



Mid-Maine  
Homeless Shelter  
& Services

# ANNUAL REPORT

- 2022 / 2023 -



19 Colby Street  
Waterville, ME 04901  
207.872.8082  
[www.shelterme.org](http://www.shelterme.org)  
[Shelter@shelterme.org](mailto:Shelter@shelterme.org)



## Board of Directors

---

Jonathan Rogers, Chair  
Marc Siros, Vice-Chair  
D. Chris Frauenhofer, Treasurer  
Jonathan Rogers, Secretary  
Brian Watson  
Dr. Thomas Longstaff  
Janelle Gath  
Dr. John Margolis  
Kelly Rancourt  
Samantha Burdick

## Leadership Staff

---

Dr. Katie Spencer White,  
CEO & President  
  
David Sovetsky,  
Program Director  
  
Karyn Bournival,  
Operations Director  
  
Tanya Fossett,  
Development Director

# MISSION & VISION



We envision a community where homelessness is a rare, brief and a one-time event. Our mission is to provide support to people experiencing homelessness by providing shelter, food, and services to low income and vulnerable members of the Mid-Maine community.

Our vision and mission are based on three core values: (1) we believe in the inherent strength of the people we serve and trust they are able to determine the course of their lives and achieve housing stability; (2) we believe in building relationships of mutual trust and respect by recognizing the right of self-determination of everyone and ensuring that underrepresented voices are given an opportunity to influence decisions and speak their truth; (3) we believe that simple, decent and affordable housing is a right for all people and is necessary for building and sustaining healthy communities.

In order to achieve this vision, this plan organizes our work around 3 key pillars:

**Pillar 1: Outstanding Programs.** This pillar adopts a Housing First strategy. We will strengthen the Emergency Shelter (including day shelter), YES (Youth Empowerment Services) permanent supported housing for youth experiencing or at risk of homelessness, and Targeted Case Management which works to prevent homelessness.

**Pillar 2: Greater Capacity.** We need to build organizational capacity. This pillar focuses on setting ambitious financial goals, growing our revenues, board development, building an even stronger base of volunteers, and recruiting and retaining top professional talent.

**Pillar 3: Significant Influence.** Everyone who visits or experiences MMHSS knows that they've just witnessed something special and unique. This pillar builds on this positive foundation and focuses on establishing MMHSS as a recognized authority on poverty, vulnerability, and homelessness and a trusted community partner. This will be achieved through strategic partnerships, effective communication with internal and external stakeholders, and greater advocacy for the people we serve.

# A LETTER FROM THE BOARD CHAIR

Dear Friends,

The nature of our mission at Mid-Maine Homeless Shelter & Services changes with the changes in our society at large. As our economy evolves and the nature of work changes, we see the dislocation visited on our friends, neighbors, and those from all over the world. Signs of wealth and comfort abound in our community, but empathy and understanding for those not on the gravy train of wealth and privilege are overwhelmed and hidden behind the shine and majesty of new construction. We are in the midst of a cruel shortage of affordable housing. We hope it is a temporary problem and that adjustments in our community priorities will relieve the pressure on the housing market. In the meantime, it is our work to serve the families and individuals that are squeezed out of that most crucial of basic necessities: shelter.

At Mid-Maine Homeless Shelter & Services we are always examining how we can meet the needs of the unhoused. We operate a low-barrier 48-bed shelter in Waterville where folks are sheltered when they have run out of other options, even when their personal struggles involve issues that are a challenge to our community as a whole: substance abuse disorder, mental illness, extreme poverty. Additionally, we have developed strategies for helping folks stay housed when they need some short-term help. We have been leaders in developing and implementing providing immediate financial help or intervention to keep people housed.

We also continue to provide housing navigation and case management services to unhoused and recently rehoused individuals to keep them out of the ever-growing encampments and unsafe places. It has become more difficult to find new housing for people, resulting in longer stays at our shelter and heightening the importance of our prevention program. We are so grateful for the work of the folks that staff our shelter and work directly with the individuals suffering from the crisis of the shrinking market of affordable housing.



## CONTINUED

---

Finally, I want to take the opportunity to congratulate Dr. Katie Spencer White on earning her Doctorate and The Dean's Medal for Outstanding Doctoral Work, the highest honor awarded by the Northeastern University College of Professional Studies. As a member of the Board of Directors, I am so honored and proud to be able to work with Dr. Spencer White; a hearty and heartfelt congratulations to you, Katie.

Brian Watson and I will be terming out from the Board of Directors; Mid-Maine Homeless Shelter owes Brian a huge amount debt of gratitude for the strengthening of the Board during his years of service and for the expertise he has lent our organization in our construction projects and management of our properties. He is a compassionate, energetic, intelligent, and creative force on the Board of Directors and we look forward to his continuing contributions to our entity as we build on our Highwood Property and face the challenges of sheltering the unhoused in Central Maine. It has been an honor for my part to have been a member of our Board and I look forward to making future contributions as we move into the future.

Sincerely,

  
Jonathan G. Rogers  
Chair of the Board of Directors

---



# EXECUTIVE SUMMARY

I am writing this from my father's kitchen table in central Virginia. A storm is blowing in bringing with it fierce winds, torrential rain, and cracking thunder. I am certain at some point in the past, a tree fell through the roof in the exact spot where I now sit.

There is nothing quite as soul shaking as a good southern thunderstorm.

The last three years have felt very much like just such a storm – loud, terrifying, with the potential for flash floods and significant damage. People in low-lying areas were the most vulnerable and at greatest risk. Those with time and resources emerged relatively unscathed. People with friends, loved ones, and community are in the best position to recover.

It can be hard to plan for a storm. But in February 2020, the board began preparing for the next three years, not knowing what the future would hold, but certain that we needed to prepare for whatever lay ahead. After several months of work, they adopted a new strategic plan. We called it “Core Stability” because we knew that without dedicated work evolving our programs, developing internal capacity, and expanding our influence, we would not be able to meet the challenges ahead.

We had no idea the size or scale of those challenges.

Three years later, and we're seeing the fruits of those efforts.

Our shelter is one of the most innovative and welcoming in the state. We have the highest bed utilization rate in the state (at 95%) and, at 85%, have the best positive destination from shelter record for a low barrier shelter.

