



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.**

2016

ANNUAL REPORT

**50 West Penn Street
Carlisle, PA 17013**

**phone 717-249-1009
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www.carlislecares.org



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

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 – computers for job readiness and continuing education

Carlisle C.A.R.E.S. is as an independent 501(c) (3) non-profit charitable. Carlisle C.A.R.E.S. has two memberships; one with the Chamber of Commerce and another with P.A.N.O. (Pennsylvania Association for Non-Profit Organizations)

Homelessness is a far greater issue in our community than most people realize. Other 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.

All shelter guests 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 guests/residents every night.

Carlisle C.A.R.E.S. averaged between 40 to 50 shelter guests each night, a total of 372 unduplicated guests/residents for the whole year of 2016, who were 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 245 volunteers and 14 churches. Carlisle CARES wishes to thank them for a wonderful year in 2016, without them 372 people would have had nowhere to go.

A Message from the Executive Director

Friends,

As I reflect back on 2016 it makes me feel accomplished and organized. 2016 came with major changes to the organization due to the demand unfortunately to the need for the services. The changes that occurred were: a reorganization and restructuring of staff titles and responsibilities, restructuring of the Board of Directors and their roles, rewriting the By-laws, and updating and rewriting of the personnel policies.

Last year marked 12 years of operating an emergency shelter, and a lot has changed since the beginning. In the beginning the only service Carlisle CARES offered was the overnight shelter that was housed in the local churches, during the cold winter months only. Now 12 years later we offer 4 total programs; Emergency Shelter, Family Emergency Shelter, Resource Center (day Center, and Cyberspace (computer lab).

The homeless population steadily grew with each passing year, and trends for the need evolved as well. We saw a steady increase of Veterans, people over the age of 60, and families. When Carlisle CARES began in 2004 the population was predominantly men, but now the men only make up 51% of the total population.

We are so extremely blessed by the support our community gives, and without the 248 volunteers, 14 churches and donors we would not be able to provide the services that we provide for so many. Thank you to each and every one of you who gave, because what you gave provided services for 372 unduplicated individuals. Those individuals used a total of 13,600 beds, and 31,600 services were used at the Resource Center.

I would like to thank also the Board of Directors and the staff, for all of their hard work and dedication to Carlisle CARES' mission and vision.

Shari Bellish
Executive Director

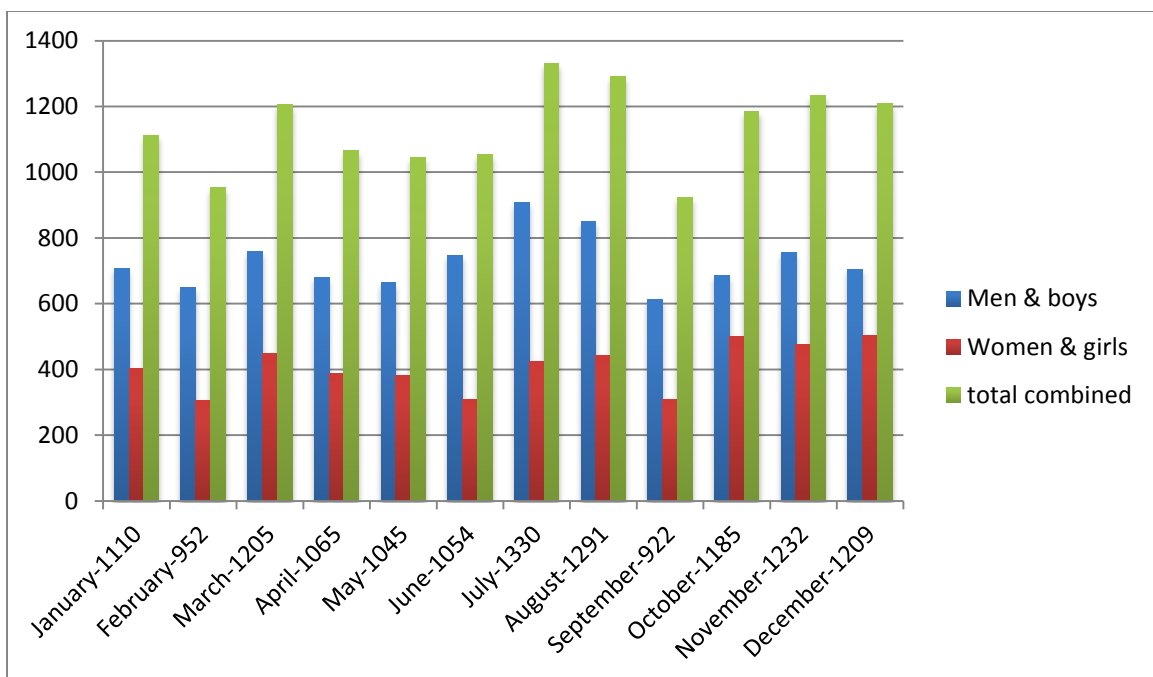
The Emergency Shelter:

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 staffed by volunteers and supported by Carlisle C.A.R.E.S. staff, with a part-time Program Coordinator who is managed by a Full-time Program Director. It is open to homeless families and individuals, 7 nights a week, 365 days a year including holidays.

