



25 YEARS OF HOPE

est. 1993

2018 ANNUAL REPORT



ECUMENICAL SHELTER NETWORK OF LAKE COUNTY, INC.

**D.B.A. PROJECT HOPE FOR THE HOMELESS AND
FAMILIES MOVING FORWARD**

www.projecthopeonline.org

25 Freedom Road—PO Box 2035, Painesville, Oh 44077

440-354-6417

Dear Friends,

Our 25th year of service was beautiful! I could not be more proud to live, work and be in mission with so many good-hearted, talented people. You are all what makes responding to the human hurts and hopes of others an absolute joy. 2018 was also the year that I graduated from Leadership Lake County. The Project Hope team blessed me at our annual Night of Hope with a video to celebrate my 25th anniversary with the agency as well! What a tear-jerker!!

The most important part of being able to celebrate this joyous occasion, is knowing that our combined efforts are making a great impact on those we serve. Walter, who spoke at our event, was a perfect example of this impact. I met him as I was test-driving my car. When we pulled into the dealership, he happened to ask where I worked. When I shared it, he said, "No way, that is where I lived! You guys saved my life". He is now sober, happily married and bringing in a great income.

A powerful thing he shared was how his mother had stayed with us years ago and it was what broke the cycle of addiction in her life.

Amazingly, it did the same for him. To know that we all have impacted two generations, it touches the heart, and it has to make God smile.

And that's really our job, isn't it? To bring Him the glory for all we put our hands to.

Thank you for being part of the mission and creating this glory. You are true friends.

In Joy,



Judy Burr, Executive Director



PROJECT HOPE SHELTER 2018 STATISTICS

- 471 persons served 14,815 shelter nights total
- 38 households (33 single mothers, 1 single father, 3 couples, 1 married)
- 253 men, 153 women, 65 children
- 82% positive outcomes (people obtaining treatment or housing from shelter)
- 31 day average stay
- 50% obtained non-cash benefits, 74% obtained health care
- 16% were gainfully employed upon entry and 5% more gained employment
- 27% entered with disability income and those not previously linked, were linked to supportive services
- 5% of our guests were veterans of the United States army or marines
- 66% of our guests struggled with chemical dependency and/or mental health issues
- 79 EMS calls occurred: 42 medical, 18 mental health, 17 chemical dependency, 2 disorderly
- Only 29% of incidents required EMS; all other 198 were de-escalated by our professional staff
- 69 households participate in aftercare including 82 adults and 59 children
- More than 7,500 people served since 1993

EVERYONE IS EQUAL

“I started here 10 years ago. Project Hope believes in everybody. Everyone is equal. We had a guest here back when it was a 25-bed shelter. He was the worst intake, he was so angry, had been here before and had just been in prison. I saw him a couple months later. He was so thankful. He now has a job, has not returned to prison, and is involved in the community. I see him every so often. He knew that I could have not cared, but that I did care. I see him around so he constantly reminds me of the mission”.

- Alisa Nieves, Residential Specialist

VOLUNTEERS IN MISSION TOGETHER

- 8,923 hours of heartfelt service were donated in meal prep and labor
- \$176,192 was saved in operations thanks to the above contribution
- 5,890 hours in volunteering in the adult wing
- 1,354 hours in volunteering in the Families Moving Forward wing
- 1,708 hours in provision of our nightly meals
- 131 active volunteers at year-end 2018

