



2021 Impact Report

MOVING *FORWARD* TOGETHER





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About the cover photo.

We captured this photo a year and a half ago. A beautiful image of a baby grasping her mother's loving hand, symbolic of the gentle nature of the families and individuals we serve grasping to the hope that Shalom Center offers here in this community. As we thought about how we wanted to present our impact report, the word "together" continued to appear in much of our group conversation. We determined that "Moving Forward Together" best embodied all that we have been working towards this past year. As we hunted for a visual reminder of that, this photo came to mind. While yes, child is grasping the safety net of her mother as she stands on her own, her mother's hand leads forward to "move forward together". Alas, we had our cover photo.

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Give now and impact lives.
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MISSION

Our mission is to serve the community by providing emergency food, shelter, and support in ways that meet immediate needs and respect human dignity.

VISION

Our vision is that through food, shelter, and guidance, we will help people maximize their potential for self sufficiency.

2021 BOARD OF DIRECTORS

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Executive Director Message

Moving forward **together**. That's the theme of this year's report on the accomplishments, stories, and challenges of Shalom Center. I think together is a great word to use as well because it is all encompassing. Shalom Center is supported by our community, our generous donors, and our devoted volunteers. Together, we rise up to impact the lives of our community members.

Together, we are moving forward.

As we turned the corner from 2020 to 2021, we were still impacted by COVID-19. Our programs continued to operate within guidelines designed to keep our staff, residents, clients, and community safe. This meant that our staff and few volunteers continued to pivot to meet the needs of our community with added pressure of a heavy workload. For that, I am grateful. Together, we are stronger.

As Kenosha County's only homeless shelter, largest food pantry, and longest running evening meal program, we have the opportunity and responsibility to set the tone for how we must care for our neighbors. Of course, we can't do this alone. We are grateful for the support of faith organizations, area businesses, our school community, and our grant & government partners. I would be remiss if I didn't recognize the valuable work our volunteers do for our programs.

Together, we are making a difference.

I am happy to report that Shalom Center is full steam ahead as we enter our next phase: 40 years. As we enter 2022, Shalom Center is gearing up for commemoration of 40 years of service to this local community. 40 years of being a resource that is relied upon in this community. 40 years of shifting our resources to answer the call of our most vulnerable neighbors. What joy it will be to celebrate this milestone! We are grateful to you for helping us achieve this milestone. ***Together, we are moving forward, stronger than ever before.***

I am proud to present this report to you and encourage you to utilize it in finding your way to join our movement.

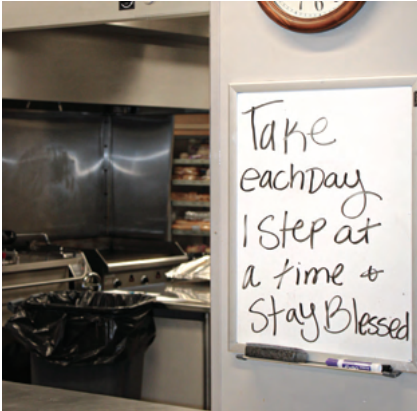
In Continued Service,

Tamarra A. Coleman
Executive Director



TOGETHER

SEEING HEALTHY OUTCOMES ACHIEVED



Our kitchen staff leave encouraging messages to residents.

Through our nightly meal program, serving at our main building and in a satellite location, we are seeing healthy outcomes achieved. Often, the individuals and families we are serving are receiving the only balanced meal in their day through our soup kitchen. Therefore, we take this responsibility of delivering a well balanced-healthy-and hot meal very seriously. Thanks to the hard work of our kitchen staff, volunteers who hand these meals out at the doors, and your generosity, we have been able to keep our doors open and continue to feed this community.

Our meal program is open to all who need it, Sunday to Saturday, rain or shine, holiday or regular day. As we look to 2022, we are eager to return to in-person dining supported by volunteers across our community.

***In 2021, over 63,632 meals
were served in our kitchen!***

Shalom Center operates one of the longest running nightly meal program. Even amidst this challenging time, we kept our doors open to ensure that we could feed those who came to us. This commitment stems from our desire to address the food desert in Kenosha. The term 'food desert' is used to describe an area in a community where access to fresh-healthy-and affordable food is significantly limited. In Kenosha, there are pockets across our community blighted by a food desert. That's where Shalom Center has been a resource called upon by those in need across our community.



The pandemic required us to shift our kitchen into a "To Go" model. We worked hard to continue to provide delicious and healthy nightly meals!

Impacting healthy outcomes

You can help us impact healthy outcomes in our meal programs. Consider visiting our website to learn about items we need to continue to serve healthy, hot meals.

