



Mid-Maine Homeless Shelter

Annual Report 2015

A Message from the Board Chair

The Mid Maine Homeless Shelter is a special place. Its mission is to end homelessness—one person, one child, one family at a time—and to prevent homelessness wherever and whenever we can. To do this requires a dedicated and multi-dimensional network. From staff to volunteers to donors to committees to the Board to community partners, ending homelessness for the people who come to us is complex, challenging work. Yet, it is managed through the commitment of an amazing number and array of individuals and groups.

I am profoundly grateful for those who join us in the work and mission of the Shelter.

In the time I've served on the Board, the Shelter has grown significantly as an organization and as a vital component of the community. And, in the coming year, we will continue to grow—especially as we develop the second floor. We will continue to count on our loyal and devoted supporters, staff, and volunteers and to welcome new partners as well.

I wish to offer particular thanks to the Board and its committees, those who contribute meaningfully to the guidance and direction of the Shelter. The work can be hard, and it

sometimes takes up a significant amount of time, but those who offer their gifts and talents to our cause benefit not only the Shelter—the community as a whole is made stronger. I deeply appreciate the dedication and commitment of our Board and committee members, the sharing of your expertise, your compassion and your good humor.

Finally, I offer thanks to Betty Palmer, our Executive Director. The past year has brought many challenges, but many rewards as well. The Mid Maine Homeless Shelter has been recognized for its excellence, and much of our success derives from Betty's vigilant, energetic, and visionary leadership. Thank you, Betty!

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



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homelessness in Mid-Maine
one person, one child,
one family at a time.*

A Message from the Executive Director

Greetings to our community of supporters!

There is so much to celebrate this year. The MMHS Staff has gone above and beyond providing support and empowerment to so many. This team of under 20 people impacted the lives of over 500 families and individuals in 2015. It is incredible to watch the staff guiding persons experiencing homelessness to stable housing, community supports, and employment. The transformation from homelessness to wholeness is a life journey, and the staff strives to assist our guests in building good foundational blocks that empower the guests to continue to grow and thrive when they exit the shelter to permanent housing.

I would like to take this opportunity to thank our volunteers; each and every day 3-5 volunteers share their gifts and graces with our guests and spread HOPE that creates brighter futures for everyone. Some of the most dedicated volunteers are our board members and sub-committee members who work tirelessly to help this organization live into our mission to end homelessness- one person, one child, one family at a time. It is truly amazing to be the Executive Director of this very awesome organization.



Our 17 plus community partners continue to offer programs both here at the shelter and by providing homeless preferences in their own program spaces. The value of this support from these organizations and agencies is priceless. The social service and mental health work that they provide to our guests contributes to the continued success of persons not just when they are in the shelter but also in the years to follow.

I look forward to the completion of the youth empowerment program that includes 12 units of permanent housing for 18-24 year olds and focuses on education and employment.

This program is our first opportunity to provide supports and empowerment to youth and young adults.

Sincerely,

Betty Palmer

Executive Director



2015 Board of Directors

Rev. Susan Reisert, Chair

Sandy Myers, Vice-Chair

Dr. John Margolis, Secretary

Joyce Grover, Treasurer

Jonathan Rogers, Clerk

Dirk Kershner

Sister Mae Doucette, Commemorative

Doug Cutchin

Jill Gilbert

Traci McDonald

Donna Sawyer

Brian Watson

Danny Karter, Commemorative

Marc Sirois

Timothy Rehse

Judy Williams

Raymond Watson

Joshua Ward



Our Mission

To end homelessness in Mid-Maine- one person, one family, one child at a time.



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:

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

Our Stories...

A young man, full of potential, entered the shelter, because he had hit a bump in his road. When he came to the Mid-Maine Homeless Shelter he had no job, no home, and needed a second chance. Once in the shelter, he began attending the employment workshop. He finished a resume along with a cover letter and began actively looking for employment. He acquired more than one job. Currently he is working three part-time jobs. He is still working with the shelter Employment Specialist to find one full-time job with sufficient income to meet all his needs. He also qualified for a rapid re-housing voucher due to his employment, which enabled him to find housing and leave the shelter quickly. He moved out of the shelter and into a one bedroom apartment that is located near his work and other potential employment opportunities. He will work with the shelter housing navigator for one year, who will help him with budgeting and goal setting. In that year, he will become self-sufficient and will not be in need of a housing voucher or a homeless shelter anymore.

