



Mid-Maine
Homeless
Shelter &
Services

Annual Report

2018

Ending homelessness one person, one child, one family at a time

Mid-Maine Homeless Shelter & Services

19 Colby Street

Waterville, ME 04901

Phone: 207-872-8082

Fax: 207-872-0834

Email: shelter@shelterme.org

Karyn Bournival

Interim Executive Director

Board of Directors 2018

Sandy Myers, Chair

Brian Watson, Vice-Chair

Laura Gilbert-Caret, Treasurer

Marc Sirois, Secretary

Jonathan Rogers, Clerk

Rev. Susan Reisert

Jill Gilbert

Dr. John Margolis

Douglas Cutchin

Raymond Watson

Timothy Rhese

Bill Boutin

Sheila Bacon

Moria Bentzel

D. Chris Frauenhofer

Dr. Thomas Longstaff

Janelle Gath

Commemorative:

Sister Mae Doucette

Danny Karter

Letter from the Board Chair



Welcome to our Annual Meeting and Volunteer Celebration!!

It is hard to believe that 2 years of service as your Chairperson of the Board of Directors is coming to an end. It has been a privilege to serve you! When I became chair, I had one goal in mind to facilitate establishment of policies and procedures, promote growth and development within the board of directors and to complete a strategic planning process to bring stability and infrastructure to prepare the way for the next wave of growth for the Mid Maine Homeless Shelter. It has been another of season of change, not so much outwardly, but inwardly.

So, what has changed? Here is a list of some of our accomplishments:

- Year one, we conducted strategic planning session which resulted in 6 Goals with 24 tactics. I am proud to report that all but 3 tactics have been achieved. The board is ready to develop a new plan for the next 3-5 years.
- With the departure of our Executive Director, it has provided us an opportunity to invest time and resources to improve the culture within the shelter. We sought outside counsel to establish a new leadership structure and education/development training for our leaders and front-line staff members. Our culture today is one of transparency, teamwork, respect, accountability, support and encouragement to focus on our mission, "To end homelessness one family, one child, one person at a time." Thank you to Doc Executive, Maggie Palmer and Grace Wright, Dr. George Manning from the University of Kentucky, Jim Theriault, Leadership Development Director at Cianbro, and Kim Laramy at Ethos Communications. Your time, training and education for our leaders, staff and board members have been instrumental in our growth process.
- Board of Director's development. We participated in a MANP Board Self-Assessment Survey, receiving helpful feedback for our organization and the board. We have added 7 new board members this past year. Welcome aboard, Chris Frauenhofer, Moira Bentzel, Janelle Gath, Dr. Thomas Longstaff, Sheila Bacon, Bill Boutin and most recently Richard Chamming! We are blessed with a very diverse, hardworking board. Sadly, we had to say good bye to Kurt Nelson who moved from the state for a career opportunity. He has been missed!
- We established a new chain of command for leadership within the shelter. Including, new Operations Director, Program Director, HR/Volunteer Coordinator and Financial Assistant Positions, improving communication and accountability. We have rewritten job descriptions and expectations. We established a Search Committee of the board of directors and are in the process of conducting interviews for a new Executive Director.
- Another year of excellent work was completed by all our committees: Management, Governance, Finance, Development, Site, Events and Activities and Golf Tournament. Please read their specific reports for the details of their outstanding work and accomplishments.

Cont.

- Last year, we voted to change the name from the Mid-Maine Homeless Shelter to the Mid-Maine Homeless Shelter & Services to reflect all the progressive work of the Shelter. We are far more than a bed to sleep in for a night and a warm meal. We thought it was important to reflect that in our name. Please note the Program Director's Report and the Interim Executive Director's report for the many wonderful accomplishments of this past year.

Although this past year was filled with many unexpected changes and challenges, it also has been a year of rejuvenation and excitement! I am so thankful for the support, encouragement, hard work and persistence of our leadership team, staff, board members, committee members and volunteers. I am very appreciative for our guests and residents who put their faith and trust in us to assist them with a hand up in a safe and caring environment during the most vulnerable times in their lives!