TOGETHER

SUPPORTING FAMILY GROWTH

Our Food Pantry continued to serve in a drive-thru model due to ongoing challenges of COVID-19. Through snow, wind, rain, and heat, our food pantry team and volunteers worked hard to ensure that every individual and family received food. We welcomed a new face this year: Abby Markuson, our new food pantry manager. Abby's leadership brought about increased partnerships, streamlined processes, and added services. One of the exciting new partnerships was with Advocate Aurora Health Care's Diabetic Center as part of their "Food is Health" initiative. This partnership allowed us to provide food to community members with specific health needs.



There is a great joy in this work. From seeing families succeed to being ensuring that no one goes hungry brings me a lot of joy.
-Abby Markuson, Food Pantry Manager



In 2021, Shalom Center distributed 1.1 million pounds of food. A food box will include supplies to cook food, options to convenient and quick dining, as well as fresh meats, produce, and dairy.

Being able to serve families by finding ways to connect and grow is an important goal for Shalom Center. One of the exciting initiatives that Abby and the rest of our team is working on is supporting family growth through our food pantry program. We believe a great way to encourage families to grow and be together is in the kitchen. One of the areas our food pantry has prioritized families is by including items and recipes that encourage cooking. Not only does this reinforce our goal of families growing together but it also encourages healthy eating (and minimizing waste).

One of the exciting things we are preparing for in 2022 is more education focused outreach. We want to encourage our clients to learn more about healthy eating habits, smart choices of fruits & vegetables, and include more recipes!

Seeing families grow.

You can help us continue to see families grow by supporting our food programs. Consider visiting our website to learn about items we need to continue to distribute food in this community.

TOGETHER

CREATING PERMANENT PATHWAYS



In our family shelter, each of the rooms have space to accommodate families of all sizes. Keeping families together is our priority.



The Emergency Family Shelter (EFS) living area features spacious accommodations for family gathering. As we seek to promote family unity and growth, the full kitchen, lounge area, classroom and toy room are appreciated by our residents.



Our playground serves as a safe outlet for families to grow and be together.

**IN 2021, 93 CHILDREN WERE
SERVED IN OUR FAMILY SHELTER**

Drae's Story: Joy in Darkness

As a case manager at Shalom Center, one of the greatest feelings is helping my clients exit out of shelter into their own home. The relief felt by clients can't really be described. However, joy is the closest word I could come up with. Joy from the feeling of walking into their own home, joy from succeeding in the shelter, and joy from the accomplishment over one of the largest hurdles that they are facing.

The support from our community of givers like you allows us to help individuals and families experiencing homelessness identify a pathway to permanent housing. These paths aren't easy and involve a multitude of things including resources, patience, kindness, and setting goals.

Allow me to tell the story of Drae, a single mother of three who was in our shelter program not too long ago. Drae came to us during a distressing time in her life. A relationship, quite rocky, had just ended and she had no where to turn. She had no family- it was her and her kids. When she entered our family shelter, she was in a dark place. Doubt, uncertainty, anxiety, and the burden that she carried, I was eager to support her in any way I could.

Early into her stay with us, I worked with her on getting her kids up to speed in school, identifying skills that she could put on her resume, as well as start setting goals for her future. Within a few weeks, I noticed a change in Drae. I noticed more confidence, sense of security, and she and her children ate dinner together every night.

Just a few weeks ago, we were able to find Drae an apartment that was close to her new job, the children's schools, and within her budget. I am proud of the accomplishments that Drae has achieved. It took someone to believe in her, support her, and push her.

Thanks to your support, Drae is just one of the many clients we were able to support. Together, we are creating permanent pathways.

- Karon Thomas, Case Manager

5 Creating pathways.

We can help countless individuals like Drae because of your support. Make a donation today, impact now!
www.shalomcenter.org/donate

TOGETHER SHELTERING & IMPACTING

Shalom Center operates two shelter programs: our family shelter and our individual's shelter. Our family shelter contains 8 rooms to accommodate 8 families in crisis. Our individual's shelter is dormitory style providing for single adult men and single adult women. Our shelters are equipped with storage space, bathroom, shower, and laundry facilities, as well as a kitchenette and lounging areas.

One of the most frequent questions I get is "what is the goal of a shelter program?" We want to keep people off the streets, provide a safe, friendly, and clean environment. However, there is much more to a shelter program than what you might think.

At Shalom Center, our primary goal is to quickly transition someone from shelter to permanent housing. Permanent housing could be a group housing, re-housing or voucher programs, assisted living, apartments or homes.

Successfully transitioning an individual or family into permanent housing requires tackling the goal from all angles. Our team of case managers work with each client to set goals, obtain employment, set a budget, as well as enroll in programs that will help them become self-sufficient. Ultimately, we want to be successful in finding our clients a permanent home and staying there.

