



Youth Empowerment Supports Grand Opening, March 2017

MID-MAINE HOMELESS SHELTER

2017 ANNUAL REPORT

Ending homelessness one person, one child, one family at a time



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Betty Palmer, Executive Director

BOARD OF DIRECTORS 2017

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Commemorative: Sister Mae Doucette and Danny Karter



Welcome to our Annual Meeting and Volunteer Celebration!

As I complete my first year as your chair of the Board of Directors, I am in awe of the amount of dedication, generosity, commitment and sacrifice of our donors, community members, volunteers and staff to bring the shelter to where it is today. It is said, that a “rolling stone gathers no moss”, this has certainly been the case in regards to what I have been privileged to witness and participate in during my time serving on the board. In just six short years we have moved from a home with 18 beds on 28 Ticonic Street to a new 40 bed modern facility at 19 Colby Circle. Last year we completed the second floor for our new YES “Youth Empowerment Services” Program; housing for and development for 12 homeless youth between the ages of 18 and 24. In the years between, we have grown in leaps and bounds regarding programing and services, staffing, guests served and lives changed, all the time remaining focused on fulfilling our mission to end homelessness-one person, one child, one family at a time, and to prevent homelessness wherever and whenever we can.

With the leadership of our Executive Director, Betty Palmer, her highly competent staff, caring volunteers and dedicated board members, the Mid-Maine Homeless Shelter has earned a reputation for taking care of the needs of our neighbors and citizens of Waterville and the surrounding communities who find themselves needing a hand-up, not a hand out. I have had an opportunity to volunteer in the evening around the holidays, and my heart was touched by the guests and how grateful they were for the help of the shelter. The experience really put meaning into the work we do on the board and committees.

Throughout the pages of this report you will see evidence of the growth that is occurring here at the shelter. A clear mission and plan to see the mission fulfilled is critical to the success of any endeavor. We are proud to say that we have accomplished everything we set out to do and more in our strategic plan and this year it was time for a new plan. The Board has worked diligently developing our Strategic Plan for the next two to three years. As part of this plan, the board will be conducting a self-assessment with help from MANP, Maine Association of Non-Profits. The results of this survey will identify our strengths and opportunities for improvement and change, solidifying the foundation for further services and program development in realizing our mission to end homelessness. We have discovered that our shelter has grown from being more than a warm, safe place to sleep and get a hot meal to being a place where lives are transformed, changed to the point of ending a person’s or families homelessness through job retraining, education, counseling, community navigating for access to healthcare, transportation, work, long term housing, parenting classes and services to the point where homelessness can be prevented. Due to this growth, the board of directors, last week voted to

change our name, just a little to reflect more of who we are today. The new name will be the Mid Maine Homeless Shelter & Services.

Before I close, I have several people to recognize and thank. This rewarding work we do is only successful through the commitment, dedication and sacrifice of many; a whole community!

A special thanks to:

- The guests who enter through our doors, who have the courage to trust us in partnering with them for a better, more stable life.
- The many businesses, civic organizations (so many, I wouldn't want to leave any out) and our schools and area colleges for your financial support, programming and volunteering efforts.
- The many donors who quite often don't want to be recognized. We couldn't do all that we do for those in need without your support.
- The Board of Directors and Committees for their sacrifice of time sharing their skills and passion for this work. I am grateful to my employer, Inland Hospital, and to all the board members' employers; Cianbro, Maine General Medical Center, and Colby College-for allowing us time to be involved, and for supporting the important work of the Shelter. A special thank you to Dan Booth from Inland Hospital for leading and guiding our strategic planning meetings. A special thanks to our Golf Committee led by Jill Gilbert for a 20 year anniversary event raising over \$100,000.00 for the shelter. A special thanks to Governor, Paul LePage, for his generous challenge donation and his constant support of our efforts over the years.
- The staff and volunteers of the shelter. I'm getting to know many of you and I am impressed with your work ethic and commitment to the jobs you do every day with and for our guests. You are a big part of creating the caring climate and safe environment we enjoy. The shelter feels like a home because of you. You make a difference for our guests and for your fellow co-workers.

Last but not least, a grateful, appreciative thank you to our Executive Director and her admin team. Betty, your passion, drive, and leadership have been instrumental in where the shelter & services is today. Kudos to your leadership team as well for being willing to lead, but also to follow and serve.

Thank you for giving me the opportunity to serve as your board chair this past year. I am looking forward to all the great things we will accomplish together in 2018.

Sincerely,

Sandy Myers, Board Chair



2017 was an awesome year! I am so grateful for all the board members, staff, volunteers, committee members and a generous community that helped us continue to grow in our support services and emergency shelter beds. The YES program opened on the second floor...this created space for 12 apartments. This program is progressive and has many success stories in its first year. I would hope that in the future we could offer even more services to youth and young adults as the homeless numbers for this age group continue to rise. The second floor development also gave MMHS an opportunity to upgrade the IT, phone, and security system for the whole building.

