

2010

Annual Report



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Who We Are

Hope Center, is a non-profit organization that has been preventing homelessness by serving the basic needs of financial assistance, food, clothing and child care in the Waukesha County for more than twenty years. In 2010, Hope Center provided over 30,000 direct units of service with its nine different programs and is continually the number one referral source from 211/First Call for Help.

Our focus is to prevent homelessness through providing basic need such as food, clothing, shelter, transportation and other services, free of charge. All are provided on a non-exclusionary basis, with authentic respect and compassion.

We supply hope.

Board of Directors and Officers

Officers

President: Leslie Kleba Vice President: Rev. Ted Romberg

Secretary: Rev. Jim Stein Treasurer: Tim Cornell

Directors

Mark Aamot Ken Miller Lynn Chudzik Ron Johnson

Eric Larson Pam Larsen Don Johnson

Staff -502 N. East Ave

Ralph Zick: Executive Director Karen O'Leary: Social Minister

Laurie Jendusa: Operations Coordinator Michelle Stiles: Accounting

Gordon Smith: Outreach Meals Coordinator Nancy Sparacino: Outreach Nurse

Griselle Cruz: Community Outreach Coordinator Roy Cheesman: Asst. to Exec. Director

Staff- A Hand to Hold

Debbie O'Neil, Director

Briana Rabl Kerry Leeman Anna Amsden Wendy Sudgen

Jodi Maas Erica Ward

Volunteers:

Over 750 individuals

Partnering Agencies: WCTC, SER Jobs, W-2 Program, Goodwill Industries and Workforce Development

2010 Volunteer Hours

Board/Representatives	816
Clothing Shop	9,284
Maintenance/Custodial	1,414
Office Assistants	4,449
Outreach Meals	4,550
Project Move	362
Drop in Shelter	1,188
Storage Facility (Construction)	1,880
Total	23,943

To Our Valued Volunteers:

This organization will continue to serve those in need because of all of you who have given so unselfishly of your time and talent. The staff and board of Hope Center thank you from the bottom of our hearts for all the wonderful blessings you have given to us and the people we serve. Our lives have been enriched by knowing all of you.

2010 Reports

Presidents Report

As we begin this year, please let us take a few minutes to think about ourselves, our families, our co-workers, neighbors and all those individuals we come in contact with every day. How did they see 2010?

For many of us we have felt the financial effects of 2010. We may be struggling to keep up with bills, pay for the necessities of life and still be able to live comfortably. You may know someone who has lost their job, fallen behind on bills and may even have lost their home.

The current economic situation, healthcare, violence, wars and all of the other day to day things in our world have changed how we look at ourselves and those around us. Last year we have seen so many good works and things that have made us joyful, but we also see how others live day to day without the basic necessities. We see it in our own community.

Do we step back and ask how we can help the individuals who live right here in our own community? Have we taken the time out of our busy schedules to donate money or your time to help others? This year make a commitment to yourself to help out our community and the individuals who live here.

As we start 2011, Hope Center has helped to make a difference in our community. We continue to see an increase in the number of families and children we feed. Our clothing shop continues to increase the number of individuals who need clothing for their families. Project Move has grown and we can reach out to more people to help them with furniture and other household items. Our services and our staff reach out to individuals every day, no matter how big or small, their work makes a difference.

Hope Center makes a difference in our community; however we cannot do this without your support and donations. This year we need your support more than ever. Donations of supplies, furniture, clothing, household items, your time and money will help Hope Center continue its work in our community. Consider what you can do to help and make that a resolution for 2011.

Leslie A. Kleba, Board President Hope Center

2010 Reports

Executive Directors Report

This year Hope Center has again seen a sizeable increase in the services provided.

Our Clothing Shop has seen over 37,000 visits during the year, serving over 5,500 individuals. Our donors of gently used clothing have been overwhelming and a much needed resource for our guests.

As for our evening Meal Program, we have seen nights where the dining area is stressed to the limits, but all who come have been served. Hope Center has been blessed to receive generous donations from individuals, caterers and groups thus helping to defray a portion of the food costs.

This year also reestablished Project Move, with the building of a new storage garage and truck to more efficiently handle the distribution of used furniture, appliances and household items.

Hope Center also continued to provide a Day drop-in Shelter for the homeless or those needing a place to come out of the cold or extreme heat depending upon the season. A hot breakfast and lunch has been served to our guests and again restaurants and individuals have stepped forward to donate food, cook and serve those who come.

