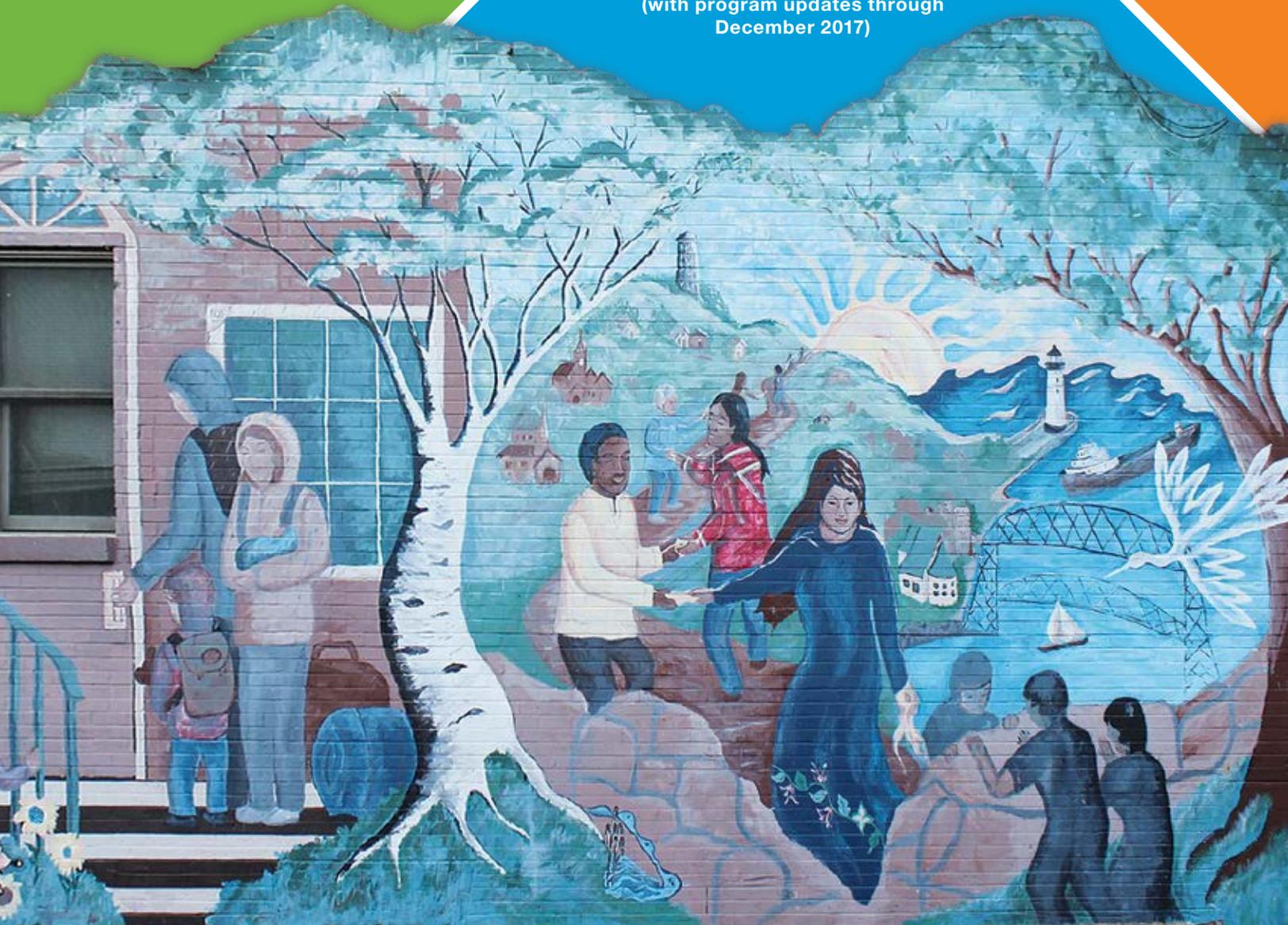


*People of faith
working together to provide
basic necessities, foster stable lives,
and organize for a just and
compassionate community.*



2017
Annual Report

JULY 2016–JUNE 2017
(with program updates through
December 2017)





Letter from the Executive Director



When I first came to CHUM in 2013, I thought that homelessness was primarily a housing issue. Increasingly, I have come to learn that homelessness is as much about health as it is about housing. Of course, housing is a part of it, because housing is an important social determinant of health. Social determinants of health are those “upstream” factors like housing, income, the physical environment, and education that underlie our health.

