



MID-MAINE HOMELESS SHELTER

2016 Annual Report

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**Our mission is to
End Homelessness**

ONE PERSON,

ONE CHILD,

ONE FAMILY

at a time



Mid-Maine Homeless Shelter
19 Colby Street Waterville, ME 04901
Phone: 207-872-8082
Fax: 207-872-0834
Email: shelter@shelterme.org
www.shelterme.org

A Message from the Board Chair



2016 Board of Directors

Rev. Susan Reisert, Chair
Sandy Myers, Vice-Chair
Dr. John Margolis, Secretary
Joyce Grover, Treasurer
Jonathan Rogers, Clerk
Dirk Kershner
Doug Cutchin
Jill Gilbert
Donna Sawyer
Brian Watson
Marc Sirois
Timothy Rehse
Judy Williams
Raymond Watson
Joshua Ward
Danny Karter, Commemorative
Sister Mae Doucette, Commemorative

2017 Incoming

Sandy Meyers, Chair
Laura Gilbert-Caret, Treasurer

It's been an exciting year for the Mid Maine Homeless Shelter. After considerable attention and focus, the work to develop the second floor began in earnest. Early in 2017, we will begin offering special services and longer-term shelter to older youth and young adults.

The Mid Maine Homeless Shelter is a special place. Our mission is to end homelessness—one person, one child, one family at a time—and to prevent homelessness wherever and whenever we can. In a place like Central Maine, the mission is an important and significant one. The work is challenging and complex, requiring a multitude of individuals and groups—staff, volunteers, donors, committees, community partners and a board of directors.

I am profoundly grateful for those who join us in the work and mission of the Shelter. I offer particular thanks to:

- Brian Watson, for his shepherding of the transformation of the 2nd floor from large empty shell to living and office spaces, for his dedication, leadership and humor.
- The staff of the Shelter, whose work shows such compassion and strength.
- The volunteers who spend countless hours in helping in countless ways, those who take time from their days and from their lives to embody hope and goodwill.
- The Board of Directors, for your good work in “guiding the ship,” and helping us to expand our services to those in need.
- Betty Palmer, our Executive Director, who leads with such grace and tenacity.

And, finally to **Sandy Myers, who will become Chair of the Board at our Annual Meeting this year.** Thank you, Sandy, for continuing to offer your considerable gifts and talents to the Shelter.

I've been on the Board for a long time and have seen many changes. While I would like to think that a day will come when we no longer need such a thing as a homeless shelter in Waterville, that day isn't coming any time soon. In the meantime, though, I can't adequately express my gratitude for what we are able to provide. For those who find themselves in one of life's most horrible and vulnerable experiences, in the loss of home, the Mid Maine Homeless Shelter is here to help pick up the pieces, to provide shelter, to make an action plan for going forward, and to offer encouragement and support for that plan.

I'm looking forward to the year ahead and our continuing work together to end homelessness in Central Maine—one person, one child, one family at a time.

Blessings,

Susan M Reisert
Chair

A Message from the Executive Director



Dear friends,

This is really a year to celebrate and give thanks for the generosity of our community, the awesome board that has led this organization since 1990, the staff and volunteers, and of course lets us give a congratulations to our guests who work hard to make this a better place to call home. **Let me share just a few highlights:**

This year we were once again able to provide Day Shelter. This opportunity keeps people off the street during the daytime so that families can be in a place where children can play and learn. All of our guests are healthier throughout the winter season because they spend less time in the horrid cold weather. They attend more classes to build suitable plans and action to follow through to end their episodes of homelessness.

Our volunteer program continues to redefine itself and is a major factor in keeping the budget for staffing down. We strive to have as many donor dollars as possible to go direct care of our guests needs and to the services that create stable lives.

Once again our friends and donors worked together to create a fund for homeless youth and young adult projects. We call it the YES Youth Empowerment Supports) It includes many programs for learning independence and affordable housing. It is a peer to peer managed program with some staff advisors. **Maine State Housing provided \$1 million in support,** matching the funds raised locally to help create the affordable housing portion of the program.

This year we struggle like many of our nonprofit partners with staffing challenges. The community work force is full of competition for the best employees. However we persevered and we have a strong team. We fulfilled most of all our goals for this year and set plans for continued staff development and education into 2018. I am grateful for the strong TEAM that is very committed to our mission: **TO END HOMELESSNESS, One Person, One family one child at a time.**

In the past three years, 67 % of our guests have been assisted in obtaining employment while in the shelter – With your support we can increase that to 75% in 2017/2018,

In the past three years, 98% of our guests that have obtained permanent housing are still stably housed. With your support we could get to 100% never returning to homelessness again.

Together we can end homelessness in your community- YOU are the power of ONE and it is like no other, whether you choose to donate, fundraise, volunteer, or spread good wishes and ambassadorships throughout the community. YOU are the power of ONE!

It only takes one act of kindness to create another, and another, and another, Please celebrate with me the acts of kindness of 2016 and help us to use the power of ONE to end homelessness in your community, and mine.