A grandmother entered the shelter with three of her grandchildren whom she has primary custody of. Before entering the shelter, she and her grandchildren sat down with a shelter case worker for an explanation of the services the shelter can offer her family along with a tour. She decided to give it a try. After entering the shelter, services began for the family. The grandmother began attending Conscious Discipline classes. She was also referred for child targeted case management services for all three children, and that continued in the shelter as well as when she moved into her apartment. The case worker and the guest completed a budget and as a team the household was able to eliminate over \$600.00 in debt a month. She was approved for a Home to Stay voucher through Maine State Housing, which will offer her continued support from the shelter for one year to keep her stable and meet her needs. The grandmother expressed to the staff that she wished she had entered the shelter earlier.

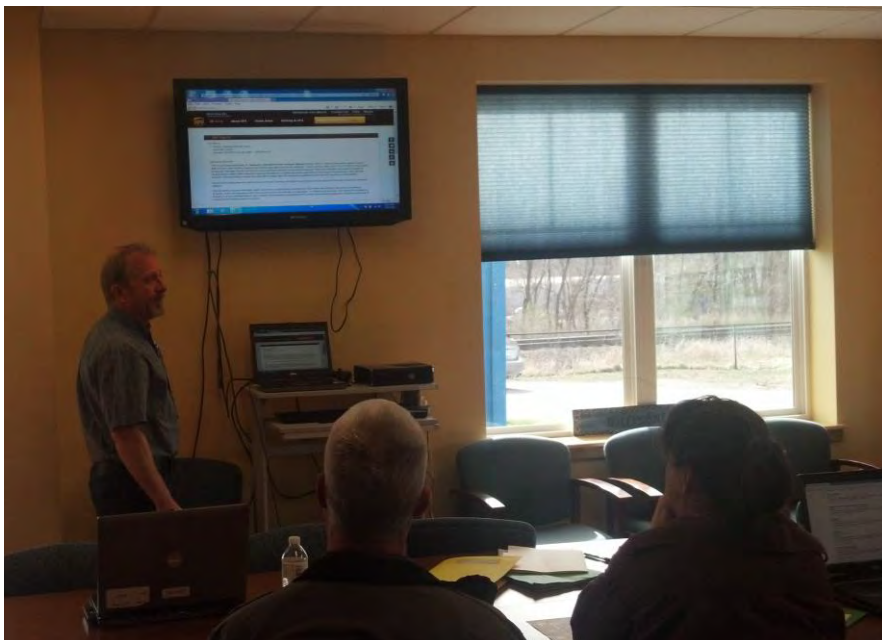
Employment 2015

In 2015, an expansion of our employment services increased outcomes and engaged our guests in valuable prevocational skills building. We increased referrals to traditional employment services in our community, utilizing the resource center at our local public library as well as Career Center services and Vocational Rehabilitation.

We are pleased to report that our new prevocational program has been a success. The opportunity for our guests to volunteer their time in our warehouse and shelter store has reaped benefits for our shelter and guests. Guests averaged a combined 150 hours a month of volunteer time sorting donations, organizing, stocking, and operating the shelter store. This gave our guests the opportunity to improve soft skills such as showing up to work on time, following direction managing time, and many other necessary skills to return to the work force or improve current employment situations.

Our partnership with Mid Maine Adult ED continued to produce noticeable outcomes. MMAD presents Career Development Workshop classes at the shelter on Thursday and Friday mornings. The classes focus on resume writing and interviewing skills, as well as job searches.

We are pleased to report that in 2015 more than 184 shelter guests participated in the Career Development Workshop, and at least 62 guests were employed while participating in the workshop. We look forward to expanding our partnerships with the Waterville Public Library, the Maine Career Center, Maine Vocational Rehabilitation, and local area employers in the coming year.