But more than our numbers, it's our culture that has seen the most change. We've lowered barriers, become more inclusive, and shifted the way we think about what we do and how we do it. Staff feel empowered and challenged, as our low turnover rate demonstrates. And guests say we are the best shelter in the state, for our food, for our inclusive assistance animal policy, and for our staff.

Our non-shelter programs are stronger and more diverse than ever. Importantly, shelter is no longer at the core of what we do if we measure it strictly on the basis of the number of people served. Prevention serves almost as many people without those people every having to spend a night in a homeless shelter. Importantly, 125 of the 331 people served with prevention services were children.

In prior years, we could only serve as many people as we had beds. Since we made the shift and expanded our programs and services, we're serving more people than ever before with greater efficiency, and with greater humanity.





We're also diversifying funding and saying yes to opportunities that in years past we would have had to decline. But because of the work we've done to build capacity in operations, communications, finance, we're now poised to take on the challenges of the next three years.

Those challenges seem more acute than ever before. The pandemic was hard, but we had federal and state funding to help pave the way. Those sources of funding have ended, but as the pandemic recedes, we're seeing increasing rents, decreasing rental vacancies, and an aging and infirm population that is falling hard into homelessness.

The days, weeks and months ahead will not be easy. But if I know one thing for sure it is this: we are better prepared today to face those challenges than ever before. We've transformed our culture and the way we operate with the two goals in mind: build a deep bench of future leaders through mutual trust and accountability.

Thanks to the lessons of 2022, and the hard work of many, we are stronger than ever, continuing to say yes to new opportunities and to building new relationships to help us achieve greater impact. The work will never be done – there will always be people who experience a crisis and will lose their housing.

Life is full of storms.

Homelessness is like a storm. Sometimes you see it on the horizon, and sometimes it comes up, fierce and unexpected. Here at MMHSS, we're in the business of rescue and recovery. When storms hit, we're there to throw out a lifeline and help people survive, emerge, and rebuild.

We are, ultimately, a reflection of the community we serve. And that community – it's pretty incredible.

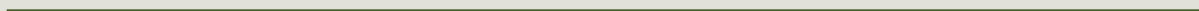
Together, we weathered a massive storm, one that came up fierce and unexpected. And together, we made it through to the other side.

And together, we will continue to be a place of refuge and recovery for people who have nowhere else to turn.

Thank you to everyone who has supported this work. We could not do it without you.

Yours in partnership,

Dr. Katie Spencer White



# PROGRAMS



## *Program Director Report*

The previous year at Mid Maine Homeless Shelter and Services has marked a period of significant transformation and advancement, surpassing any changes experienced during my nine-year tenure with the organization. The gradual easing of the pandemic, coupled with the utilization of resources such as FEMA Hotels, Covid Testing, Emergency Housing Vouchers, and funding channels to address the virus's impact, has ushered in a time of dynamic fluctuations monthly. In addition, we have found ourselves transitioning from the Covid Crisis to a full-fledged housing crisis.

The performance of our programs throughout the pandemic has been commendable. Our shelter team, responsible for managing the pandemic and operating a winter warming center for the second consecutive year, demonstrated valuable insights gained from 2021, which enabled them to offer respite to many individuals during the harsh winter months.

Furthermore, our prevention team has effectively utilized diversion funds from various sources to prevent families and individuals from requiring emergency shelter services. Additionally, they took on the responsibility of Covid testing and reporting to the CDC.

Youth Empowerment Supports has diligently continued to administer an onsite supported Housing First program for vulnerable youth, providing them with a secure and supportive environment to pursue their goals.

The cornerstone of our success remains our case management services, which play an instrumental role in assisting former shelter guests in maintaining stable housing within the community. Over the past year, we encountered the challenge of a temporary change in Maine Care billing, but thanks to the efforts of our CEO, this issue has been resolved at the state level.





As the availability of housing continues to diminish, we have embraced new initiatives with proven success in housing individuals facing homelessness. One such initiative is Rapid Rehousing, our latest program, which incorporates a Master Leasing component. However, securing affordable units in Kennebec and Somerset counties poses an ongoing challenge. Meeting this challenge demands greater determination, creativity, engagement, and expertise from our programs. We have prioritized the development of leadership within our programming ranks to ensure our readiness to confront the current housing crisis.

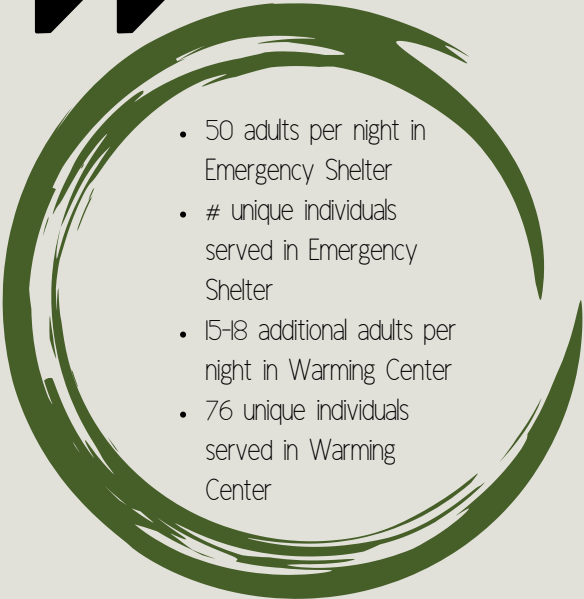
Looking ahead, we are enthusiastic about expanding our programs to meet the evolving needs of our community. We are well-positioned to provide effective programming for several upcoming endeavors, most notably the College Ave Shelter Project and the Highwood Supported Housing Project. These initiatives will further enhance our ability to address homelessness and empower individuals in need.

The past year has been transformative for Mid Maine Homeless Shelter and Services, as we navigated through the pandemic and responded to the growing housing crisis. The dedication and resilience demonstrated by our teams has been exceptional, enabling us to make a positive impact on the lives of those we serve. As we move forward, we remain committed to leveraging our expertise, fostering creativity, and engaging with stakeholders to meet the challenges ahead and create lasting change in our community.