Betty Palmer, Executive Director

A Message from the Shelter Manager



Dear Friends of the Mid-Maine Homeless Shelter,

Yet another year at Mid-Maine Homeless Shelter has flown by! 2016 was a challenging year, yet it was still filled with innovation and success. Thanks to our resilient and dedicated staff, volunteers, and friends like you, we have been able to move closer than ever before to our goal of ending homelessness in Central Maine.

Last year, we served 341 guests, including 131 men, 155 women and 55 children. We provided 14,900 nights of stay, averaging just over 38 days per guest. Upon exit, 98% were stably housed a year later. During the past few months, we have been expanding our outreach for aiding our guests in their search for permanent housing, from widening the role of our case managers to renovating our second level into twelve apartments housing homeless youth 18-24 years old.

Our work here at MMHS is far from over. We have no knowledge of which trials are in the future, but we remain hopeful that with our steadfast support system, we will be able to face them head-on without wavering. We are blessed to receive the assistance that we do and are deeply grateful, for helping us transform the lives of our most vulnerable citizens, thank you!

I continue to be inspired by each guest's story and the journey they begin as soon as they walk through our doors for the first time. However, none of that would be possible without the help we receive from our community each day. I hope that you find joy in the fact that you are a direct cause of the wonderful things happening at MMHS. On behalf of the hundreds of individuals and families the Mid-Maine Homeless Shelter serves each year, thank you for your withstanding commitment. I truly look forward to working with you all in this upcoming year to actualize our mission; to end homelessness in Central Maine; one person, one child, one family at a time.

Blessings,

Tanya L. Fossett, Shelter Manager

Message from the Finance Coordinator



Mid-Maine Homeless Shelter is a dynamic and ever changing program shelter that is reaching many. Through the generous area businesses and our caring and dedicated community, Mid-Maine Homeless Shelter has accomplished the opening of the 2nd floor YES program while helping us to meet the everyday shelter needs.

The teams of volunteers that have partnered with Mid-Maine Homeless Shelter to accomplish everything from grant writing, donation boxes, event support, and more have propelled us to be on a path of continued success as we enter in to the New Year.

The hard work and dedication of our Finance Committee, led by Dirk Kershner has accomplished more in 2016 than in previous years. With the challenges of the 2nd floor project, multiple audits, a budget for shelter operations and the new 2nd floor along with improved financial procedures our team was busy! Dirk's leadership and organization along with a committee of experienced and conservative members have created a strong foundation as we go forward in 2017. We welcome a new treasurer, Laura Gilbert-Caret to our committee and look forward to her extensive experience in finance to lead us to the next level as we continue to grow.

Working in the financial segment at Mid-Maine Homeless Shelter has been rewarding and overwhelming! The heart of this community touches our guests and my heart daily. On any given day, I could have a visit from a 12 year old girl that would like to forgo all of her birthday gifts to purchase apartment supplies for one of the at risk youths to an 87 year old lady that has been knitting hats for 6 years for shelter guests to stay warm. A local business pops by to donate personalized Christmas gifts to a guest that has just

the clothes on their back...I could go on, but you can begin to see a glimpse of the life changing experiences we are blessed with daily!

I would like to thank Jill Gilbert, Chair of the Golf Committee for 20 years of dedication and support with our largest fundraiser. This year we have a \$50,000 match in place for the September 21st golf tournament held at Clinton Golf Course! Jill along with the Golf Committee, Nancy Karter, Diane Pooler, Marie Cates, Nancy Rodrigue, Shelly Simpson and Jeanne LaPlante have already been reaching out to businesses to partner in this 20th anniversary grand event! The many hours and the passion for ending homelessness this team has donated is a gift and will touch many lives. We could not accomplish our mission without teams like them.

I would like to thank Betty Palmer, our executive director, for the endless hours of leadership, perseverance and vision. Betty has provided our staff, committees and community a passion and understanding of homelessness while guiding us in the focus to end the homeless cycle while rebuilding lives. I am honored and blessed to walk alongside a life changing leader!

Our community, everyone one of you, has created hope in young lives, families, single moms with babies and veterans...you have made a difference, your contribution whether it is a blanket, volunteering, a financial gift or spreading the word about Mid-Maine Homeless Shelter's program shelter is helping us to end homelessness.

Thank you!

Karyn Bournival, Finance Coordinator



Karyn Bournival, MNHS Accounting Assistant receives a check from Bill Rafuse of GHM Insurance of Waterville.



SHELTER PROGRAMMING REVIEW

This year we have seen a dramatic expansion in shelter programming to assist families and singles with being stably housed as well as increasing incomes, education, and careers. Below is a review of our in-house programming.