TOP FIVE SERVANTS OF 2018

Tom Loomis 588 hours

Ernie Hines 281 hours

Phil Seybolt 212 hours

Diane Prymas 208 hours

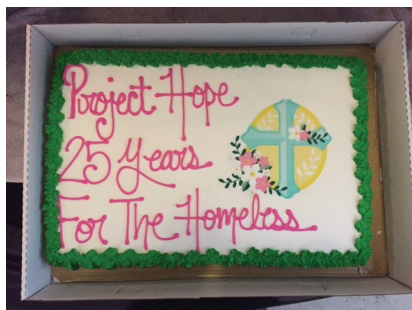
PROGRAMS OFFERED 2018

- **Project Hope for the Homeless adult wing for men and women** provides overnight shelter, care and guidance for up to 38 individuals from 7:00 p.m.— 7:00 a.m. daily. Assessments, goal plans and referrals take place on a weekly basis with an assigned residential specialist that remains committed to assisting a guest throughout a 45-day stay to restore hope and renew lives;
- **Families Moving Forward wing for parents and children** provides both a daytime program M-F 1:00 p.m.—7:00 a.m. and an overnight shelter nightly 7:00 p.m.—7:00 a.m. for up to 12 persons. This environment is a safe space where families can remain intact as they learn new skills to lessen trauma and build resiliency one family at a time;
- **Aftercare Program** is an optional support for all former guests to receive care packages, support, and informational workshops and social gatherings to remain self-sufficient when they exit the shelter.

SPECIAL THANKS TO:

WILLOUGHBY HILLS UNITED METHODIST CHURCH FOR

HOSTING US FOR OUR CELEBRATION OF 25 YEARS!





SPONSORS FOR JOG WITH A FROG 5K

HEADLINE SPONSOR—AQUA DOC

WINDSOR LAURELWOOD

BUBBLES N SWIRLS

MC SIGN

GREATER CLEVELAND XC

SECOND SOLE

THE FIRST FRIENDLY FACE

“Everyone I meet at Project Hope ties my heart to the mission. When I meet with our guests on their first night, I introduce myself and say I am one of the most non-judgmental persons they will ever meet. I want them to feel comfortable. It is such a huge step to ask for help. I explain that 99% of the population is one or two paychecks away from being homeless and that I am proud they are making the first step towards a positive change in their lives. Sometimes I never see the person again, and sometimes they successfully work the Program. I enjoy being the first friendly face they meet and talk with at Project Hope”.

- Renee Cruz, Support Operations Specialist

A SAFE PLACE TO REALIZE POTENTIAL

“What ties my heart to Project Hope is the assurance that no matter who walks through our doors or what their history is, we believe that they have great potential and we strive to help them to see this and work towards achieving it.

The past does not determine the future, and through God’s work and God’s love, we can overcome the obstacles that try to hold us back. Project Hope gives individuals and families a safe place to realize this potential and to pursue it”.

- Mariah Moore, Residential Specialist

25 YEARS OF HOPE CAMPAIGN

MAJOR GIFTS (\$1,000+)	\$190,750
INDIVIDUALS UNDER \$1,000	\$ 97,147
NEW DONOR ACQUISITION	\$ 40,630
ENDOWMENT FUND AT CLEVELAND FDN.	\$107,000

SPECIAL THANKS TO MISSION INCREASE ...

FOR PROVIDING COACHING TO US FOR DEVELOPMENT
OF OUR ORGANIZATION (INCLUDING WORKSHOPS,
CONFERENCE CALLS AND RESOURCES) FREE-OF-CHARGE
AS A RESULT OF OUR CHRIST-CENTERED MISSION!

SPONSORS FOR 2018 NIGHT OF HOPE



Featured: Michael Lawrence II, development director and
Walter, former guest speaker

DIAMOND:

L & G SALON & SPA

LUBRIZOL CORP.

GOLD:

FREDON CORP.

RON & KAREN SCHAFER

SUNSET INDUSTRIES

SILVER:

DOLLAR BANK

E. DAKE PLUMBING

LAKE HEALTH

KNOWTION

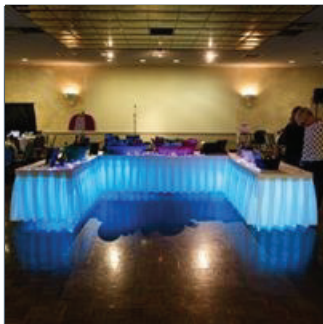
LAKELAND COMMUNITY COLLEGE

LBL PRINTING

MENTOR LUMBER & SUPPLY

SALON GLOW

VISTA SPRINGS QUAIL HIGHLANDS



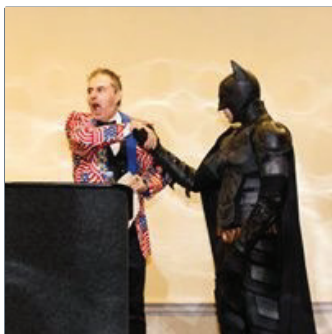
25 YEARS OF HOPE

More than 7,500 men, women and children have received shelter, care and guidance since its inception in 1993.