I am grateful for the commitment and inspiration from Sandy Myers, Board Chair and Brian Watson, Vice Chair. They welcomed two new members Laura Gilbert-Caret serving as our board treasurer and Kurt Nelson serving as our interfaith connection. I would like to thank all of the new board and committee members. Board and staff developed a new strategic plan with the help of Dan Booth (consultant). This work has helped to give new clarity to our vision to end homelessness and to develop new approaches to recruit and train new board and committee members.

Management committee embraced a staff plan for growth with enthusiasm and great expertise. In 2017 we celebrate the supports of the following groups that increased our staff knowledge: ME General, NAMI, the Shelter Director Network for NARCAN training.

So inspirational are the members of the events committee, from Fashion Teas, to Santa's Breakfast, parades, and other events. This year the Golf Committee with Jill Gilberts leadership partnered with the Governor Paul LaPage (founder of our Golf Tournament 20 year ago) and raised \$110k. Our staff participated in the 4th year for National Night Out and the Trunk or Treat in the community. they were great fun and good promotional opportunities. In 2017 MMHS celebrated bringing back the annual barbeque that included staff, board members and guests.

Development has been brought back into action and successfully completed an effective annual appeal to community members, businesses, churches, staff and volunteers. With more in store for 2018 as they challenged themselves in the strategic planning process to grow and develop and a stronger development committee with several strong actions.

Volunteers – so many hands make light work. Huhtamaki erected a shed to help us relocate and store items that had previously been housed on the second floor. Our Colby, KVCC, and Thomas students and staff worked immensely to help us reach a higher level of quality service.

We were pleased to help the Boys and Girls Clubs of America and the Alford Youth Center with the Red Nose Foundation appeal. Paul Rudd was here enjoying our community with us for a few days. The opportunity to have a successful famous face like Paul Rudd to speak out on behalf of homelessness, poverty and hunger in our area for children has and will continue to change lives. Thank you to the Red Nose foundation for recognizing this challenge in the US as well as abroad.

MMHS was honored to accept a performance bonus from Maine Housing based on successful placements to permanent affordable housing and our low recidivism rate of 4%.



Each day we do our best to inspire each other to End Homelessness. To live by our faith and my guidance for 2018 comes from Micah 6:8 "What does the Lord require of you? To act justly and to love mercy and to walk humbly with your God." Let us all look to 2018 with this in mind.

Sincerely,
Betty Palmer, Executive Director

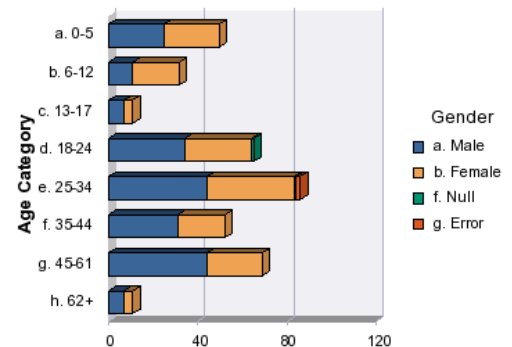


When I look back on the life of the Mid-Maine Homeless Shelter in the last year it isn't numbers that I think of, but rather the lives that were changed. Even the lives that we couldn't see a visible change, we may have planted a seed. In 2017, we were able to serve 375 individuals in our community that had no place to call home. We were able to provide a bed, meals, clothing, support, and hope to 375 of your neighbors. Your co-worker. Your friend. Your family member.

When I joined the staff of the Mid-Maine Homeless Shelter in the fall of 2012 I had no idea that I would still be here 6 years later. I didn't plan to still be here but when you have a job that changes lives, how could you walk away? My perspective on "homelessness" has changed drastically since the first day I walked through the doors of 28 Ticonic Street. Who I "thought" was a homeless person was clouded by judgement. I had no idea what I was walking into and I had no idea how my life would change.

I have seen a single mom walk sheepishly through our doors struggling to parent three small children, an elderly gentleman with no family to care for him, a mom and dad with four school age children who found themselves jobless to no fault of their own, an abused and drug addicted single woman struggling to just stay alive. And we were able to help. We at the Mid-Maine Homeless Shelter were able to help each one of these people change their lives. They didn't all choose to be homeless. Life's circumstances brought them to this point. It was our job to help them to see that they were not in a hopeless situation, to show them that they could change their lives. That they didn't have to be homeless. I'm happy to report that we did that. We were able to do that because of the support of so many people. The support from YOU.

The Mid-Maine Homeless Shelter could not do what we do without the volunteers that provide so much support to the Shelter. We are incredibly grateful for each individual, group, and business that gives of their resources and time to make the Shelter what it is. Without your support, we would not be able to provide the services that we do.



And that package of toilet paper that you dropped off last week? THANK YOU! You may have felt that it wasn't much and that you wished you could have done more. Please know that it was very much appreciated. We depend on donations and are truly thankful. "No act of kindness, no matter how small is ever wasted." ~Aesop

In 2018 we'll be changing more lives. I'm glad to be a part of it. I'm glad you are a part of it.