*David Sovetsky,*  
Program Director



## EMERGENCY SHELTER

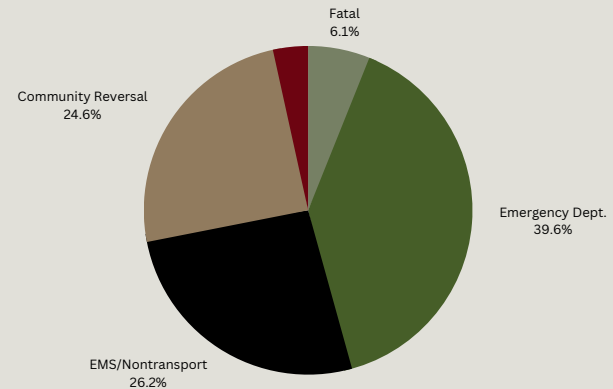
- 
- 50 adults per night in Emergency Shelter
  - # unique individuals served in Emergency Shelter
  - 15-18 additional adults per night in Warming Center
  - 76 unique individuals served in Warming Center

The Emergency Shelter (MMHS) has witnessed substantial progress throughout 2022. Currently, MMHS offers 50 beds, providing secure accommodations, case management, and housing navigation services for individuals experiencing homelessness.

2022 marked the second year of operation for our Warming Center. This was demonstrated by the commitment to not turning away anyone in need and no reported involuntary discharges. Throughout the year, the Warming Center served a total of 76 unique individuals, operating from 8:00 PM to 8:00 AM Nov 22 - April 23.

MMHSS has observed an increase in the number of guests entering our Emergency Shelter who are grappling with addiction and various mental illnesses. Recognizing the diverse needs of these populations, the Shelter Manager proactively collaborated with community resources such as Milestone (an emergency substance abuse shelter in Portland), the Police Department, Fire Department, and Maine General to explore low-barrier harm reduction practices. The Shelter Manager also obtained certification as a trainer for Narcan distribution, First Aid, CPR, and AED. We were able to facilitate the donation of an AED and the placement of Narcan and sharps containers throughout the Shelter. Thanks to these investments and the presence of skilled and certified staff, we successfully reversed 10 overdoses.

Comprehensive totals for fatal and nonfatal overdoses, April 2023 (state of Maine)



Credit: Maine Drug Data Hub

Looking ahead, we are committed to sustained improvement through increased education, training, and the collective efforts of our staff to provide the best possible environment and services to individuals facing homelessness.

Richard Compagnon,  
Shelter Manager



In the past year, the Housing Navigation component of ESHAP successfully supported 177 individuals, including 156 adults and 21 children. Out of these, 77 individuals were successfully discharged into permanent housing, which included options such as renting without subsidies, renting with subsidies, or moving in with family or friends.

During this period, the introduction of a new voucher, known as the Emergency Housing Voucher, provided an additional avenue for individuals to seek assistance through the Waterville Housing Authority. While clients were able to access these vouchers with relative ease and minimal barriers, the main challenge encountered was locating suitable housing units.

Nevertheless, the dedicated navigation team persisted in their efforts to secure available apartments and encouraged guests and clients to actively engage in the search process. The aim was to overcome the obstacle of limited housing options and ensure successful placements for those in need.

Ashley Groder, TCM Manager

# A Journey of Transformation: From Homelessness to Stable Housing

Our remarkable success story revolves around a truly extraordinary guest who, over the course of a year, underwent a profound transformation. Janice, initially facing homelessness and lacking any form of support, eventually found solace in her own apartment with the assistance of a local mental health program. While her stay at Mid-Maine Homeless Shelter & Services began on a challenging note, marked by ongoing struggles with drug addiction, and physical and mental health issues, it became a valuable learning experience for both the staff and other guests.

Janice's arrival at the shelter was the result of a family friend's intervention, urging her to escape an unhealthy domestic situation in a different state. She arrived with just a shopping bag containing a few belongings, devoid of financial resources and abandoned by her family. Sleeping on sidewalks and in unsafe areas became her daily reality until she finally found her way to Mid-Maine Homeless Shelter.

Adjusting to the unique environment proved difficult for her, primarily due to a complicated relationship with food and the unfamiliar faces surrounding her. Conflicts with fellow guests and recurring frustrations stemming from her behavior only added to the challenges she faced. Janice struggled to regulate her emotions, often causing disruptions. Unfortunately, she had burned bridges with various service providers and had been barred from several community establishments.



Janice gradually opened up to the shelter staff as time passed, sharing stories about her life. She frequently spoke of her grown children, displaying a remarkable sense of protectiveness that garnered admiration from the staff. She recounted past adventures while expressing a fear of no longer being the same person. Additionally, she expressed concerns about her ability to care for herself. During these vulnerable moments the staff members were able to establish a connection with Janice.

Our dedicated team worked closely with Janice, supporting her every step of the way. With their support and encouragement, she made considerable progress. She applied for and was approved for Social Security benefits, tackled major health issues, and reestablished contact with her family.



She also accessed meaningful community-based support systems. Janice transitioned to a permanent home that provided the crucial support she needed, significantly reducing the likelihood of her experiencing homelessness again.

Mindy McBreairty, Lead Shelter Attendant  
Justin Price, Lead Shelter Attendant



## Targeted Case Management

Over the past year, our targeted case management (TCM) team has been dedicated to providing vital services to individuals in need. We have served a total of 215 guests, with some staying in hotels and others finding shelter in our facility. Additionally, we have extended TCM services to 58 clients who are either stably housed or experiencing homelessness within the community. Through our collaboration with the Diversion Program, we have received numerous referrals for clients residing at Tent City or sleeping outside. This outreach has allowed us to engage with a population that prefers to avoid the shelter but still requires assistance.

Last year's significant development was our utilization of the ARPA Grant, which has provided essential funding for our work with homeless individuals in Waterville. So far, we have served 56 guests through this grant. We have also provided assistance to 5 families through the Bezos initiative. Our team remains committed to linking guests and clients with the necessary support for managing their needs, including mental health counseling, substance abuse treatment, and medical care. We have made notable progress in our ability to engage with the medical field and effectively advocate for the elderly homeless population.

