**New Hope Shelter**

**& Transitional Housing**

601 N Summit Dr

CRANDON, WI 54520

September, 2016

As summer comes to an end we have completed our sixth year of operations at New Hope Shelter & Transitional Housing. It has been a fairly stable year filled with both challenges and rewards. We are again looking back at what we’ve done and looking at ways we can improve what we do over the next few years. We are thinking and praying about those who have stayed with us this last year and encouraged by the opportunity to minister to new residents in the upcoming summer.

**Some of our year-end totals/numbers:**

* + YTD we have provided 1,353 nights of shelter
	+ LAST YEAR we provided 1,732 nights of shelter, just under FY 13/14, 1,791 nights of shelter.
	+ ALL TIME, 9,971 nights of shelter.
	+ YTD we have served 28 total residents including 12 single men, 10 single women and 2 families comprising 6 people.
	+ LAST YEAR we served 36 total residents including 20 single men, 4 single women, and 3 families comprising 12 people.
	+ ALL TIME we have served 200 total residents including 98 single men, 31 single women and 22 families comprising 71 people.
	+ YTD we have received approximately 110 calls from people looking for shelter.
	+ LAST YEAR we have received approximately 123 calls from people looking for shelter, just a few more than FY 13/14 with 118 and FY 12/13 with 101.
	+ We continue to average about 5 residents per night.
	+ We have had up to 12 people here at a time.
	+ We have helped people transitioning from jail, rehab, and probation/parole providing a stable supervised place from which they could find employment and seek housing.
	+ We have expanded and maintained a great working relationship with the other service providers in our community to help families find the assistance and resources they need to move forward with stabilizing their lives.
	+ We average 10,000 - 15,000 miles every year helping transport residents to doctor appointments, court dates, or even just to the grocery store.

**Program Updates:**

This year we’ve continued to maintain some of our programs while refining other areas in our Emergency Shelter program:

* In February we had to let our Case Manager, Gene Clay, go due to his alcoholism spiraling out of control. He did end up returning to treatment in August.
* In August we contracted with Ilirijana Hyseni to continue our Contract Case Management program for another year. This splits the workload and helps our residents get the attention to detail that they need.
* We’ve continued our Transitional Housing program, signing another year-long lease for 2, 1 bedroom apartments here in Crandon. We have served 14 households representing 18 people in this program and it has been an incredible compliment to our existing 90 day shelter plan, providing our residents that do well in our emergency shelter program the added flexibility of additional time to stabilize their lives. We also utilize these apartments as overflow or for special needs situations when residence in the main shelter isn’t possible. They have hardly been empty since we began in Jan 2012.
* We renewed our contract with our resident intern for this fiscal year. This person is available 24/7, living on the premises, to help address the after-hours needs of the residents. The position is also responsible for helping organize facility maintenance and grounds keeping duties among the residents. It has been good to have someone on staff here after-hours.
* We have again decided not to participate in either the Emergency Solutions Grant or the State Shelter Subsidy Grant program this year. We continue to feel a strong conflict of interest between the state/federal run grant programs and our shelter mission statement.
* We are continuing our clothing collection/recycling drive where we are accepting **any and all** donations of clothes. We collect donations until have stock-piled a sufficient amount and we call a shipper and are paid between .05 and .125 per pound for everything we collect. To date we have raised about $3,800.
* We have switched to more strictly enforcing our service area of Forest County and the adjacent counties. The net result of this is approximately a 20% decrease in the amount of shelter nights we’ve provided and fewer clients served this past year. Time will tell if this pattern holds consistent year over year.

 We are seeing a consistent average of residents, calls, and shelter nights year-over-year. While some of our numbers have gone down from last year, like shelter nights, other numbers have stayed average, like transportation and calls. We continue to have a higher percentage of our residents **check-out** of the program rather than **walk-out**, which means they have been willing to follow their plan to fruition rather than give up and walk away, back into a life of instability.

While the budget is always a concern we know that He will sustain the ministry He desires. Our emergency shelter budget has stayed consistent over the last 3 years. We are blessed with the opportunity to continue our programming with transitional housing, and increase our case management time and depth.

The numbers don’t fluctuate much over the years. We continue to build relationships, helping our residents deal with their challenges. Sometimes we are able to establish a relationship while other times people push us away and work hard at avoiding responsibility. Some of our residents check out with a job and an apartment well on their way to stability, while others check out with not much more than they checked-in with. Sometimes we have to understand that our role in a persons’ life may be limited to a temporary influence, and all we can do is try to share the knowledge and encouragement that there IS a better way, HIS way. Sometimes the only gift our residents leave with is that memory of hope.

In His service,

Micah Dewing

Shelter Director

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| --- |
| **2015-2016 Report** |
|
|  |  |  |  |  |  |
| **Services Provided** | **Male** | **Female** | **Families** | **Shltr Nght** | **Total #** |
| **In-House 08/01/2015** | 0 | 1 | 0 |  | 1 |
|  |  |  |  |  |  |
| Calls | 51 | 33 | 26(94) |  | 110(178) |
| Applications/Check-in/Walk-in | 12 | 9 | 2(6) |  | 23(27) |
|  |  |  |  |  |  |
| **Residents** | **12** | **10** | **2(6)** |  | **24(28)** |
|  |  |  |  |  |  |
| Check-outs | 7 | 7 | 2(6) |  | 16(20) |
| Walk-outs/Incomplete Program | 3 | 2 | 0 |  | 5 |
|  |  |  |  |  |  |
| **In-House 07/31/2016** | **2** | **1** | **0** |  | **3** |
|  |  |  |  |  |  |
| **Sheltered Nights** | **711** | **642** | **0** | **1353** |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  | **Male** | **Female** | **Families** | **Shltr Nght** | **Total Res.** |
| **Total 2015-16 (Aug. 2015-Present)** | **15** | **13** |  | **1353** | **28** |
| **Total 2014-15** (Aug. 2014-July 2015 | **28** | **8** |  | **1732** | **36** |
| **Total 2013-14** (Aug. 2013-July2014) | **24** | **9** |  | **1791** | **33** |
| **Total 2012-13** (Aug. 2012-July 2013) | **25** | **12** |  | **1848** | **37** |
| **Total 2011-12** (Aug. 2011-July 2012) | **17** | **15** |  | **1490** | **32** |
| **Total 2010-11** (Aug. 2010-July 2011) | **27** | **24** |  | **1757** | **51** |
| **Total All Time** (Aug.2010-Present) | **126** | **74** |  | **9971** | **200** |
|  |  |  |  |  |  |
| **Transportation** |  |  |  |  | **13,645** |
|  |  |  |  |  |  |
|  **Transitional Housing**  |  |  |  |  |  |
|  Current  | 2 | 0 | 0 |  | 2 |
|  All Time  | 10 | 1 | 3(7) |  | 14(18) |