Thank you, Tanya Fossett





It has been an incredible year of growth for Mid-Maine Homeless Shelter! The second floor apartments are providing young adults with hope and opportunities through several Maine State Housing programs and staff support. The changed lives, echo down the halls of what was once a storage area. Young adults graduating high school and college, obtaining jobs, learning budgeting and more, all accomplishments that remind us daily of our mission to end homelessness.

We have many reasons to feel supported and encouraged from the community as we have experienced an increase in donors through several events, the annual appeal and most recently an increase in memorials.

The success of our 20th Anniversary Golf Tournament Last Fall, with Jill Gilbert as Chair along with the dedicated and passionate Golf Committee and the many volunteers, created a successful event generating over \$100,000 for operating costs at MMHS. A special thank you to Governor Paul LePage for his passion and support supplying us with a dollar for dollar match!

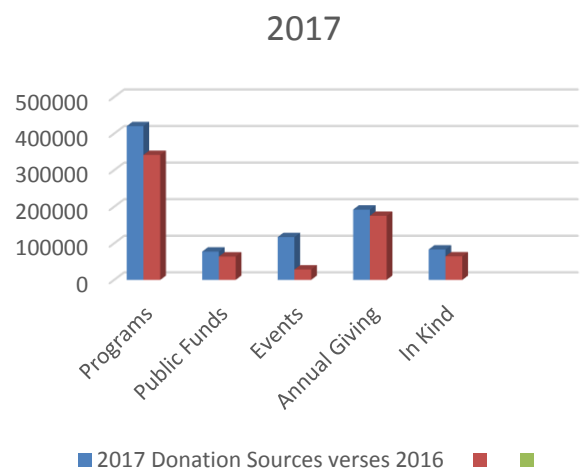
We experienced a successful annual audit and launched a strong in-house accounting system. The change has increased efficiencies, costs and communication. The addition of Laura Gilbert-Caret, as Treasurer, has provided additional experience and leadership that is reflective in many improvements. I would like to thank Laura for her endless hours of support, direction and leadership! I would like to recognize the Finance Committee for their commitment, leadership and time each month to help maintain a strong financial foundation.

This year we are focused on the development committee and meeting monthly to create and keep the vision and the needs of MMHS's future in place. We are grateful for Natalie Harris, Susan Reisert and Tom Morrione for their support and vision as we begin the process. I would also like to thank Natalie Harris for her role in the finance portion of the shelter. Natalie has assisted and supported us with grant writing, audit preparation, annual appeal and special projects. Natalie makes a difference every time she walks in to my office...I am grateful for the partnership she brings to the organization!

As we progress in to 2018, the focus on awareness continues. Mid-Maine Homeless Shelter is less than 30% State and Federally funded. The needs of the Shelter are great and the community and committed volunteers have help us to continue to provide shelter, to change lives and create a journey of hope. We will, with the help of so many dedicated donors, continue to permanently house and eliminate homelessness in Mid Maine.

Thank you,

Karyn Bournival, Finance Director





David Sovetsky
Program Director

For over 25 years, the Mid-Maine Homeless Shelter has been empowering members of the community on their journey to secure and stable housing. Our programs now provide 48 beds, 11 youth apartments, and numerous new programs that are changing lives. The services that the Mid-Maine Homeless Shelter is now able to provide happens because of the dedication of the staff, volunteers and donors in our community.

Case management: Section 13 Targeted Homeless Case Management provides case management services to current shelter guests in order to support our guests with accessing needed services including, Medical insurance, Primary care providers, mental health supports, Transportation, Disability benefits, etc. MMHS Provided Targeted Case Management Services to 26 clients after they left the shelter in 2017.

A sample of Provided Services upon intake into the shelter:

- Referral to primary care providers
- Referral to mental health services
- Assistance with applying for benefits
- Assistance applying for Maine Care and food stamps
- Establishing a Plan of Care
- Insuring services are being provided by monitoring outcomes

Case Management services were provided to 100 % of shelter guests in 2017 regardless of Maine Care coverage. We also provided case management services to 26 former guests in the community.

INDIVIDUALIZED ACTION PLAN

The Mid-Maine Homeless Shelter Case Management team provides more than just a bed and a meal for our guests. Each guest that arrives at the MMHS is paired with a one of our in-house case managers to create an action plan to obtain stable housing and prevent homelessness in the future. The action plan establishes goals in twelve areas of a guests' lives. These twelve areas are:

Housing	Education	Transportation
Social	Legal	DV Support
Financial	Family & Children	Safety Planning
Employment	Mental Health	Substance Abuse

EDUCATION and SUPPORT GROUPS

(a small sampling of our collaborative projects)

Rent Smart

Career Development

(Mid-Maine Adult Education)

Double Trouble

Financial Education

(New Dimensions Credit Union)

Healthy Relationships

(Family Violence Project)

Play Group

(Educare)

Navigation:

We currently have 2 Housing Navigators whose specific function is to assist shelter guests with attaining affordable and stable housing. Funded through the Emergency Shelter Housing Assistance Program (ESHAP), the Navigators establish links to the community and relationships with area landlords and housing authorities. The Navigators are also available to check in with former guests for up to a year after they leave the shelter to assist with housing stability issues, such as, landlord communication and problem solving, good neighbor issues, financial management, understanding their lease, and managing housing assistance.

