



The Cathedral Center

A Nonsectarian Agency for Women and Families

2008 Annual Report

845 N. Van Buren Street
Milwaukee, Wisconsin 53202
(414) 831-0394

2008 Annual Report
The Cathedral Center, Inc.

2008 BOARD OF DIRECTORS

Partner Agencies:

1. The American Red Cross-Greater Milwaukee Chapter
Tracy Sparrow, CEO
2. St. Ben's Health Clinic (Columbia St. Mary's)
Carol Sejda, Clinic Director
3. St. John the Evangelist Cathedral Parish
The Very Rev. Carl Last, Rector
4. Catholic Charities
Hannah Dugan, Executive Director
5. Interfaith Conference of Greater Milwaukee
Rev. Dr. Bobbi Groth, Treasurer

Additional Board Members:

6. Patricia Santilli, Community Volunteer
7. Gwen T. Jackson, Community Volunteer
Chapter Chair Emeritus; The American Red Cross
8. Javier Alvarez
Frontline Coaching
9. Kevin Behl, Executive Director
Madison Medical Affiliates
10. Sandy Golden
CB Richard Ellis
11. Hugh Braun
Godfrey, Braun and Frazier
12. Mary Jo Layden, Community Volunteer
13. Dave Globig, CPA
Wipfli, LLP
14. Carol Nace
Northwestern Mutual
15. Sue Frazier, Coordinator of Lay Ministries
Crossroads Presbyterian Church
16. Matricia Patterson, Telephonic Services Coordinator
IMPACT/211
17. Cindy Huber, CEO
National Kidney Foundation of Wisconsin

I. Officers

President	Mary Jo Layden
Vice President	Kevin Behl
Treasurer	Dave Globig
Secretary	Hugh Braun

II. Finance Committee

Chair: Dave Globig
Kevin Behl
Carol Nace

III. Board Development Committee

Chair: Mary Jo Layden
Gwen Jackson
Rev. Carl Last
Javier Alvarez

IV. Fund Development Committee

Chair: Cindy Huber
Mary Jo Layden

2008 Fall Gala Planning Committee:

Co-Chairs: Hugh Braun, Sue Frazier

V. Public Relations & Marketing

Chair: Pat Santilli
Sue Frazier
Sandy Golden

VI. Human Resources

Chair: Matricia Patterson
Tracey Sparrow
Hannah Dugan



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MISSION STATEMENT

*To provide a safe environment for women and families, while working to end homelessness....
one life at a time.*

History:

In 1996, as more and more shelters were becoming overwhelmed by the increasing demand for shelter space, a consortium of concerned advocates for the homeless developed the 'overflow' shelter system. Providing emergency overnight shelter, while referring clients to the first available shelter, filled an immediate need. The Cathedral Center's (CCI) beginnings are rooted in Milwaukee's overflow shelter system – being one of two overflow shelters created to meet the increasing demand for shelter services.

As part of a community strategy, CCI was introduced as a model of collaboration between faith based and non sectarian agencies. First operated in common areas of local churches, the 'women's overflow' shelter was staffed by the American Red Cross and volunteers coordinated by the Interfaith Conference. Additional services were brought in by Columbia St. Mary's – St. Ben's Clinic, as well as Milwaukee County and Catholic Charities. As demand continued to rise, partners and staff soon discovered that additional and more permanent options were clearly needed.

Utilizing the original consortium of advocates as partners, CCI became incorporated as a separate 501c3 in April 2002. Through a generous contribution and commitment by the Archdiocese of Milwaukee and the Cathedral of St. John the Evangelist, renovations to the former convent of St. John's soon began. In June 2003, the Cathedral Center hired its first Executive Director and all operations and partner services moved in to the current location at 845 N. Van Buren Street. With partner services for emergency shelter, engagement and case management services now located under one roof, The Cathedral Center implemented the final stages of its initial strategic plan. During the first 7 months of operation in the new site, combined programs served 710 single women and 1,613 families. Original intentions were to maintain only minimal staff – the Executive Director and potentially a part time administrative assistant.