Of the 1,300 people who we see at CHUM Shelter or through Street Outreach, all are experiencing extreme poverty and the breakdown of virtually all connections to the mainstream community and their families. If they have any income at all, it is usually less than \$800 a month. Two-thirds tell us they have a disability; half say they have a mental illness, and over half report that they have an addiction. We suspect these rates are low because they are self-reported and carry such powerful and multiple stigmas and shame.

This 2017 Annual Report covers from July 1, 2016–June 30, 2017, with program updates through December 2017. It focuses on CHUM’s response to the health challenges of our guests in addition to addressing their housing needs. It is a sobering picture yet framed with hope and creativity.

Thank you for your support. CHUM relies on the community for financial support, volunteers, and donations of food and so much more. We act in your name to fulfill our mission: People of faith working together to provide basic necessities, foster stable lives and organize for a just and compassionate community.

Sincerely,
Lee Stuart
Executive Director

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“Comfort, O Comfort My people,” says your God ... “Let every valley be lifted up, and every mountain and hill be made low; and let the rough ground become a plain, and the rugged terrain a broad valley...”

Isaiah 40: 1, 4



Thank you volunteers!

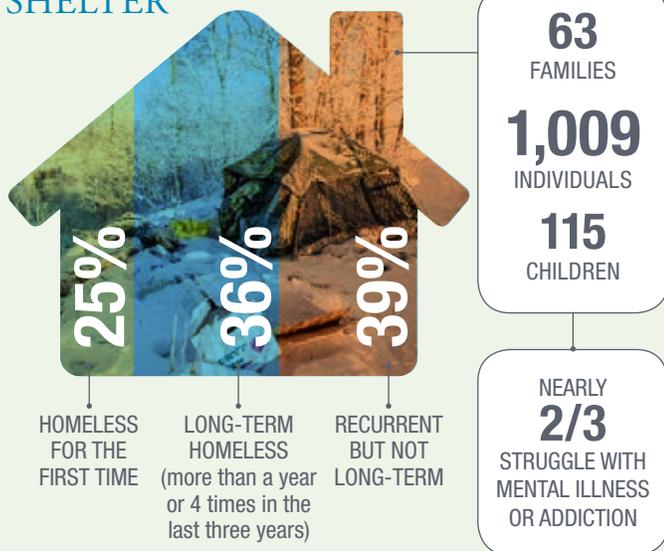
Volunteers donated 14,200 hours to CHUM this year, the equivalent of 7 full-time employees!