Peacock was our auctioneer and MC!

Batman arrived from **Imaginos** to steal the show. He has also visited Families Moving Forward along with Spiderman thanks to Gretchen, from **Gretchen's Hope**, an 11-year old supporter who raises funds designing her own vases so she can bring joy to



the children at the shelter.



More than 300 people raised nearly **\$30,000** at the event which included a silent and

live auction at St. Noel's Party & Banquet Center in Willoughby Hills.

Kris Koch was our DJ for this beautiful evening.



OTHER OUTSIDE SPONSORED SPECIAL EVENTS

DOLLARS RAISED

• ENDURE ULTRA RUN—JOSH ROSEN W/FB & BOARD	\$16,150
• GLOBETROTTER & GOLF EVENT—BERKSHIRE ZINGALES	\$13,970
• SAVELLI ANNUAL DANCE RECITAL	\$ 8,170
• 25TH ANNIVERSARY AT WILLOUGHBY HILLS UMC	\$ 6,712
• ANDREWS OSBORNE LITTLE ANNIE SHOW	\$ 1,123
• MAC CHAFER'S WINTER SUCKS ROCK EVENT	\$ 1,090
• CONCERT OF HOPE	\$ 1,000

**“HE WILL NOT FORGET YOUR WORK
AND THE LOVE YOU HAVE SHOWN HIM...”**

HEBREWS 6:10

THE SMILE

“We had a guest who came into Project Hope when I first started. I will never forget him. He came into the check-in with one shoe on, completely disheveled, clothing was filthy. He looked awful, he was not friendly, and you could tell it was the last place he wanted to be. He had an alcohol addiction and was literally at the end of his rope when he came to us.

Well, he did a complete turn-around while he was a guest! He was unbelievable, went to AA meetings, maintained his sobriety, obtained housing. When his stay was over you wouldn't have even known he was the same man; seeing the smile on the face, that's what makes my job worth it. I really enjoy seeing the transformation in our guests”.

- Erica Boslay, Support Operations Specialist

FORESEEING HIS FOREVER

“I have worked at the shelter for 3 years and have encountered numerous individuals with the strength and drive to make it. A current guest that sticks out in my mind is an adult male that came to us in his late 40’s. He struggled with alcohol addiction and after obtaining his dream job of management, lost his fight with addiction due to the stress put on him by his new position. He came to the shelter scared, alone, and broken. His family, after years of support, was no longer willing to provide him with shelter so he found himself completely alone and vulnerable.

Through our weekly meetings we established tangible goals that he was able to obtain. Now, several months later, he has been able to save enough money and is in the process of looking for his affordable forever home.

I have seen so much growth in him and hearing him talk about his struggles and how he overcomes them, is inspiring. So much so, that I’ve encouraged him to come back and volunteer as he constantly tells me how Project Hope really saved his life. He has met positive and supportive friends and I foresee him maintaining his sobriety once he leaves”.

- Kelly Kohlberg, Residential Specialist

**“FAITH IS BEING SURE OF WHAT WE HOPE FOR AND
CERTAIN OF WHAT WE DO NOT SEE”**

- HEBREWS 11:1

COMMUNITY ENGAGEMENT—PROJECT DAYS

From our local pastor's breakfast to the CEO experience, open houses, Girl, Boy & Eagle Scouts, local schools, youth groups, leadership groups, clubs, corporate project days and everything in between, we could not be effective without the heart of Lake County which resides in each of you.



"The greatest among you will be your servant."

Matthew 23:11.