In an effort to better reflect the amount of direct services being provided and consolidate funding streams, CCI began direct implementation of case management services in 2004 and of shelter services on January 1, 2007. Today, the Cathedral Center is an example of what true partnerships can produce to meet the needs of our community. Of the six original partners four remain active, maintaining membership on our board and advocating for the needs of the Center:

1. Interfaith Conference of Greater Milwaukee
2. The Cathedral of St. John the Evangelist Parish
3. Columbia St. Mary's – St. Ben's Clinic
4. Catholic Charities

In 2008, the Center served 328 families with 851 children and 539 single women in our combined programs – a total of 1,718 individuals or 867 households. Lack of funding in 2008 resulted in the reduction of case management services and correlating reduction in numbers of families served in combined programs: 329 fewer families were served in 2008 – 50% less than in 2007. Yet, the number of those served in our shelter has actually remained steady. It is clear that our inability to provide extended services to families in the community – before, during and after their shelter stay – directly impacted the number of families served in our shelter program. In 2008 our case management team was successful in placing over 60% of total households served directly into permanent and independent housing. This demonstrates an 11% increase from 2007 – an additional 124 permanent / long term housing placements.

In the spring of 2007, the Cathedral Center underwent a thorough strategic and fund development planning process. Nationally, the trend to serve homeless individuals and families is to provide permanent, supported housing. We at the Cathedral Center have already begun that process through collaboration with The Guest House of Milwaukee, a provider of services to homeless men. Through this contract, the Cathedral Center maintains 10 families and 7 individual women in permanent housing and provides the on-going support they need to maintain their housing as long as they choose to do so. In February 2009, CCI's board of directors and staff convened during a day long retreat to revisit our strategic goals and assess our progress. With many of our strategic goals accomplished, we look forward to a new strategic planning process in 2010.

WHO WE SERVE

The Cathedral center serves homeless women and families (including single fathers and married couples), as well as those who are doubled up, moving from house to house or who have a pending eviction. CCI accepts clients who are active in their addiction or illness and, therefore, often ineligible for other shelters. The demand for emergency shelter services has increased significantly since our opening in June 2003. From 2004 – our first year of complete data – to 2007, the Cathedral Center found a 36% increase in the number of individuals served in our emergency shelter program. While we saw a decrease in the number served from 2007 to 2008 – a reduction of 12% - we attribute this directly to the loss of funding which maintained case management services for families in the community:

2004: 1,077 (745 single women, 157 families with 379 children)

2005: 1,182 (467 single women, 213 families with 549 children)

2006: 1,452 (533 single women, 348 families with 808 children)

2007: 1,464 (539 individual women, 268 families with 657 children)

2008: 1,286 (539 individual women, 215 families with 532 children)

PROGRAMS

The Cathedral Center provides services to women and families who are homeless or experiencing a housing crisis through our partner services, as well as via two main programs within the agency itself: the emergency shelter and case management programs.

Emergency Shelter: The Cathedral Center operates an emergency shelter with the capacity of providing temporary shelter to 32 individual women and 8 families each night. Clients receive two meals per day, as well as nutritious snacks that are offered by the literally hundreds of volunteers who come to us via our partnership with the Interfaith Conference of Milwaukee. Provided also are basic hygiene items, clothing and most importantly, educational and group activities that enable our guests to address life skill areas that could help to build upon skills needed to live independently.

Warm Room: In addition, our Center's warm room operates 12 hours per day from December 15 – March 15 each year to provide basic emergency shelter services to single

women even when our regular shelter is full. Our warm room has the capacity to serve 18 women each night.

Case Management: Our case management program offers comprehensive assessment, case planning and follow through to three different sub-populations:

Community Families: Case managers accept referrals from IMPACT/211 Community Information line, as well as referrals from other homeless providers in the community, for those families who are not able to access shelters or transitional programs or need support to avoid a shelter stay. These families are typically doubled up and moving house to house, are fleeing a domestic violence situation or have a pending eviction. While this program lost funding in 2008, we anticipate being able to revive services in the latter part of 2009.

Permanent Housing: Through our collaboration with the Guest House of Milwaukee, the Cathedral Center provides long term support to 10 families and 7 individual women who have been placed into permanent, supported housing due to a disability.