- Wendy Cross, Shelter Director



A glimpse into our individual's shelter shows that clients make this space their own- a temporary home on their journey out of homelessness.

SHELTER & YOU

Our shelter programs are made possible because of the gracious gifts you make each and every year. Please consider making a special donation to renew the commitment of our community together to those experiencing homelessness.

BY THE NUMBERS

18,758 shelter nights

52% of residents successfully stayed out of homelessness

From left: The kitchenette allows clients to make meals before they leave for work and grab a snack; clients do their own laundry which contributes to a clean and hygienic environment; thanks to the hard work of an Eagle Scout, our clients have an outside pavillion to catch fresh air!

Creating pathways.

We can help countless individuals and families because of your support. Make a donation today, impact now!
www.shalomcenter.org/donate

TOGETHER

CREATING FORWARD SOLUTIONS

In 2021, we were able to add Lorroli as our Diversion Case Manager. While Lorroli isn't new to Shalom Center, her new role allowed her to impact our clients in a different way. But first, let's take a step back: Diversion. What is it? Diversion is a term used to describe problem solving with individuals *at risk* of becoming homeless. Simply, this is the stage before people enter homeless shelters. Diversion is an important part of our work because it allows us to attempt to problem solve and keep our beds open for those who would otherwise be sleeping on the streets.



Our Diversion Case Manager Lorroli works hard to help people problem solve and identify solutions that avoid homelessness.

On any given day, Lorroli will respond to messages, answer phone calls, and meet with walk-ins to work with them on identifying alternatives to homelessness. These alternatives can include staying with relatives, payment options with landlords, and working with other agencies, as well as acting as an advocate for those seeking assistance.

"One of the things I enjoy about my job is that I am able to help clients find some sense of renewal and purpose. It's a real pleasure." - Lorroli, Diversion Case Manager

THE 3 C'S OF DIVERSION

Our staff look to three pillars of diversion: commitment, creativity, and conversation.

Commitment



The diversion process requires **commitment**. Our staff are committed to following through on calls, committed to finding solutions, and committed to ensuring that no person is left behind.

Creativity



No single strategy makes diversion successful. Staff look to **creative** solutions and explore these to ensure that if there is an option, we will use it!

Conversation



Diversion requires our staff to be effective communicators. In a moment of crisis, effective **conversation** can determine how well diversion processes go.

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Creating solutions.

Through your generosity, we can continue to divert people from homelessness! Give today.
www.shalomcenter.org/donate

TOGETHER

BREAKING STIGMA & PATTERNS

Accessible housing. A crisis in our community.

All across our community, there is an accessible housing crisis. According to the **National Low Income Housing Coalition**, there is a shortage of more than 7 million affordable homes for the nation's 10.8 million plus extremely low-income families. Before diving into the problem, what is an "extremely low-income family"? According to the U.S. Department of Housing & Urban Development, "extremely low-income" means that a family income does not exceed greater than 30 percent of the median family income for that area.



In Kenosha, the median family income is **\$82,300** which means that a family in extremely low-income would make around **\$24,690** total.

By the numbers.



Housing Shortage

120,000 more accessible housing units are needed for extremely low-income families in Wisconsin.



Homelessness

4,000+ people in Wisconsin are experiencing homelessness on any given night.



Housing Poverty

70% of all extremely low income families pay more than half their income on rent.



Underfunded Programs

1 in 4 extremely low income families who need assistance receive it.

How is Shalom Center confronting this issue?

This year, Shalom Center launched the Just One Step Deposit Program. This program, supported through the generous support of foundations and donors, allowed us to provide resources in the form of rental and deposit assistance. Through this, we are able to increase the accessibility of housing for our clients as well as continue to help them reach their goals.

Breaking stigma.

Through your generosity, we can help families obtain housing!
Give today.
www.shalomcenter.org/donate

TOGETHER SERVING & LEADING

Volunteers continue to make an remarkable difference at Shalom Center. Let's look at some of the amazing contributions of our Shalom Center volunteers.

Mission driven. Community oriented.

Each year, the congregation at DayBreak Church participates in "Scatterday". This community wide initiative involves partnering with a local organization and putting in some sweat equity. This year, DayBreak volunteers planted flowers, weeded rock beds, washed windows, and scrubbed, cleaned, and organized shelter spaces. An especially noteworthy moment was a volunteer noticed that our family shelter microwave "just wasn't cutting it"- so she ordered a new one from Target, picked it up, and installed it.



Cleaning for a cause.