CARING FOR THE CAREGIVER

“When I was working as residential specialist, I was meeting weekly with a man who I noticed was always very tired. He stated he took care of his mother during the day and at night he would not get much sleep here at Project Hope as he worried about his mother’s health because she was on oxygen and needed meds throughout the night as well.

I encouraged him to speak with his mother’s doctor about documenting that she needed the 24-hour care and submitting this document to the housing facility where she lived and that although her housing facility did not allow for her to have a roommate, maybe as a caregiver they would allow him to move in with her.

This advice was followed and the housing source ended up meeting with the guest and approved his move-in as he was declared her caregiver. This was a win-win situation for her as she needed the help and he needed housing. This is just one example of one interaction that has tied my heart with this mission”.

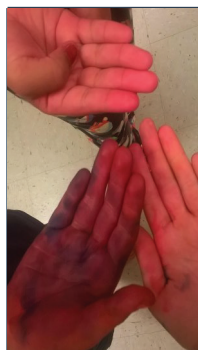
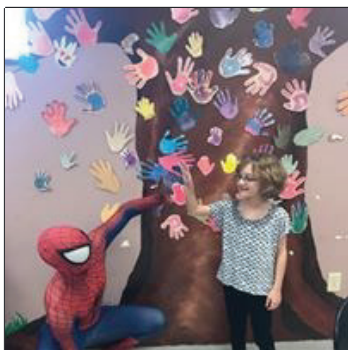
- Bryan Bossert, Residential Assistant

SEEING THEM SPREAD THEIR WINGS

“I don’t know that there is one interaction that stands out. I love coming to a place where I know I can make a difference. Seeing all the challenges of our guests have and then overcome. Knowing when I come to work they all smile and say ‘hi’.

Seeing the families come in with nothing and the kids gradually coming out of their shells, the moms with tired smiles that turn to real smiles once they know they are safe and their kids are safe. Nurturing them, seeing them spread their wings, find jobs—then stable housing, then leaving us. It is just amazing. How can anyone not be inspired to come to work at Project Hope?”.

- Heather Rice, Residential Assistant



MAKING THE BEST OF IT

“I work on the family and adult side. There is so much of a stigma on homelessness and even I had some stigma when I first started work here out of college. You see so many people’s stories and it could truly happen to anyone.

I see children in a position where they didn’t choose to be in this position. I think what ties my heart to the mission is the children and they are trying their best to make the best of the situation”.

- Shannon McFarland, Support Operations Specialist

FAMILIES MOVING FORWARD FOUNDATIONS

THANK YOU!

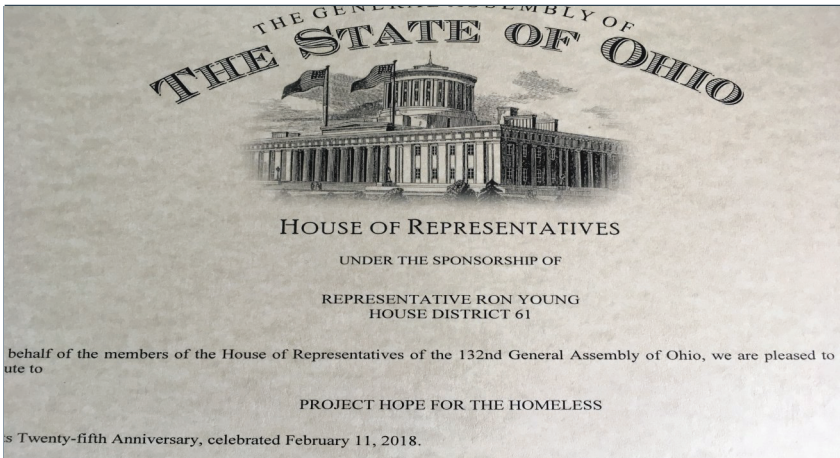
- ANONYMOUS GIFT C/O GRACE UNITED METHODIST CHURCH, VERMILLION
 - DOMINION EAST OHIO
 - FRANKINO FOUNDATION
 - OHIO CHILDREN’S FOUNDATION
 - LOPRESTI UNIVERSITY SCHOOL
- PAINESVILLE IMPROVEMENT COMMUNITY CORPORATION
- RONALD MCDONALD HOUSE CHARITIES FOUNDATION OF NEO
 - TOM E. DAILEY FOUNDATION
 - UNITED WAY WOMEN’S LEADERSHIP COUNCIL
 - UNITED WAY YOUTH LEADERSHIP
 - WELLS FARGO FOUNDATION
 - WESTERN RESERVE JUNIOR SERVICE LEAGUE