Emergency Shelter Homeless Assistance Program (ESHAP) is our primary program to assist guests with attaining housing subsidies, finding apartments, and maintaining housing. The program is operated and maintained by our programming department including, a 35 hour and a 25 hour Navigator positions. Our Housing Navigators meet with guests after they move out of the shelter to ensure housing stability. **This year we have provided ESHAP services which include in and out of shelter supports to 202 people with a success rate of 95% housed for at least a full year.**

Rent Smart is a renter's education program, developed at the University of Wisconsin to assist students with increasing their ability to maintain housing stability and to become good tenants and neighbors. The class is taught at the Mid-Maine Homeless Shelter by our Housing Navigators and Case Managers. This year we have expanded Rent Smart to include instruction in money management. **We believe Rent Smart is an integral part of our guests' success.**

Targeted Homeless Case Management is a Maine Care funded service offered at our shelter in order to provide assistance to our guests in attaining necessary community services. Some examples of the services coordinated by our Case Managers are Maine Care, TANF, Primary Medical Care, Vocational Rehabilitation, Mental Health Services, Children's Services, Adult Education, Substance Abuse Treatment and Support, Transportation Services, Youth Supports, as well as many others. **THCM services have been delivered to nearly 300 guests in 2016 by two 35 hour a week and two 20 hour a week Case managers.**

We look forward to an exciting and successful 2017. We appreciate the support of our community to help successfully house our guests, and to increase and promote independence for as many of our shelter guests as possible.

David Sovetsky

Program Director

Mid Maine Homeless Shelter

PROGRAM PARTNERSHIPS



New in 2016 and 2017

Building Family Futures is a homeless prevention pilot program funded by Maine State Housing. 10 families in jeopardy of losing their housing applied for and were selected to participate in programming including our Rent Smart education and Financial Skills Training as well as agreeing to Navigation Services. Our Navigators work with the families to increase their housing stability, income, and housing supports. Outcomes for this program will be available at the end of 2017.

Pathways To Opportunity (PTO) is a program focusing on assisting homeless youth with attaining their housing, education, and career goals through a partnership with Good Will Hinckley (KVCC) and the Mid-Maine Homeless Shelter. The program utilizes an Education Navigator from GWH as well as a Youth Navigator for the Mid-Maine Homeless Shelter to focus on assisting young adults 18 through 24 with increasing their marketability by attaining technical training in our local tertiary schools. We have started 2017 with 5 participants and expect the program to grow rapidly.

Youth Empowerment Supports (YES) is the program being offered to homeless youth housed on our second floor. We now have the capacity to house 12 youth permanently. This provides us with the unique opportunity to have a positive impact on the homeless youth in our community. We plan to offer our new guests much of the successful above described programming as well as YES specific opportunities. Some of these opportunities will include Case Management, Youth Navigation, Pathways to Opportunity and Rent Smart. In addition, space has been included on the second floor to operate a **Prevocational Retail Sales Program**. The new, yet to be named store will offer opportunities for our guests to gain valuable retail, customer service, financial, inventory, marketing experience, and provide a method of distributing donations to our Youth and Shelter guests. We also plan to incorporate a Young Adult Committee comprised of our guests to manage second floor policies and issues as well as to get involved in the community.



OUR STORIES...

Empowering Homeless Youth

Mid-Maine Homeless Shelter is changing the lives of young adults through their Youth Empowerment Supports (YES).

Our first move-in was a polite and good humored young man in his mid-twenties. After getting evicted from his apartment, he came to the shelter. With the addition of MMHS's second floor youth apartments, the young man was able to have a place of his own. When asked if the shelter has been a good resource for him, the young man replied,

"[MMHS] has helped me, because if I did not take classes I don't think I would be here like I am now. It has changed me a lot and I am thankful for that."

The young man is currently looking for paid and volunteer jobs. The staff recognizes and is proud of all of the hard work he has done to develop the skills he needs to be successful outside of the shelter. We look forward to seeing him grow and succeed this year.

Our second move-in was a young woman in her late teens. She had spent her childhood in the foster care system, but had to find new housing when she turned 18. She was provided housing by the college she was attending, until she decided to withdraw. The young woman found herself homeless when she was abruptly kicked out by foster parents who were not equipped to assist her after a mental health crisis. She says:

"[MMHS] has given me a stable place to live with a lot of support I didn't have before and I am extremely thankful for that. [The] staff at MMHS has helped me find the motivation I once recently lost."

She is now getting back to college and has applied to University of Maine in Augusta. Her current goals are finding a job and working on her mental health so she can better manage the demands of work and school.

This young woman brightens up a room with her smiles and positive and persevering attitude. We are grateful to have the opportunity to watch her succeed every step of the way.

Action Plan

We provide more than just a bed and a meal for our guests. Guests are paired up with one of our in-house case managers to create an action plan to obtain stable housing and prevent homelessness in the future. The action plan establishes goals in twelve areas of the guests' lives. These twelve areas are:

| | |
|-----------------------|------------------------------|
| <i>Housing</i> | <i>Financial Stability</i> |
| <i>Education</i> | <i>Family & Children</i> |
| <i>Transportation</i> | <i>Safety Planning</i> |
| <i>Social</i> | <i>Employment</i> |
| <i>Legal</i> | <i>Mental Health</i> |
| <i>DV Support</i> | <i>Substance Abuse</i> |

"Best shelter in the country. We did a good job. Saved my life."

"Thank-you for everything!"

"I had a good stay☺."



OUR STORIES...

“A Shelter that rebuilds lives with a *hand-up* not a hand-out...”

