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Dear Friends,

On behalf of the shelter and our board of trustees, I would like to thank you for your unwavering support in uncertain times. We have ended 2021 in a solid place by working together with the entire community to meet the needs of those experiencing homelessness. I’m especially proud of our site team working hard and enduring the increased stressors of this past year.

Together, we broke the cycle of many barriers leading 82% of the men, women and children walking through our doors to achieve a more abundant life within 27 days. This was accomplished in the face of a pandemic. In addition, our guests struggled with added barriers and/or severe and acute mental health issues. Despite all of that, our guests soared when given the opportunities, resources and support. They, too, worked hard.

Our donors really stepped forth and made all of this possible with their generous, heartfelt giving. Be sure to read about our first ever, Experience the Hope event that proves when we work together in mission, the results are phenomenal!

Thank you for helping us to Break the Cycle of homelessness in 2021. In 2022, I hope you’ll join me in focusing on creating a Path to Joy for those we serve.

In Appreciation,

Judy Burr, Executive Director
MISSION STATEMENT

To respectfully and compassionately empower persons who are homeless with hope by providing emergency and transitional shelter, care, and guidance together with the community.

VISION STATEMENT

To be a solution in helping persons who are homeless to thrive and reach their most abundant life, inspired by the love of Jesus.
PROGRAM PARTNERS

2-1-1
CWRU Students
Crossroads Health
Daisy
Extended Housing
Forbes House
Lakeland Nurses
Laketrans
OSU Extension
Morley Library
Salvation Army
U.S. Bank
WomenSafe
Pastor Zimmerman

Information & Referrals
Medical Assessment created
Crisis Intervention
Therapy dog for families
Linkage to mental health services
Communication
Interns provide Health/Wellness
Transport to/from Shelter
Employment Readiness & Parenting
Storytime
Daytime Shelter/Lunch Program
Financial Literacy
Stress Management
Action for Recovery

TRAINING PARTNERS

Crossroads Health
Deepwood
Harriet Tubman Center
Lake County Alcohol, Drug Addiction and Mental Health Services Board
Lake County Job & Family Services
Lake County Sheriff's Office
Lake Geauga Recovery Center, Inc.
Painesville Twp. Fire Department
ADULT SHELTER

Total Guests Served 298
Shelter Nights 8,160
Average Length of Stay 27 days
Positive Transitions 82%
Shelter Calls at 2-1-1 2,421
Incidents 257 (911:72)
United States Veterans 11
Mental Health, Chemical Dependency, or Both 71%

ADULT & FAMILIES STAFF TRAININGS

- Self-Care
- CPR/Defibrillator/Narcan
- De-escalation
- Human Trafficking
- Mental Health First Aid
- Motivational Interviewing
- Safety/Security – Recap of Active Shooter
- Best Practices for Documentation
- Street Drugs – Signs/Symptoms
- Suicide Prevention
- Trauma-Informed Care
FAMILIES MOVING FORWARD

Total Guests Served: 59
Total Households: 19
Parents: 23
Children: 36

Infants: 7
Toddlers: 4
Elementary Age: 21
Middle Schoolers: 4

Shelter Day Units: 1,561
Positive Transitions: 88%
Incidents: 66 (18-LCJFS: 6-911)

It was a challenging year with more children acting out due to the increased stress and lack of coping skills. They struggled this year. As a result, the parents also required more support.

FAMILIES SPECIALIZED TRAININGS

- Autism Spectrum Disorders
- Behavioral Health for Children/Youth
- Child Abuse & Neglect

“I came to the family shelter with my 11-month-old. I didn’t stay too long, but while being there I met the greatest people ever. I met all my goals within a week. Project Hope for the Homeless is the place to be if you need help. The staff here are extremely welcoming. I loved my time here. Thanks, staff, for helping me.” – Guest Mom
HOPE HOUSE-SENIOR CARE
Supported by Lake County Senior Levy Funds

Total Seniors 34
Age Range
62 - 69 28
70 - 79 5
80 - 89 1

Total Hope House Residents 8

Total Shelter Nights 1,020

Positive Transitions 88%

Note: Hope House is a transitional home with subsidized or free rent for 90 days. It houses 3 seniors who are experiencing homelessness.