Of most importance is our Social Ministry which serves those in need of such things as rent assistance, gas cards or bus tickets and bus passes to get to and from work or to seek medical care and prescription drugs. This ministry and all programs of Hope Center is an essential element in the prevention of homelessness within our community.

Waukesha is a loving and caring community of people who give unselfishly for the sake of others.

A children's library was established as an ongoing service for children to take books home to read. Smiling faces abound on a daily basis to know they can take books home to read.

Thanks go to our staff, volunteers and donors who made Hope Center a successful venture in 2010.

Ralph Zick, Executive Director

2010 Reports

Treasurer's Report

The organization's balance sheet continues to be healthy and improving, with 20% of our annual 2011 operating budget in cash reserves at year end. This is a result of the following: 1) operating efficiencies and spending controls 2) record proceeds from HOPE Dinner and 3) a very strong year end surge in General Contributions. These were accomplished against a backdrop of very challenging economic conditions.

Statement of Activities

Public Support and Revenues

General Contributions Income	\$200,735
Non- cash Contributions (Fixed Assets)	\$17,904
Grants	\$176,266
Renal Income	\$10,800
Program Income (Childcare)	\$130,791
Fundraisers	\$120,115
Miscellaneous	\$3,408
Total Public Support and Revenues	\$660,019

Expenses

Program Services	\$537,262
Management and General	\$52,185
Fund raising	\$46,998
Total Expenses	\$636,445

Change in Net Assets \$23,574

The 2011 budget and forecast reflect our continued optimism in the generosity of our supporters, tempered with the realization that the economic conditions are still tough and grants very likely will be negatively impacted and we will have to continue our close monitoring of expenses

2010 Reports

Fundraising

The Fundraising Committee conducted the following fundraising activities in 2010: an annual appeal letter, a golf outing, a corporate breakfast and meetings with corporate entities, several “Sock It to Poverty” grassroots collections, direct telephone contacts with past donors, and a telephone conference call with member churches. The “Sock It o Poverty” campaign included campus-wide collections at Carroll University and WCTC, and campaigns at numerous member churches and two public schools.

Members of the committee in 2010 included: Eric Andringa, Janet Curtis, Pam Larsen, Eric Larson, Ken Miller, Marc Sale, and Brian Waterman. Also participating were Roy Cheesman, Leslie Kleba, Ted Romberg, HOPE Dinner subcommittee chair Joe Finn.

Total Raised = \$120,000 (Including HOPE Thanksgiving Dinner)

Eric Larson, Fundraising Committee Chair

HOPE Thanksgiving Dinner

In a year where many nonprofits have struggled, the HOPE Dinner & Auction Committee dug our heels in and said; ‘We are going to buck the trend. We know our supporters and they know our (Hope Center’s) clients’ needs.

Our gifts from corporate sponsors increased ,Our donations for silent auction items were abundant. The committee was truly amazed by the number of gifts and the quality of the gifts.

And YOU – our guests – all 452 of you – showed up big time. An increase of over 25% in guests actually attending the event. You not only showed up – you gave from the bottom of your hearts. Even the folks who could not attend the dinner sent in generous donations.

Thank you one and all; we made and exceeded our goal for the 2010 HOPE Dinner and Auction by seven percent. (\$75,000 gross versus a goal of \$70,000) Peace and Warmth to You and Yours,

Joe Finn, Volunteer HOPE committee Chair

2010 Reports

Grant Writing

The Grant Writing Committee consists of Mary Knudten, Kristen Grill, John Clausz, Mark Aamot and Roy Cheesman.

Private Foundations

Our task is to contact private foundations with requests for funding Hope Center's programs. In 2010 we identified and contacted 218 foundations - the vast majority in Wisconsin. We received 38 responses (17%) and, of the 38 responses, 20 funded the Hope Center (53%). The monies received totaled \$77,140, a 57% increase over 2009. The Committee wants to thank all of the foundations that helped us reach this goal and hopes to work hand-in-hand in the future to help those less fortunate in Waukesha County.

Government Grants

This year saw many reductions in funds available from government grants (-33%). This is after an abundance in 2009 derived from the stimulus funds. While there was an impact on some programs, Social Ministry (rent and transportation assistance) in particular, we were still able to provide many services at or above the 2009 levels. This is attributable primarily to the response from the private sector foundations and the generous giving from our church and individual donors. Amount received from government sources totaled \$155,500.