14,200
HOURS DONATED

BY THE NUMBERS

SHELTER

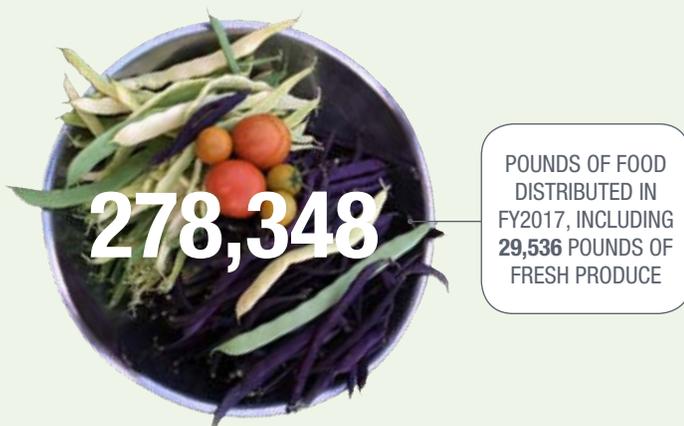


Shelter

CHUM served 1,189 people in Emergency Shelter in FY 2017 (7/1/16–6/30/17), an increase of 23% relative to FY 2016. Our guests faced many challenges: only 25% were experiencing homelessness for the first time, a decrease from the ten-year average of 42%. Nearly two-thirds (63%) reported a disability; 50% reported mental illness and 33% reported substance abuse. Half of our guests were from St. Louis County, 25% from other parts of Minnesota, 8% from Wisconsin, and the remainder from 37 other states. The net result is that people are coming to CHUM with greater challenges than previously, including the loss of hope that accompanies repeated cycles of homelessness. It also means that our housing solutions in Duluth are not working long-term for many and that we need to evaluate what new approaches are necessary.

For the six months ending 12/31/2017 (first half of FY 2018), 572 adults and 46 children used CHUM shelter, as compared to 563 adults and 73 children in the last half of 2016. We are hopeful that the decreasing number of children at CHUM is a good sign that will continue.

FOOD SHELF



STREET OUTREACH



“May the Lord preserve in me a burning love for the world and a great gentleness—may he help me to persevere to the end in the fullness of humanity.”

Theillard de Chardin



Food Shelf

In FY 2017, CHUM distributed 6,830 five-day food packages to 2,200 households facing food shortages. Each household used the Food Shelf about three times during the year, indicating ongoing food insecurity. Between July and December 2017, we distributed 3,308 packages (156,486 pounds), but because of increasing capacity in procurement, that is 21,810 (over ten tons) more pounds of food than in the last six-months of 2016!

In response to a survey of food shelf users about how to improve our services, we have:

- Distributed an average of 3,728 pounds of fresh produce each month since July 2016
- Improved client experience by installing a new glass-front display refrigerator, a gift from Essentia Health
- Increased the diversity of food available through new partnerships with Country Hearth Bakery, Bay Produce, Einstein Bagels, Sysco and others
- Developed relationships with Life House, Safe Haven and others as “sub-distributors” so that we can take advantage of larger donations of food, especially produce
- Expanded our intake and interview process to include information about other services and opportunities that might be helpful, such as the Supplemental Nutrition Assistance Program (SNAP), the Tenant Landlord Connection, Insure Duluth (for access to health insurance), and access to primary care at the Duluth Family Medical Clinic

CIG and Community Court

In 2006, CHUM and the Duluth Police Department (DPD) created the “Community Intervention Group” (CIG) to address the challenges faced by people who were living on the street and who were having high numbers of contacts with the DPD. The project now includes 20 social service and health care organizations. Every month, CHUM Outreach Worker Deb Holman convenes the CIG agencies to review the top 25 people of concern to the DPD, and to create a community response. With this community support, 72% of the people who are on a “top 25” list are no longer on the list three months later. CIG helped establish the St. Louis County “Community Court,” presided over by Judge Theresa Neo, to provide alternatives to incarceration. The Community Court participants come before the judge every two weeks to report on their progress. According to Chief Public Defender Dan Lew, jail time for court participants has been reduced by 85% since the program began. Not only is this a public savings with respect to jail costs, it is a marked improvement in the quality of life for Community Court participants.



Street Outreach Hotline • 218-461-8505

If you are concerned for the well-being of anyone you see on the streets, in the woods, or living in a place that you consider unfit for human habitation, please notify the Street Outreach Hotline or Deb Holman at 218-260-7573 (8 am–8 pm). Call 911 for emergencies or for a “check welfare” request if you are worried about a person’s immediate safety.

Health care and homelessness

Addressing mental health

HOST (HOUSING OUTREACH AND SUSTAINABILITY TEAM) • CHUM and Human Development Center staff meet every week to review the needs of people experiencing homelessness and severe mental illness to make sure they receive both the mental health and housing assistance they need. For CHUM this means an opportunity for people to receive mental health services more rapidly in their process of overcoming homelessness.

