



ROSE HAVEN

ANNUAL REPORT 2020

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Board President's Statement



We are bracing ourselves for the inevitable reality that more women and families will need our help over the coming years.”



Mask up...stay 6' apart...mute yourself...binge on Netflix. This year has indeed been a wild ride. However, I'm so proud of Rose Haven's agile response in providing for the needs of so many. We have created new ways of proceeding which have brought us together as a community.

The pandemic forced us to create new norms in living our lives. Imagine the pivots Rose Haven needed to make to service 2,500 guests and accommodate Covid-19 protocols while dealing with national and local racial unrest amidst the trauma of wildfires. Rose Haven never missed a beat!

By changing our service models, we were still able to offer deliciously prepared food, necessary personal kits and a reassuring presence to so many women and families via our front door. Through these many months, Haven was always been a verb - never a noun.

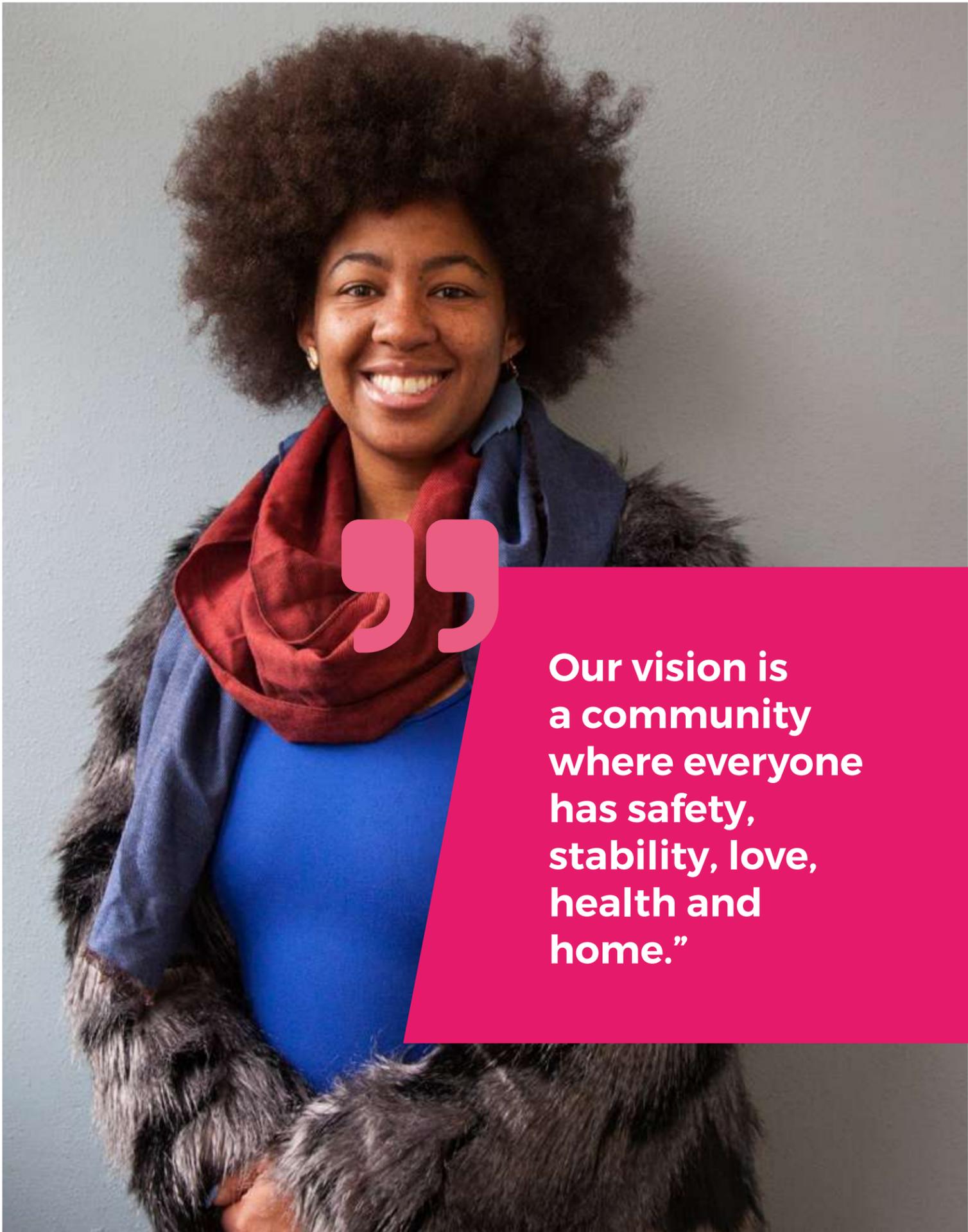
This Annual Report captures the details behind our stories, highlights our organization's accomplishments, and builds trust and appreciation for all who have helped us exceed our goals. Somehow, we managed to tackle some immense agency priorities this year. Our Board is focused on the future of Rose Haven. We updated our Mission and Values to more accurately reflect our guiding principles and important work. New bylaws were established to better clarify our governance, and Strategic Priorities were defined to direct our agency efforts over the next 3 years.