HOTEL PROGRAM & COVID-19 PRECAUTIONS

20 Total Served
401 Shelter Nights
Quarterly Deep Cleanings at Shelter
5-7 Days/Week Eco-Static Spraying
Daily Purifying/Disinfecting Area
Daily Temperatures of Guests
Daily Mask Required
Daily Symptom Check

Note: All hotel guests received the same quality of care as shelter guests including meals, referrals, supportive case management with goal plans, laundry, transportation and/or clothing vouchers.
## AFTERCARE

Supported by the Ridgecliff Foundation

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Participant Households</td>
<td>59</td>
</tr>
<tr>
<td>Adults</td>
<td>67</td>
</tr>
<tr>
<td>Children</td>
<td>24</td>
</tr>
<tr>
<td>New Aftercare Participants</td>
<td>30</td>
</tr>
<tr>
<td>Adults</td>
<td>24</td>
</tr>
<tr>
<td>Children</td>
<td>6</td>
</tr>
<tr>
<td>Referrals to Rental Subsidies</td>
<td>119</td>
</tr>
<tr>
<td>Received HCRP Subsidies</td>
<td>18</td>
</tr>
<tr>
<td>Adults</td>
<td>15</td>
</tr>
<tr>
<td>Children</td>
<td>3</td>
</tr>
<tr>
<td>Care Packages</td>
<td>75</td>
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<tr>
<td>Crate for Kids</td>
<td>2</td>
</tr>
</tbody>
</table>

## AFTERCARE BENEFITS & EVENTS

- Aftercare Surveys
- Thanksgiving Turkeys & Sides
- Summer/Winter HEAP
- Christmas Gifts
- Santa Shoppe
- Summer Picnic
- Current Events
- Volunteer Appreciation Drive Thru
- Back-to-School Bash
- Budgeting
- Special mailings and calls during COVID-19
## MEALS & VOLUNTEER SERVICE

Our core volunteers continued to remain active during this entire pandemic. This demonstrates their faithful dedication to the mission.

Not only is there value in their service, how do you measure the value of the lives they have saved?

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
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</thead>
<tbody>
<tr>
<td>Total Volunteers</td>
<td>89</td>
</tr>
<tr>
<td>Adult Volunteer Hours</td>
<td>3,765</td>
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<tr>
<td>FMF Volunteer Hours</td>
<td>561</td>
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<tr>
<td>Total Volunteer Hours</td>
<td>4,326</td>
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<tr>
<td>Total Volunteer Leverage</td>
<td>$58,790</td>
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<tr>
<td>Trainings</td>
<td>34</td>
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<tr>
<td>Applications Received</td>
<td>84</td>
</tr>
<tr>
<td>Total Meal Hours</td>
<td>1,698</td>
</tr>
<tr>
<td>Total Meal Value</td>
<td>$93,558</td>
</tr>
<tr>
<td>Combined Value &amp; Hours</td>
<td>$152,348 – 6,024</td>
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<tr>
<td>Total In-Kind &amp; Gift Cards</td>
<td>$45,410</td>
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</table>
FINANCIAL OVERVIEW*
*Preliminary Unaudited Financials

Individuals $441,169
Government $245,356
COVID-19 Funds* $210,601
Foundations $99,937
Businesses $82,108
United Way $69,105
Churches $73,859
Special Events $83,792
Schools/Civic Support $4,782
Other $6,158

TOTAL INCOME $1,316,867

Personnel $650,053
Facility Costs $122,732
Office/Admin $159,785
Guest Services $93,095
Fundraising $88,216

TOTAL EXPENSES $1,113,881

SURPLUS $202,986
## Grants

### Public Sector

<table>
<thead>
<tr>
<th>Grant</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>PPP COVID-16 Grant</td>
<td>$70,000</td>
</tr>
<tr>
<td>Emergency Food &amp; Shelter Fund</td>
<td>$60,000</td>
</tr>
<tr>
<td>EFSP CARES</td>
<td>$25,500</td>
</tr>
<tr>
<td>Mentor Community Development Block Grant</td>
<td>$4,500</td>
</tr>
<tr>
<td>Ohio Community Development - HCRP</td>
<td>$107,450</td>
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<tr>
<td>OCD CARES</td>
<td>$87,825</td>
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<tr>
<td>Lake Community Development Block Grant</td>
<td>$23,000</td>
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<tr>
<td>Lake CDBG CARES</td>
<td>$27,500</td>
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<tr>
<td>United Way of Lake County, Inc.</td>
<td>$68,000</td>
</tr>
<tr>
<td>United Way*</td>
<td>$1,105</td>
</tr>
<tr>
<td><em>(Lorain/Cattaraugus City/Summit City and Milwaukee)</em></td>
<td></td>
</tr>
</tbody>
</table>