Beginning in January 2023, we experienced a transition from 5 case managers to 3. While this adjustment presented its challenges, it has not diminished our focus on delivering the best possible services to those in need. Now that the pandemic is behind us, we are shifting our focus toward implementing classes such as Rent Smart and Double Trouble. These educational programs will equip our guests with the knowledge and skills necessary to address their housing, substance use, and mental health needs.

Our ongoing dedication to providing comprehensive case management services and our commitment to individual success stories like Gale's remain at the forefront of our efforts. We will continue to strive towards supporting individuals in need and empowering them to achieve stability and well-being.

Ashley Groder, Targeted Case Manager

## Gale's Story

Gale W had been residing in our shelter for over two years before finally finding housing in 2023. She initially sought refuge at our shelter in 2021 after spending considerable time sleeping in her vehicle. Gale faced various mental health diagnoses and dealt with several medical ailments. Her strong attachment to the shelter environment and fear of being alone presented significant challenges in her journey toward independent living.

Through extensive collaboration between Gale, our TCM team, and our Housing Navigation partners, we were able to provide her with the necessary support to transition to her own living space. Gale received a CHOMS unit and has continued to receive assistance through Daily Living Support and a Personal Support Specialist. She has expressed satisfaction with her new apartment building, stating that she has made friends and feels a sense of thriving in her new environment.

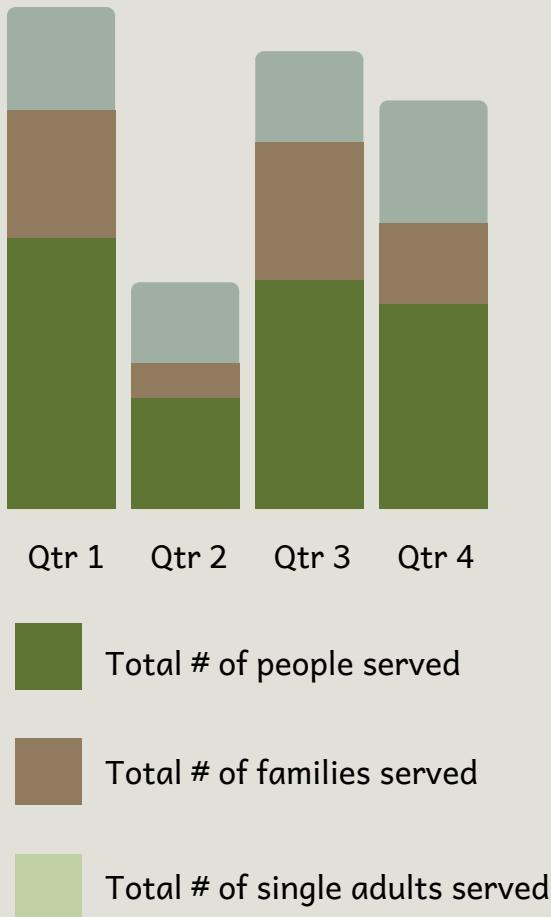




## Homeless Prevention

Prevention services were established to help individuals who are unable to remain housed after experiencing a life event. The program aims to either enable them to stay in their homes or relocate to other areas where natural support, such as family and friends, can help them get back on their feet. These supports encompass various aspects, including problem-solving, budgeting, accessing community resources, and, when necessary, offering one-time financial aid. This financial assistance can be utilized for reasons such as rent, security deposits, heating, home repairs, tax help, and ensuring the habitability of the home. The Prevention program strives to eliminate the need for emergency shelter services by stabilizing individuals, couples, or families within the community, thereby ensuring their overall well-being. Chris Cote, Prevention Manager

### Statistical Data for the Prevention Program in 2022



## YOUTH EMPOWERMENT SUPPORTS

Despite the ongoing pandemic, we have made significant progress within the program. Notably, two tenants successfully obtained their driving permits, which is a significant achievement. Additionally, we welcomed a young couple into the program, and their daughter was born in October. We ensured they were connected with resources for young parents and encouraged them to enroll their daughter in Educare, providing them with support as they balanced their responsibilities and attended classes.

Currently, we have two tenants attending UMA (University of Maine at Augusta). One tenant is pursuing a career in nursing and has enrolled in a CNA training program. The other tenant aspires to become a social worker. It is inspiring to see their dedication and ambitions.

~continued~



## YOUTH EMPOWERMENT SUPPORTS continued

---

This year, we experienced one tenant moving out, but we swiftly filled the vacant apartment with a young man. With the official end of the pandemic, we are excited to reinstate our activities with the youth. To kickstart our events, we plan to organize cookouts and craft/hobby classes. The young adult committee has actively participated in the decision-making process, voting for these activities. They have also expressed an interest in attending financial information and cooking classes.

Our young adults continue to engage in volunteering opportunities both upstairs and downstairs, aligning with their respective abilities and interests. Notably, we have entrusted them with the responsibility of taking care of the large fish tank downstairs, which has proven to be a rewarding task for one of the young men involved.

As always, we remain committed to nurturing life skills in each individual and meeting them at their current level. We aim to build upon their existing skills, providing the necessary support and guidance along the way.

Cathe Ayres – YES Manager

---



## NEW PROGRAMMING: TEMPORARY RAPID REHOUSING

The Mid Maine Homeless Shelter and Services is proud to introduce the Rapid Rehousing program, an innovative initiative aimed at swiftly helping individuals and families transition out of homelessness and regain stable housing within the community. Our evidence-based intervention is designed to prevent individuals from experiencing repeated episodes of homelessness.

Upon enrolling in the program, participants will be connected with TRRP Case Management and Navigation/Landlord Engagement services. These supportive services assess the household's immediate crisis and provide guidance to overcome obstacles in obtaining and maintaining housing. The Rapid Rehousing Program operates under the Housing First model, which prioritizes providing individuals with housing as a first step toward stability.

### CORE COMPONENTS:

-  Housing identification
-  Moving & rent assistance
-  Case Management services

Unlike some other programs, our services are not contingent on Maine Care, allowing participants to maintain concurrent outside case management. Eligibility is determined by HUD standards, specifically for individuals or families living in temporary shelters or experiencing homelessness. Additionally, there are income limitations set by the program, ensuring that participants have incomes below 30% of the median income for the area.