All of these powerful advances, as important as they are point to one major achievement. The outstanding work and commitment of the staff and our Executive Director, Katie O'Brien. It was their compassion and creativity which enabled us to overcome this wild year.

I am hopeful not only because of financial position, the guests cared for, and the dedication of our staff, but because I see the grace in the generosity of so many of you who believe in our mission of HAVEN offering: a place of safety, stability, love, health and home.

Gratefully,

Kathy B. Kelly
President, Board of Directors



Our vision is a community where everyone has safety, stability, love, health and home.”

Rose Haven Mission

To provide day shelter, resources, emotional support and community connections to women, children and marginalized genders experiencing homelessness and poverty.

Why Portland Needs Us

Oregon has the 2nd highest rate of unsheltered homeless people in the country, and Rose Haven is the only day shelter and community center in Multnomah County supporting those who are women, children and marginalized genders. We know the greatest contributors to homelessness for women in Oregon include domestic and sexual violence, unaffordable housing, wage inequity, and mental and physical disabilities. We also know that each person’s experience is unique and layered, and that those impacted need a helping hand to navigate the complexities of their worlds.

How We Show Up

Rose Haven is a low-barrier agency that exists not to just meet basic needs, but to nurture souls and improve the emotional, mental and physical well-being of our guests and our community as a whole. We understand our agency exists within larger systems of oppression, and we seek to disrupt those structures through radical hospitality, advocacy on an individual and community level, and meaningful connections to resources. Recognizing the isolation and loneliness that homelessness can create, we work to hold a space where all guests can connect, have voice and be empowered.

78%

Unsheltered people in Multnomah County reporting one or more disabling conditions
Source: Multnomah County Point in Time Counts 2019

59%

Women in Portland who are homeless and experienced domestic violence
Source: Multnomah County Point in Time Counts 2019

53-83%

Women earn 53-83% to the dollar that men make, depending upon race or ethnicity
Source: Count Her In Report, Women’s Foundation of Oregon

79%

Portland’s housing expenses higher than the national average
Source: PayScale



Our Impact

Rose Haven served nearly 2,500 people last year. The numbers are never reflective of the impact we have truly made...this is especially so in 2020. While our service statistics are phenomenal, they are a small part of the story. They don't tell us how many lives we've saved by providing essential supplies to the chronically homeless who have not been indoors anywhere in nearly a year. They don't enumerate how many people we educated about the pandemic and the importance of wearing masks, washing hands, seeking medical attention and knowing protocols during this new and scary epidemic. They don't indicate how many phones we charged, people we gave voter ballots to, or stimulus checks distributed through our mail program. Nor, do they don't quantify the guests we have laughed with, those we have shed tears beside, or the hearts we have mended over the course of our work in 2020. They are countless.

