientations, and stuff like that. This building isn’t just for people who are less fortunate, but for people... to show courtesy and kindness.” - Jordan Richardson

“I remember when I first came here... I didn’t have clothes for my job, and they helped me get clothes and shoes and a shirt. They gave me a week’s worth of bus tickets so I could get back and forth... I’ve never had someone help me like that. To just... say we’re going to help you so you can go to work... I love Shalom.” - Jane Mikesell

“We sat there on the couch [and said], ‘Look, we’re in a room. We have walls.’ It was so quiet. We both almost cried. It’s been a long year... I can’t believe we made it through it. But we did. We made it... I couldn’t have done it without Shalom.” - Peggy Reed
YOUR 2015 Impact By The Numbers

At the CENTER

Life Essentials
Last year, Shalom provided 2,393 loads of laundry, 5,101 showers, ID for 158 people, **1,831 sleep days in our respite room**, 14,940 bus tickets, and mail services for over 800 people.

Hunger Relief
Shalom served **72,194 meals** and 185 bags of emergency groceries. We are the largest provider of sit-down meals and the only agency in Monroe County serving breakfast and lunch every weekday.

Homelessness Prevention
Shalom prevented homelessness for **220 households**, including 96 families.

Case Management
Our case managers had **8,752 counseling sessions**, providing support for housing, employment, health care, and other essentials. Our expansion in case management reflects our increasing capacity to provide supportive services for people who need them.

Employment
Shalom provided **563 job counseling sessions** to improve resumes and presentation skills, search out job leads, attend interviews, and begin new work.

Health Care
In addition to partnerships with Volunteers in Medicine and the IU and Ivy Tech Nursing programs, who provide medical services on-site each week, Shalom provided financial assistance for **152 prescriptions and 98 annual health insurance premiums**.

Agency Access
As a front door to the social service community, over 20 visiting agencies, including the VA, Positive Link, Indiana Legal Services, Centerstone, St. Vincent de Paul, and Volunteers in Medicine made **4,045 contacts with our guests.**
YOUR 2015 Impact By The Numbers

Beyond the Walls

Starting in 2013, Shalom entered a new age of its work, moving beyond the walls of the Center to engage the challenges of homelessness in the community.

Street Outreach & Homeless Casework
Shalom’s street outreach program engaged 160 street homeless people in 2015, and of the people who had left the program by year-end, 48% moved into permanent housing and 86% moved off the streets into shelters or temporary homes. Our homeless casework program worked with 249 people in 2015 and of those who left the program by year-end, 69% moved into some form of housing.

Rapid Re-Housing
The Rapid Re-housing program works with homeless individuals, couples, and families to help them move out of homelessness and into homes as quickly as possible. In 2015, the RRH program housed 92 households with 183 people, including 69 children.

Housing First/Crawford Homes
The Crawford Homes program marked its third year of operation, providing homes and supports for the most vulnerable in our community—those suffering from long-term homelessness due to mental illness, late stage addiction, physical disabilities, chronic disease, and developmental disabilities. In 2015, Crawford provided homes and support to 40 households with 61 people, including 11 children. The program had an exceptional 94% housing stability rate, a 43% increase in resident’s income, and near universal health care for the residents. Crawford was rated #1 in the state.

GRAND TOTALS
In 2015, you, the supporters of Shalom, made it possible for us to house or prevent homelessness for:

783 people
Our 2020 Vision
A Strategic Plan to End Homelessness in Bloomington by the Year 2020

In the fall of 2014, Shalom launched its 5 year strategic plan with the major goal of dramatically reducing homelessness in Bloomington.

BY THE YEAR 2020, WE PLAN TO:

- Eliminate chronic homelessness
- End Homelessness for children & families
- Reduce overall homelessness by 50%

Together, we can transform how Bloomington supports people suffering from homelessness.

