

Emergency Shelter of the Fox Valley

H.O.P.E. LETTER



Housing, Opportunities, Prevention & Empowerment



First Quarter
2010

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Our Mission

The mission of the Emergency Shelter of the Fox Valley is to provide temporary shelter to homeless individuals and families in a safe environment, while providing guidance to those both homeless and at-risk that promotes independence.

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400 N. Division Street
Appleton, WI 54911

2009 Shelter Program Recap

As an organization, we firmly believe that every single person that walks through our door has the fundamental right to be treated with the utmost respect and dignity that is inherent within every person. In 2009, we served 771 persons at the Emergency Shelter of the Fox Valley (ESFV). That's **seven-hundred-seventy-one men, women and children!**

The number of persons served at the ESFV decreased by a little from the previous year, though the number of persons served in our other programs increased (Prevention, Outreach and Housing First). We know that this is because we are doing good work in our external programs and are keeping a few more people out of the shelter system as a result.

In 2009, 25,870 total bednights were provided. The number of bednights has increased from previous years because people are staying longer in shelter as they are harder to serve, have more barriers than ever before and need more time to become stable in our community.

The average length of stay increased to 33 nights per person, compared to 30 in 2008. It costs roughly \$1,066 to shelter one homeless person.

One of our main priorities is safety. We have 13 formal policies that our staff members implement on a daily basis and 32 house rules that we ask residents to follow. We have these to maintain a safe environment for everyone, to provide consistency and structure and to be fair to all that we serve.

We employ 16 House Supervisors who are the core of this shelter. The House Supervisors are available 24 hours a day and help to create a

welcoming environment for everyone. Additionally, they are the staff that plan and prepare full meals, complete intakes for new residents, provide linens and hygiene products to the residents, implement the internal policies and procedures and are the first point of contact for all that come to the building.

We strive to ensure that every resident feels safe and welcome while receiving services from our agency. Every resident has the right to make comments or suggestions that may change policies related to the services they are receiving. Receiving constructive and appropriate feedback from our participants gives us an opportunity to continue to grow as an organization. Because the work that is done at the ESFV evolves based on the ever changing trends within the community, feedback from our participants is not only welcomed, but more importantly, it allows us to be on the forefront of the community needs, as well as the individual needs of our program participants.

We also offer educational training and certifications to our staff. Some of the trainings we offered last year included First Aid, Bloodborne Pathogen, CPR, AED, Boundaries & Ethics, Crisis Intervention Training, Pandemic Training, Motivational Interviewing and Trauma Informed Services Training.

We had a very busy year in 2009, and we are fully prepared to embrace 2010.

Anne Lagunes, Deputy Director

Upcoming Events

Annual Breakfast Meeting and Report to the Community

Tuesday, March 23, 2010

Fox Banquets and Rivertyme Catering
411 E. Kimball St., Appleton, WI

We will report our 2009 program outcomes; our financial position and our future strategic objectives to donors, partner agencies, volunteers, elected officials, community leaders and other interested individuals.

7:15 am Registration, 7:30 am Breakfast and 8 am Program
See Invitation on Page 4, and RSVP by March 16.

Christian Family Radio's

Help for the Homeless Campaign 2010

February 21 through March 21

Fox Cities Area Collection Locations

More than 500 local businesses, schools and churches are participating in WEMI & WEMY Christian Family Radio's 18th annual *Help for the Homeless* campaign, February 21 – March 21, by collecting new personal hygiene and cleaning items for local homeless and crisis programs. Fourteen agencies in the Fox Cities area, including the Emergency Shelter of the Fox Valley, will receive donations from this drive.

For more information, please go to web site:

http://www.christianfamilyradio.net/wemi/events/events_HelpForTheHomeless_i.html

Human Race

Saturday, May 1, 2010

Thrivent Financial for Lutherans

The Volunteer Center of East Central Wisconsin's Human Race is an opportunity for individuals and groups to raise money for the Emergency Shelter of the Fox Valley. The funds received will be used specifically for case management services which help guide our homeless clients toward sustainable independence. For more information, go to

www.emergencysHELTERFOXVALLEY.org under Events,
email info@esfv.org or call (920) 734-9603.