OUR PARTNERS HELP US RESTORE HOPE,
RENEW LIVES AND BUILD RESILIENCY

- ACTION FOR RECOVERY Christian 12-step facilitated by Rev. Zimmerman
- BEACON HEALTH behavioral health care
- CHRIST CHILD SOCIETY camperships, clothing, crates for kids
- CITIZEN'S CIRCLE transition support for re-entry from jail/prison
- CODE BLUE 0 degree or negative wind chill local shelters
- CRAFTS WITH KAY volunteer run program
- CROSSROADS children/youth behavioral health care
- EXTENDED HOUSING outreach to persons with mental health issues
- FINE ARTS ASSOCIATION art, dance, music, theatre for children
- FORBES HOUSE domestic violence education and prevention
- FRONTLINE SERVICES assistance for U.S. veterans
- KEY BANK financial literacy, budgeting
- LCDJFS education for staff on child abuse and neglect
- LAKE CTY. GENERAL HEALTH DISTRICT HIV/TB testing, vaccines
- LAKELAND NURSING INTERNS health and wellness education
- LAKELAND RESOURCE CENTER employment readiness and resume building
- LIFELINE COMMUNITY ACTION AGENCY rental subsidies, 2-1-1 reservations for shelter
- LAKETRAN weekday transportation

PARTNERSHIPS CON'T...

- NEW DIRECTIONS FOR LIVING WRCDC transitional living program
- OSU EXTENSION OFFICE parenting, self-care, daily living
- SALVATION ARMY PAINESVILLE daytime drop-in center and hot lunch
- ST. JAMES CHURCH hot meals on weekends & holidays 1-2 p.m.
- TLC (transformation living) Christian study addressing life-controlling issues
- VETERAN'S COMMISSION assistance for U.S. veterans
- WESLEY therapy dog for Families Moving Forward



A BETTER CHANCE

“I don’t have much interaction with guests, but I give them what they need, just knowing what Project Hope does is giving someone a better chance in life. One of the guests touches me with how hard he works and gets up every day and goes to work and tries to better his life. That’s one of the reasons I like to work here”.

- Emerson Messner, Overnight Residential Assistant

FAMILIES MOVING FORWARD

BUILDING RESILIENCY...ONE FAMILY AT A TIME

This year, we restructured Families Moving Forward by hiring Diana Capanna as our Family Program Director. Alisa Nieves served as the interim director and has since become one of our three (3) on-call supervisors to support the site staff. Diana comes to us with an entire career dedicated to those in need as a retired Captain and Minister of Salvation Army.

Specifically, she has expertise with families as a former Head Start supervisor. We are blessed to have her leading the Families Moving Forward program and staff. She has facilitated trainings, interviewed new staff, evaluated current staff, provided scheduling for staff and partner agencies to facilitate programs and training, and shown us by example how to best serve the parents and children that come to us for shelter and support.

Diana, Jim Steel (Family Program Coordinator) and their team, have changed the lives of 38 families with 65 children this past year: 33 single mothers, 1 single father, 3 unmarried couples, and 1 married couple.