I would like to thank the board of directors at the Mid-Maine Homeless Shelter for a hand up when I needed it the most. My family made a tough decision to go to the shelter in October 2014. It turned out to be one of the best decisions we had made. The staff at the shelter are amazing people. They helped us get all the kids birth certificates and social security cards so we could apply for a long term housing voucher. The shelter's goal was to also help with employment. I didn't have a resume so they helped me prepare one. Of course when we went to the shelter we didn't really have anything except our personal belongings. We were able to earn shelter bucks by helping with donation sorting and the shelter store. This was one of my favorite programs because it gave us something to do and we were able to earn shelter bucks. The shelter bucks helped us buy dishes, pots and pans, toiletries and much more.

“I've learned how to budget my money, discipline my kids, plan my groceries and so much more.”

We have been blessed from the moment we entered the shelter. Winslow Baptist Church invited us to attend their church. It is now our church family. We have been attending that church for over 2 years.

We were blessed with a small home in a quiet family neighborhood instead of an apartment. The landlords are great people. They have treated us like family.

I was able to find a great job at New England Fire Safety. I've now been working there for over 2 years. I wouldn't have found this group of people if we were not at the shelter. My employer took part in many projects at the shelter and had a passion for helping people. I've learned how to budget my money, discipline my kids, plan my groceries and so much more.

I would like to share one great thing we did this year. In the past our income tax money would just fly out the window. This year we took our tax return and paid our rent ahead for 6 months as well as our car payment and insurance. This will save us over \$100 per week. It takes the pressure off. It feels so good to be where we are today.

What I didn't share in the beginning is what made us become homeless. It's hard to think back to this time in our lives, but we have come so far and I have learned that was who I was not who I am today. My husband and I had become dependent on drugs. Because of that addiction we lost most everything and had nowhere to turn. This is why we are so thankful for all of you. It changed our life forever. We've been at the clinic and have done very well. We continue to go down on our doses and have earned the privilege to have take home doses. It is our goal to be done at the clinic by the end of this year. *I know in my heart we will do it.*

Today we are a success story. We can handle the chaos that life throws our way sometimes. We have a strong church family, a strong work family and have become a stronger family. All the glory goes to God but we thank you. We thank you for building a shelter that rebuilds lives with a hand up not a hand out.

Our family has returned to the shelter many times to volunteer and we will continue to give back because you gave so much.



Heidi Pond & Family ~ Richard, Breanna, Autumn and Aiden

MID-MAINE HOMELESS SHELTER IN THE NEWS

Portland Press Herald

Waterville's Mid-Maine Homeless Shelter adding second floor

Organizers announce that the shelter has just been awarded a \$1 million state grant for the project.

Waterville shelter helps youth navigate life

Young, homeless people obtain affordable housing and learn to gain work, education and life skills.

centralmaine.com

KENNEBEC JOURNAL | Morning Sentinel

Waterville homeless shelter opens new units in expansion aimed at youth

As part of the Mid-Maine Homeless Shelter's new Youth Empowerment Services program, 12 new affordable accommodations are available for homeless teens and young adults.

\$1 million grant boosts Waterville homeless shelter's expansion plan

The Mid-Maine Homeless Shelter is launching a fundraising campaign so a second story can be added to its Colby Circle building.



Waterville Homeless Shelter Raises Funds for Kids with Fashion Show

MAR 4, 2017 8:15 PM EDT
BY MICHAEL CAMPBELL

LOCAL NEWS, NEWS



EMPLOYMENT 2016

2016 STAFF

Executive Director Betty Palmer
Shelter Manager Tanya Fossett
Program Director David Sovetsky
Finance Coordinator Karyn Bournival
Evening Supervisor Rosie Feihel *
Office Assistant- Maggie Tardiff *

**Staff not returning 2017.*



Case Managers William Tanner
Catherine Ayers
Ashley Groder
Housing Navigators Susan Gagnon
Yedda Smith
Tia Basford (PTO)
Shelter Attendants Doris Champagne
Teah Fowle
Andrea Gerry
Michelle Giroux
Amber Rogers *



Mid-Maine Homeless Shelter is run by a small but dedicated staff. We are grateful to our staff for all the hard work and hours they put in to help our guest find secure stable housing and the services they need to succeed. A special thank-you goes to Rosie Feihel, the shelter's Evening Supervisor, who will not be with us for the 2017 year. Thank-you to Rosie for all the hard work and dedication you have given to all the guests and staff MMHS.

2017 INCOMING STAFF & POSITIONS

Assistant to the Executive Director
Shelter Attendant

Danae Shurn
Clinton Baylie
Nicole Fish
Felicia Bragdon

Youth Resident Coordinator
Shelter Attendant

Our Youth Resident Coordinator will work with homeless youth in the (YES) program.

VOLUNTEERS

No one is more cherished in the world than someone who lightens the burden of another. Thank-you

~Author Unknown

Volunteers are essential and valued for the skills and abilities they bring to the Mid-Maine Homeless Shelter. We rely on our volunteers to help the staff in our daily functioning to bring enrichment to the lives of our guests. Volunteers add that extra special touch by sharing themselves in many ways - answering phones, directing calls, cooking and cleaning, reading to kids and helping them with homework and moving furniture or sorting donations, among countless other activities.

In 2016 and early 2017 we received hundreds of donations, including food, toys for children, handmade blankets, winter clothes, and many household goods for our Youth Empowerment Supports (YES) program.

