



## Good Neighbor Homeless Shelter 2010 Annual Report

*Mission Statement: The mission of the Good Neighbor Shelter is to provide men, women, and families with temporary shelter and with physical, emotional, and spiritual support. A caring staff assists the guests with developing and prioritizing goals for their return to the community as productive members.*

### **I. Program Description:**

- A. The immediate goal of the Good Neighbor Homeless Shelter is to provide temporary shelter, food, and clothing to those in need. However, any guest who desires to remain at the Shelter must meet our guidelines and comply with all house rules. Guests are required to obtain employment within four weeks of entering the shelter so that when they exit the shelter they have the financial resources needed to live independently.
- B. Entry guidelines include:
- 1) Possession of state issued ID (emergency 3 day stay may be granted to allow guest time to obtain ID, which is needed to obtain work);
  - 2) No history of crimes against children or sexual crimes;
  - 3) Guest may not have any outstanding warrants of any kind;
  - 4) Guests must not be actively using drugs or alcohol; guests are tested for drugs/alcohol upon admission and randomly per the staff;
  - 5) Guests must not display evidence of severe mental health issues (e.g. schizophrenia - based on self-report of diagnosis or hospitalizations);
  - 6) Guests who leave the program may not return for six months; guests are allowed to stay at the Shelter a total of three times and then are no longer allowed to return in the future.
- C. The Shelter Manager completes a Goals “Intake Interview” within 24 hours of guest registration. The purpose of the interview is to assess the guest’s situation and create a plan of action for addressing the issues that caused the individual to become homeless. In weekly individual meetings, the Goals Manager helps guests develop a plan, prioritize solutions, and focus on strategies to accomplish their goals. Problem solving skills are emphasized to help guests deal with current issues and future challenges. Each week, the Executive Director meets with the Goals Manager to assess the guests’ progress and make further recommendations.
- D. Homeless members of our community, whom we call “guests” while they are with us, arrive at the Good Neighbor Shelter in crisis. The loss of shelter, a most basic human need, is the presenting problem, but many issues lead to becoming homeless. In 2010, as expected, a large percentage of guests came in to the Shelter as a result of losing their job and therefore

being unable to make either rent or mortgage payments. A large percentage also came in to the Shelter after living with extended family for a period of time until they were no longer welcome. Some also reported disputes among within their family due to the economic and job crisis which broke relationships and forced them into homelessness. The Shelter, through our Goals Program, provides guests an opportunity to address many of the issues that lead to being homeless and facilitates a return to self-sufficiency.

- E. Guests are permitted to stay at the Shelter for four weeks while looking for full time employment. During this job search period they must complete six job searches six days a week, and on these job searches must complete applications and bring back contact information on each to the Shelter. If they are able to secure full time employment, they can be eligible for up to eight additional weeks, for a total of twelve weeks.

## **II. Program Highlights:**

- A. Census: 329 persons were sheltered between January 1 and December 31, 2010 for a total of 4,138 bed-nights. Of 329 guests, 28 were children aged 12 months to 17 years.
- B. Occupancy: The shelter was at 56% occupancy for the year—ranging monthly from 33% in June to 83% in January.
- C. Program Changes:
  - a. Due to increased demand, the Shelter capacity was changed from the previous 20 persons (program capacity) to 23 (building capacity). Staff worked hard to accommodate this additional increase and continue to provide the same level of quality services to our guests.
  - b. In 2010, the Board of Directors approved lengthening the time of stay from two weeks to four weeks during the job searching period due to tougher economic conditions and difficulty of finding employment.