Volunteers

“A volunteer is like a rare gem. When placed in the right setting and cared for, they will shine and give pleasure to all who see them.” --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 and to bring enrichment to the lives of our guests. Volunteers add that extra special touch by sharing themselves in many ways - answering phones and directing calls, cooking and cleaning, reading to kids and helping them with homework, moving furniture or sorting donations, among countless other activities.

In 2015, more than 400 volunteers gave more than 4400 hours of their time. Volunteering has no limits if people want to give of themselves. Our volunteers may be individuals, they may come as families, school and church groups, or businesses. Their ages range from preteens into the nineties. We are more than grateful for all they do and know all too well that without them we would not be able to do what we do or be who we are.

For all you do, please accept our deepest and heartfelt gratitude.



~The brightest stars are those who shine for the benefit of others~



2016 REM Community Award

This year the Mid-Maine Homeless Shelter would like to honor the Przytulski family, who for over seven years has been crucial in the pursuit to end homelessness in the greater Waterville area through the Waterville Area Homeless Action Group and then the Mid-Maine Homeless Shelter.

Amy has been involved in multiple projects and initiatives. She has sorted donations and coordinated volunteers to move families; she mentors families from homelessness to sustainability; she has created a work training environment to prepare people to re-enter the workforce. Every year she decorates a Christmas tree at the Goodwill Hinckley Festival to represent the Shelter.

Jim has coordinated a sandwich delivery program with other inter-faith volunteers. He currently heads up a men's group from his church who cook and serve breakfast once a month to shelter guests and who help move guests from the shelter to permanent housing. Annually he organizes a Super Bowl pizza party for the shelter guests.

The service of the Przytulski family does not stop with the parents; the three children are actively involved as well. Krista, a freshman at Bryant College, contributes by providing childcare for various Shelter classes and programs and has used her creativity to lead craft nights with both children and families. Even the boys, Riley, age 10, and Tyler, age 7, help out when they can with donations and other jobs. The entire family has participated in such activities as pledging and participating in the Walk to End Hunger, raising funds for the Shelter, and packing and delivering food boxes for the community and former guests.

The Przytulski's live out their faith in very tangible ways and are passing on a heritage of community awareness, involvement and caring to their children. The Mid-Maine Homeless Shelter is honored to present the Przytulski as our REM Award recipients for their legacy of dedication, commitment, and service.



“At the end of the day
It's not about what you have
or even what you've
accomplished...
It's about who you've lifted up,
who you've made better.
It's about what you've
given back.”

Denzel Washington

2016 Micah Award

This fall the Mid-Maine Homeless Shelter passed the significant milestone of a quarter century of existence. We know that the key to our longevity are our staff and our volunteers. This year we would like to nominate for the MICAH award a family who has been crucial in the success of our endeavor.... Joe and Tanya Fossett and their daughters Aubrey and Payton.

Tanya began working for the Shelter in 2011 as the office assistant. In 2014, she was promoted to Shelter Manager and works untiringly to maintain the day to day function of the facility. Tanya seldom puts in just a forty-hour week; she can often be found after hours or on weekends, working on projects in her office, in the shelter, or off-campus.

Fortunately for us, her husband Joe started volunteering shortly after Tanya's arrival. Joe is a teacher at Poland Regional High School (RSU 16), yet he still finds time to come to the shelter once a week to conduct "homework club" for both children and adults who are in school. Joe willingly helps in any way he can with furniture moves, yard sales, donation sorting, and delivering Christmas gifts; he has even been spied in the Shelter during school vacation weeks, cleaning and maintaining the facilities.

The service of the Fossett family does not stop with the parents; Aubrey, age 15, a 9th grader Waterville High School student, and her sister Payton, now 11 and in 5th grade at the Albert S. Hall School, frequently give of themselves through childcare, music, and helping with other jobs with their parents.