In addition to these important words of appreciation, I personally want to thank John Dalton, CEO of Northern Light Inland Hospital for his guidance, counsel, training and support when I needed him most! John's love and commitment to Waterville and the surrounding communities is inspiring. His generous support and guidance to one of his leaders, me, will always be appreciated. I must also say thank you to the awesome team leaders and staff at Northern Light Inland Hospital Rehabilitation Department and my VP, Rick Barry for their understanding and support, allowing me to do more and be more for the shelter in these past two years, especially this past year! Thank you for all the employers in the community who have been board members, volunteers and committee members serving at our shelter. (Cianbro, Maine General Health, Kennebec Savings Bank, GHM Insurance, to name a few)

To our Board and Committee Members, I say thank you, thank you, thank you! A leader is only as strong as the people he or she serves! You have been and continue to be amazing, giving many hours and resources to see the shelter succeed. I appreciate your guidance and patience this past year. It has been a pleasure to serve with you as your board chair.

I am so appreciative of the many non-profit organizations, business, private donors and funders who continually support the work of the shelter. A special thank you to Ken Walsh, CEO, Alford Boys and Girls Club/YMCA of the greater Waterville Area for his counsel, encouragement and partnership during this year of executive transition. Also, a special thank you to Destiny Demo, HR VP at Cianbro for her work with our Search Committee.

Last but not least, thank you to Karyn Bournival and David Sovetsky for taking the lead, trusting and working with myself, the staff and volunteers and all the board members hand in hand this past year! Your commitment and compassion are exemplary and inspiring! No one knows this business better than you! You are a gift to our shelter and community!

Thank you for giving me the opportunity to serve as your board chair.

Sincerely,
Sandy Myers, Board Chair
2017-2019

Letter from the Interim Executive Director



To end homelessness...our mission is massive. It is one that takes many components to accomplish.

On any given day, I encounter a new beginning, a look of hope on the face of the many faces of homelessness. One day it is a little girl who is here with her mom, excited to have a snack and to color, on another day it is a family with an infant receiving diapers, clothing and an action plan for getting in to a home, recently it was a man about my age that couldn't see tomorrow but now all he talks about is where he is going! It is the hands and hearts of so many in the community that make this journey of hope. The lives that are changed are reflective in the over 450 guests that we have been able to reach, it can be seen in the 50 guests that are fed and supported every night. There is something going on at Mid Maine Homeless Shelter & Services that will forever change who we are as a community. It is the combined components of a community that leads with their heart to serve and support those most in need. Thank you!

The partnering agencies, the state and federal program supporters, the foundations, businesses, churches and schools that collectively come together day after day to keep our organization open and the mission alive...we are grateful! The private donations that could be \$10 a month every month to a family that decided to place our organization in a legacy giving plan that provides year after year. It takes all of us but each of us to look at the faces of homelessness and never lose sight...even when the homeless guest may have.

I have been honored to be placed as Interim Executive Director for a portion of my role along with Operations Director. I have seen our small staff team of 27, with the support of our spectacular and responsive board and committees break through to the "next level" in our growth plan. We are prepared more than ever to truly accomplish the mission of ending homelessness. As we reflect over the year, the challenges brought opportunity and change. We have grown as an organization with improved processes, new community partnerships, collaborative efforts with current partners and many new business and private donors! Our donation base has grown and our needs are heard by a responsive community.