20th Annual Garden Walk

Saturday, July 17, 2010

Enjoy a walking tour of several local gardens and Fox Valley Garden Club's Horticultural Competition and Floral Show. Event tickets will be distributed through local landscape and floral outlets and the Emergency Shelter of the Fox Valley.

3rd Annual Exit Elite Golf Outing

to benefit the Emergency Shelter of the Fox Valley

Monday, August 2, 2010

Ridgeway Country Club, 2913 County Road II, Neenah, WI

A fun, light-hearted day of golf on beautiful links
with contests, food and prizes.

5th Annual Benefit Gala

November 16, 2010

Radisson Paper Valley Hotel

333 W. College Avenue, Appleton, WI

Join us in celebrating our 30th Anniversary!

For more information go online to our web site:

www.emergencysHELTERFOXVALLEY.org under Events,
email info@esfv.org, or call (920) 734-9603.

Director's Message - Spring 2010



Debra Cronmiller
Executive Director

Thirty years ago, there was not widespread homelessness in America. Today nearly a million people will be homeless, despite a two billion dollar a year infrastructure designed to deal with the problem. In the Fox Cities, over 400 individuals are homeless on any given day. In today's economic climate, the New Year already held much uncertainty for the Emergency Shelter of the Fox Valley. The increased demand for our homeless services and the resulting planned expansion of our Street Outreach and Housing First Programs I knew would create additional financial pressure. But what I didn't expect was the call on New Year's Eve informing me that one of the sprinkler heads on second floor had been activated causing a great deal of water to enter the building. Enough water, in fact, that the damage went clear to the basement and the building's security panel was electrically burnt out.

Without a security system, the Fire Department asked that we evacuate the building so all 75 residents were moved to local motel rooms for a couple of days until the fire detecting and sprinkler systems could be restored. With the help of the fine folks at Sprecht Electric and Midwest Protection, who sent staff to us on New Year's Day, we were able to get the security system operational within just a few days. Meanwhile, ServPro was working to dry out our very wet floors and, by January 3rd, we had most of our residents back in the building. I was so incredibly grateful for the professional response of all those contractors involved but even more impressed with the 75 residents who were displaced by this disaster. Already in crisis, these homeless families and adults were helpful and gracious in getting resettled once again outside the shelter. A display of resilience that most people, I dare say, would not have been able or willing to demonstrate on the holiday weekend.

Today, things around here are back to normal. The damage to the building repaired. The broken systems and soaked flooring replaced. Were it only so easy to restore stability to those that experience homelessness in the Fox Cities. Crisis and uncertainty are a constant part of their lives. I think all of the staff at the ESFV have a renewed appreciation for the complexity of crisis. The feelings of hopelessness. The constant dependence on others to assist you. The overwhelming desire that things could just magically return to normal. I think we have all emerged from this crisis with a deeper understanding of our purpose. And, like those who are served by the ESFV and depend on us to help meet their basic needs, I am ever more aware of our dependence on this community's support to meet ours. Aware and grateful for the generous financial support we receive and the thousands of volunteer hours given freely! Together, we are making a difference.

Debra Cronmiller, Executive Director

Case Management Services

We are solidly into the new year now and have been very busy. In years past, being full with a waiting list for shelter was the exception; now it is the norm. Having worked as the case manager charged with assisting families and single women for the last seven years, I have witnessed some unsettling trends.

Both families and individuals are arriving at the shelter with more significant barriers. Over the last year, mainstream support systems that would usually 'catch' people prior to an episode of homelessness have become fewer and more difficult to access.

Waiting lists for subsidized housing options are getting longer and longer, and criteria for acceptance into programs is becoming more stringent.

Full time jobs for individuals with employment gaps are difficult to find. Businesses are opting to purchase labor only when they need it by contracting with temporary employment agencies. This helps businesses run more efficiently, but leaves a whole pool of workers with jobs that are unstable and inconsistent.

People who are struggling with health issues, both physical and mental, are finding it more difficult to get basic services. For example, the state medical insurance option for singles, called Badger Care Core Plan has a waiting list that most likely will span for years. This means that people who need basic health insurance will wait. And while they are waiting, their medical issues become more severe and debilitating. Which makes it hard to work and purchase housing.

What all of this means is that people are staying longer in shelter. Success still does happen more often than not, it just takes much more effort, commitment and coordination to make it happen.