## **III. Program Statistics:**

- A. 301 adults participated in the Goals Program during 2010.
- B. 136 stayed 1 to 28 days. In this category, most guests were helped to rejoin family or placed in settings more appropriate for their needs.
- C. 29 stayed 29 to 56 days. In this category, many were able to find low-cost temporary housing and chose to move out in advance of finishing the program.
- D. 15 stayed 57 to 84 days. In this category, many accomplished several goals, found permanent housing, and started savings accounts.
- E. A total of 140 goals were completed: 61 found a job; 25 completed a budget; 24 started a savings account; 7 got transportation; and 23 found new permanent housing.
- F. Guest Demographics: 211 (64%) males; 90 (27%) females; 28 (9%) children
- G. Day Services – The shelter provides services to individuals and families who do not stay overnight at the shelter but need food, clothing, etc. While there is no firm policy regarding how often a person can utilize Day Services, the Shelter keeps a log of those who participate and makes sure these individuals are aware it is available in case of emergency, not to be used to supplement or encourage their ongoing homelessness.
- H. Persons receiving Day Services: 83. All participants either received food (a hot meal or canned goods); received clothing, coats, blankets, and/or shoes; used the facility to take a shower or do laundry; or received referrals for other services not provided by the shelter.

### III. Program – Miscellaneous

- A. **Success Story:** In December a guest came in to the Shelter who had become homeless because she lost her job due to taking an extended leave to care for her mother with some significant mental health concerns. She came with a lot of experience in hotel management and quickly took a position as manager of one of the local hotels around Cartersville. She shared with the Staff that “the shelter is a place where they notice you as a person, not just your circumstances.” She added, “They give you the tools to rise above your circumstances.” She feels her success is because of the people who came around her and supported her while she was here—both staff and other guests.
- B. The food budget continues to be a struggle, still impacted by a combination of rising food prices and increased census; the food budget is maintained at about \$100/week. The Shelter was able to add some new meal providers and began publishing a monthly Needs List to solicit community support.
- C. By the close of 2010, the Shelter Manager and the Day Shift Supervisor had been trained in Pathways and had updated all census reporting so that throughout 2010 all reporting was up to date regarding daily census.
- D. Once again the Shelter observed Homeless Awareness Week which took place November 3<sup>rd</sup> through 8<sup>th</sup>, 2010, and included a Bucket Drive in downtown Cartersville, a Rummage Sale in the ATCO neighborhood, and a Downtown 5k all to raise awareness of homelessness and the Shelter.

### IV. Facility

- A. The Shelter received a grant to purchase two new washing machines and one new dryer for guest use at the Shelter. Guests are permitted to do laundry free of cost.
- B. The Shelter received donations of a new dishwasher and a used refrigerator which both were helpful in upgrading the kitchen.
- C. Volunteers throughout the year helped with painting projects throughout the house—by the end of 2010 the entire hallway from one end of the house to the other had been painted as well as women’s bedrooms A and C and the children’s playroom.
- D. The Shelter continues to have an annual Spring Cleaning day, and this year 15 volunteers came out to help with outdoor cleaning, cleaning the gutters, and working on the shrubs.
- E. A local Boy Scout troop from the area came out and pressure washed the entire fence during the summer.
- F. The students from Splash Bartow came out and repainted the entire porch in July 2010.
- G. A local foundation helped with the costs of cleaning out the entire duct system under the house to improve HVAC functioning in the fall.

### V. Board of Directors

The 2010 Board of Directors was composed of the following individuals:

- Board President, Becki Post, Telephone Tools of Georgia
- Board Vice President, Diane Harris, Dale Carnegie of Georgia
- Board Secretary, Lane McMillan, Bartow County, Commissioner’s Office
- Board Treasurer, Kelley Lemmings, Mashburn & Ransom, CPAs

- Lori Barnette Albea
- Alan Black, Bartow County Bank
- Alex Bonds, Keller Williams
- Brandon Bryson, Vaughan & Evans, LLC
- Patches Dabbs, Exit Realty
- Bill Devine, retired
- Jim Hodge, Hodge Colors for Concrete
- Patty Jafolis, Shaw Industries
- Debra Jones, Marriott Hotels
- Leslie McMillan, Cartersville-Bartow County Chamber of Commerce
- Jay Milam, Peachtree Planning
- JJ Norris, SunTrust Bank
- Peter Olson, Jenkins, Olson, & Bowen, PC
- Christine Smallwood, City of Cartersville Fibercom Department
- Phoebe Steiber, Cartersville Medical Center
- Mike Taylor, City of Cartersville Fire Department

## VI. Sponsorships

The economic downturn of 2009 continued to impact the Good Neighbor Homeless Shelter in 2010. We saw a large decline in both individual and church contributions. Business sponsorships of the Shelter were also down significantly. The Shelter was very thankful for the Sponsorships of 2010.

