



**Vision Statement:**

Serving the Emergency Needs of those without a home with Compassion, Respect, and Resources.

**Mission Statement:**

Carlisle CARES provides emergency community resources to people without a home and assists them in finding permanent housing while providing access to other necessary human services so as to expedite the transition from emergency needs to self-sufficiency or interdependency.

# 2017

## ANNUAL REPORT

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## Carlisle C.A.R.E.S. Combined Area Resources for Emergency Shelter

Carlisle C.A.R.E.S. is a United Way partner agency consisting of four programs:

- 1) Emergency shelter for homeless single adults.
- 2) Emergency shelter for homeless families,
- 3) Resource Center for facilitating the transition to permanent, stable housing and an end to homelessness, while providing basic needs and supportive services.
- 4) Cyberspace computer lab, providing computer support and internet access for job readiness and continuing education.

Carlisle C.A.R.E.S. is as an independent 501(c)3 non-profit charity, and is a member of the Carlisle Area Chamber of Commerce and P.A.N.O. (Pennsylvania Association for Non-Profit Organizations).

Homelessness is a far greater issue in our community than most people realize and local shelters are almost always at full capacity with long waiting lists. In the summer of 2004, a group of local congregations and social service providers decided to provide an additional shelter alternative for the winter of 2004-05. From this group of volunteers, Carlisle C.A.R.E.S. (Combined Area Resources for Emergency Shelter) was born.

Carlisle C.A.R.E.S. soon learned of a group of downtown Harrisburg churches collaborating to provide shelter through the winter months in their own church facilities. Carlisle C.A.R.E.S. decided to provide the same service in Carlisle and Cumberland County through its own local churches. In November 2004, Grace United Methodist Church opened its doors to provide shelter every night for a month from 9:00 PM to 7:00 AM for individuals in desperate need of it. Several other local churches including Cavalry Road Church of God, First Lutheran and Friends Meeting of Carlisle also provided shelter locations on a rotational basis until the end of March 2005. In 2009, Carlisle C.A.R.E.S. gained independence by becoming its own 501(c) 3 charity.

All shelter residents are required to complete a National Criminal Investigation Check (N.C.I.C.). The staff at Carlisle C.A.R.E.S. also performs a check on the Megan's Law site as well as reviews any docket sheets on the judicial site, which determines their eligibility into the shelter. At the overnight shelter a minimum of 2 volunteers is needed stay with the residents/residents every night.

Carlisle C.A.R.E.S. averaged between 40 to 50 shelter residents each night, and served a total of 364 unduplicated residents for the whole year of 2017, who were all very cooperative and appreciative of the program. Carlisle C.A.R.E.S. and the Board of Directors are grateful and pleased with the commitment of the 300 volunteers and 14 churches. Carlisle CARES wishes to acknowledge their commitment to our organization during 2017, in helping to make a difference in the lives of those experiencing homelessness.

## ***A Message from the Executive Director***

*Dear Friends,*

*We have seen a lot of change during 2017, as we celebrated 13 years of operating as an emergency shelter, and we continue to seek new ways to improve our programs to serve the needs of those experiencing homelessness. As we continue to meet the increased demand for emergency shelter and services, we are excited to look for new ways to partner with our community in an effort to end homelessness.*

*Given the challenges we face as we strive to meet the needs of those we serve, we realized the importance of a short and long term strategic plan. The Board of Directors, the staff and I all worked together to develop an intentional plan for continued growth and success as we move forward. This plan provides a roadmap for continued support and development of our existing programs, a guide toward our next steps, and a means of measuring our goals and accomplishments. The strategy details will be reviewed and updated on an ongoing basis, to reflect new opportunities and program changes, and to ensure that our goals are constantly aligned with our mission and vision.*

*Most notably, during 2017 we were excited to open our new assessment suite, combining an area for initial medical assessments as well as an office for a new Coordinated Entry Program. We were fortunate to obtain funding from the Cumberland County Medical Society, which was used for the costs associated with renovations to our facility and relocation of the administrative staff, in order to allow space for the suite. In addition, a team of medical professionals from the community has graciously volunteered their time to help coordinate this program, and continue to offer their time on a rotating basis, to perform the medical assessments. The primary purpose of this initial assessment is to identify and refer potentially critical physical and mental health concerns prior to someone entering our program.*

*During 2017, we were selected as the single point of entry for Cumberland County's Coordinated Entry Program, a new program mandated by Housing and Urban Development, where we provide the initial assessment for those seeking assistance while they are experiencing homelessness. Once the assessment is complete, information is entered into a central database, which is shared with housing and program services across a 33 county region, in an effort to best meet the needs of the population being served.*