CLARITY PROJECT • CHUM is part of a regional effort to improve crisis response and stabilization for people experiencing mental illness. The Clarity Project includes outpatient mental health services and the emergency departments at St. Luke's and Essentia Health, the Human Development Center, St. Louis and Carlton County Mental Health, the Duluth Police Department, St. Louis County Office of the Public Defender, and the Mental Health Court, the Center for Alcohol and Drug Treatment (CADT), Birch Tree, and others who provide care for people with mental illness.

The Clarity team identified the need for a regional mental health center where people can receive the immediate support they need, with graduated levels of mid- to long-term support, based on their circumstances. The project will be very helpful to CHUM because of the high degree of mental illness among and extreme vulnerability of our guests. Triage centers such as those envisioned for Duluth are included in the bonding bills that will be presented for action in the 2018 Minnesota Legislature. The bill has broad bi-partisan backing and will, if passed, help support triage centers in Duluth, Rochester, and several other communities.

Improved access to health care

HOPE CLINIC • Since 2005, the University of Minnesota Duluth Medical School and College of Pharmacy have operated the HOPE Clinic, a physician-supervised and student-run clinic on Tuesday afternoons at CHUM. HOPE Clinic provides CHUM guests with basic medical care, and medical students with an urban experience while teaching them the practicalities of setting up and operating a clinic independent of a major health care system, which is what they will likely face as individual practitioners in isolated rural settings.

Homelessness as a chronic disease and housing as medicine?

An evaluation of the health care costs of 25 CIG participants in 2015 and 2016 was a shocking \$160,000 a month, with 15 people making up most of the costs. For this amount of money, CHUM could cover annual rent and a social worker for those 15 people. While this wouldn't mean that they would never make an emergency room visit, our experience has been that when people have permanent housing and the support of a dedicated advocate, their use of emergency services decreases. Throughout the country, health care systems are teaming up with homeless services, and Duluth is no exception.

For the past year, CHUM has partnered with Essentia Health and the Duluth Family Medicine Clinic (DFMC) as part of a Health and Housing Committee (formerly Health Equity Committee), with the goal to improve the quality and coordination of care for people experiencing homelessness, particularly at transitions of care. CHUM and Lutheran Social Service are shaping the project along with medical, operational, administrative, social work and compliance staff from Essentia. One of the outcomes of our work together is a new tab on the electronic medical record that indicates that someone is in the CIG program so that medical professionals can adjust their treatment plans accordingly and include CHUM more directly in discharge and post-hospital planning.

The Family Medicine Residents from DFMC are now on site at CHUM one afternoon a week. This provides a direct connection to the DFMC for our guests, and has resulted in access to a primary service provider for some for the first time in decades. The Residents applied for and received funding for a "sock exchange" program at CHUM that simultaneously provides a bridge to building relationships and meets an on-going need for people on the streets. The partnerships with Essentia and DFMC will help meet the objectives of "triple aim"—increased quality of care, lower costs, and a better patient experience.



Steve O'Neil Apartments

CHUM's commitment to improved social determinants of health is particularly evident at the Steve O'Neil Apartments. In addition to stable housing, CHUM makes sure that all families have health insurance and a medical home. Our recently licensed early childhood program and partnerships with ISD 709's Early Childhood Special Education and Family Education insure that children meet developmental milestones and early intervention when necessary. As families stabilize in permanent housing, we help them increase their income through employment, SNAP or WIC, or access to public benefits for which they qualify.



Our community-building programs like Peer Spirit Circles, monthly birthday parties sponsored by the young leaders of FUSE, literacy nights with the Duluth Public Library and UMD's America Reads and Counts program all contribute to broader networks of support. Our partnerships with PAVSA, Girl Power, and the UMD Honors College provide families with information, skills and stable relationships. We make sure

that families have the food they need, and plenty of health options. Families can always use CHUM's Food Shelf, but we also enjoy the Veggie Express and the Food Truck, programs of the Northern Lakes Food Bank. Healthy community meals are a regular part of the day. and of course, there's the Steve O'Neil community garden where families learn to grow, care for, harvest and process their own food.