THE BEST BIRTHDAY GIFT

"Knowing that you can help someone out and put a smile on their face it the best gift." Megan Hopper, Sidney ME

Megan Hopper from Sidney and Laney Reardon from Oakland did something different on their birthdays. The two decided they did not want birthday gifts, they did not need something new, and that it was giving to others in need that was the best gift there is. "Knowing that you can help someone out and put a smile on their face is the best gift," Megan shared as she dropped several containers of new items for one of the Homeless Youth apartments. Laney Reardon then shared that "more kids should do this instead of thinking only about what they want, to help someone else is better than getting presents."

Thank-you Megan and Laney for making a difference and setting an example for young potential volunteers!



GIVING BACK AS A TEAM

T-Mobile: Diversity & Inclusion Oakland, leaders volunteered at the shelter, donating food, supplies and time cleaning. **A huge thank-you to this amazing group!**



FEEL THE HOLIDAY SPIRIT!

The holiday season in 2016 saw many volunteers at MMHS. Donations came from many organizations, including: Teamsters Local Union 340, Grace Academy, Waterville Elks Club, Mount Merci, the United Methodist Church of Winthrop, Kennebec Federal Savings Bank of Waterville and Bon Appetit at Colby College. **We thank-you for all the support you gave us this holiday season.**



VOLUNTEERS



Above: Winslow High-School jobs for Maine Graduates made 34 beautiful fleece blankets for guests at MMHS.

Below: Students from Colby College chose an alternative spring-break and volunteered their time at MMHS. They helped organize shelter storage space and prepare inventory for the Shelter Store, part of the **Prevocational Retail Sales Program**.



Above: A delicious Gingerbread cake by Mrs. Quirion's 4th grade class at Winslow Elementary School.

Help one another. There is no time like the present and no present like the time.

~James Durst

Mid-Maine Homeless Shelter is thankful to its student volunteers from dozens of elementary schools, high-schools, colleges and universities. We are grateful that the message of volunteering reaches our youth age through our schools, and that these students continue to lend their time and skills to help others reach their goals and dreams, while pursuing their own.

We are continually moved by the generosity and compassion of those who volunteer their time and resources to those in need in their community. **Mid-Maine Homeless Shelter** would not shine as brightly without the help and support of our volunteers.

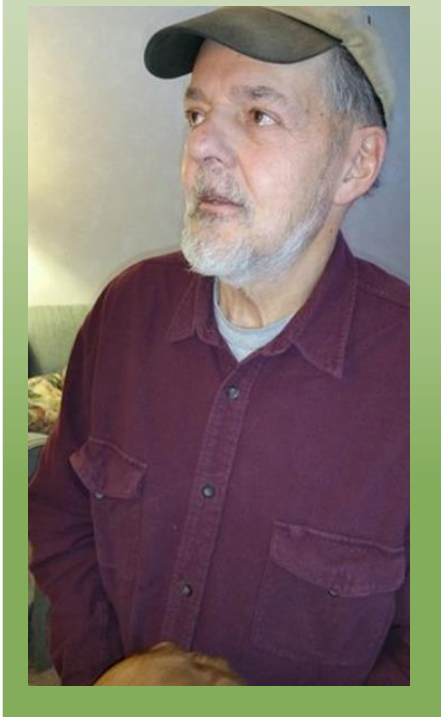
VOLUNTEERS

REM Community Award


We are delighted to honor Brian Watson and David Libby at this year's REM Community Awards Ceremony. Both of our selected recipients have given of themselves selflessly to better their community in many different ways. It is our pleasure and desire to thank them for what they have done for not only the Mid-Maine Homeless Shelter but, what they have each done for our community.

Brian Watson is unfailingly friendly, amazingly conscientious, thoughtful, bright, knowledgeable, and extremely conscientious. Any job that Brian undertakes will be done thoroughly and well. It has always been a pleasure to work with him (though truth be told, Brian usually and willingly takes on most of work himself!). Brian was instrumental in the development of the 2nd floor project – YES Youth Empowerment Supports. His leadership and guidance kept the project moving along in the right direction, completed the project under budget and before the deadline. Brian's tireless work made it possible that in March we were able to begin moving youth and young adults into this permanent supported housing for young adults 18 to 24. Currently as manager of the Cianbro Institute, Brian is responsible for leading the companies' workforce development efforts. Brian is actively involved in his community as a member of his church council and sits on the Board of Directors for the Mid-Maine Homeless Shelter. He also was appointed by Maine's Governor to serve on the Maine Apprenticeship Council and participates in an advisory capacity to several technical high schools and school boards. He and his wife Andrea celebrated their 32nd wedding anniversary last summer and have 2 children.

David Libby is a very hard worker that cares about other people more than himself. David retired from Huhtamaki after over 45 years. He was recognized for his dedication on multiple occasions. Currently in "retirement" he fills his days helping others. David uses his wood working talents to make many projects to donate to local non-profits to help in their fundraising efforts, volunteers by being the go to guy when small repairs are needed and has made many woodworking projects to donate to local non-profits to help in their fundraising efforts. Organizations like Mid-Maine Homeless Shelter, Hospice, the Muskie Center, United Way of Mid-Maine are just a few of the organizations that benefit from his time and talent. This is above and beyond the many projects that he has donated to fundraisers held at work to help fellow workers out with a sickness. David has coffee every morning with an older gentleman who he considers a second father and helps him out with a lot of projects around the house. David's heart is BIG and we appreciate all that he has done for the Mid-Maine Homeless Shelter as a volunteer. David was married to Susan for over 30 years. He has two sons, Lance and Ramen and two grandchildren, Ava and Lydia.