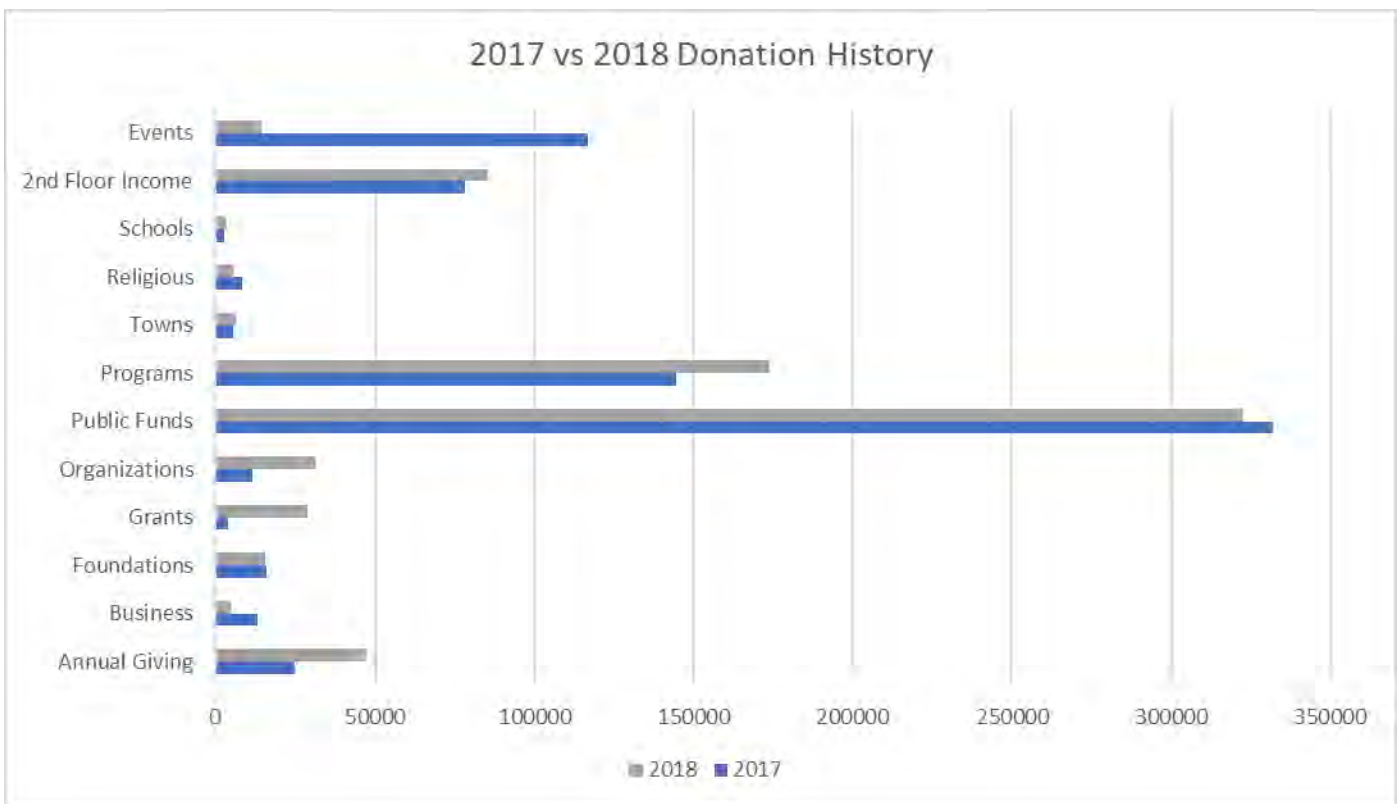
Thank you to our staff, the word "team" doesn't even come close to describing our staff. The work is tough, the needs are great, but the staff's commitment, passion and care for this community is endless. The vision to end homelessness one person, one child, one family at a time is written across their hearts.

Thank you for the 60-70 volunteers that come daily to help lift up this organization and its guests. The civic engagement that Colby and Thomas Colleges provide where we have 30 or more arrive for the day and help us to accomplish tasks, we could never do without them.

We are grateful for the work of the committees and their commitment to continue to support and help us to grow in to our goals. The efforts to raise money, help save money, create policies and procedures, and more, are all part of the “team” that walks along side of us as we pioneer and change lives.

Thank you to Sandy Myers, Board Chair, for her vision and encouragement. Special thank you to Ray Watson for his endless hours and commitment as Chair to the Management Committee and a special thank you for the blessing of God on this place. There is no stopping where we can go in 2019, I am grateful to enter in to a new year with so many spectacular members of this team!

Sincerely,
Karyn Bournival
Interim Executive Director



The financial needs for Mid Maine Homeless Shelter & Services are supported in majority by the community through private, business and organizations donations. We are less than 50% funded by State and Federal programs so the needs are great.

With the continued support from our community, volunteers and agency partners, we will continue to provide shelter while changing lives.

The generous and dedicated donors are creating a journey of hope while ending homelessness in Mid Maine!

Letter from the Program Director



2018 was a year full of challenges and successes for our programming. We continue to excel at our mission to end homelessness in Central Maine. The programs we offer at the Mid-Maine Homeless Shelter & Services are carefully implemented to give our shelter guests the best chance at future success. This year we continued to focus on increasing the amount and quality of the supports we provide.

Emergency Shelter

This year we provided emergency shelter to 466 guests, which is a dramatic increase to 2017 at 377 guests. This has allowed us to support many more families and individuals needing a hand up in our community. We welcomed a new Shelter Manager, Rick Compagnon to our team and have focused on improving the culture of our Shelter. Our goal being to improve our ability to support our guests in a trauma informed manner. We have increased staff training and input into the functioning of the shelter to better meet the needs of our shelter guests.

With the dramatic increase in quality services and use of our emergency shelter, volunteers have been invaluable. Whether it is helping families with childcare, allowing parents to participate in programming, or manning the reception desk to assist members of the community, we couldn't help the number of people struggling with housing without them. We greatly appreciate the inspiring support of our volunteers.