Included Services:

- Housing stability assessment
- Assistance locating affordable housing
- Assistance with rental applications
- Assistance with funding
- Housing stability visits
- General housing stability assistance

In 2017, our navigation team provided navigation supports to more than 240 individuals and families. STEP vouchers were managed for 26 former guests all of which remained stably housed following their use of the 1 year STEP voucher.

Navigation also provided services to more than 12 local families who were struggling with housing stability in the Waterville area, through a pilot program in partnership with Maine State Housing.

Building Family Futures

Building Family Futures (BFF) is a new program offered to residents living in the Waterville area struggling to maintain stable housing.

Families meeting the eligibility criteria will receive supports that include....

- Renters Education (Rent Smart)
- Financial Education
- Navigation Services
- Family and Housing Stability Planning
- Monthly Social Activities
- Case Management Services



"I have a lot to be thankful for thanks to the Mid-Maine Homeless Shelter. They helped my family in so many wonderful ways...we went in broken and came out as a whole."
~successfully housed guest

Youth Empowerment Supports

Permanent Supported Housing for Young Adults 18 to 24

This transformational housing program includes two one– bedroom apartments, 4 efficiencies, and a suite of 6 single rooms with private baths, a common kitchen and shared living room. This new community will include a Young Adult Committee to assist in managing the YES program as well as to plan and schedule community activities.

There is also space to provide opportunities for building positive life skills as well as participating in life improving programming such as...

Housing Navigation	Career Development	Rent Smart Classes
Case Management	Prevocational Store	Financial Independence Training
	Young Adult Committee	

Our first year has been a great success. We have been able to provide housing and services to more than 12 homeless youth, including three single mothers and their infants. Programming has included all the above as well as several cooking groups held throughout the week.



A TALL ORDER FOR NUTRITIONAL HEALTH

In today’s world, people live in apartments more than in houses with lawns and space for gardening. Our YES residents are **taking healthy back**, with space efficient and revolutionary vertical gardening. A vertical garden utilizes the vertical space of a sunny area in a home or apartment, in order to grow healthy vegetables and herbs. You no longer need a lawn or porch to grow your own garden! A special thank-you goes to **Healthy Northern Kennebec** for providing the funds to establish this project. Learn more about vertical gardening at Towergarden.com

PTO: Pathways to Opportunity

PTO is a program offered by the Mid-Maine Homeless Shelter in partnership with Maine State Housing and KVCC at Good-Will Hinkley,

This program is designed for homeless young adults ages 18 to 24 who are interested in furthering their education. PTO offers navigation services focusing on assisting young adults to become stably housed and engaged in a plan towards self-sufficiency.

Pathways to Opportunity has had a significant impact on 27 youth ages 18-24. The youth who have participated in the program have overcome many obstacles and were able to complete goals that they once did not believe were achievable. 14 out of the 27 youth have successfully completed at least one semester at an accredited university. 10 out of the 27 youth are currently working on a Bachelors or Associates degree in an area of interest to them. There are currently 15 active participants and 9 of those are engaged in meaningful employment. The youth who are currently employed have positions working 20-40 hours per a week in addition to their schooling. Of the youth who have been discharged from the Pathway to Opportunity program, 5 of them are still employed in the position that they gained during program participation. In addition to employment and education goals, participants have been working on credit-building goals, transportation goals, mental health goals, and budgeting/finance goals.



“ Before I was in this program, I had the similar visions as I do now as far as my career and education go. I’ve always wanted to work in a daycare or be a teacher, go to college, become a wife and a mother, but I never thought it was a realistic vision. I thought that because the rest of my family was poor and without an education or good career, I would end up the same way. After being a part of this program and reaching my goals, I’ve realized that I can do so much more than I imagined. I’ve gained a great deal of confidence through the process, and have higher goals that I DO believe I can achieve. I am a teacher, and I haven’t even finished college yet. I am a wonderful mother, and a selfless being. I have a lot of friends who I can count on, and I have earned back the respect of all my family members. Now, I believe I can do anything, like finish college, build up my credit, maybe move out of state and build my own house in the next ten years. I know I can do it, and the thought of it brings me peace and happiness, not stress and worry.

There are going to be people who come in and out of the program, some will be successful and some won’t. That is how any program works. This program provides an important opportunity for people, who never thought they would be able to shine bright and achieve so much, to make it. Everybody deserves a chance to become successful and live the life they’ve dreamed of living since they were a child. That is the purpose of this program. It is meant to help people find their strengths and make it on their own in this world. This program literally changed my life around. “

~Program Participant

Veterans Programs

Each year for the last three years we have done a 3-month study on homeless veterans in central Maine. During this period we have outreach workers that collect referrals and we try to connect with every homeless veteran that might be in our community. We also reach out to any place where veterans might gather so that we can leave referral information there so that if and when we have homeless veterans in our community we can connect them with veteran services. Some of those services include sheltering. We never turn a veteran away from our shelter, we always make room.