*As I look back over 2017, I am humbled by the tremendous support of our many volunteers, community partners, donors, and event sponsors. We truly appreciate the support of our community in collaborating with us both financially and in volunteer services to fulfill our mission to provide emergency shelter and services to those experiencing homelessness. Finally, I would like to thank also the Board of Directors and the staff, for all of their hard work and dedication to the mission and vision of Carlisle CARES.*

*Shari Bellish  
Executive Director*

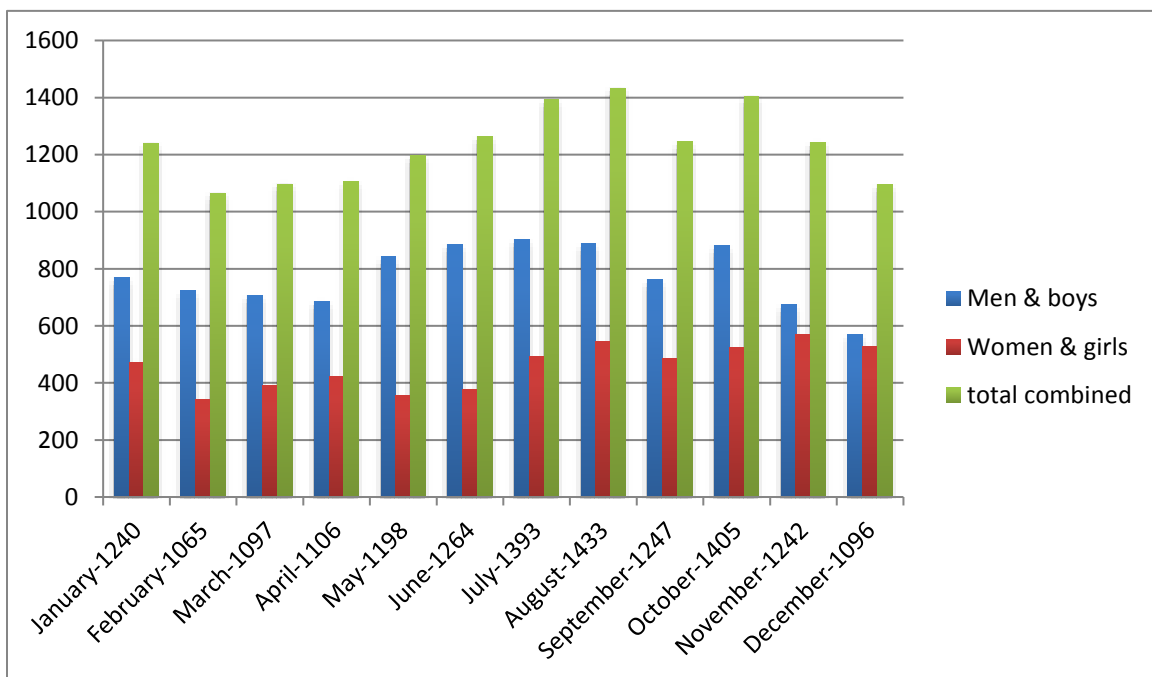
## The Emergency Shelter:

The shelter is not in a permanent location, but rotates each month to a different church facility offered by our community. The shelter is primarily supported by volunteers and coordinated by Carlisle C.A.R.E.S. staff, with a full-time Program Coordinator who is managed by a full-time Program Director. It is open to families and individuals who are experiencing homelessness, 7 nights a week, 365 days a year including holidays.

### 2017 Hosts:

<u>Month</u>	<u>Individual</u>	<u>Combined</u>	<u>Family</u>
January	~~~~~	Carlisle UMC	~~~~~
February	~~~~~	First United COC	~~~~~
March	1st Evang. Luth.	~~~~~	Carlisle Friends
April	~~~~~	Plainfield COG	~~~~~
May	2nd Presb.	~~~~~	UU of the CV
June	Carlisle Alliance	~~~~~	Mt Holly COG
July	First COB	~~~~~	Carlisle UMC
August	~~~~~	Otterbein UMC	~~~~~
September	~~~~~	Plainfield COG	~~~~~
October	St. Paul's Lutheran	~~~~~	Carlisle Friends
November	St. John's Episcopal	~~~~~	Mt Holly COG
December	Life House COG	~~~~~	Carlisle UMC

### 2017 Number of Beds Used



## Resource Center

In February 2010, Carlisle C.A.R.E.S. opened the doors to the Resource Center in cooperation with the Cumberland County Housing and Redevelopment Authority. The groundbreaking for construction of the new building was held in May 2009. The Resource Center is located at 50 W. Penn Street in Carlisle, Pennsylvania.