*"I work at WomenSafe, a domestic violence shelter, and the clients get to stay at the shelter 24/7 and don't have to leave for the day. My first shift at Project Hope was a big eye opener because it was cold and rainy and people were coming in after being out all day. That's when I realized how fantastic Project Hope was, even if guests couldn't stay during the day. It's great that there is a place for them to stay because *without Project Hope who knows where they would be*".*

- Courtney Stowe, Residential Assistant

“AS FOR ME AND MY HOUSE WE WILL SERVE THE LORD”

- JOSHUA 24:15

DESIRE TO GET AHEAD

“An older mom (early 50’s) was able to get support and encouragement through the FMF and Project Hope Program. She came to us with her older autistic son and because of his size we had to move the mom and son over to the adult side. In the two weeks they spent on the FMF side we were able to give her much contact information so that she might be able to quickly find employment and housing for her and her son. Although we felt we did what we normally would do, her enthusiasm and desire to get ahead was contagious. Many evenings we would ask her how she was feeling and how the search was going. She would always report positive outcomes.

After she relocated to the adult side we didn’t know if we would see her again. One evening as I was walking through the adult side, I saw her sitting on a chair with a big smile on her face. I asked her how she was doing. She got out of the chair and ran to me and gave me a big hug and repeatedly said “thank you, Ms. Diana, thank you.” She went on to tell me that she got a job at Lakeland and she had an apartment. The apartment wasn’t ready yet, but it won’t be long. She was so happy and so was I to hear of her success. She told me if we ever need someone to come back and share how FMF/PH worked for her that she would be more than happy to”.

- Diana Capanna, Families Moving Forward Director

PROJECT HOPE FUNDS AND AFTERCARE FOUNDATIONS

- CATHOLIC CHARITIES—SHELTER AND HUNGER PROGRAM
- CLEVELAND FOUNDATION
- CYRUS EATON FOUNDATION
- EAST OH CONFERENCE OF THE UMC WESTERN RESERVE
- EMERGENCY FEDERAL MANAGEMENT FUNDS
- HITCHCOCK FOUNDATION
- IN HIS STEPS—ACTION FOR RECOVERY
- JUNIOR WOMEN’S CLUB OF MENTOR
- LAKE COUNTY COMMUNITY DEVELOPMENT BLOCK GRANT
- LUBRIZOL FOUNDATION
- MENTOR COMMUNITY DEVELOPMENT BLOCK GRANT
- OHIO DEVELOPMENT SERVICES AGENCY
- PERRY SERVICE LEARNING
- ST. MARY’S SEMINARY TRUST
- RIDGECLIFF FOUNDATION—AFTERCARE PROGRAM
- UNITED WAY OF LAKE COUNTY, INC.
- WESTERN RESERVE PRESBYTERY

**“FOR WHERE YOUR TREASURE IS, THERE WILL
YOUR HEART BE ALSO”.**

- MATTHEW 6:21

I SAW WHAT IT DID FOR ME

“What got me most is the program itself. I ended up going straight from jail treatment and I had no clue what to do and I was divorced when in jail and had no place to go. My counselor set it up from jail to go to Project Hope and I had never heard of the place. I saw what it did for me.

I started volunteering there and volunteered for nine months before starting to work here. It was Project Hope itself, it wasn't just one person. I've been working here 11 years. I've seen people use it to their advantage and some people use it to their disadvantage”.

- Wesley Tyler, Residential Assistant

KNOW THEIR NAME

“With one guest, my first days with him I was lucky if he grunted at me, and now he laughs when I talk. One guest was like, ‘I don't know what to do’, and I said, ‘Did you try XYZ’? I referred him to Dave for life coaching. Everything here has a special place in my heart. There are things that break my heart and things that fill my heart with compassion. It just feels right. I just feel like I am here for a purpose! I always try to say hi to every guest. It's just the whole mission.

I think the biggest thing is treating people like they are human, often they are looked down upon by society. Just being able to know their name is so important and letting them know, ‘I'm here to help you’”.

- Jessica Dowd, Residential Assistant

DID YOU KNOW?