Mark Aamot, Committee Chair

2010 Reports

Minutes—Annual Meeting

Abbreviated Minutes Hope Center Annual Meeting

April 26, 2010

Present: Tim Cornell, Lynn Chudzik, Ron Johnson, Kimberly Gomez, Leslie Kleba, Pam Larsen, Eric Larson, Ken Miller, Ted Romberg, Jim Stein, and Ralph Zick.

Absent: Mark Aamot, Roy Cheesman, Don Johnson

A motion to accept the minutes of the March 22, 2010 meeting was made by Lyn and seconded by Eric. Motion passed.

Director's Reports

Ralph submitted a written Executive Director's report

We received Roy's written Director of Operations report.

Committee Reports

Governance Committee: Elections

Ron moved that Pam Larsen, Ted Romberg, Kimberly Gomez, and Ken Miller be elected to the board for a three-year term. Eric seconded and the motion passed. Ron then moved that the following board members be elected to a one-year term for the following offices: Leslie Kleba, President; Ted Romberg, Vice President; Tim Cornell, Treasurer; and Jim Stein, Secretary. Lynn seconded and the motion passed.

Ron moved and Tim seconded a motion to accept the Executive Director's, Director of Operations', and Committees' reports. Motion passed

Eric moved and Ron seconded a motion for adjournment. Motion passed. The meeting was adjourned at 6:35 p.m.

Jim Stein, Secretary

2010 Reports

Project Move

In June of 2010, the garage for our furniture part of Project Move was finished. St. John's Lutheran Church in Brookfield donated the garage and put over 17,000 hours of volunteer time on the project. Most of the materials were donated and we received a grant to cover the costs of additional materials needed.

Since June we have picked up 658 furniture items and delivered furniture to 331 families. This program is off to a great start! Thanks to all the volunteers and donors who have made this possible.

Griselle Cruz, Community Outreach Coordinator

Community Outreach

In 2010 the response from the community to the needs of our clients rose. We have had a 69% increase in volunteer hours and clothing donations are up 55%. Our Drop - In Shelter program went from not having breakfast available to having a breakfast everyday we're open. Our Breakfast ministry is provided through donations. We had many Easter baskets for the children who come to Hope Center. We received many Children's Toiletry bags that put smiles on the faces of many young children. We were able to provide over 227 families with several toys, handmade gift baskets, towel bundles and many more gifts for Christmas.

We are very grateful to all of the congregations, businesses, organizations and individuals who have made this possible.

Griselle Cruz, Community Outreach Coordinator

2010 Reports

Social Ministry

We have disbursed over \$80,000 in response to people in financial crisis. The struggle against homelessness is our biggest challenge.

	2009	2010
<i>Rent</i>	\$90,162	\$58,675
<i>Transportation</i>	\$11,456	\$11,889
<i>Other Requests</i>	\$7,330	\$13,050
Total	\$108,948	\$83,614

The number of transactions in which *financial assistance was given* went from 891 in 2009 to 1,437 in 2010. We responded to 3,879 direct service contacts, i.e. counseling, referrals, spiritual listening and prayer, as I continue to share the concern and compassion of our donors from congregations, agencies and individuals throughout Waukesha County.

It has been a privilege to reach out and meet the needs of so many people that would not have been possible without the generous support of our funding sources. I am very grateful for all your generous support in so many direct and profound ways which enables Hope Center to share the message of hope and hospitality within the framework of all our activities.

Karen O'Leary, Social Minister

2010 Reports

Drop in Shelter

We started this program May 3rd when Hebron House stopped their day shelter April 30. This program provides a safe environment for men, women & children during the day from 8:30a.m. to 4 p.m.

In 2010 we provided shelter to 376 individuals that came 4,557 times since May 3rd. We served 5,096 plates of food for lunch and breakfast. The food served is primarily funded by donations from congregations, businesses, organizations and individuals. Our staffing for this program is mainly volunteers through Workforce Development, SER Jobs and individual volunteers who are overseen by the Operations Coordinator.

Laurie Jendusa, Operations Coordinator

Outreach Meals

In 2010, our Outreach Meals continue to serve those in need in Waukesha County. Waukesha County church volunteers, organizations, and individuals have selflessly offered their time and energy providing service to members of our community. Nearly 905 unduplicated individuals attended our meals.