**Annual Sponsorships:** Bartow County Bank and TJ Maxx

**2010 Georgia Barbeque Classic:** Paul Battles, Dellinger Management Group, AllState Insurance Thompson Group, SunTrust Bank, Kachinsky Chiropractic, JEF Consulting, and Gutter Guard, and Buffalo's Cafe

**2010 Our Hearts Their Harbor Silent and Live Auction:**

*Diamond Sponsor:* Eyeworks;

*Platinum Sponsor:* Rebecca Carr & Joseph Prince;

*Gold Sponsors:* Cartersville Flooring Center, Daily Tribune News, Divergence, Analysis, Inc, Glen & Mary Ellen Hittle, Hilton Garden Inn, Kachinsky Family Chiropractic, M. Faye McCord, Peter & Ellyn Olson, and Phoenix Air;

*Silver Sponsors:* Cartersville Animal Hospital, Dr. and Mrs. Kevin McElwee, and Daniel & Rebecca Shabo;

*Shelter Contributors:* Alan & Sharon Ponders, Emily Gilreath, Lois Hill, and Margaret K. Barber.

**Downtown 5K:**

*Title Sponsor:* Georgia Bone & Joint.

*Other sponsors of the event:* Harbin Clinic, Peachtree Planning, Stiles Jewelry, Kachinsky Chiropractic, JDH Electric, Bartow County Bank, Sam Frankins, Medical Missions Unlimited, Harry Daniel Insurance, A & R Diversified, Akin & Tate, Jenkins, Olson, & Bowen, Wynn GMC, AllState Insurance Thompson Group, Kyle Russell, F. Lee Perkins

**Round-up at the Thompson's Randarosa:** Randy & Jackie Thompson, Eyeworks

**In-kind sponsor:** ARCO Printing.

The Shelter raised only 75% of funds needed to operate in 2010. The balance of the funds came from reserves. Decreases were primarily seen in event sponsorships and investment income. Additionally, costs have increased regarding food, which also impacted several of our Special Events, and increasing the capacity from 20 to 23 yielded some increased costs, on household items for example.

## VII. Fundraising

Fundraising through Special Events is one of the primary responsibilities of the Board of Directors. The Board worked throughout the year to identify events they thought would bring funds in to the Shelter as well as promote and create awareness of the Shelter in the community.

### A. Georgia BBQ Classic

Between June 3 and June 4 a portion of Sam Smith Park was transformed from an open "field" into "BBQ City." Residing in the "city" were 40 cook teams, 23 craft vendors, 15 food vendors, a performance stage, a judges tent, and a hospitality tent. The Georgia BBQ Classic kicked off official activities with a concert by north Georgia's favorite country rock band, Babe's Bayou. While the band was "a rockin," the cook teams were busy getting set up for a long night of "cookin."

Cook teams competed for prizes in several categories. Cook teams identified received 1<sup>st</sup> Place include the following:

Pork ribs: "Twisted Pig",  
 Pork shoulder: "Bomb Diggity BBQ",  
 Brisket: "Swine Tyme",  
 BBQ sauce: "Grillin Gaspassers",  
 Open pit: "Johnny Mitchell's Smokehouse",  
 Overall Grand Champion: "Johnny Mitchell's Smokehouse"  
 Friend of the Shelter: "Backside BBQ"

\*\*This is a coveted award, selected as the overall "favorite" by the attending public.