### Private Sector

<table>
<thead>
<tr>
<th>Foundation</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>All State Foundation</td>
<td>$500</td>
</tr>
<tr>
<td>Catholic Charities Hunger &amp; Shelter Fund</td>
<td>$4,000</td>
</tr>
<tr>
<td>Cleveland Foundation</td>
<td>$45,000</td>
</tr>
<tr>
<td>Cyrus Eaton Foundation</td>
<td>$2,500</td>
</tr>
<tr>
<td>Dominion Foundation</td>
<td>$2,500</td>
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<tr>
<td>East Ohio Conference</td>
<td>$210</td>
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<tr>
<td>Frankino, Sam J. Foundation</td>
<td>$14,000</td>
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<tr>
<td>Humble Heart, Gentle Soul</td>
<td>$50,000</td>
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<tr>
<td>In His Steps Foundation</td>
<td>$4,000</td>
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<tr>
<td>LoPresti University Foundation</td>
<td>$1,500</td>
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<tr>
<td>Lubrizol Foundation</td>
<td>$2,500</td>
</tr>
<tr>
<td>Ohio Children’s Foundation</td>
<td>$10,000</td>
</tr>
<tr>
<td>Parker Hannifin Foundation</td>
<td>$5,000</td>
</tr>
<tr>
<td>Ridgecliff Foundation</td>
<td>$13,169</td>
</tr>
<tr>
<td>St. Mary’s Seminary Trust Fund</td>
<td>$3,791</td>
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<tr>
<td>Western Reserve Jr. Service League</td>
<td>$200</td>
</tr>
<tr>
<td>Western Reserve Presbytery</td>
<td>$4,126</td>
</tr>
</tbody>
</table>
• Radio interviews for the Our Aging World show with Joe Tomsick on WINT Radio 101.5 FM

• WINT Radio advertising campaign Oct. 6–Dec. 25 & FISH Radio ad campaign Nov. 26–Dec. 31

• Story published by The News-Herald regarding our rebranding and new logo news release and a story about our pandemic response

• Regular articles to Lake County Council on Aging’s Bridges publication

• NewsChannel 5 story regarding Hellriegel’s Inn donation and interviewed by Chuck Guglielmo for local cable access TV show

• Promoted & Co-Chaired the Jog with a Frog Race

• Quarterly newsletter on Constant Contacts

• Videotaped former guests for Experience the Hope event and secured videographer for skits

• Monthly attendance at Eastern Area Chamber of Commerce Coffee Contacts developing network

• Speaker’s bureau participation and coordination

• Due to regularly posting updates on social media, website traffic up 60% from 2020!

• Grants & Communication Coordinator graduated 2021 Leadership Lake County Signature Class
JOG WITH A FROG

This past August, we held our 6th annual "Jog with A Frog 5K and 1-mile Walk in the Park, 126 runners and walkers registered for our event! We appreciate the race participants and our sponsors for helping us raise more than $5,000!

A special thank you to our headline sponsor- AQUA DOC Lake & Pond Management
We hosted our first ever table host event, *Experience the Hope*, at St. Noel’s Banquet Center! The table host event model we learned from Mission Increase, a consortium of NE OHIO business leaders who provide coaching free-of-charge to Christian non-profits. Champions of the shelter invited their friends and along with dinner, attendees were able to walk through life-sized shadow boxes featuring each program that we offer. The Fine Arts Association actors did a fabulous job narrating and performing mini-skits based on our book *Hope Lives* which includes stories of former shelter guests. Without alcohol, a raffle, wine pull or a silent/live auction, we raised $75,566!
PROPERTY MANAGEMENT
SPECIAL PROJECTS

In 2021, there were very limited project days due to COVID-19. This means our property management team had greater responsibility and the work was literally lifesaving. Organization of donations, regular cleanings, lawn maintenance, repairs and special project days kept this 2-person crew very busy!

Administrative office had new curtains installed.

Annual facility inspection took place in August by 4-member team to prioritize facility improvements.

Avalon Glass donated pest control.

City Church of Geneva volunteers cleaned out our shed and spruced up area outside of adult entry by Door 3.

Couch was donated by a donor for the shelter lounge.

David Spall donated a Fuel-Loc-Box for our gasoline to remain safe in the shed.

FiveStar evaluated all extinguishers and updated them.

Freezer donated by Mentor United Methodist Church.

Generator quotes are in process thanks to the Lake County Commissioners through Community Development Block Grant (CDBG) funds.

Hope House commercial air purifier provided by the Lake County Senior Levy funds.

Johnson’s Landscaping is our snowplowing vendor.

Key Bank held a Make a Difference Day and stained our picnic tables by guest entry.

Avalon Glass donated pest control.
Location Carpet volunteered labor and was vendor for new carpet in adult guest check-in lobby. Bryan painted lobby and screening room.

Mentor United Methodist volunteers planted flowers.

New plexiglass dividers between beds provided by the Lake County Commissioners CARES grant.

Notre Dame wrestling team sanded down receiving room and painted family restrooms.