Our Programs succeed because of the support of our community!

~Rapid Rehousing continued~

For low-income participants who do not possess a voucher, our TRRP Navigator can provide guidance in applying for one or exploring other subsidy options. To assist non-vouchered participants, the Rapid Rehousing program has allocated funds to cover up to four months of rent. However, before moving into the unit, the Case Manager will evaluate the budget to ensure that the participant can sustain the rent beyond the initial four-month period. Moreover, we offer incentives to landlords who house our clients and provide funds for unit repairs, fostering positive landlord relationships. Participants may also qualify for assistance with energy bills.

Currently, the Mid Maine Homeless Shelter's Rapid Rehousing Program is serving 21 households, with six already achieving stable housing. The TRRP Case Manager and Navigator are dedicated to cultivating strong relationships with landlords in the community and establishing a supportive network to help our participants achieve their housing goals.

Yedda Smith, TRRP Manager



# OPERATIONS



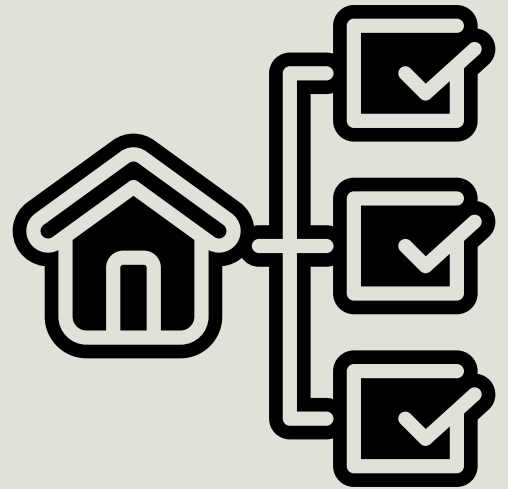
## *Operations Director Report*

Year 3 of the pandemic created new and unpredictable challenges and opportunities. The role of the Operations team is to ensure things run smoothly and effectively, to create and support processes that lift and support programs, and to take care of staff, guests, and tenants within the areas of finance, HR, IT, security, building needs, safety, and compliance. With the conclusion of a long pandemic journey that provided constant change, we became stronger as we adapted to meet the needs and moved forward with a greater vision. With the support made possible by the hundreds of volunteers and a community of donors, we not only grew and sustained, but we also accomplished housing many while keeping staff, guests, and tenants safe.

## PROPERTY

2022 was a year full of building blessings with the award of a forgivable loan from MaineHousing for building improvements. The forgivable loan equipped the building with new operable windows throughout the entire building, roof rakes to ensure safety around the building from falling snow, upgraded security systems, and a reverse motion system called Brave, to reduce overdose risk and improve safety.

We committed to a lease for space to roll out TRRP, Temporary Rapid Rehousing Program, a new program provided by MaineHousing that supports moving people from shelters to permanent housing with services. We continue to develop our construction needs for the Highwood building which closed in 2022. The same grant for the building also allowed us to purchase a van to support travel needs for our guests and tenants. We have been in discussions for a third building that would support our warming center needs and expect to complete a purchase in mid-2023.





# GENERAL OPERATIONS

## 2022

Staff hiring and retention are a top challenge for most for-profit and non-profits. We, however, continue to attract talent to join our team and support changing lives and ending homelessness. We see our efforts as we celebrate low turnover at 3.4% per month and longevity and commitment with 44% of our staff onboard for 1-3 years, 18% for 4-9 years, and 5% of staff over 10-plus years! As we continue to grow, so do the opportunities to be promoted within our organization. There have been several internal promotions along with a continued strong leadership base to equip us for the current challenges while creating vision and action for our goals and future needs. We created and staffed a new position, Finance Manager, in early 2023, this much-needed layer as we continue to grow and handle additional Government and private grants.

## 2023

Our Colby St. building has suffered some age-related and weather issues to kick off the new year. We have a full-time Building Specialist that never stops as there are many needs every day. We have pulled through heating issues, frozen pipes, broken appliances, roof leaks, and more. As we continue to seek support from partners, donors, and volunteers, we strive toward continued good stewardship while creating strategic plans for long-term repair needs. With additional buildings, we are looking to grow our volunteer base of knowledgeable tradesmen and women that would like to help.

The ARPA (American Rescue Plan Act) funding has catalyzed additional programs and support. With the funding in 2022, we accomplished much and served many. Community support has never been more important as we continue to serve those who need support to find a place to call home. We have made great progress, and with the generous support of our donors and volunteers, we continue to not only sustain but to expand our ability to serve more people!