The Fossett family makes their home in Waterville and their church home at the Kennebec Valley Baptist Church. They live out their faith in very tangible ways and are passing on a heritage of Christian values and commitment to their children. Tonight the Mid-Maine Homeless Shelter is honored to honor the Fossett family for their legacy of faith and service.



STANDING COMMITTEES

2015

Finance Committee:

Joyce Grover, Chair
Susan Reisert, Doug Cutchin,
Dirk Kershner, David Grenier &
Karl Foss

Management Committee:

Sandy Myers, Chair
Doug Cutchin, Dirk Kershner,
Betty Palmer, Traci McDonald,
Vicki Johnson, Ray Watson &
Tanya Fossett

Governance Committee:

John Margolis, Chair
Susan Reisert, Jon Rogers &
Dirk Kershner

Executive Committee:

Susan Reisert, Chair
Sandy Myers, John Margolis,
Joyce Grover, Jill Gilbert,
Dirk Kershner & Ray Watson

2nd Floor Building Committee:

Brian Watson, Chair
Jon Rogers, Doug Cutchin,
Betty Palmer, Dirk Kershner,
Josh Ward, Ray Watson,
Jon Margolis & Susan Reisert

Events Committee:

Kelly Rancourt, Chair
Dave Rancourt, Jen Curry,
Mike Rumery, Patrick Simpson,
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

COMMITTEE REPORTS

Management:

The Management Committee met monthly (10x) this past year on the second Monday of the month at 5:00 PM at the shelter. We welcomed Ray Watson to our committee this year and are saying farewell (for now) to Traci McDonald. We appreciate your years of service to our committee; you will be missed!

The committee accomplished several goals, and projects and assisted in the overall personnel management of the shelter. It has been an exciting year of change as the shelter prepares for the new second floor services. Change brings opportunities for new staff positions, new procedures, and new services. The work plan for 2016-2017 includes research about wages and benefits, employee recognition and rewards, staff development, safety trainings, competency development for all positions, and more.

The committee changed its meeting time to 6:00 PM on the second Monday of the month to accommodate the Finance Committee and improve work flow. Detailed minutes and work plan are available upon request.

A final special thanks to the Management Committee members, Betty Palmer, Dirk Kershner, Vicki Johnson, Tanya Fossett, Doug Cutchin, Ray Watson, and our very talented scribe, Traci McDonald. The goals 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!

Events:

The Events Committee had a very busy and successful year this past year. We hosted our first annual Tea Party and Fashion Show in January. This event had a sellout crowd and it continues to grow! In the spring we held our annual Thank-A-Thon. This is our committee's opportunity to call and thank donors for their support of the shelter with their donations of time, talent, or other resource.

The committee also participated in Oak Fest, where we sold Kettle Corn, and we we had a booth selling Cotton Candy at The Greater Taste of Waterville. We filled the house with a sold out crowd hosting Hypnotist Frank Santos, Jr. In September the annual Golf Tournament was a huge success!

Throughout the fall we had booths at local craft fairs. We have not only found this to be a good fundraising opportunity, but also a wonderful way for us to spread awareness of the shelter. We ended our year with the first annual Breakfast with Santa. This event had a great turnout and is turning out to be another annual event for our committee!

Committee Reports cont.

Governance:

The governance committee continued its ongoing function of reviewing board composition and membership and made recommendations to fill expected vacancies. Jon Rogers, our clerk, continued the by-laws review and made his yearly recommendations.

The governance committee gave special attention to board development, with an emphasis on strengthening the development committee. It was recommended that the endowment committee be subsumed under the finance committee. With regard to strategic planning, the governance committee recommended acceptance of a grant from the Atlantic Charitable Fund to finance strategic planning guidance provided by Lift 360.

In order to clarify financial transaction procedures, we recommend that check writing be authorized by two board officers. If two board officers are not available, checks may be authorized by the shelter director.

Throughout the year, the committee gave special attention to the position of Board treasurer. Despite considerable efforts, we did not identify an individual with all the skills needed to assume this role, so it was decided to transfer many of the responsibilities to a private CPA firm.

The committee recognized the increasing importance of the mental health issues affecting guests. It was felt that an AD HOC committee of the board to address these matters may be an important initial step in meeting these needs.