2016 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.	~~~~~	Carlisle UMC
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

2016 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.



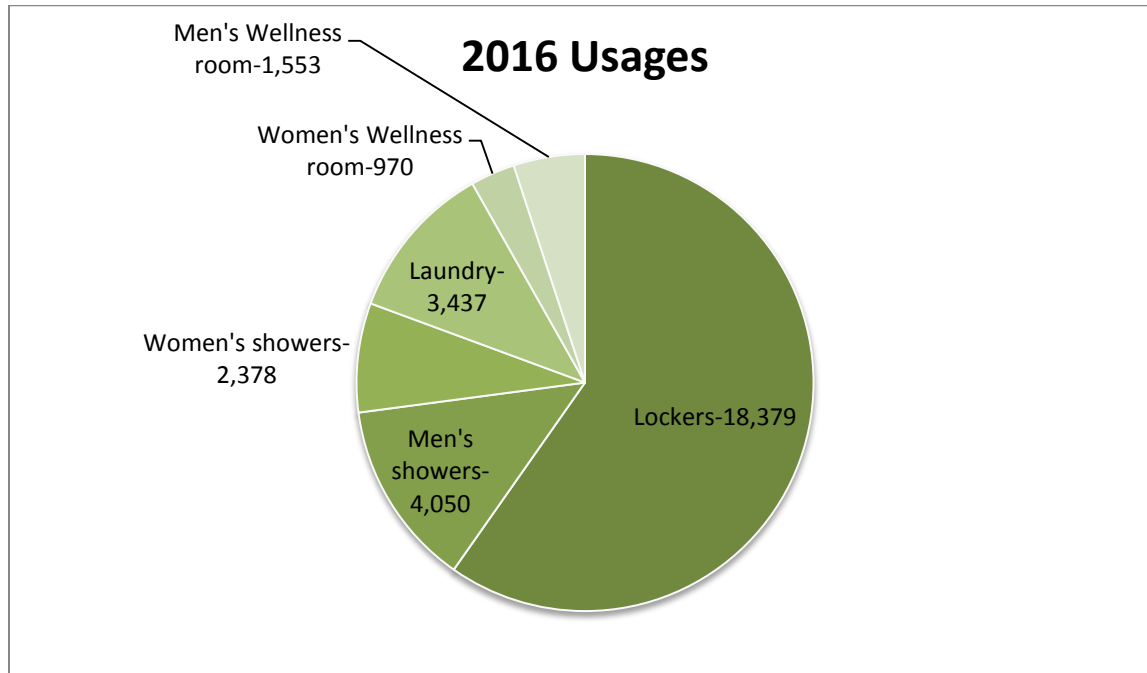
The Center provides a “home base”, a place to take a shower, wash clothes, store a backpack, make and receive phone calls, and receive mail. This helps alleviate a major obstacle confronting those seeking to extract themselves from homelessness. Those who are capable of working cannot go on a job interview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

C.A.R.E.S. SSC's insure that the guests comply with their responsibilities, and will continue to be available to individuals even after they find housing. In summary, the Resource Center helps individuals both to obtain housing 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
- ✓ 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, 3rd shift employment
- ✓ Mail boxes
- ✓ Showers
- ✓ Laundry Facilities

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 permanent or transitional 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%

2016

Fundraising Efforts and Promotional Events

Partnership with Community Aid, Year round

Business Appeal Letter

Annual Banquet, April

Golf Tournament, July

Church & Individual Appeal Letters, November

Christmas tree and Wreath Auction, November



Ways to Give

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

At our website www.carlislecares.org via PayPal or Stripe

Purchase Shaklee Products through our Website

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 guest.

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

Female Overnight Volunteer: One female is needed to stay the night with the guests 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 guests to the shelter when it is located on the outskirts of town. Usually you have to be a member of an organization that owns the vehicle.

Resource Center:

Receptionist Volunteer: This person helps in the front office with signing guests, 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 guests with items they may need as well as helping guests 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 the planning committee for fundraising events.

Event volunteer: This person would serve during a fundraising event.

Wish list

Office Supplies

- ✓ Stamps
- ✓ White-out
- ✓ Permanent markers
- ✓ Paper
- ✓ Tape
- ✓ #10 envelopes

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***

Program Director ~ ***Beth Kempf***

Supportive Services Director ~ ***Kathy Swope***

Bookkeeper ~ ***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***

Executive Board of Directors

President ~ ***Brad Griffie***

Vice President ~ ***Andrew Lippert***

Secretary ~ ***Jennifer Heishman***

Treasurer ~ ***Sam Glessner***

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***