The main goal of the Resource Center is to assist the homeless in overcoming their unique obstacles to obtaining and maintaining housing. All clients will be assigned a Supportive Services Coordinator (SSC). Depending on individual circumstances and needs, the SSC will then connect the client to the appropriate services such as educational and employment programs, medical, legal, or veterans' services. Professionals from in the community have agreed to partner with C.A.R.E.S.; many of them do hold office hours on a regular basis at the Resource Center.



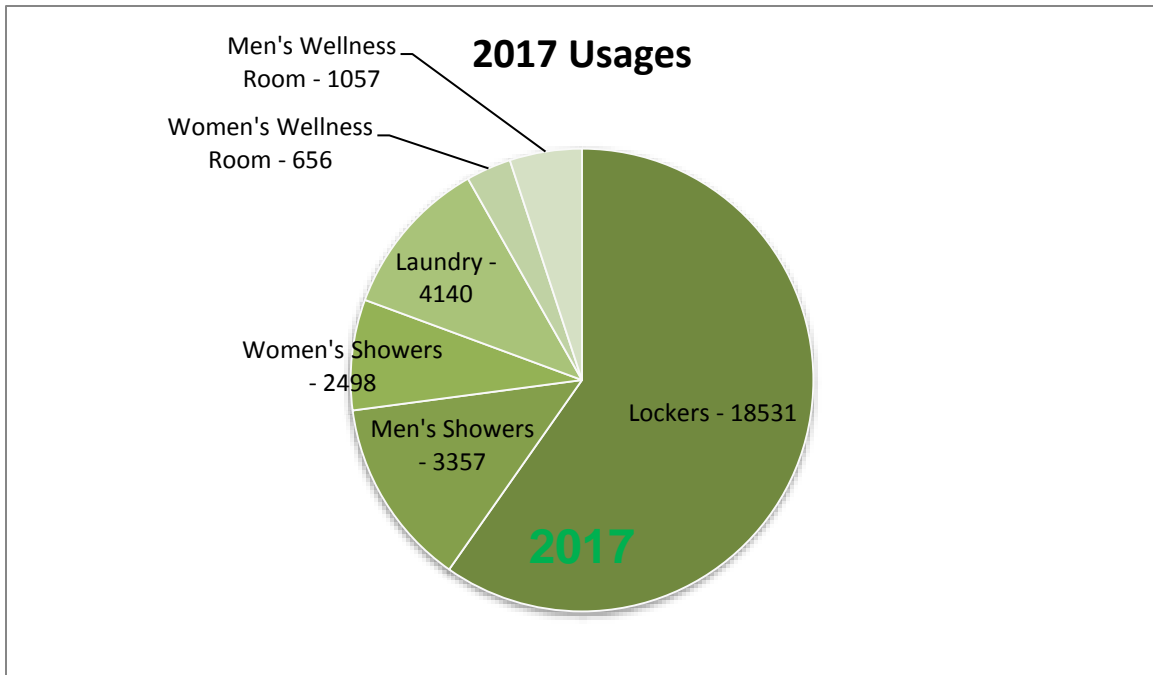
The Center provides a “home base”, and serves as a place to take a shower, wash clothes, store a backpack, make and receive phone calls, and receive mail. This helps alleviate a major obstacle confronting those seeking to extract themselves from homelessness. Those who are capable of working cannot go on a job interview if they are dirty, or with unlaundered clothing and carrying everything that they own. Oftentimes they cannot apply for a job or schedule an interview unless they have an address and phone number.

C.A.R.E.S. SSC's ensure that the residents comply with their responsibilities, and will continue to be available to individuals after they are placed into permanent housing. In summary, the Resource Center helps individuals both to obtain and to maintain their housing.

### **The Resource Center provides:**

- ✓ Lockers for storage of personal items
- ✓ Kitchenette with lunch options, snacks, and beverages
- ✓ Ongoing supportive services and coordinated entry
- ✓ Job training and continuing education in collaboration with Employment Skills Center and other agencies
- ✓ Assistance from over 20 other human service providers
- ✓ Wellness room containing cots for recuperation from illness or injury, 3<sup>rd</sup> shift employment
- ✓ Mail boxes
- ✓ Showers and Laundry Facilities
- ✓ Assessment Suite

## Resource Center Program Statistics



### Carlisle CARES Resource Center Multi Year Totals

year	Total	Total Families	Individuals	Currently in case management and at the close of the year	Aftershelter care	Discharged	households or individuals placed into housing	percentage of total
2010	268	38	156	42	27	0	27	10%
2011	438	49	294	41	24	46	70	16%
2012	464	68	284	34	19	68	87	19%
2013	346	51	212	70	39	94	133	38%
2014	306	42	184	64	13	163	176	58%
2015	381	50	233	81	29	147	176	46%
2016	372	41	260	42	14	259	273	73%
2017	364	33	283	25	33	139	172	47%

# Fundraising Efforts and Promotional Events

**Partnership with Community Aid, Year round**

**Business Appeal Letter**

**Service Appeal Letter**

**Annual Banquet, April**

**Golf Tournament, July**

**Church & Individual Appeal Letters, November**

**Downtown Carlisle Christmas Parade, December**

**Christmas Wreath Auction, December**



## Ways to Give

Cash or Checks made payable to “Carlisle C.A.R.E.S.”