2nd Floor Building:

Almost a year ago, we were short listed to a group of 4 applicants to receive a HUD grant intended to fund work on the second floor of our building. This work was aimed at providing long-term housing to the 18-24 year old population in our community. It has been a wild ride since then. In June, we received confirmation of an award to MMHS of a \$1 million grant for the development of the second floor. After going through a very thorough selection process, E.S. Coffin Engineering from Augusta was selected as our design professional. We interviewed several very good companies and received proposals from them in mid-July a project kickoff meeting was held in our construction project conference facility. We gained an understanding of Maine State Housing Association (MSHA) expectations and where some of our challenges would lie.

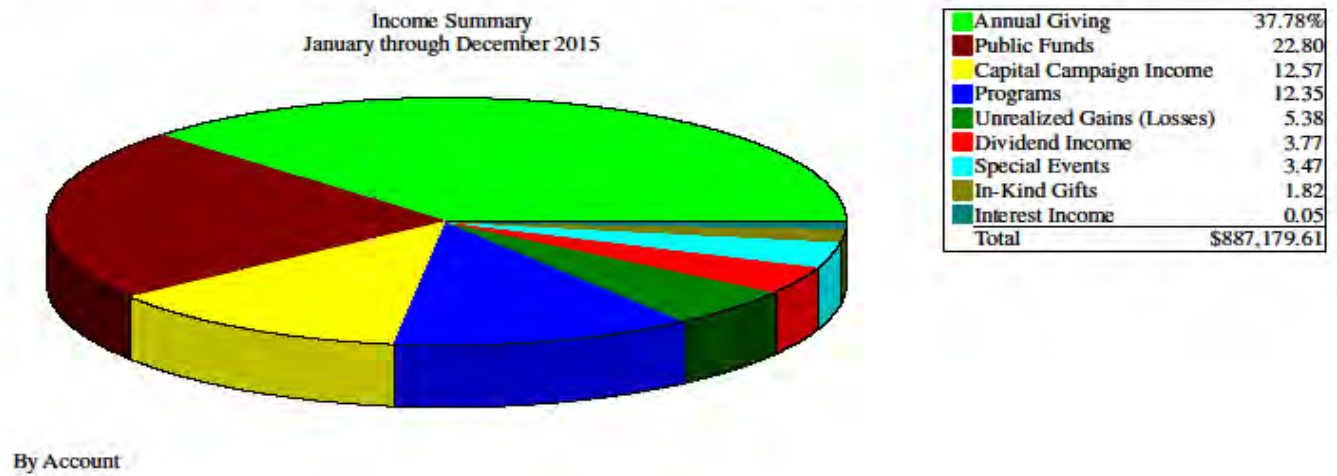
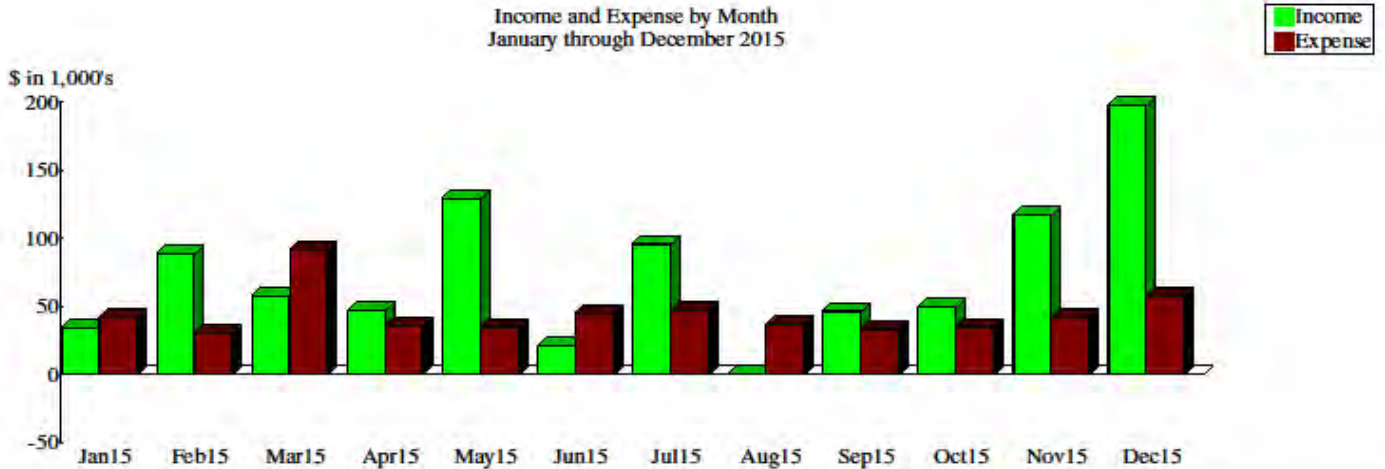
After this meeting we began to discuss project delivery methods and to define our process to select contractors. We decided to use the construction manager at-risk approach with a design-build approach to the MEP aspects of the project. While our committee believed this was absolutely the best way for us to proceed, it was less than desirable to MSHA. After much discussion, they bought on and supported our decision.