*Karyn Bourneval*  
Operations Director

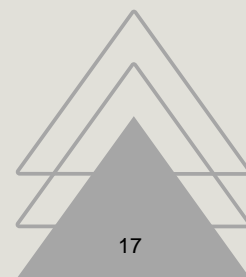
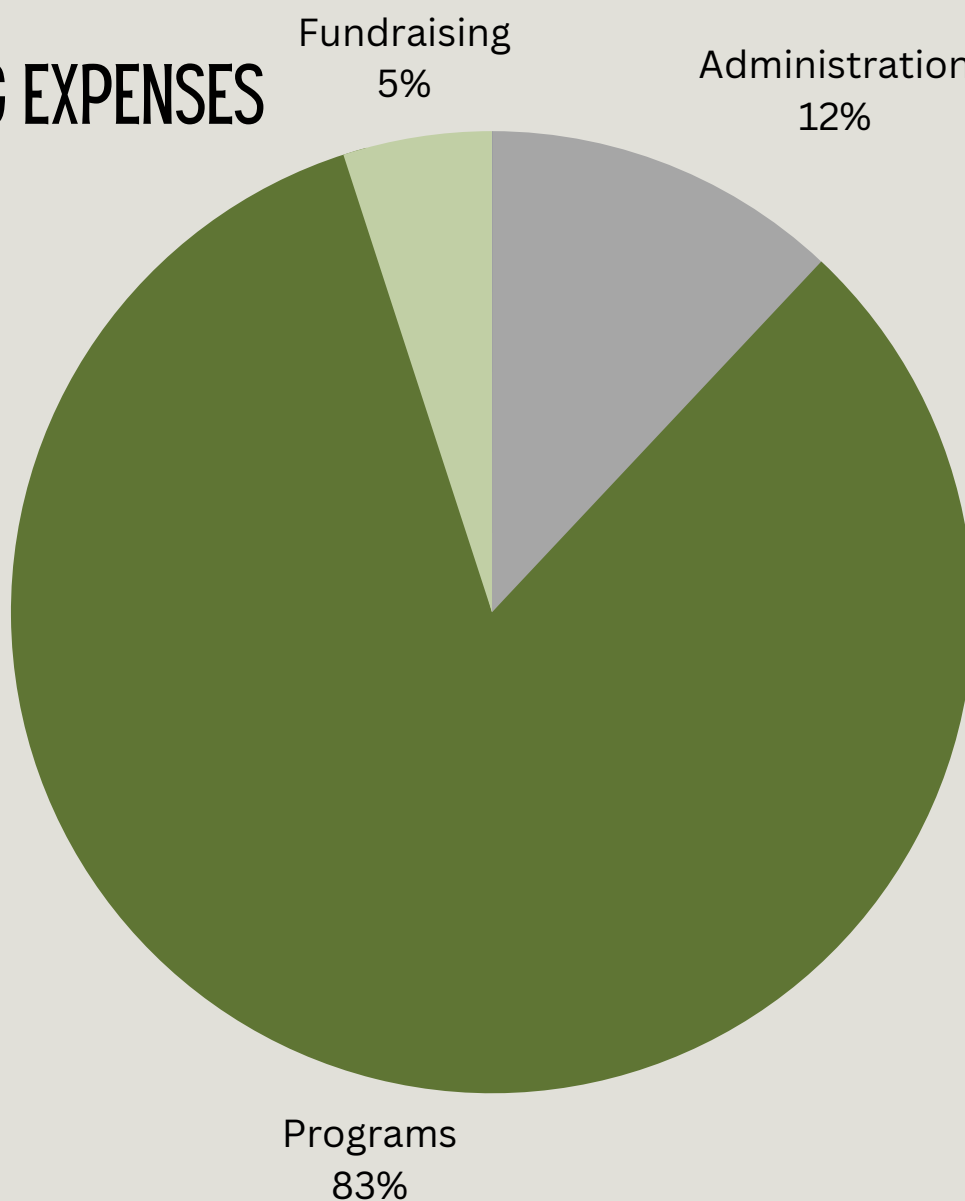
# FINANCE



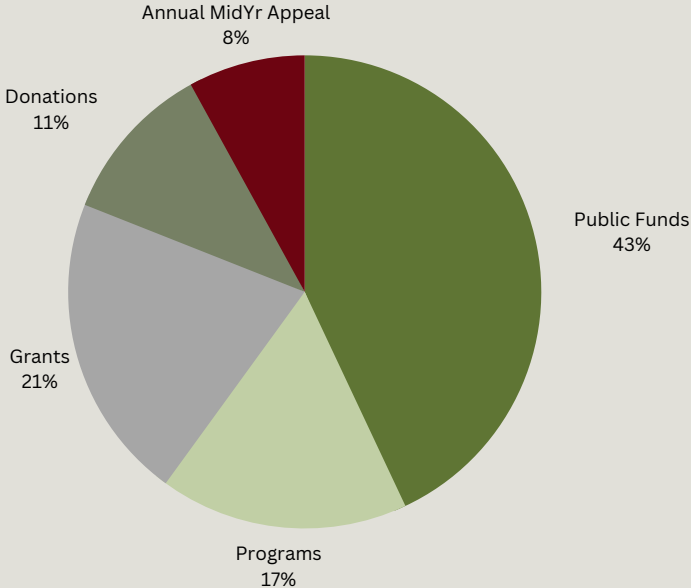
As we near the end of the 2nd quarter of the fiscal year 2023, we are presenting our mid-year annual appeal to the many year-after-year supporters in the community to help us to keep our impactful work in place.

Expenses to date are within budget expectations as we continue our work in increasing partnerships, obtaining grants, and sharing with the community how they can best support our efforts to end the cycle of homelessness.