Emergency Shelter Guests: Case managers provide comprehensive assessment, case planning and support to women and families residing in our emergency shelter program. Goals are focused on income, housing and personal skill development and, whenever possible, clients are moved directly into permanent housing from our shelter.

Women's Independence Program: Through funding by United Way, CCI staff are able to work with single women who have obtained stable income to hasten their exit to independent housing. Rather than waiting in shelter to save enough money for rent and security deposit, CCI is able to provide a one time stipend to single women who assist with tasks around the building. Some activities have been assisting with a bulk mailing or aiding in building maintenance and chores.

Outreach and Engagement: Through our partnership with Catholic Charities, CCI offers continued support for those women who are more resistant to change or less trusting of the social services system. This is a less formal approach to case management and is intended to 'walk with' clients who need more focused attention and support. As well, outreach to other community agencies often results in group services on site. From anger management to job readiness training, the Cathedral Center is able to provide support to all shelter residents on site through collaborations with other community agencies.

Health Intervention and Services: Through our partnership with Columbia St. Mary's- St. Ben's Clinic, the Cathedral Center is able to provide shelter guests with a family nurse practitioner who can assess, refer and advocate for clients' health needs. This is a crucial component of effective case assessment and planning.

Volunteer Services: Through our partnership with the Interfaith Conference of Milwaukee, CCI receives support from literally hundreds of volunteers. Volunteer groups are recruited and coordinated by the Interfaith Conference and offer shelter guests healthy snacks, support and assistance in the shelter. In 2007, CCI received roughly 2,400 hours of support from volunteers.

Outcomes:

CCI measures success based on the accomplishment of goals related to income, housing and personal skills, as well as removal of potential barriers to identified goals. In 2008 the Cathedral Center served 867 households in total. Our team was successful in aiding nearly 100% of our total population in finding safe placement or housing – up from 84% in 2007. Of this, 520 single women and families were placed directly into independent or long term transitional housing –just over 60% of our total population. We are proud to report that over the past two years, CCI staff has doubled the percentage of permanent or transitional housing

placements – up from 30% in 2006. Following is more specific information on goal attainment, as it pertains to women and families separately:

Families: 328 families (851 children) served in all combined programs from 1/1/08 – 12/31/08.

- 113 families were served in the community and were assisted in avoiding a shelter stay.
- **Increased income:** 19 families served in our emergency shelter increased income through entitlement programs and employment.
- **Safe Placement:** 100% of families found safe placement via CCI services. Of this, 215 or 66% of families were served in CCI's emergency shelter program. As well, 172 or 52% of total families served were placed into permanent or long term transitional housing programs.
- **Achieved personal goals:** 100% of families utilized community resources to assist them in removing barriers to goals and/or attaining goals related to independence.

Single Women: 539 individual women served in all combined programs from 1/1/08 – 12/31/08

- **Increased income:** 105 or 20% increased income through entitlement programs and employment or completed activities related to increasing income (i.e.: entitlement applications, education and/or job readiness training).
- **Safe Placement:** 100% of single women served found safe placement via CCI's emergency shelter. Of this number 343 or 64% were placed in long term transitional or permanent housing upon departure from CCI and an additional 50 women were placed in long term shelters.
- **Achieved personal goals:** 100% of women utilized community resources to assist in removing barriers to goals and/or attaining goals related to independence.



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STATEMENT OF REVENUES AND EXPENSES

FOR YEAR-ENDED December 31, 2008

The Cathedral Center January - December 2008

Revenues:

Government Contracts:	\$496,652.00
State Shelter Subsidy, State Emergency Shelter Grant, FEMA, Milw. Co. , Guest House	
Other Nongovernmental Contracts:	\$27,270.00
United Way	
Contribution & Other	\$283,626.00
Investment Income	
(Any other Revenues) In- Kind Donation	\$179,000.00
Total Revenues:	\$986,548.00

Expenses:

Payment to a National Organization	\$0.00
Programs	\$607,168.00
Support Services & Fund Raising	\$159,225.00
In-Kind Expense	\$179,000.00
Total Expenses:	\$945,393.00
REVENUES IN EXCESS OF EXPENSES	\$41,155.00