Our committee then worked to develop a process to be used to select our contractor. We contacted 5 local construction firms and received 4 proposals. The selection process, including the interviews and scoring of the proposals, was very closely monitored by MSHA. The process resulted in the selection of Sheridan Corporation to be our construction manager. Contracts were developed and executed, again under the watchful eye of MSHA.

During this time, design efforts were in full swing. The 50% design submittal was made to MSHA ON 10/9. Their review comments were incorporated into the design, and work began on the 90% design submittal. There were also a couple of budget iterations performed by our committee during this time.

The next significant effort revolved around the environment report. There were 2 issues that came out of the report that needed to be addressed. These issues included our propane tanks and a concern about noise. After studying our options, it was decided the best way to proceed was to bury our tanks. A design for this work was developed, submitted, and approved and a tank mitigation agreement was executed. The noise issue required a bit more effort and, for a short period of time, involved an acoustics consultant. It was eventually proven that our existing building had an acceptable level of noise attenuation and no modifications would be needed.

Our 90% design was submitted and reviewed in March. All review comments have been incorporated, and our design is ready for final pricing. A revised budget based on our current design has been completed. We are finishing up public notices and participation in the bureaucratic process that is necessary to close the grant and release construction funds. We anticipate a July start to construction and a 4th quarter completion.