I'd like to personally thank our Board of Directors for all their support through the challenges we faced this year. We have been able to increase all outcomes this year, while improving our culture and establishing long term changes and improvements to our shelter. With the boards assistance, we have been able to navigate dramatic changes in policy as well as increase resources to improve training for our shelter attendants, as well as our leadership team. The members of our board certainly went above and beyond the call of duty to provide us with all we have needed to get through this time of transition and to come out on the other side, stronger and more equipped to assist our neighbors in need of a hand up.

I would also like to thank all our shelter attendants for their dedication and efforts, day in and day out, to support our guests in reaching their goals and diligently assisting us in implementing the positive changes to our shelter and its culture this year.

The shelter leadership team has been phenomenal this year. The support and encouragement offered by Tanya Fossett and Karyn Bournival has been, without a doubt, a driving force behind the success of our shelter. The shelter manager, Rick Compagnon and myself have been lucky to have leadership team members always willing to go above and beyond the call of duty to help us improve the functioning of our shelter. I would also like to thank Karyn from the bottom of my heart for assuming the role of Interim Executive Director, providing the necessary leadership and support to everyone involved in making our shelter one of the best in Maine in 2018. The countless hours spent to get us through this transition are forever appreciated and as we look back on the year, all that can be said is, "job well done".

Case Management

We increased the Case Management we provided by 62% in 2018 which is the largest increase in the history of the Mid-Maine Homeless Shelter & Services. Currently, we are staffed with 4 highly qualified and motivated Case Managers who are providing a quality of service that rivals any in the field.

Housing Navigation

Our Housing Navigation Department was able to keep pace with 2017, working with 410 individuals in 2018, compared to 375 in 2017. Navigation was able to successfully house as many individuals and families this year as last, under a dramatic decrease in housing subsidies and affordable housing in our area. Maintaining this level of success with our guests has placed our Navigators in the top 3 of 37 shelters in Maine this year.

Youth Empowerment Supports

The YES program has been going strong, offering a new start for formerly homeless youth. This year we added a dedicated Case Manager for our youth, who has done a fantastic job connecting our youth to needed resources. We also hired a new Resident Coordinator to assist with operating the shelter store, teaching career development, and assisting residents with career goals. Our occupancy rate remained at 100% throughout the year. Some of the highlights of the success of our youth include 5 youth working, 4 youth attending college, and 2 youth actively participating in programming with the Career Center.

Partner Programs

We would also like to thank our partner agencies adding to our targeted programs to assist our guests.

The Family Violence Project: Lori Woods continues to assist our team in addressing domestic violence and family issues, one on one, and by presenting a healthy relationships class.

Maine General: Maine General continues to assist us with presenting Snap Ed, healthy eating classes as well as health informational instruction.

Educare: Danielle Douglas has provided valuable activities at Educare for our age 5 and under children and their families.

KVCAP: KVCAP has assisted us with being able to provide housewares and furniture through Habitat for Humanity.

Mid Maine Programming Team: We continue to provide several valuable programs including, Rent Smart classes, Career Development Class, and a Dual Diagnosis support group.



Sincerely,

David Sovetsky
Program Director

Noelle's Story



Hello. I want to introduce myself and my world. My name is Noelle and my world is Noah James; he is 4. My journey has been a tough one and hard to tell, so let's start. It was March 27, 2018 and I had just endured the last painful blow to the back of my head. I stood up, wiped my tears, grabbed my sleeping son out of his bed, put on his coat and hat, put him in his stroller, and walked to the hospital. Leaving behind all my belongings. I lay in the hospital bed terrified, broken, bruised, 2 broken ribs, 122 contusions and bite marks. Looking at my little boy sleeping on my chest, I whispered "Mama's got you!"

When we left the hospital, I was carless, homeless and broke. I decided to go back home to Maine, where we could be safe and far from abuse. My caseworker pulled up to the Mid-Maine Homeless Shelter & Services that my son now dubs "The Green House." I was a mess, but I looked down at Noah and said "Mama's got you."

Being at the shelter with a child is not easy! I cried and laughed, and in our three month stay there I went to programs, got lots of guidance from my housing navigator and case manager, and we set goals. I exceeded them all!

It is now October and I have secured my own housing, my son is enrolled in an amazing program at Educare, and I am in therapy healing. I am finding myself and taking care of my world. When I laid him down for bed on our first night in our new home, my little boy looked up at me and said "MAMA'S GOT NOAH!!!" And I cried and said "YES BABY, MAMA'S GOT YOU."