THE DETAILS ON THE FIVE-YEAR GOALS

As part of the active and caring community of Bloomington, we will continue our direct engagement with people experiencing homelessness and poverty – working together with them and other local organizations in an atmosphere of dignity to overcome challenges, and to:
1. **End chronic homelessness.** We believe no one should be without a home for extended periods of time. In particular, we aim to help our community provide safe, decent, affordable housing for anyone experiencing chronic homelessness due to a permanent disability. Opening Crawford Apartments and the new Supportive Housing Program in collaboration with Life Designs in 2013 was a critical first step. 61 people who were previously chronically homeless now have their own housing. We aim to bring to the community Crawford, Part 2, to bring the total number of people experiencing chronic homelessness in Bloomington to as close to zero as possible.

2. **End homelessness for children and families.** We believe no child should experience homelessness. We aim to help our community provide safe, decent, affordable housing for any of our children and families without a home. Intervening immediately to prevent or reduce family homelessness is humane, smart, and economical. We aim to target a rapid re-housing program specifically at families with dependent children to reduce every family's homelessness to less than 30 days and provide sufficient support for families to help them get back on their feet.

3. **Reduce the need for emergency overnight shelter** by continuing and expanding our intentional engagement with those experiencing homelessness and poverty through assessment, active case management, homelessness prevention services (such as rent and utilities support), employment training, mediation, legal assistance, transportation services (including to existing homes elsewhere), meals and nutrition support, and other effective strategies. We aim to reduce the need for emergency overnight shelter in our community by 50% through interventions such as the above in collaboration with other organizations.

We know these are challenging goals and cannot be achieved by any single organization. We believe deeply that as a community we have the capacity to reach these goals and that we ought to do so working together.
In the Spring of 2015, Martha’s House, Inc. went bankrupt, putting at risk the only year-round, nonreligious, emergency shelter for homeless adults in a 7 county region. Over 400 people each year relied on this essential resource. To lose it would have been devastating. Shalom began talks to take on the management of the shelter, with the hopes of preserving this much needed service long into the future.

Thanks to a broad community effort and widespread financial support, Shalom took on the management of this 40-bed, safe and sober emergency shelter in January 2016. We renamed it A Friend’s Place and immediately supplemented the sheltering with Shalom’s many services and partnerships and our exceptional client-centered approach to help guests find their way back home. We chose the name to help our guests avoid the stigma of homelessness. Whenever a guest is asked where they are staying, they can respond, “...at a Friend’s Place.”

People without homes experience enormous prejudice. Thanks to the kindness of the community and the exceptional work of public artist, Joe LaMantia, we installed “The Shelter of Each Other,” inspired by the Irish proverb, “It is in the shelter of each other that the people live.” The Shelter of Each Other is a permanent reminder to the thousands who pass our Center every day that love matters, that people need to be accepted for who they are, flaws and all, that we’re all in this together. It marks Shalom as a place of support, care, service, and solutions... and also ADVOCACY. We’re so grateful to everyone who made it possible.
These numbers are not yet audited, but our 2014 audit showed that 91.5% of our expenses were directed toward programs and 8.5% towards administration and fundraising – a spending ratio considered exceptional.

### 2015 Revenue and Expense Summary*

<table>
<thead>
<tr>
<th>Revenue</th>
<th>Expenses</th>
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<tr>
<td>Financial Grants &amp; Contributions:</td>
<td>Value of Volunteer Time</td>
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<td>Individuals</td>
<td>Salaries, Benefits &amp; Taxes</td>
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<td>Government</td>
<td>Hunger Relief</td>
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<td>Faith Communities</td>
<td>Guest Services &amp; Supplies</td>
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<td>Non-profit &amp; Other Organizations</td>
<td>Utilities</td>
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<td>Interest &amp; Bank Fees</td>
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<td>Professional Fees &amp; Insurance</td>
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<td>Total Financial Grants &amp; Contributions</td>
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<td>Other Financial Receipts</td>
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<td>Total Financial Receipts</td>
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<td>In-kind Contributions</td>
<td>Mortgage Reduction</td>
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<td>Value of Volunteer Time</td>
<td>Depreciation</td>
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<td>Total Revenue</td>
<td>Transfer to Reserves</td>
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<td>Total Expenses</td>
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*These numbers are not yet audited, but our 2014 audit showed that 91.5% of our expenses were directed toward programs and 8.5% towards administration and fundraising – a spending ratio considered exceptional.*
Our Financial Supporters

We are so grateful to all those who have offered their generous financial support to help our most vulnerable citizens.