3rd Annual



Fashion Show & Tea Party

Mid-Maine Homeless Shelter held its **3rd Annual Fashion Show & Tea Party**, Saturday March 4th. The theme was Outfits from Around the World and features outfits from nations including:

1. Cherokee Nation
2. Mexico
3. Ecuador
4. Guatemala
5. Morocco
6. Africa
7. Ukraine
8. Scotland
9. Austria
10. Russia
11. Thailand
12. Korea
13. China
14. Jordan
15. India
16. Kyrgyzstan
17. United States

The event included a silent auction with items provided by the local community including gift certificates, jewelry, furniture and more!

Thank-you to everyone who made this event possible!

Show Volunteers

Janet Dunham
Sofija Kleinschmidt
Emilija Kleinschmidt
Betty Palmer
Josh Fournier
Lana LaPLante
Lynn Hamilton
Mali Couture
Richard Rinker
Steven Echer
Pat Faucher
Jen Curry
Ginny Merrit, Pianist
Nick Isgrow, Emcee
Emily Fournier, Director
Clara Watson, Director

Outfits Provided By:

Emily and Josh Fortier
Recycled Shakespeare Company
Mark Fisher
Butch and Virginia Merritt
Ellen Corey

Refreshments Provided By:

Hillman's Bakery
Vicki Johnson
Stacy and Kelsea Tortorella
Mid-Maine Homeless Shelter
Events Committee

Additional Support From:

Are You Ready to Party?
Colby College
First Congregational Church, UCC
Flynn Photo Design
Thomas College Students



COMMITTEE REPORTS

GOLF COMMITTEE

Jill Gilbert, Chair * Nancy Karter * Diane Pooler * Jeanne LaPlante * Marie Cates * Allan Rancourt * Ken Quirion * Michael Roy *
David Holden * Judy Williams * Betty Palmer * Karyn Bournival

The annual golf tournament is a major fundraiser for the Mid-Maine Homeless Shelter. This year was the 19th year of the tournament, thanks to the generosity of Steve and Paula Brown, owners of the Clinton Golf Course.

We raised **\$15,000** in 2016 with the support of players, sponsors and donations. The money raised goes toward the operational fund at the Shelter.

Governor Paul LePage, a past member of the MMHS Board of Directors, conceived the idea of a golf tournament 19 years ago. He contacted Steve and Paula Brown regarding their private course, and they generously donated the course the first year and every year since. We owe a debt of gratitude to Steve and Paula Brown.

The volunteer members of the golf committee meet from early spring until the day of the tournament in September to solicit sponsors, players and donations to make this an expense free event for the Shelter. We also have many volunteers who work the day of the tournament who make the day run smoothly.

We want to thank everyone who makes our golf tournament a success – year after year!

We are looking forward to our 20th Annual Golf Tournament in 2017!

Thank you!

Jill Gilbert, Chair



COMMITTEE REPORTS CONT.

EVENTS COMMITTEE

Jen Curry, Co-Chair * Patrick Simpson, Co-Chair * Kelly Rancourt * Dave Rancourt * Mike Rumery * Kimberly Simpson * Heather Bayley * Clara Watson * Judy Gray * Judy Williams * Sharon Palmer * Rena Cater * Cori Hood * Karen Parker * Rita Corson * Jill Gilbert * Donna Sawyer * Molly Woodward

The Event's Committee had another busy and productive year this past year. In January of 2016, we held our second annual **Tea Party and Fashion Show**. The fashion show featured outfits to fit the calendar year. We were able to add seating this year and successfully sold out! The attendees seem to really enjoy this event.

The committee participated in Oakland's **Oakfest** in July. We sold Kettle corn and bottles of the Mid-Maine Homeless Shelter water. August found us selling Cotton Candy at the Greater Taste of Waterville.

In September, the 19th annual **Golf Tournament** was another huge success. The Golf Committee does a fantastic job with this event. Throughout the fall there were booth's held at local craft fairs. We find this not only an opportunity to raise money, but also awareness of the shelter and the needs of shelter is spread on these days.

We ended our fundraising year with our second annual **Breakfast with Santa** in December. The attendees of this event enjoyed visiting and having pictures with Santa, along with breakfast, games, prizes, and treats. This truly is a magical event getting everyone into the spirit of Christmas. Our committee is always looking for new members and new ideas for ways we can raise monies to keep our shelter going. If anyone would like to join our committee or has any ideas please reach out to us.

Jen Curry, Chair



COMMITTEE REPORTS CONT.

MANAGEMENT COMMITTEE

Sandy Meyers, Chair * Dirk Kershner * Ray Watson * Doug Cutchin * Vicki Johnson * Tim Rehse * Nancy Finland * Donna White * Betty Palmer * Tanya Fossett

The Management Committee meets monthly on the second Monday of the month in the Shelter conference room at 6pm. We met nine times this past year. The committee accomplished several goals, projects and assisted in the overall personnel management of the shelter.