Additional event activities included cooking demonstrations, antique tractor display and kids rides provided by the Gordon County Antique Engine & Tractor Club, and a variety of activities for kids. Our hospitality tent provided our sponsors and volunteers refreshments throughout the event and lunch was provided by Buffalo's Cafe. The event netted approximately \$4000 for the Shelter.

The GBC was executed expertly thanks to the committee who worked for months in preparation to ensure every detail was complete. Unfortunately, ticket sales were way down from years past. Due to the amount of time and energy from the Board and other community volunteers, the expenses associated with putting on the event, the lack of major sponsors for this event, and the unknown factors for this event such as weather and economy affecting ticket sales, the Board voted to end our involvement with the GBC in future years. While this was a strong position to take with the level of commitment from local "Back Home Barbequers" and the community, the decision was made to allow the Good Neighbor Homeless Shelter to raise funds throughout the year with new events designed to reach a variety of audiences with less combined effort in resources to execute the events.

## **B. Our Hearts Their Harbor Silent and Live Auction**

The **14th Annual Our Hearts Their Harbor** Silent and Live Auction was held on August 18, 2010 at the beautiful Hilton Garden Inn. The evening began with a preview of the array of auction items, all of which were donated by local merchants. The Hilton Garden Inn provided a delicious dinner buffet. The entertainment for the evening was local musician, Patti Holiday along with her band, The Blues Hill Trio. They supplied delightful jazz music to fill the evening air. One of the highlights of the evening was the live auction. Kevin Daniels donated his services as auctioneer. He kept the crowd entertained and helped to raise the auction prices. The live auction included items such as vacation packages and furniture. Our Hearts Their Harbor was a fun evening and raised almost \$9,000 which made it the largest fundraiser for the GNHS in 2010.

## **C. Round-up at the Thompson's Randarosa**

Some of Cartersville's finest joined together to commemorate 9-11 by raising funds for the Good Neighbor Homeless Shelter during the **Round-up at the Thompson's Randarosa** on Saturday, September 11, 2010. Randy and Jackie Thompson hosted festivities that highlighted TV and Celebrity Chef Marvin Woods. As Oprah previously declared, "Chef Marvin Woods' dishes are light, sophisticated and exotic," and those in attendance enjoyed a delightfully tasty and healthy feast for all. Music was provided by Sam Holladay who surprised everyone with the sound of his voice. "It was as if Johnny Cash himself was here," several guests mentioned. The evening also included portrait photos taken by Mandy Cantrell and an auction of a couple select items. The Roundup at the Thompson's Randarosa was thoroughly enjoyed by all with several comments during and after the event. Tickets were \$125 per person or \$200 per couple. The invitation included an opportunity to make a donation for those who could not be in attendance. The event netted \$3,225.00 for the Shelter.

## **D. Downtown 5K Road Race**

The Shelter started a new bi-annual **Downtown 5K Road Race** which brought \$4,800.00 to the Shelter. The race was held in conjunction with Homeless Awareness Week and the route ran from the downtown Public Square across town and by the Shelter and then returned to downtown. The Board hopes to have a bi-annual race, one exclusively in downtown and the other with a route that will pass the Shelter. The Board agreed to change the name for future races to the Good Neighbor 5K for greater flexibility and affiliation to the Shelter.

## **E. Rummage Sale**

The **"Have A Heart For The Homeless" Fall Rummage Sale** was held November 5<sup>th</sup> & 6<sup>th</sup> at the ATCO Club House. With the support from the community \$2,300.00 was raised to benefit the Shelter. Citizens from all parts of Bartow County responded to an article printed in the newspaper asking for donations for the sale. An event such as this serves many purposes – primarily it raises funds, but also provides quality merchandise at very low prices during these tough economic times as people are looking for alternative purchasing methods. Also, this is a motivator for those of us who are "pack rats" to clean out and know that things are not thrown away but are "recycled" to someone who may be in need of those specific items. Rummage sales provide entertainment for

those “looking for that unique item.” Board members and volunteers sorted and priced the items on Thursday with the sale beginning on Friday morning thru Saturday afternoon.