I don't know where I would be without the loving hearts I found at the Mid-Maine Homeless Shelter & Services. I owe my life to all that we got in those three months. I can only imagine what is next for Noah and me but I can tell you, it will be amazing.

"Not all storms come to disrupt your life, some come to clear your path." ~author unknown

VOLUNTEER HIGHLIGHTS



PAC (Poverty Action Coalition), representatives from KVCAP, EMHS, KBH, Habitat for Humanity, Gov. LePage's office, MMHS and United Way of Mid-Maine put on a dinner at MMHS. They face painted with the kids and parents, made arts and crafts and played corn hole. We had a taco dinner with all the fixings. The guests were able to talk directly to the representatives about all the resources in the area.



Top left: Sadie is a service dog in training and she is our furriest volunteer!

Top right: Our dinner volunteers often decorate the tables when they provide dinner.



Volunteers are the best!



Bottom left: Rajni delivers delicious curry to our guests at least once a month. We are thankful for the dedicated volunteers that help to feed our guests!

Bottom right: Aubrey, a junior from Waterville High School, created a recycling program at the shelter.

VOLUNTEER HIGHLIGHTS



Volunteer groups comprised of businesses, organizations and schools help to provide much needed work at the shelter!

“Great things are brought about and burdens are lightened through the efforts of many hands anxiously engaged in a good cause.”

~ M. Russel Ballard

Donation Highlights



Every donation received helps us to provide much needed services for our guests!



Thank YOU for your support!

Events & Fundraising Highlights



4th Annual
Fashion
Show &
Afternoon
Tea

Oakfest



Walk to End
Hunger/
FeedME 5K



21st Annual
Charity
Golf
Tournament

Warming Up
for Christmas
with Steve &
Linda Fotter



“My hands can only reach so far. Take my hand,
and together we can reach so much further.”

Committee Reports

FINANCE

Chair: Laura Gilbert-Caret, Treasurer

Members: Doug Cutchin, Karl Foss, Kelly Rancourt, David Grenier, Sandy Myers, Karyn Bournival, Dirk Kershner, and Chris Frauenhofer.

The finance committee had a very successful year providing financial oversight for the Mid-Maine Homeless Shelter & Services. This included budgeting and financial planning, financial reporting, and the creation and monitoring of internal controls and accountability policies.

In 2018, the Mid-Maine Homeless Shelter & Services insourced its bookkeeping and financial reporting under the excellent financial management of Finance Director, Karyn Bournival. The Shelter had another successful annual audit with no significant deficiencies. The committee worked with Karyn and shelter staff and interns to improve the shelter's credit card policy as well as fine-tuned the process of the receiving and giving of gift cards received from our generous community. In addition, the committee revised the existing investment policies to reflect the many changes and growth that the Mid-Maine Homeless Shelter & Services has seen these past years.

Two long time members, Karl Foss and Dirk Kershner, retired from the finance committee in 2018. We will miss them and the expertise and commitment they brought to finance and to the Mid-Maine Homeless Shelter & Services. The committee thanks them for their service.

I have enjoyed these past two years as the Mid-Maine Homeless Shelter & Services Board Treasurer and thank the members of the finance team for their unending support and expertise. They are truly the best of the best and I appreciate their hard work. I look forward to working with our incoming treasurer, Christopher Frauenhofer, who brings finance and leadership expertise as the committee chair and to the Mid-Maine Homeless Shelter & Services Board.

MANAGEMENT

Chair: Ray Watson

Members: Sandy Myers, Tim Rehse, Donna White, Doug Cutchin, Billie Clark, Bill Boutin & Moira Benzel

As all are aware, the past year has been one of transition at the MMHS&S. The transition has influenced all areas of the Shelter including activities and work of the Management Committee. We are very fortunate to have a dedicated group of committee members that have stepped up and accomplished some very meaningful work on behalf of everyone associated with the Shelter.

During the past 12 months the committee, along with a great shelter leadership team, has worked tirelessly on several issues. The most significant was working through the loss of our long time Executive Director, Betty Palmer. We would like to express our sincere appreciation for Betty's many years of dedicated service to the mission of "ending homelessness in Maine, one person, one family, and one child at a time."

Some of the accomplishments in the past year have been rewriting the Guest Handbook, completing an equitable pay scale for employees of the shelter, making significant progress in rewriting the employee manual and writing of a new procedures manual. In addition, the job descriptions for staff members have been updated and in some cases rewritten in their entirety. These updates will enable both existing and future employees to have a more complete understanding of their duties and responsibilities.