We collaborate and work together with the Elks, Legion and Amvets and other local veteran organizations to make sure every veteran has what they need. This is a generous community and there is not a veterans organization that hasn't supported us in some way in the last 8 years.

Together we work with the VA at Togus. They have been able to help us with HUD-VASH vouchers for housing veterans. We work with temporary transitional programs in Lewiston-Auburn, Topsham, and Bangor to connect veterans with the resources that they might need. We also work collaboratively with the Preble Street Veterans Outreach Center in Portland. They have provided outreach workers here when necessary. We also work with the VA and volunteer transportation to get all veterans to their medical appointments. We work with local veterans organizations to make sure that veterans have what they need for furniture, household goods, clothing etc.....whatever their need might be.



Waterville Elks Lodge 905 assisted the Mid-Maine Homeless Shelter with a large donation of good to help with the day-to-day operations of the shelter. We are grateful for theirs (and others support).

With guidance from her father and the Youth Empowerment Supports Program, a young woman begins writing a new chapter in life for herself and her daughter.

From struggling single mother to aspiring career woman, Marie Lovering shares with us the challenges of being a young parent, the people who motivate and inspire her, and what the future has in store.

Hear her story:

In all honesty, my life has been a challenge long before I became an adult. I did not feel at all prepared when I left home. If I hadn't left school early, it may have prepared me better for my future. I felt that I could not make healthy choices when faced with difficult decisions. It took me the longest time to learn how to become stable.

When I left [my daughter's] father, I was rescued and placed under my dad's wing. Since a young age, my father has taught me three things to have in life: Respect, Honesty and Integrity. It took me twenty-one years to realize the value behind everything he taught.

My father always tried to teach me how to be a good person and carry a huge heart. When he helped my daughter and I escape an abusive relationship, I knew it was finally time to change everything in my life around. I was very thankful for the opportunity to raise my daughter the right way.

Living with my father wasn't very easy. [My father] was great, but the house itself was becoming unlivable. In the dead of winter, the house started to fall apart. We had no heat and no water. When I called Mid-Maine Homeless Shelter and explained my situation, they gladly took me under their wing and they have helped me ever since. Within my first week, I was offered the opportunity to be a part of the Youth Empowerment Supports (YES) program.

So far, I love this program and everything that it comes with. I like the support of everyone here. I love the fact that I am receiving help and guidance in every area that I need it, but can still work to be independent. The most difficult aspect of being a young single parent is getting my life together and working towards my education and long term goals while taking care of and taking responsibility for another human being.

My experiences as a young parent are constant. It's a full time job, one thing after the other, every day of every week, always busy, always rushing to get tasks completed. It's all very exhausting and wonderful. I love my daughter so much, and I'll do anything and everything for her.

In five years, I would [like] to have graduated from college and moved into a bigger place with my daughter. In ten years, I want to have a career that I love, and travel with my daughter. I hope to develop great communication skills so I can maintain a stable career [and] establish a healthy relationship with my employer. I want to improve my parenting skills so that I can raise my daughter to be a beautiful-hearted person with positive morals to live by.

Given the opportunity to speak to my 15 year old self, I would advise her to finish school and go to college. I would tell her to gain many wonderful experiences and to seek out adventures and opportunities. I'd tell her not to worry about what others think of her, but [to worry about] what she thinks of herself, and how she feels about her own life. I would also tell her that she can do anything she sets her mind to. I feel that with the right amount of motivation and skills, my pipe dreams can become my reality.





Bill Tanner
Case Manager

Team Builders

Leaders

Goal Setters

Focused

Invested



Melissa Ames
Housing Navigator



Ashley Groder
Case Manager



Yedda Smith
Housing Navigator



Catherine Ayres
Case Manager

Summer Internships



Krista joined the MMHS for the summer of 2017 as an intern from Bentley University where she is an economics

major. Krista wishes that others outside the shelter knew about the many services provided to guests here, and how these services give the tools guests need to live healthy and happy lives.

Noah also joined the MMHS team as a summer intern. He is a business major studying at Thomas College.

Noah plays the guitar and has played for homelessness and shelter related benefit concerts. He wished to work at MMHS to be more closely involved with helping the homeless.



Tia Knowlton-Basford
PTO Housing Navigator



Sally Chambers
Case Manager



Daphanie Blair
Youth Resident Coordinator



Jean Piccini (18')
Shelter Manager



Andrea
Lead Shelter Attendant



Michelle
Shelter Attendant



Nicole
Shelter Attendant



Valerie
Shelter Attendant

Effective

Dedicated



Viola
Shelter Attendant



Angela
Shelter Attendant



Michael
Shelter Attendant



Jamie
Shelter Attendant



Julie
Day Shelter Attendant



Rebekah Bickford
Food Coordinator



and Fun!