When students at the University of Wisconsin-Parkside reached out for an opportunity to do something for Shalom Center, an idea was sparked. Director of Program Operations Lisa Sanders knew that the building needed a little "tlc". "We are always on the go here at Shalom Center, so the extra help from Parkside was a perfect opportunity". Armed with cleaning bottles, brooms, elbow grease, and full hearts, the crew organized several rooms, cleaned the kitchen, and helped organize donations that would be distributed later that week.



Serving the health needs of a vulnerable population

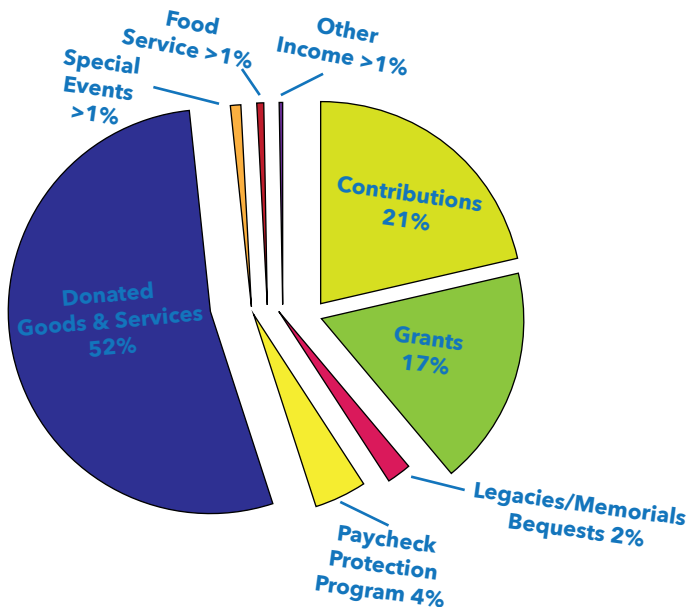
As the COVID-19 health pandemic continued, we were grateful for the volunteer efforts of the Kenosha Community Health Center and Kenosha County Public Health who volunteered throughout much of the year to test & vaccinate residents who were interested in receiving the COVID-19 vaccine. This allowed us to maintain a safe environment for our residents.



TOGETHER STEWARDED WISELY

Revenue

Contributions	\$ 801,784
Grants	\$ 678,123
Legacies/Bequests/Memorials	\$ 84,460
Paycheck Protection Program	\$ 188,398
Donated Goods & Services	\$ 1,996,342
Special Events Income (Net)	\$ 32,561
Food Service Revenue	\$ 22,526
Other Income	\$ 6,403
Total Revenue	\$3,810,597



Expenses

Program Services	\$3,127,009
Management and General	\$ 350,231
Fundraising	\$ 46,551
Total Expenses	\$3,523,791

Program Expenses 88%



Management

9%



Fundraising

1%



Statement of Financial Position

Cash & Cash Equivalents	\$ 1,264,777
Account Receivable	\$ 571
Grants Receivables	\$ 57,008
Pledges Receivable	\$ -
Food Supplies & Inventory	\$ 127,557
Prepaid Expenses	\$ 22,986

Fixed Assets

Fixed Assets	\$ 4,132,553
Accumulated Depreciation	\$ (531,082)

Other Assets

Beneficial Interest	\$ 32,627
Unemployment Reserve	\$ 21,693
Note Receivable	\$ -

Total Assets

\$5,128,690

Current Liabilities

Accounts Payable	\$ 24,276
Accrued Payroll	\$ 33,208
Deferred Income	\$ 21,833
Capital Lease- Current Portion	\$ 1,367

Long Term Liabilities

Capital Lease	\$ 4,934
Less Capital Lease- Current Portion	\$ (1,367)

Net Assets

Without Donor Restrictions	\$ 4,927,558
With Donor Restrictions	\$ 116,881
Total Net Assets	\$5,044,439

Total Liabilities and Net Assets

\$5,128,690

Gifts in action.

Your gifts make a difference
in our local community.

Give now.

www.shalomcenter.org/donate

10

SUCCESSING TOGETHER

**1.1
MILLION**

POUNDS OF FOOD
DISTRIBUTED

18,758

SHELTER NIGHTS



400 VOLUNTEERS

93

CHILDREN
SERVED
IN SHELTER

52% OF RESIDENTS
SUCCESSFULLY
STAYING OUT OF
HOMELESSNESS

**LARGEST FOOD PANTRY
ONLY HOMELESS SHELTER
LONGEST RUNNING NIGHTLY MEAL PROGRAM**



**63,632
MEALS
SERVED**




**SHALOM
CENTER**
Building Hope
Food • Shelter • Guidance

**39 YEARS
OF SERVICE**

**15 FULL TIME STAFF
13 PART TIME STAFF**