PROJECT HOPE STAFF ARE TRAINED IN THE FOLLOWING AREAS:

- 1. CPR AND FIRST AID by Painesville Township Fire Department**
- 2. SAFETY & SECURITY PROTOCOLS**
- 3. CRISIS INTERVENTION AND DE-ESCALATION TECHNIQUES**
- 4. SUICIDE PREVENTION by Lake County ADAMHS Board**
- 5. USE OF NARCAN by Lake County General Health District**
- 6. SIGNS/SYMPTOMS OF NARCOTICS—Operation Street Smart**
- 7. ACTIVE SHOOTER SITUATIONS—Sgt. Harpster of Lake County Sheriff's Dept.**
- 8. BEST PRACTICES FOR SOCIAL WORK AND DOCUMENTATION**
- 9. MENTAL ILLNESSES AND SYMPTOMOLOGY**
- 10. BOUNDARIES & CONFIDENTIALITY**
- 11. MOTIVATIONAL INTERVIEWING**
- 12. TRAUMA INFORMED CARE**
- 13. CHILD ABUSE & NEGLECT—by Lake County Job & Family Services**
- 14. AUSTISM SPECTRUM DISORDERS—by Crossroads**
- 15. BURN-OUT & SELF-CARE**

**“FATHER, SHOW US THE GIFTS AND TALENTS
YOU HAVE GIVEN US. LET US LEARN TO USE THEM FOR
YOUR GLORY”.**

- 1 PETER 4:10

Project Hope and Families Moving Forward are blessed to have representatives from various agencies share their expertise as part-time staff. Their hearts are revealed in the stories throughout this report. This is a significant reason we are successful with positive transitions. The guests KNOW they care and have the knowledge to get them moving in the right direction!

PLACE OF GRACE & MERCY

“Overall, from many people, there is just a lot of gratitude for this shelter being in existence and there is a place for people to go. I think many people are grateful for the program, the structure of the evening. In doing goal reviews, they’re just grateful for the direction they’re given to get to the place or things they do not have. The volunteers who I have seen are tremendous and salt of the earth people who are unselfish and the kind who think of what they’re doing.

One guy I was speaking with, he is trying to stay organized and has all of his paperwork and had a half of ream of paper shoved into an 8 x 11 envelope. So I go to a Dollar Tree and got some plastic folders with a clasp and I gave him a couple of those. He put all his stuff in there and all his papers were in there and I’m just pleasantly surprised that he is trying to be very organized. That’s kind of a neat thing. Personally, I think it is a place of grace and mercy and many people get that”.

— Steve Roos, Residential Specialist

BLESSINGS AWARD 2018 - Carla Cegeilski



Carla has been an instrumental part of Project Hope's history. Carla is married with 2 adult children and resides in Perry. She is an independent historical and genealogical researcher providing research and web design services. She has taught information literacy at a local college and currently travels to teach on genealogy.

Carla has served Project Hope for many years in many capacities, including as a meal provider and coordinator, two terms as a board member, as our first development coordinator, and chair of the Site Search Task Force which was chartered to find a permanent home for Project Hope. She also has provided information technology support to the shelter for many years earlier on and has served on the personnel team, which reviews and develops policies for the organization.

She initially learned of the mission when attending Mentor United Methodist Church in the mid-90's. She started to coordinate the meals at the church that would be scheduled for Project Hope. **She herself prepared and delivered many meals to the shelter.** She began attending network meetings back when the by-laws were being created.

I personally remember Carla helping me to search for the perfect place to house the shelter. We contacted and toured about 60 properties together! She also helped me to learn how to write grants by **working alongside me** through the questions and giving me guidance and support when we prepared and submitted our first proposals for funding. On many occasions, she would feed me lunch at her own home while we muddled our way through the process. It seemed like Greek in the beginning but somehow as we talked it out, we began to understand what each funder was seeking on the application.

As a trustee, she found and strongly recommended our first paid finance director, Marian, who is still with us today (16 years later). Carla was with us when we were literally doing payroll by the skin of our teeth. There were many months when it looked awfully grim, but her unwavering faith and tenacity kept her serving in leadership. When asked what drew her to the mission and why she dedicated so much of her life to the service therein, she responded, **"I just knew it was something I had to do. There was never a question. It was just in my heart to do it"**. And thanks to God directing her, that's where she served.