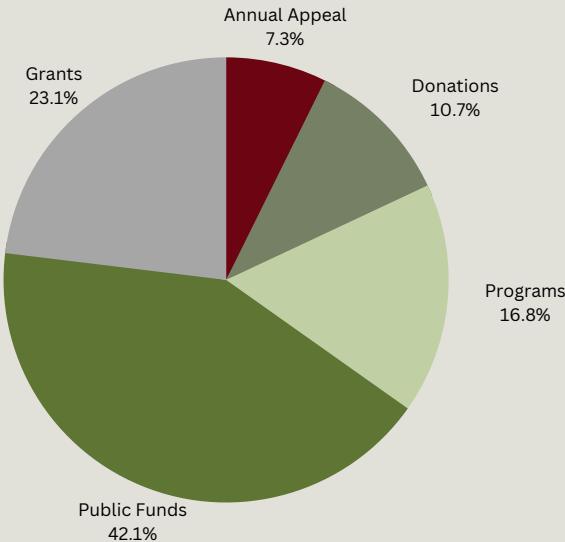
## OPERATING EXPENSES



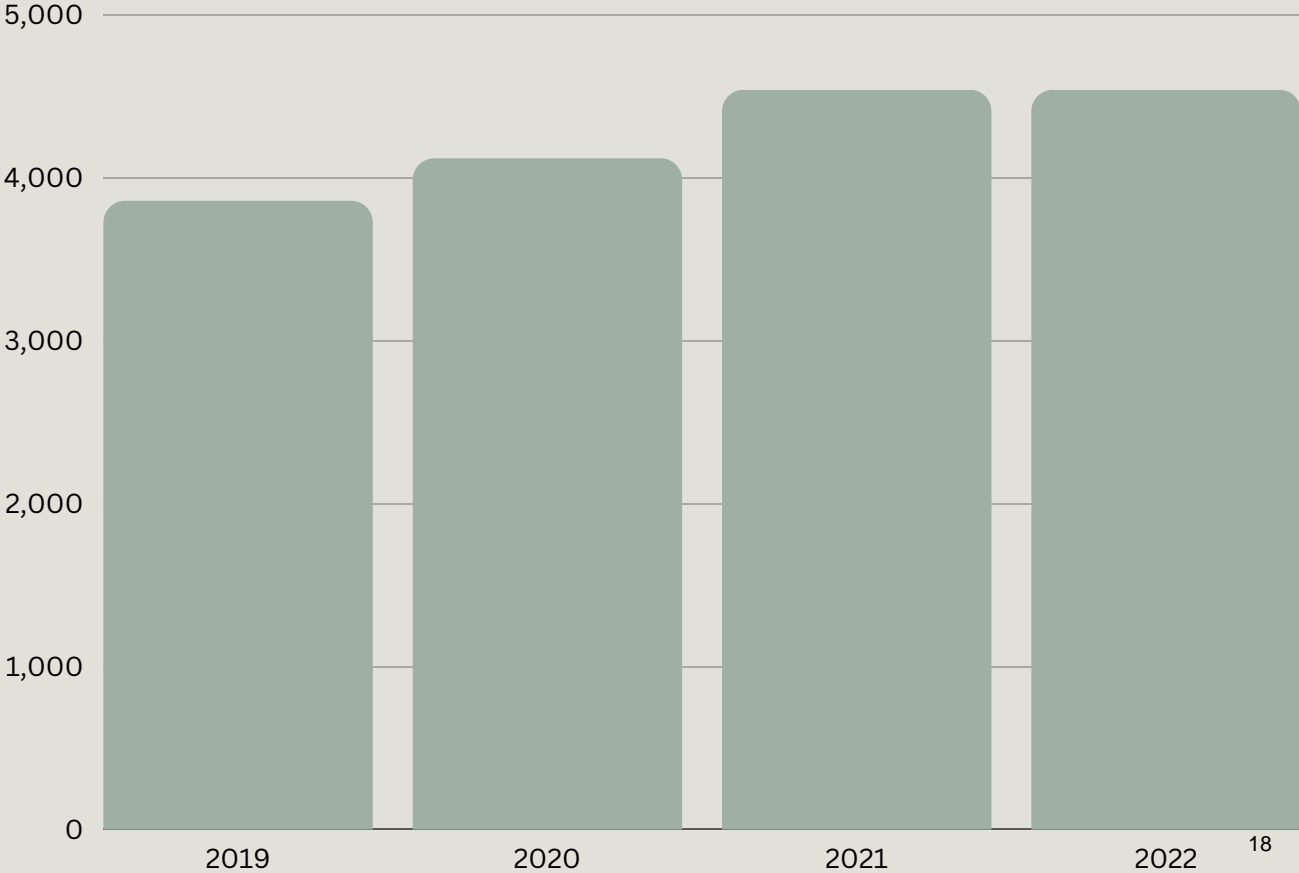
# REVENUE STREAMS



# MAJOR PROGRAMS REVENUE



# NET ASSETS



# DEVELOPMENT



## *Development & Communications Director Report*

As I reflect on the year 2022 I pause to think of the ways that this year was different compared to 2021 or even the majority of 2020. And I struggle to compile a list of great length. When the pandemic hit us in 2020 I'm not sure any of us knew what this would mean for any of us. I know that I didn't.

What I do know is that over the last three years our organization has held steady because of the continued support of this community. The pandemic caused us to perhaps alter our processes but we continued to have the support of this community knowing that our efforts were deserving of support.

Each donor, each business, each organization, each partner agency has allowed us to not only keep our doors open but it has allowed us to expand our reach and serve even more individuals and families.

We are fortunate to have continued to receive donations from the community; individuals, businesses, private foundations, as well as private, state and federal grants. This support has been strong throughout the pandemic and continues even now.

We continue to maintain a presence within the community by providing informational sessions and attending outreach events. In the spring we attended the annual Business2Business event hosted by the Mid-Maine Chamber of Commerce. This annual event is a great opportunity for us to share our mission and make connections with the business community. In the spring, Olivia, our Development and Volunteer Manager visited Mt. View middle school to chat with students about activism and homelessness. The class was engaged and receptive, and we hope to be able to do similar events in the future.

One of our focuses this coming year is reigniting our volunteer program. Things may never be as they were pre-pandemic, but we are confident we can grow our volunteer base to once again be strong and vibrant. We are grateful for each of our current volunteers – their commitment is inspiring.



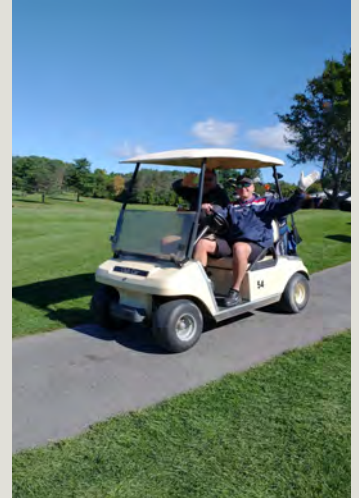
It takes all of us to create an avenue to stable housing. Our display at the Mid-Maine Chamber of Commerce's Business 2 Business event gave us the opportunity to demonstrate the importance of the support of the community.



# DEVELOPMENT



In 2023 we hosted our 25th Annual Charity Golf Tournament. This annual event raised \$22,500 for the shelter. We also held our first annual Walk to End Homelessness. We were excited to have a great turnout for this event at the Head of Falls in Waterville and are looking forward to making this a yearly event. As the pandemic lingered in 2023 we were limited on the number of in person events that we held but are looking ahead to the future and are excited to create more opportunities for fund raising and community engagement.



Due to the continuation of the pandemic in 2022 we were fortunate to receive additional funding that specifically addressed the challenges that COVID had caused. Because of this the development department spent a significant amount of time managing these funding streams. In 2023 as the pandemic has officially been lifted we are looking forward to expanding our reach, continuing to develop our relationships with donors, funders and supporters and increasing our visibility in the community. It is not enough to only provide services, but we need to let everyone in our community needs to know exactly what is available.