Kim Luke, Case Manager



Coming This Spring —

A mock wedding reception will benefit the Emergency Shelter of the Fox Valley! Enjoy food and entertainment at a mock wedding reception complete with a bride, groom and cake! All of the gifts on the couple's registry will be wish list items for the ESFV. Look for more information coming soon to take part in this fun occasion to help those less fortunate.

This event is hosted by the Fox Cities Chamber of Commerce's Leadership Fox Cities Program. We are proud of our long-standing partnership with the Chamber of Commerce and are excited about this great new fundraiser!

Prevention

The Prevention Program was established in 2002 for the purpose of assisting former shelter residents to maintain community housing after leaving the Emergency Shelter of the Fox Valley. In addition, the Prevention Program may intervene to ensure that people already living in the community are connected with community partners and supports which may enable them to maintain their current housing.

In June of 2008, the ESFV's Prevention Program formally merged with LEAVEN with the intent of streamlining the intake process, formulating case plans and providing follow-up services to families and/or individuals at risk of a housing loss.

LEAVEN provides the physical location, volunteer support, administrative support and all direct client financial assistance. All intake, assessment, record keeping, follow-up services, as well as direct financial assistance are conducted at the LEAVEN office located at 1475 Opportunity Way in Menasha.

The ESFV provides the full time program manager (DeAnna McGill). She directs the program and currently trains and manages six volunteers, who work directly with the program's clients. Through ongoing collaboration and effective communication, the ESFV and LEAVEN have created a seamless service delivery process, with the clients as the beneficiaries of this effort.

In 2009, the Prevention Program served 538 households (1,399 individuals). Of those, 530 households remained in their community housing and did not need to be referred to the ESFV.

Current Urgent Needs

- | | |
|--|--|
| Alarm Clocks | Large Rubbermaid Storage Totes (18 gallon) |
| Baby Monitors | Laundry Detergent |
| Body Wash | Men's Deodorant |
| Diapers—sizes 4/5/6 | Men's Boxers |
| Foot Powder | Men's Flip Flops |
| Gift Cards – Walmart, Shopko, Copps | Napkins, Paper Towels |
| Hair Styling Products: Gel, Mousse, Pomade | Pillows |
| Hangers | Tampons |
| | 8.5 x 11 Copy Paper |

Street Outreach

Ron openly shares fragments of his former life, fractured by disabling mental illness, crippling drug addiction, crime and homelessness. Ron was married, has a son and used to have "nice things." He struggles to articulate his feelings of loss and for years, has lived in a constant state of anxiety, grief, and despair. Without a strong connection to family or other positive natural supports, Ron contacts crisis mental health care when he is overwhelmed and is often admitted to the hospital for psychiatric intervention. Since the onset of his mental illness, Ron has not been able to maintain lasting employment or social relationships. Lost in the wilderness of his racing thoughts, he has trouble with task centered activity and cannot meet basic employment expectations. The intensity of his symptoms alienates him from family and compromises his friendships.

In November of 2009, Ron was homeless and without income or connection to meaningful mental health supports. He came to the Emergency Shelter of the Fox Valley for help. Ron was admitted to the shelter program and evicted after a two week stay for violating shelter policies. The Street Outreach Program then made contact with Ron out in the community, assessed his needs and provided off-site housing with case management in response to the complexity of his circumstances. Since this time, Ron has enrolled in mental health services with the county, made a strong connection to local network of support groups and reunited with some family members. In January of this year, Ron was awarded Social Security Disability benefits with assistance and advocacy from the ESFV Street Outreach Program.

Ron's face began to tremble and his eyes welled when he learned he would be receiving a regular income. "It's been so long since I've had any money," he said, as he explained how he has been waiting in hopelessness for a successful benefit claim to the Social Security Administration for the last seven years. Ron cried as he described the vision of his future life with some medical insurance to get the help he needs and have some money to rent his "own little apartment."

Today, Ron has refreshed hope and a new optimism as he begins to plan for his future of independence and sustainability. This hope and optimism is the real product of hard work and dedication taking place with the Street Outreach Program and within all programs and services of the ESFV.

