



2020 Annual Report

A YEAR OF RESILIENCE

Dear Friends,

A focus area of our mission statement for 2020 has been demonstrating Christ's love. When 2020 began, little did we know how vitally important this focus would become.

As St. Paul stated in 1 Corinthians 13: "Love is patient; love is kind...It bears all things, believes all things, hopes all things, endures all things."

Here at Home Sweet Home Ministries we have witnessed the patience, kindness, and endurance of hope-filled love as our employees have adapted their practices to protect the health and safety of our shelter residents during the COVID-19 pandemic.

This year's Annual Report highlights the creative ways in which various members of the HSHM family have demonstrated resilience in response to the many challenges we have faced.

By the time you receive this Annual Report Matt Burgess will be your new CEO. I have complete confidence in Matt's ability to lead Home Sweet Home Ministries into the future.

A priority for me during my retirement will be to continue praying for Home Sweet Home Ministries. It has been an honor and privilege to serve as your CEO for the past 12 years. Thank you so much for your prayers and support.

God bless you.



Mary Ann Pullin
Chief Executive Officer 2008-2021

Dear Friends,

I am honored to represent Home Sweet Home Ministries as the new CEO. The faithful stewardship that Mary Ann Pullin provided in this role for the past 12+ years has our ministry positioned on strong footing as we approach what comes next.

The lessons of 2020 have us looking forward in some new and exciting ways. The experience of the pandemic taught us all the importance of having a home to call our own. As a result, we are expanding the reach of our Rapid Rehousing and Bridge of Hope programs that focus on helping people find a home as fast as possible.

The crisis of food insecurity has also been compounded by the pandemic. So we are excited to be relocating the Bread For Life Co-op into its new home in the old Mission Mart. Once there, we will be able to offer expanded services and increased accessibility to co-op members.

We are also planning to launch an outreach hub in the front half of the old Mission Mart where we will provide an array of services to the community. We envision this outreach center to be a place where people can escape the isolation that homelessness all too often brings with it and feel the connection and encouragement that being connected to a "community" involves.

Thank you for the ongoing support of our work – when you support Home Sweet Home Ministries you are really supporting the people we serve. We couldn't do it without you!

Sincerely,



Matt Burgess
Chief Executive Officer since February 2021

BOARD MEMBERS



MISSION
Home Sweet Home Ministries demonstrates Christ's love through innovative approaches that instill hope, restore lives, and build community.

VISION
A ministry of refuge and renewal powered by Jesus Christ.

- WES WRIGHT, PRESIDENT
- TONY GILMER
- ERIC HOSS
- KEVIN HUETTE
- LYN MOUNCE
- KATHY ROUS
- SALLY SALEGNA
- PHIL SAUDER
- JENNY HILL SCOTT

HOPE FOR ALL

11,629
Nights of Shelter

30
children served

19
veterans served

“
Be joyful in hope, patient in affliction, and faithful in prayer.

ROMANS 12:12

PERSEVERANCE IN A PANDEMIC

Life changed for us all when the COVID-19 pandemic hit. Sanitization, hand washing, mask wearing, and physical distancing quickly became standard procedure. New routines were established to enhance safety including daily temperature checks for all residents and employees. Policies were put into place to allow for as much physical distancing as possible, spacing beds apart and limiting use of common areas. Meal services were restricted to shelter residents. Volunteer activities were temporarily suspended. The co-op was temporarily closed. With your generous love and support, Home Sweet Home services never stopped and our work to restore lives continued.

330

Employee COVID-19 tests completed



113

**Churches and Thrivent Action
Teams involved in Big Give**



19

**Households assisted through Rapid Rehousing
and Bridge of Hope**



2,322

Households impacted by Give Thanks



276

**Households impacted during Thanksgiving
and Christmas gift card mailings**



387,386

Pounds of materials recycled



VOLUNTEERS

Our volunteer program successfully adapted to several changes from a temporary suspension in March to gradually accepting back volunteers in July.

77
New
Volunteers

32
Volunteer trainings

115
Volunteers trained



THANK YOU, VOLUNTEERS



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"I enjoy the people. I always feel a sense of accomplishment when leaving. The staff and residents are so nice and grateful. Fills my heart knowing we made a difference. By volunteering, we show love to our neighbors and community."

HSHM Volunteer

CLIENT SERVICES

A NOTE FROM DIRECTOR DEBBIE REESE



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Through the power of prayer and outpouring support from the community, Home Sweet Home stayed resilient.

When COVID hit, we immediately made some changes. It was no longer safe to allow non-residents to come into our dining room for lunch. But we wanted to still be able to provide food. Therefore we increased the times that we could give out sack lunches and also added hot lunches to go as an option for those who came to us.

We changed our dining room capacity to allow for social distancing during meals, removing tables and leaving only two chairs per large table and one chair per small table.

Our salad bar and beverage station were removed to avoid contamination and all items were available behind the serving line, given by those working in our Food Services Department.