Carla was not the kind of person that would just show up to a meeting. No, not at all! She was the one who always asked the tough questions - the one who always gave the other side of the issue. Sometimes, I just think she enjoyed challenging others. Regardless, we were always well prepared for the opposition because she always forced us to see every angle. **She sharpened us as iron sharpens iron.** She had no fear of expressing her thoughts and I respect and admire her for that quality. God used her extremely discerning spirit to guard and protect the mission as it grew. She also has great integrity and what I would call an innate ability to follow the Holy Spirit. She has a very tender heart inside her tough exterior, evidenced by her advocacy for the staff and always ensuring they were properly compensated for their work.

Carla has strong values, beliefs and a determined work ethic. There was a time period where Carla worked for the organization and it is very fitting that she receives the Blessings Award as she was the very one who created it! As our first development staff member, she created the dinner as an event in 2005. She began our first newsletter as a way of spreading the word about the life-changing accomplishments of Project Hope.

Carla found ways to involve her husband, Ken and her daughters, Amanda and Amelia. Ken could be found wiring our computers or working on some hardware issue for us from time to time and she would encourage him to join her in donating to the cause. Financially, they have provided hundreds of nights of shelter, care and guidance to our guests. When her children were younger, she always made sure that her children understood that there were people in need and how to help them. She made lunches with her children and fondly recalled her youngest daughter dropping the apples in the bags as they made an assembly line in their own kitchen. **The greatest impact of serving in her life, she says, has been watching her adult children embrace those same values in helping others in their lives today.** Project Hope was one of many places Carla has lived out the Gospel of Jesus Christ - other organizations included Salvation Army, the Perry Center, St. James Lunch Program, Habitat for Humanity and Lake County Church Network.

In closing, when asking Carla to summarize what she learned the most from her volunteer service and involvement over the past 25 years, she offered, **"I am not in control and we are all so inconsequential, it's not about us at all"**. She realized that we are merely vessels to bring God glory and this year, she is being exalted as an example in doing so. **Congratulations Carla! You are a blessing!!**

FINANCES YEAR-END 2018

SURPLUS	\$ 28,891
INDIVIDUALS	\$274,334
CHURCHES	\$ 81,200
GRANTS	\$ 97,108
FOUNDATIONS	\$106,420
BUSINESSES	\$ 98,697
GOVERNMENT	\$163,399
SCHOOLS/CIVIC ORGANIZATIONS	\$ 20,046
PROJECT HOPE SPECIAL EVENTS	\$ 44,418
OTHER	\$ 120
TOTAL INCOME	<u>\$885,750</u>
INKIND SUPPLIES & SERVICE	\$208,000
TOTAL REVENUE/SUPPORT	<u>\$1,093,750</u>
GUEST SERVICES	\$ 24,592
FACILITY COSTS	\$116,633
OFFICE/ADMIN	\$ 75,151
PERSONNEL	\$649,483
TOTAL EXPENSES	<u>\$856,859</u>

I WOULD HAVE STOOD IN FRONT

“While working one evening, the staff had to discuss rules with a guest who had difficulty with authority. This interaction did not go well and the guest decided to leave the shelter. The guest spoke loudly towards the staff prior to his departure.

When I turned around to return to the evening duties, another guest came up and touched my arm. He said, ‘I would have stood in front of you to break those words if I was faster’. For a moment I and the guest locked eyes and a sense of love and compassion was felt by me from the guest. We both smiled at each other and separated.

Later that evening, I went to him in private to thank him for his words and the guest stated, ‘You all do so much for us, it is the least I could do for a second chance’. I will never forget this experience. It was early in my time at Project Hope, but it will be engrained in my mind throughout my career”.

- Nicole Kelleher, Residential Specialist

IF YOU ARE MOVED TO RESPOND TO THE
HUMAN HURTS AND HOPES OF OUR NEIGHBORS
IN NEED, CONTACT US AT:

WWW.PROJECTHOPEONLINE.ORG
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