Finance Committee

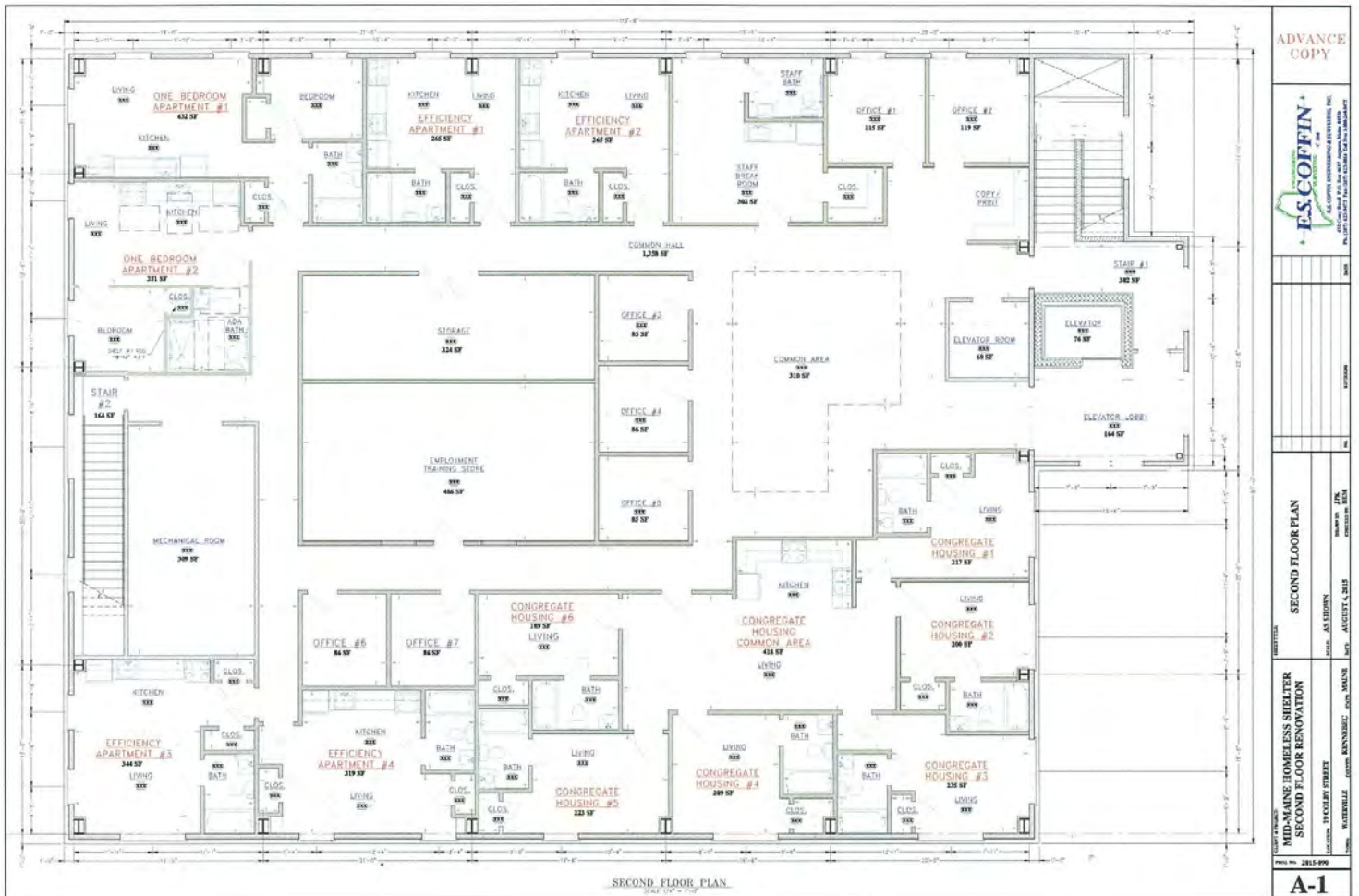
The Finance Committee has the responsibility to keep the Mid-Maine Homeless Shelter financially viable through efficient fiscal operations and sound long-term investments.

In 2015, the Finance Committee oversaw that the financial transition and budgetary changes incurred in the large move to the Shelter continued to run smoothly. The Committee continued oversight of the operating budget and continues to manage collections of the Capital Campaign funds.

The Committee worked on wisely investing from the endowment account while continuing to make sure the Mid-Maine Homeless Shelter was a good investment for the community.

The Committee successfully exceeded our goal in grants to support the 2nd floor project and secured a million dollar credit line with Kennebec Savings Bank in preparation for its construction. The Committee secured consultant services from PFBF and Nicholson, Michaud & Company for selected services. The Shelter received a substantial bonus for having a best practice model in Maine, and is finishing the year financially secure.

Looking Ahead



Our two story building located at 19 Colby Street will continue to provide emergency shelter on the first floor. By the end of 2016, we will begin to provide affordable permanent housing for youth, 18 to 24 years old. This transformational, permanent housing option will include two one-bedroom apartments, four efficiency apartments, and a suite of six single rooms with private baths, a common kitchen and shared living space. There will also be a program space that will provide opportunities to build life skills and to help manage daily needs.

“The Youth Empowerment Program provides resources to those who need them most, youth who live in some of the most high-risk areas in the greater Waterville area. At its heart, this program will help young people make better lifestyle choices that result in healthier, happier lives.”

This program will begin by offering a variety of housing options to get youth off the street. The shelter will provide temporary emergency shelter and assessments for need of each youth. The assessment will help to determine the short term and long term housing needed for stable lives and make recommendations based on need to one of the housing options.

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