Community Development Block Grant funds, United States Department of Agriculture commodities, St. Vincent de Paul, Waukesha Food Pantry, Roundy's, Pano's and other local businesses, restaurants, organizations, local congregations and individuals all contribute to the resources necessary to keep the program operating.

UW-Extension, parish nurses, Literacy Council, and other local organizations partner with Hope Center and Outreach Meals to provide additional information and opportunities.

The Outreach Meal Program of Hope Center continues in the mission of providing help to those in need.

Gordon Smith, Outreach Meal Coordinator

2010 Reports

Outreach Nurse

Waukesha Memorial Hospital's Community Benefit Program and Hope Center have maintained a partnership for over ten years in providing an outreach nurse to promote wellness and assist at-risk populations with obtaining access to care in the community.

As the Outreach Nurse, I am a registered nurse with a BSN and advanced training

and focus on the physical, spiritual, and mental health of clients. I function as a client advocate, health educator, counselor and referral agent to clients of all ages, staff, and volunteers. Weekly blood pressure screenings are held at the Outreach Meal and at the emergency shelter day program beginning in November, 2009. A quarterly newsletter provides information about free health screenings and services offered by Pro-Health Care and the community. I provide health education to preschool age children at A Hand to Hold Early Learning Center, provide CPR and First Aid training to staff, and am available as a resource to parents and the childcare director. The mission of the Outreach Nurse is to maintain the health of the community by connecting those with health issues to the resources they need.

In 2010 over 450 clients were assisted in meeting their individual health needs.

Nancy Sparacino, Outreach Nurse

Legal Services Program

The Legal Services Program provides service to clients in the low income population of Waukesha County at no charge. We work in collaboration with Legal Action of Wisconsin. Our service includes phone numbers for legal help or referrals to other community resources.

This year, we served 328 people.

Laurie Jendusa, Operations Coordinator

2010 Reports

Clothing Shop

The Clothing Shop originally started in the basement of St. Luke's Lutheran Church in Waukesha. It became a program of Hope Center in 1989. The Clothing Shop provides casual & business attire, jewelry, shoes, and other accessories for men, women, and children in Waukesha County. We have served 37,255 people in 2010.

The Clothing Shop is handicap accessible and very pleasant to shop in. We are grateful to the dedicated volunteers who help us sort clothing and help our clients. We give many thanks to the hundreds of individuals, businesses, organizations and congregations who donate clothing.

Laurie Jendusa, Operations Coordinator

A Hand to Hold Learning Center

We are continuing to grow as a preschool. Our enrollment is at 17 children. We dropped down due to the economy and some went to kindergarten.

Our main demographic continues to be families receiving W-2 child care assistance. This causes our census to continually fluctuate. This year we have served about 25 children, some permanent, some part time, some who have moved or are no longer on W-2.

Many wonderful people are continually donating items to the day care. Our Christmas was wonderful last year because of donations. All donations are greatly appreciated.

If you are ever in the neighborhood please visit us any time. May God Bless all of you.

Debbie O'Neil, Director

Our Family of Congregations

Abundant Life Apostolic Church in Oconomowoc
Acts 2 Lutheran in Wales
All Saints Lutheran in Wales
Ascension Lutheran in Waukesha
Atonement Lutheran in Muskego
Beautiful Savior Lutheran in Waukesha
Bethel Evangelical Lutheran Church in Muskego
Bethel Hill United Methodist in New Berlin
Blessed Savior Lutheran
Blessed Teresa of Calcutta Parish in North Lake
Bread of Life Charismatic Episcopal in Dousman
Brook Life Church in Mukwonago
Brookfield Christian Reformed
Brookfield Congregational United Church of Christ
Brookfield United Presbyterian
Caldwell United Methodist Church
Calvary Community Reformed Church in New Berlin
Christ the King Evangelical Lutheran in Brookfield
Christ the King Lutheran in Waukesha
Christ the Life Evangelical Lutheran in Waukesha
Christ the Servant Lutheran in Waukesha
Christ the Victor Lutheran in New Berlin
Church of the Resurrection Lutheran in Pewaukee
Community of the Living Spirit in Waukesha
Community United Methodist in Elm Grove
Crosspoint Community in Oconomowoc
Crossroads Church of Pewaukee
Delafield Presbyterian Church
Dr. Martin Luther Church in Oconomowoc
E & R United Church of Christ in Waukesha
Elmbrook Church in Brookfield