During the time that the Department of Motor Vehicles was closed, we accepted people without ID's to screen with us and become residents.



Because residents were needing to connect with other agencies and doctors through video chats, we set up kiosks and gave out the password to our Wi-fi so that they could use those computers for appointments.

We also opened up the building so that residents could do art in very small groups or just get some distance between each other throughout the building.

During the first few weeks of COVID, our Case Managers worked remotely and met with residents through computer kiosks set up in the empty Case Managers' offices. The Case Managers did come back on site for a few months, then in an effort to reduce exposure to COVID, they began to work remotely at least 3 days a week, taking turns coming into the shelter to help clients on site. During this time, they continued meeting with clients via video with the kiosks or through a phone call if the client preferred that method.

We began a new initiative with residents called Residential Partnerships. We believe that every resident who comes to us has something to offer the world and we want to draw that gift out. We tell them that we are partners with each other: HSHM gives shelter, food, case management, and caring staff. In return through their Residential Partnerships, they choose what they'd like to give back. It could be writing an article for our social media page or newsletter, it could be helping in the kitchen or doing some cleaning, maybe it's teaching guitar lessons to someone who wants to learn. The possibilities are endless. The purpose is to lift up the value of each person.

During this pandemic, our doors never closed. Operations never ceased. Through the power of prayer and tremendous outpouring support from the community, Home Sweet Home stayed resilient. Many blessings to you all!



RAPID REHOUSING

\$53,254.59

Rental assistance provided through Rapid
Rehousing and Bridge of Hope

14

Households assisted through Rapid Rehousing

BRIDGE OF HOPE

5

Households assisted through
Bridge of Hope

SUCCESS IN THE MIDST OF A PANDEMIC:

An elderly woman while under
quarantine, managed to receive
housing with the aid of staff.

A young mother, father, and
their newborn daughter
moved into their own home
just in time for the holidays.

A Veteran, focusing on
rebuilding himself, secured a
new apartment. He continues
to do well and enjoys having a
place all his own.

A mother and her baby found
a safe place to call home
within two weeks of arriving at
HSHM's shelter. She remains
determined to do well for
herself and her child.



"I'm so grateful that Home Sweet
Home staff just keeps helping you as
long as you keep helping yourself."

-Bridget, HSHM client



BREAD FOR LIFE FOOD CO-OP

Based on health advisories, operations
successfully adjusted throughout the year.



Full Operations (January-Mid March)

Complete shutdown (Mid-March-June)
Emergency Food Box Distribution

Re-opening (July)
Shopping by appointment only



325

Active co-op members

1,341

Emergency Food Boxes
Distributed

DINING SERVICES

32,805

meals served



5,695

sack lunches
distributed



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For I was hungry and you gave me
food, I was thirsty and you gave
me something to drink, I was a
stranger and you welcomed me.

Matthew 25:35



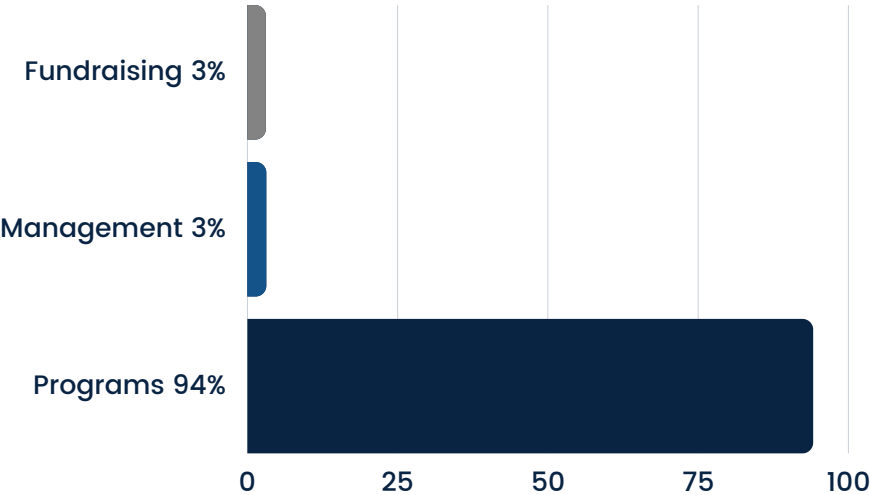
FINANCIALS



Operational Funding Sources

Grants.....	\$338,911
In-Kind Gifts.....	\$129,653
Companies & Churches.....	\$429,603
Special Events.....	\$124,116
Foundations, Trusts, & other sources.....	\$693,148
Retail Ops.....	\$463,248

HSHM Expenses



**Individual
Donations
\$2,369,839**



Home Sweet Home Ministries would like to thank all of the individual donors and businesses for recognizing the needs of the community's most vulnerable people and providing financial support. Through your generous contributions, our doors remained opened and 270 people were blessed with food, shelter, and hope.

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Rejoice always, pray without ceasing, give thanks in all circumstances; for this is the will of God in Christ Jesus for you.

1 Thessalonians 5:16-18