For more than 25 years, volunteers have played a crucial role in the daily operations of the Mid-Maine Homeless Shelter by donating hundreds of hours each month enabling us to continue with our mission **“To end Homelessness. One Person, One Family, One Child at a Time.”**

Our dedicated volunteers are comprised of individuals, school groups, local businesses, church groups, guests, and former guests. In 2017, our volunteers assisted in the office, prepared and served meals, operated our food pantry, provided child care and family enrichment, helped with homework, taught classes, sorted donations, organized the shelter store, delivered donated furniture, sang songs, played musical instruments, cleaned, landscaped, shoveled snow, and gave our guests **a place to call home.**

“For me, it’s very rewarding and fulfilling. I’m very blessed in my own life and I like to be able to bless others.”
~quote from a volunteer

“We wouldn’t have the same experience if we didn’t have volunteers. I like the volunteers, they help encourage the children to learn and expand their dreams.” ~quote from a guest

“Volunteers are the foundation that makes us stand as an organization. They are compassionate and caring, there are days that I wouldn’t be able to get done what I needed by the end of the day if we didn’t have them.”
~quote from a staff

“My players had an amazing time interacting with the kids and families at the shelter. I truly believe that it was a positive experience for everyone.”
~quote from a team coach

“We really had a good time. We certainly got lots of help from staff and guests, we felt very welcome cooking dinner. Thank you for the opportunity.”
~quote from a teacher



2017 REM Community Awards

Mid-Maine Homeless Shelter is thrilled to honor two of our very dedicated volunteers at this year's REM Community Awards. Jill Gilbert and Phyllis "Nana" Pooler have both exemplified what a great volunteer looks like!

Among many other volunteer positions she has held, **Jill Gilbert** began volunteering in 1990 at the Mid-Maine Homeless Shelter working on their Accounts Payable. At that time, the Shelter was located at 28 Ticonic Street and had one employee, the Executive Director. During the 1990's, the staff increased to 4 employees and housed 18 guests at night. In 2007 Jill was elected to the Board of Directors and continues to serve on the Board today.

Jill has served on the Golf Tournament Committee for 20 years from 1998-present with the last 10 years as Chair of the event. It has been one of the largest annual fundraisers for the Shelter. In addition to the Golf committee, Jill has also served on many fundraising committees at the Shelter over the years.

Phyllis Pooler joined the MMHS as a volunteer in 2013. Phyllis arrives before dinner a couple of weeknight evenings. Her calm, gentle presence brings joy to children, parents and staff. Our shelter always seems brighter when Phyllis is sitting with the children, often knitting, as they read, play, talk and smile with their kind hearted, "Nana." Phyllis, also has been volunteering at the Benton Elementary school since 1996. Generations of students have improved their reading skills by reading to or being read to by the schools warm and friendly volunteer, called Nana. Nana volunteers 15 hours a week with the young students instilling skills they will need as they get older.

Phyllis knits 500 pairs of mittens a year and donates them to children in the Waterville area. Rarely a day goes by without a child being warmed by Nanas' kindness.

We are so very thankful for these two very dedicated volunteers!



20th Anniversary Swinging FORE Charity Golf Tournament

WE RAISED \$110,000 FOR THE SHELTER!

The Golf Committee wishes to express their deepest gratitude to Governor Paul LePage for the \$50,000 Match from his charitable discretionary fund to the Mid-Maine Homeless Shelter Golf Tournament in celebration of our 20th Anniversary Golf Tournament this year.

I sincerely thank the golf committee (Nancy Karter, Diane Pooler, Jeanne LaPlante, Marie Cates, Nancy Roderigue, Shelly Simpson) as they undertook the challenge and worked very hard to achieve the goal raising over \$110,000 for the Mid-Maine Homeless Shelter.

A very special thank you to Steve and Paula Brown for their continued generosity to the Mid-Maine Homeless Shelter. For 20 years they have donated their golf course so we could continue to raise money through our golf tournaments to help those less fortunate.

We thank our Corporate Sponsor, GHM Agency; two Gold Eagle Sponsors (\$10,000 per) – Colby College and Cianbro; Silver Birdie Sponsor (\$5,000) – Sukeforth Family Foundation; Anniversary Sponsors (\$1,000 each); Putting Hole Sponsor – Joseph's Fireside Steakhouse and to the many patron, hole, cart sponsors and players who have supported the Mid-Maine Homeless Shelter for 20 years.

I also want to thank the staff at the Shelter for their invaluable help – Karyn Bournival, Tanya Fossett, Betty Palmer – and to all the volunteers who have helped with the golf tournament year after year.

Most importantly, my heartfelt thanks and appreciation to all of you for supporting the mission of the Mid-Maine Homeless Shelter: **Ending homelessness one person, one family, one child at a time.**

Thank You!