Ohio Development Services Agency provided a new Ford Connect van through CARES funds. It is utilized for deliveries, aftercare transport and maintenance.

Positive Energy donated their labor to ensure our electrical is operational and safe.

Ramp leading to Door 2 was repaired by a trustee and a volunteer.

Siever’s Security provided alarm monitoring at a reduced cost and regular maintenance of our system and a fire inspection.

St. Gabe’s volunteer families helped decorate our Christmas trees for the guests.

Steve’s Air Conditioning & Heating donated labor to ensure our systems are operational at all times.

Washer & dryer was provided to our senior Hope House thanks to Senior Levy funds.

Video was made of Bryan giving a virtual tour of the shelter for our supporters to view.
DEVELOPMENT REPORT

Direct Mail
Breaking the Cycle Campaign Results

$148,526.72*
8 appeals
639 gifts

Peer-to-Peer Fundraising

$32,298.96
14 Partner Events

*this includes a $25,000 match by an anonymous donor

Thank you to our Peer-to-Peer Partners for opening your heart to our mission:

Berkshire Hathaway Home Services - (Zingales Team)
Chardon-St. Mary's Catholic Church
Lake Catholic High School
Leroy Community Chapel
Mac Chafer
Mayfield Financial Services
Mentor United Methodist Church
Savelli Dance & Martial Arts
Siegel Nursery
Street Royalty MC of NEO
St. Bede the Venerable
# Development Report
## Individual Donor Giving

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
<th>Revenue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Active Donors</td>
<td>994</td>
<td>$441,693</td>
</tr>
<tr>
<td>Number of New Donors</td>
<td>315</td>
<td>$64,606</td>
</tr>
<tr>
<td>Number of Reactivated Donors</td>
<td>110</td>
<td>$30,984</td>
</tr>
<tr>
<td>Number of Major Gifts Donors</td>
<td>103</td>
<td></td>
</tr>
<tr>
<td>Number of Donors &gt; $1,000</td>
<td>904</td>
<td></td>
</tr>
<tr>
<td>Number of Monthly Donors</td>
<td>46</td>
<td></td>
</tr>
<tr>
<td>Average Donation by Monthly Donors</td>
<td>$90</td>
<td></td>
</tr>
</tbody>
</table>
Project Hope for the Homeless is on a journey to adopt the best practice of trauma-informed care to better serve our guests. Since we know that our guests enter with trauma and homelessness itself is a form of trauma, we want to provide a more empathetic, caring approach as we respond.

“You're imperfect and you’re wired for struggle, but you are worthy of love and belonging”.
– Brene’ Brown
Our Clinical Consultant, Erin Turner LISW-S, has been facilitating and evaluating areas where trauma-informed care can be better applied to strengthen our services;

Board of Trustees participated in a retreat to learn the culture of trauma-informed care and gain a greater understanding of its need;

Leadership staff participated in a 6-hour workshop reviewing the forms of trauma and how our brain responds to trauma;

Site staff attended an overview of trauma-informed care and its principles;

An organization-wide survey is being developed to share to help prioritize areas that goals can be established to strengthen our response;

Trainings will focus on different aspects of trauma-informed care throughout 2022
When I first met Jim, the shelter was traveling from church to church, and he would drive the van full of guests from one location to another when the shelter itself was without a home. When I think of Jim, three words come to mind: humility, compassion, and integrity. He has the character of a great man of God and serves his community by providing hospitality at church-hosted events. Hebrews 13:2 says, “Do not neglect to show hospitality to strangers, for by this some have entertained angels without knowing it”.

Thank you, Jim, for showing us this Word in action!

James Formanik
EXECUTIVE TRUSTEES

Thomas Park, Chairperson  
Dan Ashmore, Vice-Chairperson  
Rev. Mary Blank, M.D., Secretary  
Jason Grimm, Treasurer  
Members-at-Large:  
Rev. Gerald J. Bednar, Ph.D. J.D.  
Mary Hofer  
Patrick Joyce  
Robert Rader  
Phil Seyboldt  
William "Billy" Walter

LEADERSHIP TEAM

Judy Burr, Executive Director  
Tonya Abney, Aftercare Coordinator  
Bryan Bossert, Property Manager  
Diana Capanna, FMF Program Director  
Renee Cruz, Development Director  
John Hutchison, Grants & Communications Coordinator  
Denise Jones, Social Services Director  
Missy Knight, Volunteer Services Director  
Cheryl McAndrews, In-Kind Coordinator  
Marian Ruckert, Finance Director  
Erica Shaw, Social Services Advocate  
Kelly Tanner, Administrative Assistant  
Erin Turner, LISW-S, Clinical Consultant
Return Services Requested