We are excited to announce the continued expansion of our Street Outreach services in response to the growing needs of homeless people who struggle with mental illness. Chris Lashock, ESFV Case Manager and Data Entry Specialist will now spend his case management time with the Street Out-

reach program. He will add to our community outreach efforts and have a special emphasis on advocacy work with people who are in application for federal entitlement benefits through the Social Security Administration.



Example of a Former Street Outreach Client's Housing in the Fox Valley

Annual Breakfast Meeting and Report to the Community

The Emergency Shelter of the Fox Valley invites all interested community members to attend our Report to the Community and Breakfast Meeting on Tuesday morning, March 23, 2010. This event will be held at Fox Banquets & Rivertyme Catering, 111 E Kimball St., Appleton, WI. Registration is at 7:15 am, breakfast is served at 7:30 am, and the program begins at 8:00 am.

This annual event is our opportunity to report 2009 program outcomes; our financial position and our future strategic objectives to donors, partner agencies, volunteers, elected officials, community leaders and other interested individuals.

Go to www.emergencyshesterfoxvalley.org and click on Events, contact Fund Development and Volunteer Coordinator Jill Mitchler at 920-734-9603 or send an email to info@esfv.org for more information. Please RSVP by Tuesday, March 16.

Consider helping create more awareness around our community's growing homeless population and the ways to help reduce it.

Thank you for your support!

Housing First

The Emergency Shelter of the Fox Valley is excited to announce, through the collaboration with the Housing Partnership of the Fox Cities, the housing stock dedicated to Housing First has been expanded by the purchase of ten apartment units dedicated to Housing First participants. These properties will provide permanent fair market rental housing enhancing our ability to end chronic homelessness in the Fox Valley. The Housing Partnership will act as the landlord for these units while the ESFV will provide the Housing First programming and supportive services.

After a year and a half, Housing First has had an 85% success rate in ending chronic homelessness in the Fox Valley. Currently, there are 18 participants in the program in 17 households, six of which are fully self supporting through employment or Social Security benefits. The other 12 participants are involved with Division of Vocational Rehabilitation and at various stages of the Social Security application process or actively seeking employment.

All participants have been connected to food pantries and mental health and/or economic support services. All participants continue to receive life skills education in the areas of decision making, activities of daily living and budgeting. The intensive case management process provides each participant advocacy and, in collaborative efforts with partnering agencies, opportunities to obtain appropriate services that will aid in creating sustainable self sufficiency.

Through Housing First, the repeated costs borne by the community due to chronic homelessness have been decreased by about 90% - over \$150,000 annually.

In the past year, Housing First has been a field site for two interns, one from UW-Oshkosh Human Services program and the other from the Fox Valley Technical College Occupational Therapy program. Having supervised interns has greatly increased our ability to provide the intensive case management necessary as the caseload continues to increase, as well as providing these students with valuable learning opportunities.

Sarah Bassing, Housing First Program Manager

Volunteers are Essential

Did you know that, in addition to our 28 full and part-time staff members, at least 12 volunteer roles are filled at the Emergency Shelter of the Fox Valley every day?

There are almost always three front desk receptionists each day and a group of at least 6 people every evening preparing and serving dinner. Two volunteers prepare and serve snack (a light meal fare) almost every evening, and food donations are delivered to us by errands runners almost every day.

In addition, we have several volunteers who organize closets, cook, bake, teach a class, work with the children or provide office assistance. Groups from schools, scout troops, church members, families or company employee groups provide service such as cleaning, painting, assembling furniture, installing flooring or working on other building projects about once a week.

Every Saturday and Sunday morning, volunteer groups bring in and serve a delicious hot breakfast. At least once a month, members of our Board of Directors meet and volunteer event planning committees also get together to help us plan and execute our fundraising events.

Without our volunteers providing these essential services, the ESFV simply could not operate as we do. Many of these services would need to be contracted out or covered by additional hired staff. We are able to spend more of our financial contributions on providing for the basic needs of our clients, as well as professional case management which provides them with guidance in achieving their sustainable independence.