The Visionary Society (Pledge of 10,000+ over 5 years)

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<tr>
<th>$5,000+</th>
<th>United Way of Monroe County</th>
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<tr>
<td>William &amp; Janet Anderson</td>
<td>One Anonymous Donor</td>
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<td>Patty &amp; Jim Andrews</td>
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<td>Anne &amp; Bruce Bloxom</td>
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<td>First United Methodist Church</td>
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<td>Anne T. Fraker</td>
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<td>Sara H. Frommer</td>
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<td>Lee H. Hamilton</td>
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<td>Connie &amp; Harvey Hegarty</td>
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<td>Barbara Restle</td>
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<td>Phillip Saunders</td>
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<td>Jennifer Bradley &amp; Chris Kowalczyk</td>
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<td>Mark &amp; Charlene Braun</td>
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<td>Anne &amp; James Bright</td>
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<td>Malcolm Hamrick Brown</td>
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<td>Community Foundation of Bloomington and</td>
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<td>Monroe County</td>
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<td>Mark H. Cridland</td>
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<td>Joe &amp; Gloria Emerson</td>
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<td>First Presbyterian Church</td>
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<td>First Giving</td>
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<td>Joshua and Jessica Friess</td>
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<td>Forrest Gilmore</td>
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Steve & Jo Ellen Ham  
John Hamilton & Dawn Johnsen  
Victor Harnack  
Marilyn A. Hartman  
Jim & Sally Harvey  
Cindy Houston  
James & Carolyn Lindsay  
Jane H. Martin  
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Trinity Episcopal Church  
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Benevity Community Impact Fund  
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Vivian Counts  
Curry Auto Center  
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Stephanie Dickinson  
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Wendell & Shirley St. John  
St. John Associates  
St. Mark's United Methodist Church  
Bill & Karen Stuckey  
Van Buren Township Trustee  
Diana W. Zlotnick  
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Jack & Paula Bates  
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Meryl W. Bertenthal  
David & Karen Bish  
Bloomington Monthly Meeting of Friends  
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Wilma Brown  
Leonard D. Buzakiewicz  
Jeanette Clausen  
Jamison & Sara Cockerham  
Bob & Mary Jane Compton  
Corporation for Supportive Housing  
Custom Mechanical Systems, Corp.  
John & Sara Davenport  
Dermatology Center of Southern Indiana  
Annalise Echols & George Detor  
Lee H. Ehman  
Maureen Grossman  
Linda Handelman  
Joshua Hawke  
Charles and Asrah Heintzelman  
John Hoerr & Allison Zimpfer-Hoerr  
Innovative Financial Solutions  
IU Credit Union  
Daren Kinkead  
Irving & Rita Kunz  
Evelyn & Jim La Follette  
Loren Wood Builders  
Beverly McGahey  
Laurie Burns & Michael McRobbie  
Edward M. Meeks III  
Howard Mehlinger  
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Mary Brennan Miller  
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St. Charles Borromeo Church  
Sandra Thompson  
Greg Tittelbaugh  
Todd Whislock, DDS  
Five Anonymous Donors  

*We'd also like to thank the 472 donors who Supported us with gifts between $5 and $499.*
Our Volunteer Supporters

Volunteers are absolutely essential to Shalom Community Center’s mission. In 2015, 1,908 volunteers completed 17,929 hours of service. We are truly a volunteer-driven organization. We offer a special thanks to these heroes who volunteered more than 50 hours last year.