Jill Gilbert, Chair
20th Anniversary MMHS Golf Tournament

Golf Committee:

Nancy Karter	Diane Pooler
Jeanne LaPlante	Marie Cates
Nancy Roderigue	Shelly Simpson





- L to R
- 2nd Floor Opening
 - Taste of Greater Waterville
 - National Night Out
 - Oakfest
 - 2017 Volunteer Celebration
 - Breakfast with Santa



Many events were held during 2017 that gave the MMHS the opportunity to get out into the community to raise awareness and money for the shelter. These are just a few photos from the many events that the shelter was represented. The events committee is always looking for new members and new ideas!

FINANCE COMMITTEE

MEMBERS: Treasurer Laura Gilbert-Caret, Dirk Kershner, Doug Cutchin, Karl Foss, Kelly Rancourt, David Grenier, Sandy Myers, Karyn Bournival, and Betty Palmer

The finance committee had a very busy 2017. The role of the finance committee is primarily to provide financial oversight for the Mid-Maine Homeless Shelter. This includes budgeting and financial planning, financial reporting, and the creation and monitoring of internal controls and accountability policies.

At the beginning of 2017, the committee focused on writing new, and revising existing, financial policies to provide clarity and better financial controls and processes. The committee worked with our financial director and the executive director to better define roles and responsibilities within the organization, to improve controls for check signing, and account reconciliation, open account procedures, and record keeping for payroll and associated accounts. In addition, all accounting functions were brought in-house under the skilled leadership of Betty Palmer, Executive Director, and the diligent and capable bookkeeping of Karyn Bournival, Finance Director. Both have done an excellent job this year with this change and have used the shelter's resources diligently and effectively to provide the needed services for our guests.

We continue to work on financial reporting processes to provide the board with accurate and helpful financial statements so that sound decisions can continue to be made for the shelter's guests, as well as our Youth Empowerment Supports program.

I have enjoyed my first year as the Mid-Maine Homeless Board Treasurer and thank the members of the finance team for their unending support and expertise. They are truly the best of the best and I appreciate their hard work. I look forward to another productive year serving the Mid-Maine Homeless Shelter.

Laura Gilbert-Caret
MMHS Board Treasurer and Finance Committee Chair

MANAGEMENT COMMITTEE

Members: Raymond Watson, Sandy Myers, Vicki Johnson, Donna White, Dirk Kershner, Doug Cutchin, Nancy Findlan, Timothy Rehse, Tanya Fossett, Betty Palmer

The management committee had a busy & eventful year in 2017 with much work accomplished in the area of employee appreciation and retention and human resources. Early in the year we established a yearly calendar to aid us in planning and keeping current on upcoming Shelter events, programs, and goals. We reviewed and amended the Guest Handbook and began the process of rewriting and updating the Employee Manual and separating it from the procedures manual. In addition, and in support of our goal of making the Shelter a safe and satisfying place to work, we also recommended to the Board of Directors additional staff positions of food coordinator and second floor youth resident coordinator, which were approved. In 2018 we plan to continue to find ways of helping to end homelessness in Central Maine and show our deep appreciation for the work of the shelter employees and volunteers.

I am very grateful for the work of the Committee and look forward to a good year in 2018.

Respectfully submitted;
Ray Watson, Chair

DEVELOPMENT COMMITTEE

Members: Susan Reisert, Natalie Harris, Tom Morrione, Karyn Bournival and Betty Palmer

The activities of the Development Committee focused primarily on the annual appeal. The group met and discussed several ways of improving the annual appeal, and increasing the amount that is raised through the appeal.

We decided to divide the annual appeal list into several categories—businesses; volunteers; high donors; etc. Separate letters were drafted for each category, so that the letters could be better targeted and the link between donor and Shelter acknowledged and strengthened.

In previous years, we've separated the letters for the top hundred to two hundred donors, so that Board members could add a short message and signature on the appeal letter itself. Some letters would end up with several notes from several Board members, in the margins or along the bottom of the page.

This year, we tried something different. We asked Board members to "sign up" for individuals and organizations on the higher donor list, and to write a personalized note that would then be attached to the appeal letter. This kept the process a little neater, while maintaining an individualized approach.

For 2018, we will analyze the results of the annual appeal, and continue to work on improving the appeal. We will also consider some sort of spring appeal.

My thanks to those who have been so helpful in the work of development for the Shelter: Natalie Harris, Tom Morrione, Karyn Bournival and Betty Palmer.

Respectfully submitted,
Susan Reisert, Chair

EVENTS COMMITTEE

The Event's Committee had another busy and productive year this past year.