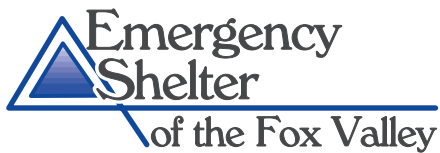
If you aren't one of our volunteers already, and even if you don't have a lot of time, you can contribute to our work, too. You can donate a new, personal care or cleaning product to WEMI Radio's **Help for the Homeless** drive which is being conducted in the Fox Valley between February 21 and March 21. Look for collection boxes in Festival Food stores, Affinity clinics and hospitals, churches, businesses, schools and other locations all around the Fox Valley. We are also looking for additional drivers with large vehicles such as panel trucks to help with picking up the donations from the collection locations and bringing them to the sorting location between March 21 and March 25.

Another great idea for individuals or groups to help the ESFV is to participate in the Volunteer Center of East Central Wisconsin's **Human Race** on Saturday, May 1 as a member of our team. The funds that we receive will be used specifically for case management services for our homeless and at-risk clients.

If you are interested in helping with these events or any other volunteer opportunities for the ESFV, please send an email to jillmitchler@esfv.org or phone (920) 734-9603.

The Endowment Fund of The Emergency Shelter of the Fox Valley

Some causes are so good that supporting them with a one time contribution just isn't enough—you want to support them for a lifetime. If that's the way you feel about the Emergency Shelter of the Fox Valley, a gift to our endowment can enable you to extend your charitable support forever. Building the endowment creates a permanent base of support for the work we do. We are able to use the interest earned on the endowed funds to cover operating costs associated with our Prevention Program, while the principal remains as a permanent source of income. Endowments provide stability to weather difficult economic times. Having the endowment established through the Community Foundation for the Fox Valley Region, as ours is, assures that the funds will be invested safely and wisely by local money managers and that your charitable intent as a donor will be followed even if our organization changes. The Community Foundation allows you to give to our endowment in many ways. You can make a gift today of cash, stock or real estate, or make a charitable bequest in your will. Check with your financial advisor on the potential benefits. Contributing to our endowment means you are creating a legacy of support for a cause you believe in for many lifetimes. To learn more about contributing to our endowment fund within the Community Foundation, please contact Debra Cronmiller at 920-734-9192 or debracronmiller@esfv.org or call the Community Foundation of the Fox Valley Region directly at 920-830-1290.



*Serving homeless families and individuals in
the Fox Valley since 1981.*

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December Gifts

Sometimes, very special volunteer-sponsored events happen at the Emergency Shelter of the Fox Valley. For example, on December 12, 2009, a world-wide project came together in which many professional photographers volunteered to take portraits of those less fortunate. The only purpose for these photos was for printing free 5" x 7" portraits for the subjects. A local contingency of about 12 photographers, assistants, make-up artists and hair stylists came to the ESFV and over 25 residents took part in this very special event called Help Portrait. Each client received at least one framed portrait of themselves and/or their family! It was truly heartwarming to see clients' reactions to this experience and the gift of their portrait. If you would like to learn more about this unique project, please go online to <http://help-portrait.com/>.

Oh, December 12 was indeed a very special day! A local church sponsored a day at the movies at a local theater, complete with bus transportation, soda and popcorn for any interested adults and children living at the ESFV. Later that day, another church brought in a huge amount of in-kind donations and gift items from our holiday wish list that they collected for us. The Kiwanis Christmas Party was held at the Building for Kids that morning, and all of the families at the ESFV were invited! Also on that day, Christian Family Radio delivered 160 Christmas Care "Shoe Box" gifts for our clients.

Another special event that happened in December was when a Girl Scout troop assembled care packages for our Street Outreach Program. With 20 new draw-string shoe bags donated from JanSport and other items that we collected, as well as items donated by the troop members and other donors, such as hand and foot warmers, a warm fleece jacket, a phone card, gift card for a fast food restaurant, granola bars, etc., we were able to give a care package to each of our clients in the Street Outreach Program.

All through the month of December, many churches, businesses, service clubs and other organizations delivered many, many in kind donations and gifts to the ESFV. A volunteer and her family and friends decorated our dining room with beautiful holiday decorations. We received a huge response from The Giving Tree project this year! Another church sponsored evening bowling for our residents on New Year's Eve.

As you can see, the holiday season is a pretty amazing time around here! We are extremely grateful to have so many generous people helping us in our mission to assist our community's homeless population.

Board of Directors

President: Kurt Eggebrecht, City of Appleton
Vice President: John Russo, McCarty Law
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