It has been an exciting year of preparing for the completion of the second floor project and assisting with stabilizing growing shelter needs and programs. In addition to on-going policy discussion and development, our **Top Work Plan topics for 2016-2017** were as follows:

- New staffing job descriptions and filling of these positions were completed. New positions consisted of a Program Director, Finance Coordinator, and Consolidation of the Shelter Attendant job descriptions.
- Assessment of shelter staff wages and benefits, with market comparison. Preparing for the changes needed regarding the Fair Labor Standards Act which was placed on hold in November before the December implementation date.
- Developed decision matrix for utilizing performance bonus provided by Maine State Housing.
- Employee Recognition and Reviewed/Revised decision matrix for employee Christmas gifts.
- Management Committee Membership growth; added 2 new members.

Work Plan for 2017-2018:

- Ray Watson, new chair and Vicki Johnson, new scribe as Sandy becomes the new Board Chair.
- Meeting time change starting in May: 6:00pm on the third Monday.
- New calendar of projects: review and revise the Guest Handbook, Employee Handbook, develop Policy and Procedure Manual, Employee Retention & Employee Benefits, Job Description review and budget FY2018 preparation.

A word of appreciation for the Management Committee members, Betty Palmer, ED, Tanya Fossett, Shelter Manager, Board Members; Dirk Kershner, Ray Watson, Doug Cutchin, and Community members, Vicki Johnson and Tim Rehse; as well as our newest members, Nancy Finland and Donna White. We appreciate your dedication and service to the shelter and the Management Committee. The work achieved would not have been accomplished without their expertise, steadfast commitment and dedication to serving the homeless needs of the Waterville community and beyond. Also a special thanks to Cathy Kershner, who continues to be a constant resource for this team!

Respectfully submitted,

Sandy Myers, Chair

COMMITTEE REPORTS CONT.

BUILDING COMMITTEE

Brian Watson, Chair * Ray Watson * Jon Rogers * Dirk Kershner * John Margolis * Doug Cutchin * Josh Ward
Rev. Susan Reisert * Betty Palmer

The following is a chronology of the activities our committee worked on for the past year:

June

- Satisfied MSHA construction division requirements
- Obtained a building permit from the City of Waterville
- Submitted a revised budget to MSHA based on 90% design documents

July

- Finalized Guaranteed Maximum Price (GMP) with the construction manager
- Updated and submitted construction pro forma to MSHA
- Procured necessary bond for execution of the project

August

- Completed all work required by MSHA to schedule the grant closing
- Finalized and submitted operating pro forma to MSHA

September

- Funded required "replacement reserve" at \$15,787
- Requested and received a waiver on the insurance/tax escrow from MSHA
- Made final preparations for closing the grant with MSHA

October

- Closed on the grand with MSHA. **\$1M** was transferred into our construction escrow account
- Completed final insurance transactions
- Began construction on the second floor project

November

- Steel framing completed
- 80% of drywall completed
- 90% of mechanical, electrical and plumbing rough-ins completed
- Appliances purchased

December

- Drywall and taping completed
- Sprinkler system completed
- Painting, ceilings, and flooring started
- Glass installed
- Furniture purchased

January

- 80% of MEP fixtures and finish work completed
- Insulation work completed
- Door and hardware started
- 90% flooring completed
- 90% cabinet installation completed

February

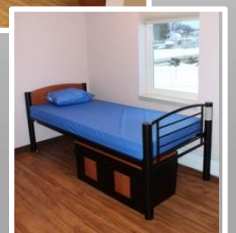
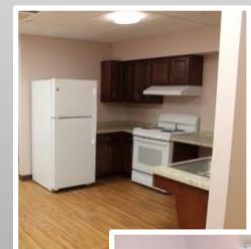
- Construction work completed
- Punch lists developed
- Window treatments installed
- Furniture delivered
- Final MSHA project completion checklist underway
- Certificate of Occupancy received from City of Waterville

This was a very successful project from all perspectives. MSHA, Sheridan Construction and ES Coffin Engineering were all great partners in the execution of this important work. Our Board of Directors was a tremendous support through this process, their efforts cannot be overstated. Their appreciation of our committee's work means a lot to each of us. On behalf of the second floor building committee I would like to thank all of the men and women who made this dream a reality.

Respectfully Submitted,

Brian Watson

2nd Floor Building
Committee Chair



COMMITTEE REPORTS

FINANCE COMMITTEE

Interim Treasurer Dirk Kershner * Doug Cutchin * Karl Foss * David Grenier * Sandy Myers
Kelly Rancourt * Rev. Susan Reisert * Gary Socquet * Karyn Bournival * Betty Palmer

The Finance Committee is responsible for maintaining the Mid-Maine Homeless Shelter's finances through efficient fiscal operations and with oversight of sound, long-term investments. The Committee team was made up of the following members; Karyn Bournival, Doug Cutchin, Karl Foss, David Grenier, Sandy Myers, Betty Palmer, Kelly Rancourt, Rev. Susan Reisert and Gary Socquet. I was asked to chair this team as the interim treasurer until we could search and locate an ideal candidate to assume the position of the Treasurer.