In March of 2017 we held our third annual Tea Party and Fashion Show. The fashion show featured outfits from Around the World. We were in a new location this year, but had a full house! The attendees seem to really enjoy this event. The committee participated in Oakland's Oakfest in July. We sold strawberry shortcake and bottles of the Mid-Maine Homeless Shelter water. August found us selling Cotton Candy, Root Beer floats, and Popcorn at the Greater Taste of Waterville. In September, the 20th annual Golf Tournament was another huge success and celebration. The Golf Committee did an amazing job with this event! Throughout the fall there were booth's held at local craft and vendor fairs. We find this not only an opportunity to raise money, but we are also able to raise awareness of the shelter along with sharing the needs of the shelter. We ended our fundraising year with our third annual Breakfast with Santa in December. We saw the attendance grow for this event this year. Everyone enjoyed visiting and having pictures with Santa, along with breakfast, games, prizes, and treats. This truly is a magical event getting everyone into the spirit of Christmas.

Our committee is always looking for new members and new ideas for ways we can raise monies to keep our shelter going. If anyone would like to join our committee or has any ideas please reach out to us.

Jennifer Curry and Patrick Simpson, Co-Chairs

GOVERNANCE COMMITTEE

Members: Jon Rogers, John Margolis, Sandy Myers, Betty Palmer

In 2017 the committee continued to assess Board membership in terms of size and composition. Jon Rogers has reviewed the bylaws and proposed updates. These updates have been forwarded to the board for review and acceptance.

As a result of an incident which occurred at a nonprofit organization in another state, the Committee proposed to the Board that Board and Committee members undergo background checks according to the process which applies to employees.

The Committee was involved in the planning and participation in the strategic planning process in the fall of 2017.

Actions in regards to the Board and the Strategic plan are as follows:

- The Committee proposed a set of traits which characterize successful Board members.
- The Committee proposed a selection process for new Board and Committee members.
- Given the expanded role of the Shelter, the Committee proposed possible name changes to reflect the increased services provided by the organization.
- The Committee suggested that, as a goal, there should be vice chair positions for the Board and individual Committees and that there be a Vice Treasurer position.

John Margolis, Chair

**Mid-Maine Homeless Shelter
Organizational Goals 2018
(1-2 year goals)**

1. Clearly define scope of service and implement
2. Achieve/Exceed financial goals
3. Promote the work of the Mid-Maine Homeless Shelter
4. Ensure highly effective governance and management structure.
5. Develop and implement an effective food service program.
6. Develop and implement an effective staff development program to include succession planning.

*From our new strategic plan developed by board, staff and volunteers.

Annual Meeting and Volunteer Appreciation

April 8, 2018 2:00 p.m. to 4:00 p.m.

Our Mission: "To end homelessness on person, one family, one child at a time"

Invocation	Kurt Nelson, Board Member
Welcome	Sandy Myers, Board Chair
Introduction & Recognition of Board of Directors	Sandy Myers, Board Chair
Committee Members Recognition	
Governance Committee	John Margolis, Chair
Management Committee	Ray Watson, Chair
Development Committee	Susan Reisert, Chair
Finance Committee	Laura-Gilbert Caret, Treasurer
Activities & Events	Jen Curry, Co-Chair
Golf Committee	Jill Gilbert, Chair
Staff Appreciation	Betty Palmer, Executive Director Jean Piccini, Shelter Manager David Sovetsky, Program Director
Volunteer Appreciation	Betty Palmer, Executive Director Beth LaBua, Volunteer Coordinator
Testimonials	
Closing Remarks	Brian Watson, Board Vice Chair

Enjoy the fun activities!

Kennebec Valley Chordsmen

Pin the Mustache on the Executive Director

Photobooth

Please be sure to visit the Paparazzi Accessories table in the lobby.
45% of all sales help to end homelessness for families at the MMHS.
Shop anytime at our online store: www.fashionfixeshomelessness.com

UPCOMING EVENTS

2018 REM Community Awards
April 21, 2018
Waterville Opera House
7 – 9 p.m.

We will be honoring two of
our wonderful volunteers
at this event!

Jill Gilbert and Phyllis Pooler

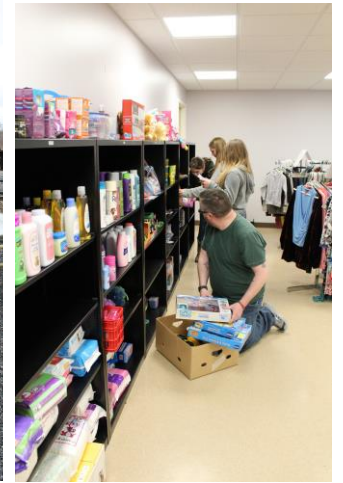
Mid-Maine Chamber of
Commerce's 54th Annual Awards
April 26, 2018
KVCC's Fairfield Campus
5 – 7:30 p.m.

The shelter will be receiving an
award at this event!

Tickets are available by calling the
chamber at 873-3315

Maine State Credit Union
Feed ME 5K Walk/Run
April 28, 2018
Capitol Park, Augusta
Run begins at 8 a.m. & Walk
begins at 9 a.m.

We need as many teams
individuals to run/walk on our
behalf! Sign your team up today!
[Runsingup.com/race/me/augusta
/feedme5k](http://Runsingup.com/race/me/augusta/feedme5k)



“The smallest act of kindness is worth more than the grandest intention.”
~Oscar Wilde