At our website [www.carlislecares.org](http://www.carlislecares.org) via PayPal or Stripe

Drop unwanted clothing & shoes in Community Aid Bins around Carlisle displaying Carlisle C.A.R.E.S. logo!

Become a member of our giving programs:

Cares-A-Lot  
Solace Society  
Endowment Fund

# Volunteer Opportunities

## Emergency Shelter:

**Professional Volunteer:** This person, who works professionally in the social service field or has homeless shelter experience, does intake evaluations with each resident.

**Male Overnight Volunteer:** One male is needed to stay the night with the residents every night.

**Female Overnight Volunteer:** One female is needed to stay the night with the residents every night.

**Church Liaison:** This is a person who organizes a group of volunteers from their church or group and schedules them to volunteer.

**Host Volunteer:** This person is a member of the church/facility that is hosting the shelter, (s)he unlocks the doors for the other volunteers each night.

**Transportation Driver:** This person helps drive the residents to the shelter when it is located on the outskirts of town.

## Resource Center:

**Receptionist Volunteer:** This person helps in the front office with signing residents, volunteers and visitors into the Resource Center, as well as office duties.

**Office Volunteer:** This person helps with office tasks.

**Combined Area Volunteer:** This person helps out in the Resource Center assisting residents with items they may need as well as helping residents with their laundry.

## Cyberspace:

**Computer Lab Volunteer:** This person would help the program coordinator with computer related projects, or assist users with technical questions.

## Events:

**Committee Volunteer:** This person would serve on one of our planning or advisory committees.

**Event Volunteer:** This person would serve during a fundraising event.



## Wish List

### Office Supplies

- ✓ Stamps
- ✓ White-out
- ✓ Permanent markers
- ✓ Copy Paper
- ✓ Tape
- ✓ #10 envelopes
- ✓ Catalog Envelopes
- ✓ Pens & Pencils

### Personal Hygiene items

- ✓ Toothbrushes
- ✓ Toothpaste
- ✓ Deodorant
- ✓ Razors
- ✓ Body wash
- ✓ Shampoo
- ✓ Combs/brushes

### Cleaning supplies

- ✓ Vinyl gloves
- ✓ Laundry detergent
- ✓ Dishwasher soap
- ✓ Dish liquid
- ✓ Broom
- ✓ Paper towels
- ✓ Clorox wipes
- ✓ Lysol Spray

### Other Supplies needed

- ✓ Socks (all sizes)
- ✓ Kid's underwear
- ✓ Men's boxers (L/XL)
- ✓ T-shirts (L/XL)
- ✓ Combs
- ✓ Tissues
- ✓ Gallon Ziploc bags
- ✓ 30 gallon trash bags
- ✓ Pillow cases
- ✓ Coffee
- ✓ Creamer



## Carlisle C.A.R.E.S. Staff:

Executive Director - **Shari Bellish**  
Administrative Assistant – **Kelly Major**  
Program Director- **Beth Kempf**  
Supportive Services Director – **Kathy Swope**  
Finance Coordinator- **Ann Carney**  
Volunteer Coordinator - **Tracy Shuell**  
Events Coordinator - **Rachel Strayer**  
Supportive Services Coordinator - **April Edwards**  
Resource Center Program Coordinator - **Karen Rhody**  
Emergency Shelter Program Coordinator - **Ray Shaull**  
Cyberspace Program Coordinator - **Mary Parks**  
Program Assistant – **Deb Stackfield**

## Executive Board of Directors

President - **Brad Griffie**  
Vice President - **Andrew Lippert**  
Secretary - **Jennifer Heishman**  
Treasurer - **Sam Glesner**

## Board of Directors - Committee Chairs

Staff Relations Chair - **Deborah Johnston**  
Board Development/Governance Chair - **Justin Hovetter**  
Development Chair - **Jim Sniscak**  
Programs Chair - **Pat Pellman**  
Members at large - **Dave Rogers, Kristin Varner, Marissa Lowell**