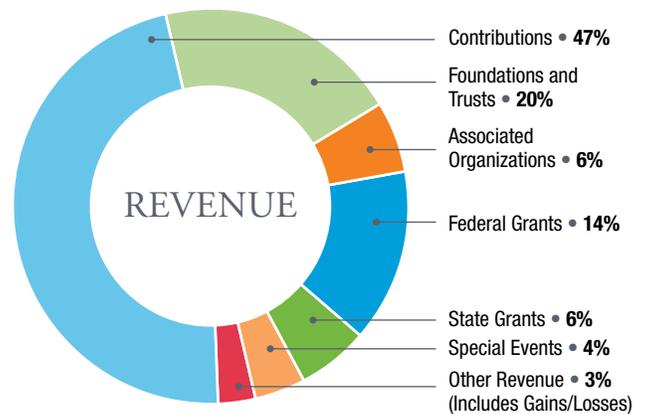
Summary of Financial Statements

Annual Financial Report of Operating Revenue and Expenses

YEAR ENDED 06/30/2017

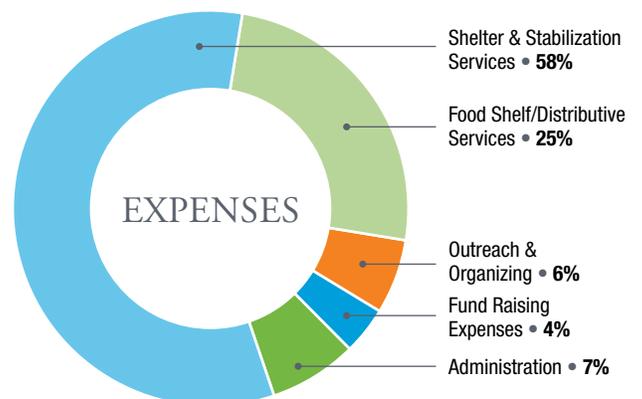
PUBLIC SUPPORT AND REVENUE

Contributions	\$960,995
Foundations and Trusts	\$822,329
Associated Organizations	\$118,797
Federal Grants	\$201,638
State Grants	\$219,529
Special Events	\$92,304
Other Revenue (Includes Gains/Losses)	\$89,987
TOTAL PUBLIC SUPPORT AND REVENUE	\$2,505,579



PROGRAM EXPENSES

Food Shelf/Distributive Services	\$617,029
Shelter & Stabilization Services	\$1,440,321
Outreach & Organizing	\$164,151
TOTAL PROGRAM EXPENSES	\$2,221,501



SUPPORT SERVICES

Fund Raising Expenses	\$130,719
Administration	\$138,332
TOTAL SUPPORT SERVICES	\$269,051
TOTAL EXPENSES	\$2,490,552
CHANGE IN NET ASSETS	\$15,027

Fiscal Year 2016–2017 Donors

The following donors, and many others who have requested anonymity, support CHUM as we fulfill our vision of a future where every person has food, shelter, dignity and hope; where racial disparities are eliminated; and where everyone lives in a just and compassionate community.

Community of Hope (Gifts of \$10,000+)

American Baptist Foundation / Palmer Program
American Heart Association Foundation
Benedictine Sisters St. Scholastica Monastery
Blue Cross Blue Shield Center for Prevention (via Zeitgeist)
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St. Louis County Family Service Collaborative
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Each year many people, community groups, schools, business groups, civic clubs and congregations collect and donate food, household supplies and personal care items to CHUM. Many of these items would not be available to those seeking assistance from CHUM if not for your love, generous hearts and concern for your neighbors. Thank you!



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www.chumduluth.org