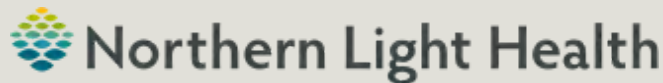
As always, your support is not taken for granted and we are grateful.

*Tanya Fossett*

Tanya Fossett, Development & Communications Director



## 2022 Foundation & Grant Providers



# VOLUNTEERS

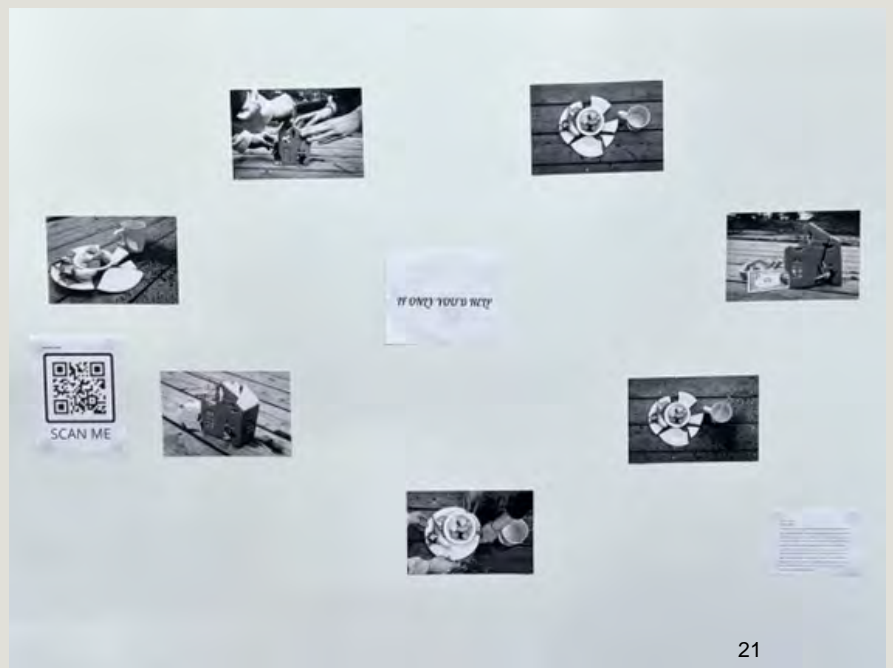


I am pleased to be able to report that we have continued to have consistent time donated to us by our committed volunteers – we had a total of 2400 volunteer hours this year, compared to 2300 last year. As we continue to come out of the pandemic, we plan to take strategic steps to recruit more volunteers. We do anticipate certain challenges that may make it more difficult – no longer allowing minors under the age of 18 to volunteer in the shelter, many people continuing to be cautious as we emerge from the pandemic. But we are not dismayed!

We continue to be grateful for our relationship with Colby College. We have had so many student volunteers this school year, each of whom is always helpful and a pleasure to work with. One of our student volunteers, Bridget, was so inspired by her time volunteering at the shelter that she used that inspiration for her final project. The project, *If Only You'd Help*, consisted of a series of photos she took and printed representing different steps in the life of a person without housing, and included a QR code that went directly to our donation page.



If Only You'd Help  
~Bridget

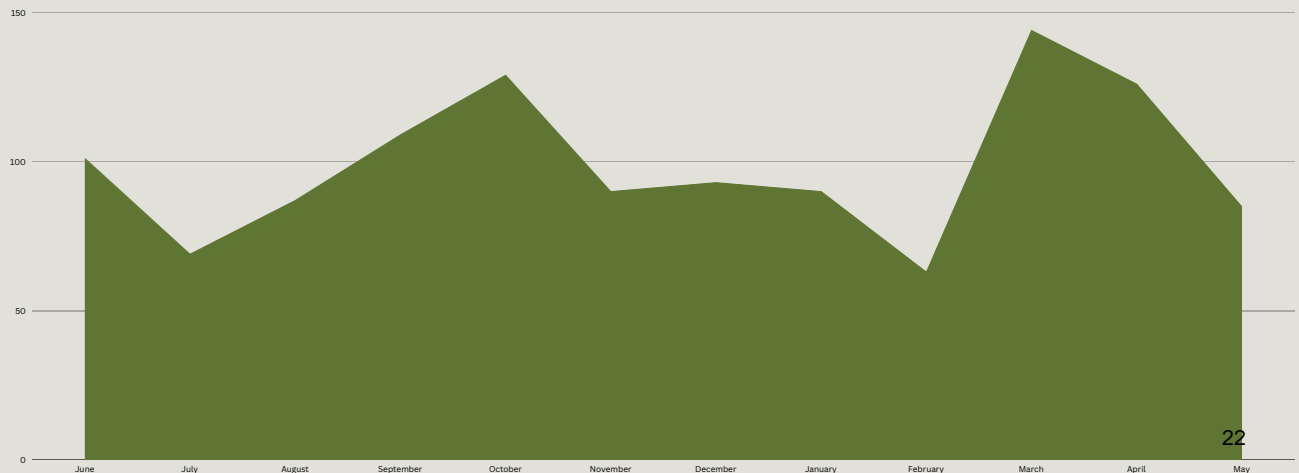




During the pandemic we focused on the absolutely necessary volunteer tasks, which were located in the kitchen and food pantry, and have been able to open up more office-focused tasks (as we did before the pandemic). This takes pressure off staff. We have had volunteers very recently painting in the shelter, with more projects of the same nature planned.

## FOOD PANTRY UTILIZATION

A major facet is the weekly food pantry. It remained relatively unchanged throughout the pandemic, but demand has grown. In recent weeks we have finished with near-empty shelves. The chart below indicates the increase in demand for this resource, with a record number of people served in March.



# ANNUAL GENERAL MEETING

June 26, 2022

6:00 p.m. to 8:00 p.m.

VFW, Winslow, ME

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

Invocation

Welcome

Board Member Compliance document review and approval

Appointment of Officers and Executive Committee

Recognition of Outgoing board Members

Jonathan Rogers

Brian Watson

Recognition of Outstanding Community Support & Volunteers

Rebecca Green

Carla Caron

Joe Nagel

State of the Agency, Dr. Katie Spencer White