Emmanuel United Church of Christ in Dousman
First Baptist Church in Waukesha
First Congregational Church of Genesee United Church of Christ
First Congregational Church of Mukwonago
First Congregational United Church of Christ in Hartland
First Congregational United Church of Christ in Mukwonago
First Congregational United Church of Christ in Oconomowoc
First Congregational United Church of Christ in Waukesha
First Presbyterian Church in Waukesha
First United Methodist Church in Waukesha
Forest Park Presbyterian Church in New Berlin
Fox River Christian Church in Waukesha
Fox River Congregational in Pewaukee
Galilee Lutheran Church in Pewaukee
Gethsemane Evangelical Lutheran in Brookfield
Gethsemane United Methodist in Pewaukee
Good Shepherd Catholic Parish in Menomonee Falls
Good Shepherd Lutheran in Waukesha
Good Shepherd United Methodist in Oconomowoc
Heritage Presbyterian in Muskego
Highview Evangelical Presbyterian Church in North Prairie
Jerusalem Presbyterian Church of Wales
Kettle Moraine United Presbyterian in Hartland
Lake Country Unitarian Universalist in Hartland
Little Prairie United Methodist in Palmyra
Mount Olive Evangelical Lutheran in Mukwonago
Mukwonago United Church of Christ
New Beginnings Christian in Waukesha
New Berlin Free Methodist Church
New Vision Brethren in Christ in Pewaukee
North Prairie United Methodist

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Our Lord's United Methodist in New Berlin
Our Savior's Evangelical Lutheran Church in Hartland
Our Savior's Lutheran in Oconomowoc
Peace Lutheran in New Berlin
Primera Iglesia Bautista in Waukesha
Queen of Apostles Catholic Parish in Pewaukee
Redeemer United Church of Christ in Sussex
Reformation Evangelical Lutheran in Brookfield
River Park Community in Waukesha
RiverGlen Christian in Waukesha
Salem United Methodist in Waukesha
Shepherd of the Hills in Pewaukee
Southminster Presbyterian in Waukesha
Spring Creek in Pewaukee
St. Agnes Catholic Parish in Butler
St. Andrew Lutheran Church in Waukesha
St. Anskar's Episcopal in Hartland
St. Anthony Catholic in Menomonee Falls
St. Anthony on the Lake Catholic in Pewaukee
St. Bartholomew Episcopal in Pewaukee
St. Bruno Catholic Parish in Dousman
St. Catherine of Alexandria Catholic in Oconomowoc
St. Charles Catholic in Hartland
St. Dominic Catholic Parish in Brookfield
St. Elizabeth Ann Seton Catholic Parish in New Berlin
St. James Catholic Parish in Mukwonago
St. Jerome Catholic Parish in Oconomowoc
St. Joan of Arc Catholic Parish in Nashotah
St. John Chrysostom Byzantine Catholic Parish in Delafield
St. John Neumann Catholic in Waukesha
St. John Vianney Catholic Parish in Brookfield
St. John's Lutheran Church ELCA in Brookfield

St. John's Lutheran Church in Lannon
St. Joseph Catholic Parish in Waukesha
St. Joseph Parish in Big Bend
St. Leonard Catholic Parish in Muskego
St. Luke Catholic Parish in Brookfield
St. Luke's Lutheran in Waukesha
St. Mark's Lutheran in Waukesha
St. Mary Catholic in Waukesha
St. Mary's Episcopal in Dousman
St. Matthias Episcopal in Waukesha
St. Paul Catholic Parish In Genesee Depot
St. Theresa Catholic Parish in Eagle
St. William Catholic Parish in Waukesha
Trinity United Church of Christ in Brookfield
Unitarian Universalist Church West in Brookfield
United Unitarian & Universalist Society in Mukwonago
Vernon Presbyterian Church
Waukesha Bible Church
Westbrook in Hartland

What a joy that so many faith traditions can come together to help our brothers and sisters in need. Thank you for allowing Hope Center to be an extension of your mission in our communities



HELPING HANDS BUILDING HOPE

262.549.8726

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HopeCenterWi.org

Hope Center is a 501(c)(3) non-profit organization.