This was not a familiar role for me; however I am recognized as being an extremely frugal individual in any and all dealings when it comes to finances. We had a strong Committee team, as well as being blessed with the hiring of Karyn as the Shelter's Financial Coordinator. We were able to maintain a stable budget by working with Betty and Karyn to address the needs of the shelter, and adjusting the financial picture as needed. The Finance Committee assisted with a successful annual audit and made changes based on the recommendations of the Auditors for successful future audits. We worked closely with Nicholson, Michaud & Company to assure our accounting systems were in line, as well as with payments being provided in a timely manner to those who service the Shelter. We assured sound investments with the donations provided generously through numerous donors.

We had the opportunity to see the 2nd floor dream come to fruition and assisted in developing a workable operations budget for fiscal year 2017. This included a budget for the 2nd floor operations as well.

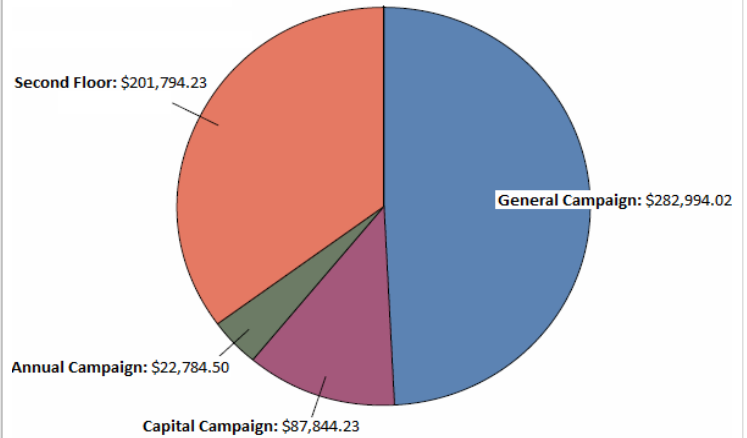
I would like to thank the committee members for their tremendous dedication and hard work to keep the shelter's finances strong and viable, as well as making my role as the chair seem so effortless. I would also like to extend an extra thank you to Karyn for her incredible patience, thoroughness, professionalism and outstanding assistance provided to me every time I called with requests for information.

In ending, I would like to welcome Laura Gilbert-Caret as the new treasurer for this upcoming term.

With sincere appreciation to the Finance Committee;

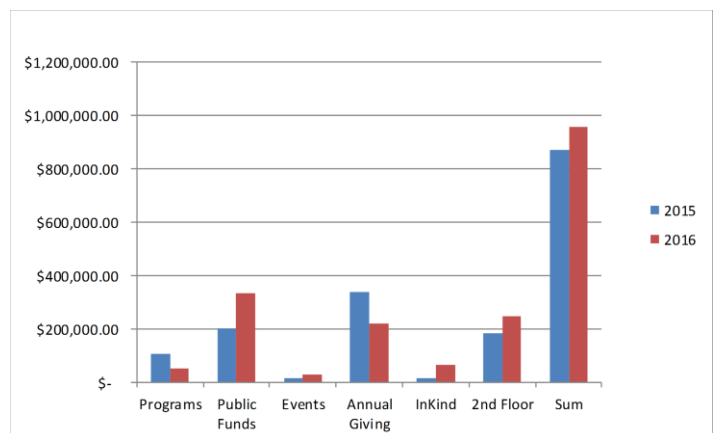
Dirk Kershner, Chair

DONATION HISTORY



FUNDING AND DONATION SOURCES 2015-2016

| | 2015 | 2016 |
|---------------|---------------|---------------|
| Programs | \$ 109,594.00 | \$ 55,244.93 |
| Public Funds | \$ 202,264.00 | \$ 334,155.99 |
| Events | \$ 16,980.00 | \$ 28,466.91 |
| Annual Giving | \$ 339,526.00 | \$ 222,909.08 |
| InKind | \$ 16,124.00 | \$ 64,475.90 |
| 2nd Floor | \$ 184,330.00 | \$ 249,534.53 |
| Sum | \$ 870,833.00 | \$ 956,803.34 |



COMMITTEE REPORTS CONT.

GOVERNANCE COMMITTEE

John Margolis, Chair * Rev. Susan Reisert * Jon Rogers * Dirk Kershner

During the past year, members of the Governance Committee concentrated on two areas.

1. Board membership was reevaluated. We not only reviewed each member's term, but made suggestions to increase the scope of the Board. Attention was paid particularly to recruiting individuals with backgrounds in youth services, education, and law enforcement. In addition, people with grant writing capability would be valuable additions to either the Board to a committee or in a volunteer capacity.
2. Committee members regularly discussed finding a candidate to fill the role of Shelter Treasurer. When a candidate was eventually identified, her credentials were reviewed and discussed, and the committee recommended to the Board that her application be accepted.

John Margolis, Chair

**FROM MID-MAINE HOMELESS SHELTER, THANK-YOU
TO EVERYONE WHO MADE 2016 SUCH A SUCCESSFUL
YEAR!**