Nancy Allerhand  William Grippin  Mike Peppler
Jerico Andrews  Tim Hamilton  Phi Gamma Nu
Shawn Ankrom  Victor Harnack  Joyce Pillow
Patty Ardery  Jim Harvey  Tyler Runquist
John Arthos  Skip Hatfield  Sudhir Sahu
Allison Bailey  Travis Hendrickson  Phil Saunders
Chris Bolton  Todd Hudelson  Jacob Schumacher
Karen Boswell  Nick Jessee  David Sluss
Symone Bradley  Jonathan Jones  Misty Sowders
Jan Briggs  Ronald Klotz  Alexzandra Smith
Dana Burton  Sylvester Kyles  Elijah Stevens
Diane & Jerry Cave  Allison Larmann  JT Stewart
Church of Jesus Christ of Latter-Day Saints  Diana Lehner  Roger Szatkowski
Joe & Gail Lessard  Katie Thien
Laura Clapper  Rhonda Lewis  WanHsien Tsai
Congrtn Beth Shalom  Ross Martinie-Eiler  Sharon Urban
Hank Cooper  Marissa Martinez  Alan Vicstein
John & Sara Davenport  Lori Miller  Randy Villani
Meghan Garcia  Bailey Moore  Jeremy Ward
Tami Giles  Deborah Moore  Sarah Wasserman
Global Youth Service  Melody Moore  Tom & Ty Worster
Scott Goodall  Bob Muldoon  Haiou Zhou

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

Back To Basics Project  Hoosier Hills Food Bank
Bloomington Bagel Company  Sylvia McNair
Bloomington Transit  Jacqueline A. Neu
Michelle Clark & Callie Brummett  Sherwood Oaks Christian Church
Crescent Donut Shops  Mary Lou Weidenbener
Jim & Sally Harvey


Partner Organizations

- Amethyst House
- Area 10 Agency on Aging/RSVP-Job Links
- Becky's Place
- Bloomington Housing Authority
- Bloomington Thrift Shop
- Broadview Learning Center
- Centerstone
- City of Bloomington – HAND & Community & Family Resources
- City of Bloomington Volunteer Network
- CSH
- District 10 Pro Bono Project
- First United Methodist Church
- Hoosier Hills Food Bank
- Indiana Housing & Community Development Authority
- IACED
- Indiana Legal Services
- Indiana University Health Bloomington – Individual Solutions & Positive Link
- IU Office of Service Learning
- IU School of Public & Environmental Affairs Service Corps
- IU School of Social Work
- Interfaith Winter Shelter
- Ivy Tech Community College
- Middle Way House
- Monroe County Community School Corporation
- Monroe County Health Department
- Monroe County United Ministries
- Mother Hubbard's Cupboard
- My Sister's Closet
- New Hope Family Shelter
- New Leaf – New Life
- Recovery Engagement Center
- Salvation Army
- Social Security Administration
- South Central Community Action Program
- Stepping Stones
- St. Vincent de Paul
- Trinity Episcopal Church
- United Way of Monroe County
- U.S. Dept. of Housing & Urban Development
- U.S. Dept of Veteran's Affairs
- Volunteers in Medicine
- Volunteers of America
- WellSpring Center
- Wheeler Mission

Grant Support

- Benevity Community Impact Fund
- City of Bloomington
- Community Foundation of Bloomington and Monroe County
- Episcopal Diocese of Indianapolis
- First United Methodist Church
- Indiana Housing & Community Development Authority
- Monroe County Commissioners
- PNC Foundation
- Psi Iota Xi
- Trinity Episcopal Church
- U.S. Department of Housing & Community Development
- United Way of Monroe County
- Van Buren Township Trustee
How You Can Help

Through your continued support of Shalom, you can make a major difference in the lives of many people struggling with extreme poverty.

**Give:**
To support us financially, you can give online by credit card at www.shalomcommunitycenter.org or you can mail a check to:

Shalom Community Center  
PO Box 451  
Bloomington, IN 47402-0451

**Volunteer:**
To offer your time and talent, contact our Volunteer Coordinator at volunteer@shalomcommunitycenter.org or (812) 334-5734 x23.

**Donate:**
If you’d like to donate some items to support our clients, we are often in need of hygiene products, bus tickets, diapers, backpacks, and more. To see our full wish list, visit us online at www.shalomcommunitycenter.org.

The Shalom Community Center is a 501(c)(3) registered, not-for-profit charitable organization. Your support of Shalom is tax deductible.

**Ninety-one cents of every dollar you give directly benefits people in need, which is considered exceptional by nonprofit best practice groups.**

A special thank you to Baugh Enterprises for their generous printing services.