#### **F. Bucket Drives**

Twice during 2010 Board members and other volunteers conducted bucket drives to collect donations for the shelter. The first was held in the spring, the other in November in conjunction with Homeless Awareness Week. Collections took place at prominent intersections in downtown Cartersville as well as at local high school football games. Over \$3,700.00 was collected to support the Shelter.

#### **VIII. Staff**

- A. The Shelter Manager/Goals Manager position merged beginning on January 1, 2010, now titled the Shelter Manager, and was held throughout the year by Ginger Mahoney. She not only supervises the day-to-day functioning inside the Shelter, she also meets weekly with all guests and helps them continue working towards their goals as they prepare to exit the Shelter.
- B. For the majority of the year, Margie Telfair served as the Executive Director of the Shelter. However, after her departure in October, the Board brought Jessica Mitcham in to the position. Jessica received a Bachelor’s Degree in English from the University of Georgia, a Master’s in Divinity from George W. Truett Theological Seminary, and a Master’s in Social Work from Baylor University. She was a hospice social worker for several years before going to work for Tallatoona Community Action Partnership, a local nonprofit in Cartersville. She brings to the Shelter knowledge about fundraising and grant writing and partnerships with many of the other local human service agencies, civic organizations, and foundations.

#### **IX. Volunteers**

The Shelter is thankful to Jeff Jones, Bob Massey, and Judy Bedell who continued to volunteer weekly and help the Shelter in many different capacities. We also had countless other individuals and civic and church groups come to the Shelter to lend a hand in our work. Volunteers help with cleaning, organizing, and maintaining the food pantries and clothing and coat closets, and also help with some of the administrative needs in the Shelter.

The Shelter is also thankful for all of the individuals, community and church groups, and local small businesses that serve as Meal Providers throughout the year, bringing in a hot, home cooked meal for up to 23 guests every day of the year. The following individuals and groups were involved many times throughout the year: First Presbyterian Church, Heritage Baptist Church, Euharlee Baptist Church Women’s Group, Cartersville Medical Center, Bob Meredith, Elise Eubanks, Patti Harmon, Carmella Henrick, Jimmy and Ann Jay, Janet Shroeder, Joan Creel, Debbie Eberhard, Ellen Worley, Kitti Carte, Betty Crane, Bertha Dodson, Laurie McAfee, Becky Massey, Pam Samples, Ann Johnson, Wendy Allen, Mary Bethune, Maria and Albert Zabala, and Marcia and Jim Vlasnik. Countless others were also involved throughout the year making sure hot, home cooked meals were brought to the Shelter daily for the guests to enjoy.

**X. Outlook for 2011**

The Shelter is hopeful for a more fiscally successful and prosperous 2011. The Board elected to make some changes to the calendar of fundraisers, accentuating events that netted a reasonable amount for the Shelter compared to amount of work and volunteer hours needed to host the event. The Shelter has also made amends in their relationship with the Georgia Department of Community Affairs, made corrections in all necessary reporting issues of the past, and has received funding that will come in to the Shelter in the spring of 2011—they are also hopeful additional funding will be awarded beginning in the fall of 2011. The Board of Directors has also chosen to establish an Advisory Board, composed entirely of former Board members, who will be involved with the Shelter through required financial commitment, committee membership with and attendance of Special Events, and as advocates of the Shelter in our community.

It is the strong conviction of the new Executive Director that an increase in community awareness of the Shelter must take place and then the compelling story of the work done in the Shelter will speak for itself. She will also be integrating some new smaller programs in to the life of the Shelter in order to create some new opportunities for the community to connect to the Shelter. Finally she will be pursuing several new grant funders locally and in the Atlanta area in order to gain additional, vital funds for the Shelter.

Respectfully submitted,

2011 Board of Directors

Diane Harris,  
President, Board of Directors

Christine Smallwood,  
Vice President, Board of Directors

Lane McMillan,  
Secretary, Board of Directors

Kelley Lemmings,  
Treasurer, Board of Directors

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