

“Spending time with the kids here re-charges me. Their positivity, humor, and resiliency brings light to my week, and fills me with a **sense of hope.**”

– Cora,
Volunteer Tutor



PEOPLE SERVING PEOPLE
2016 Annual Report

2016 was a year of significant growth for People Serving People. Recognizing the trauma our guests have experienced and the lasting impact it has on physical and emotional health, we undertook an initiative to become trauma-informed throughout our operations and service delivery. An organizational self-assessment, professional development trainings, and staff-led work groups have helped us identify and implement changes to make People Serving People a more supportive, healing space for both guests and staff.

This year we also designed and completed construction on a new external initiative, the Center of Excellence, opening in 2017. This initiative expands our physical presence to two sites and marks a shift in our service population to include children and families at-risk of experiencing homelessness. In addition to direct care services, the Center will feature research, development, and training to improve the field of family resilience and trauma-informed education and service.

Our shelter's Early Childhood Development Program received national accreditation in September 2016 by the National Early Childhood Program Accreditation. We are proud to be recognized for using research-based best practices for providing high quality early childhood care and education.

None of this could be accomplished without the generous support of our donors and volunteers. We were honored to have your support in 2016. Together we helped 3,088 children and parents experiencing homelessness manage crisis situations and build a strong foundation for long-term success.

Thank you!

Daniel Gumnit
CEO

People Serving People, Inc.

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People Serving People is the region's largest and most comprehensive family-focused homeless shelter.

OUR VISION

People Serving People envisions a community in which all children have the stability and support they need to develop their full capacity to thrive.

OUR MISSION

People Serving People helps homeless and at-risk children and their families manage crisis situations and build a strong foundation for their long-term success.

41
day average stay

5,688
people volunteered

223
parents secured employment

1,070
families sheltered

711
children learned in our classrooms

29,148
volunteer hours



1,883
children sheltered with their family

WHAT WE DO

People Serving People achieves its mission and goals by providing emergency housing and community services, which assist families experiencing homelessness to become self-sufficient and reconnected with the community. In a safe, secure, and sober environment, we provide services which cultivate independence and accountability.

What distinguishes us from other emergency shelters is the broad range of on-site programs and services designed to address common barriers faced by families experiencing homelessness. We help families find ways to overcome these barriers to self-sufficiency.

We envision a **community** in which all children have the stability and support they need to develop their full capacity to thrive.

ADVOCACY

Family Advocates use a strengths-based, client-centered approach working one-on-one with families to address their barriers, building relationships, providing support, and connecting them to community resources for housing, financial assistance, legal, medical, dental, and other services to empower them to return to self-sufficiency.

"Talking to my Advocate, getting help and finding stability. I had a wonderful Advocate. Saved my life."

— Former Guest

CULINARY ARTS TRAINING

This 13-week program combines classroom and hands-on training, preparing graduates to obtain stable jobs in the high-demand food services industry. Classes are taught by our professional chefs, with more than 30 years of combined experience, and hands-on training occurs in our full-scale industrial kitchen, serving an average of 565 meals daily.

EARLY CHILDHOOD DEVELOPMENT

Our licensed, nationally accredited, four-star Parent Aware-rated program serves our youngest guests (ages 6 weeks-5 years) in four classrooms, providing developmentally appropriate curriculum and related assessments, focusing on areas of development and kindergarten readiness that may be adversely affected by homelessness.

"The games were helpful and educational. He learned to focus better."

— Former Guest

FAMILY ACTIVITIES

Family Fridays bring families together to enjoy activities such as movies, board games, bingo, monthly birthday parties, or other special events.

FINANCIAL FITNESS

Classes such as "Money in the Bank" teach adults basic financial skills including budgeting, savings, and professional communication skills.

EMPLOYMENT SERVICES

Employment Advocates work with guests to assess their skills and job history, create resumes and cover letters, search for jobs, prepare for interviews, complete job applications, and connect them to job training resources.

"They helped me make a resume, something I didn't know how to do before I came here."

— Former Guest



K-12 PROGRAMS

After school and evening programs for youth (ages 5-17) include one-on-one tutoring, homework assistance, and enrichment activities that promote social, emotional, intellectual, and physical growth. Our K-12 Program seeks to reduce the academic achievement gap, stimulate learning, and alleviate the stress homeless children experience as a result of their family's living situation.

"We've seen Alecia become a completely different person since moving to People Serving People. She now has a more positive attitude, and she actually wants to go to school."

— Alecia's Mother & Former Guest

PARENT ENGAGEMENT & FAMILY SUPPORT

By building relationships and equipping parents with skills and strategies for a positive parent/child relationship, parents are empowered to be their child's foremost teacher. Parents learn about mental health issues and how to connect to mental health resources.



SUPPORTIVE HOUSING

Ten two-bedroom apartments provide affordable housing to families with multi-level barriers to self-sufficiency. Families can take advantage of many of our on-site programs and services.

TECHNOLOGY RESOURCE CENTER

The Technology Resource Center fosters computer literacy and provides computer access for job and housing searches and personal communication activities, such as email and social media.



FINANCIALS

	2016	2015
Beginning Fund Balance	14,946,489	15,166,031
REVENUE		
Government Contracts and Grants	3,947,290	3,986,881
Individual and Family Foundations	406,173	494,845
Corporate and Foundation Grants	654,244	1,095,884
Community	44,419	80,132
Self-Pay Clients	281,575	—
Supportive Housing	133,782	133,916
In-Kind Contributions	560,277	588,953
Special Events Revenue	209,346	171,521
Other Income	107,851	361,252
Satisfaction of Program Restrictions	440,695	—
	6,785,652	6,913,384
EXPENSES		
Emergency Shelter	3,956,299	3,811,025
Supportive Housing	345,176	326,696
Advocacy Services	359,018	352,910
Workforce Development	264,629	229,695
Educational Services	912,547	860,157
Parent and Family Support Services	79,025	119,917
Community Partnerships	145,781	139,848
Center of Excellence	42,036	—
Management and General	406,494	395,076
Fundraising	498,159	484,975
Total Expenses	7,009,164	6,720,299
NON-OPERATING ACTIVITIES		
Net Investment Income	634,253	237,339
Debt Forgiveness	50,000	50,000
Change in Net Assets	460,741	187,339
Ending Fund Balance	15,407,230	15,171,777



"Being at the front desk was eye opening for me. I had never worked with this population before and now that I have, I hold a much different perspective. PSP is a great organization."

— Taylor, Volunteer

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"What I have seen is a community-building effort where families are treated as human beings. Staff compassionately explores the individual needs of each family, providing diapers, meals, counseling, childcare, job support, and so much more! With the help of volunteers and donors, PSP provides opportunities to move beyond the trauma of homelessness towards a new and brighter future."

-Sarah, Donor and Volunteer

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**“I volunteer
because the
kids are the
FUTURE!”**

— Luis, Volunteer



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City, State, Zip

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