It has been my privilege and honor to have served as the chair of the Management Committee for the past two years and offer a huge thank you to all the members for their hard work. I am looking forward to working with the new chair during the coming year.

GOVERNANCE

Chair: John Margolis

Members: Sandy Myers, Jon Rogers, Marc Sirois

Actions

- 1) Reviewed bylaws and recommended changes
- 2) Established guidelines for Board member selection
- 3) Developed an application process for new Board members
- 4) Described plans for Board member succession
- 5) Developed Governance Committee component of the Shelter Strategic Plan
- 6) Recommended background checks for Board members
- 7) Updated job descriptions for Treasurer, Vice Treasurer, and Committee Vice Chair
- 8) Recommended formation of a Program Committee
- 9) Established an Immigrant Guest policy
- 10) Recommended multiple new Board members to the Board
- 11) Established a Conflict of Interest Policy
- 12) Reviewed issues related to Shelter security
- 13) Was closely involved in matters related to the change of Executive Director
- 14) Discussed possible Emeritus Board Member status

EVENTS

Chair: Jennifer Curry

Members: Clara Watson, Rena Cater, Judy Gray, Karen Parker, Sharon Harding, Patrick Simpson, Kimberly Simpson, Judy Williams, Jill Gilbert, Blanche Nadeau, Prudy Marcoux, Kelsea Tortorella, Stacy Tortorella, Brian DeLong, Tammy Jones, Bob Chapman, Darleen Chapman & Mike Rumery

The Event's Committee had a productive and busy year in 2018. In January we hosted our Fourth annual Tea Party and Fashion Show. The fashion show featured wedding attire through the years. The food and a silent auction were truly spectacular. This event continues to grow and be successful for us. The committee, along with the shelter, participated with a float in Oakfest in July. Despite a major downpour at the end, we were able to spread the word of the shelter to a large audience. We again participated by selling cotton candy and root beer floats at the Greater Taste of Waterville. We also set up a table to share awareness of the programs and needs of the shelter. It was very touching at this event that many people came up to our booth to share that the shelter had helped, saved, and changed so many people. In September the annual Golf tournament was held. The golf committee did an outstanding job to make this event a huge success!!! We ended the year with our annual Breakfast with Santa. Everyone had a blast visiting and taking their picture with Santa. The food was amazing! It has been a blast watching many of the kids that have been to the event over the years continue with the special Christmas magic. Our committee is always looking for new members and new ideas for fundraising events to help keep the shelter going. If anyone would like join the committee or share their ideas, please reach out!

GOLF

Chair: Nancy Roderigue

Members: Diane Pooler, Jeanne LaPlante, Marie Cates, Collette Hart, Jennifer Curry Purdy Marcoux & Jill Gilbert

Many thanks to Steve and Paula Brown who have generously donated their beautiful Clinton course for the annual Mid-Maine Homeless Shelter & Services golf tournament for the past 25 years. Without their generosity, the Mid_Maine Homeless Shelter & Services golf tournament wouldn't be the shelter's biggest fundraising event.

I was honored to chair the 2018 golf committee and I feel like our efforts will and already have helped to facilitate some of the programs offered at the shelter. Our golf committee, in the early part of 2018, met and at that time, we set a goal to raise \$15,000. We worked hard visiting area businesses, making phone calls, sending flyers and emails and we continued right until tournament time in September. I am pleased to report we met our goal and raised \$15,500.

Annual Meeting and Volunteer Appreciation

April 28, 2019

2:00 p.m. to 4:00 p.m.

Our Mission: "To end homelessness one person, one family, one child at a time."

Invocation	Tom Longstaff, Board Member
Welcome	Sandy Myers, Board Chair
Introduction and Recognition of Board Members	Sandy Myers, Board Chair
Committee Members Recognition	Sandy Myers, Board Chair
Governance Committee	John Margolis, Chair
Management Committee	Ray Watson, Chair
Development Committee	Susan Reisert, Chair
Finance Committee	Laura Gilbert-Caret, Treasurer
Activities & Events	Jen Curry, Chair
Golf Committee	Jill Gilbert
Staff Appreciation	Karyn Bournival, Interim Executive Director David Sovetsky, Program Director
Volunteer Appreciation	Karyn Bournival, Interim Executive Director Catherine Haskell, HR/Vol. Coordinator
Closing Remarks	Brian Watson, Board Vice Chair