Children Served – 702

346

School Supply Kits

901

Diapers Packs and Baby Supplies

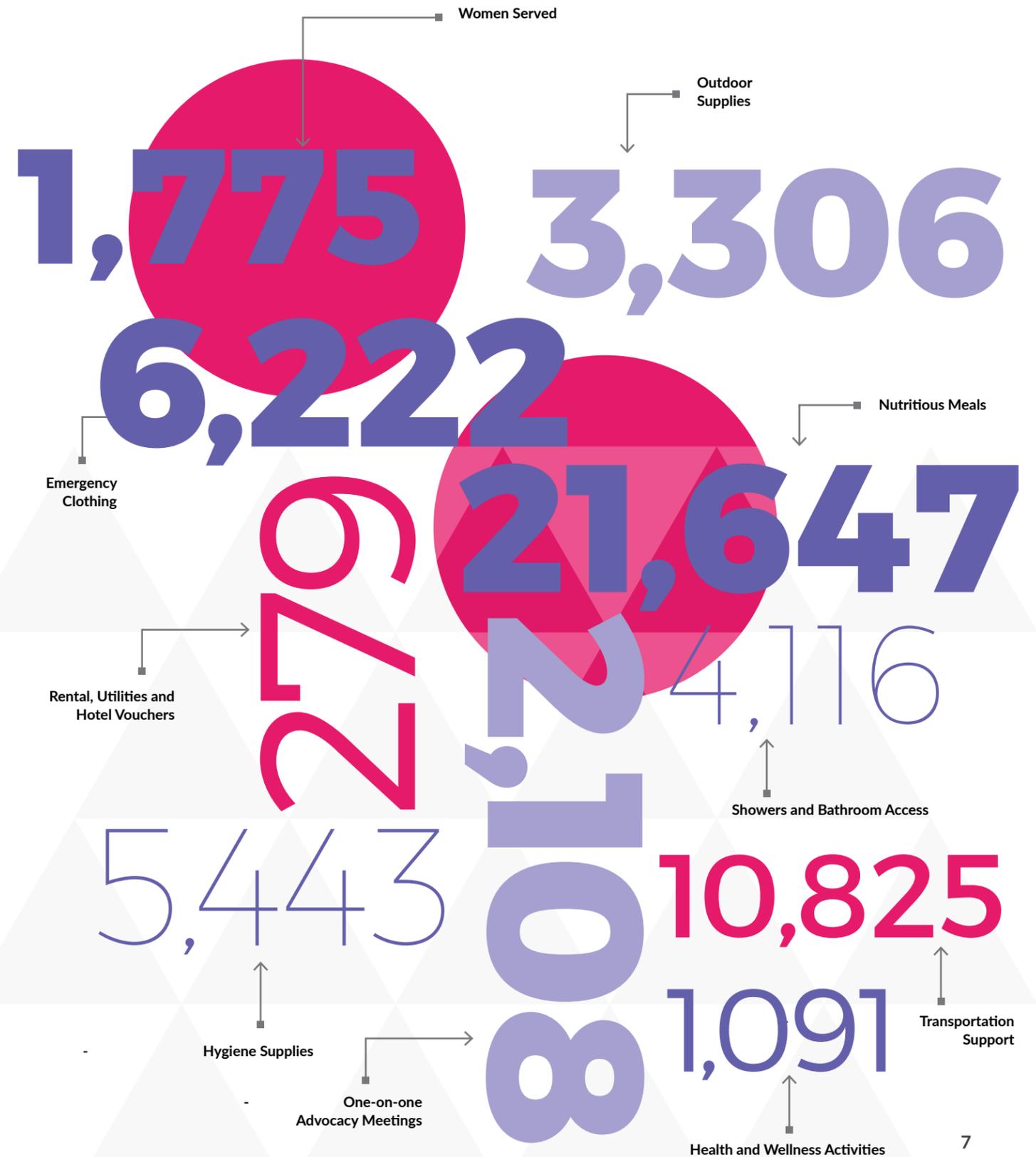
180

New Winter Coats

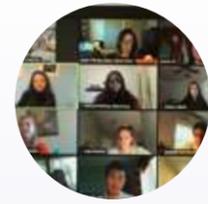
515

Holiday Gift Bags

Women Served



Milestones Month by Month 2020



**Jan
2020**

**Feb
2020**

**Mar
2020**

**Jul
2020**

**Aug
2020**

**Sep
2020**

\$100,000 Impact Award from ninety-nine girlfriends received
Traditional indoor services for the new year began
Give!Guide campaign concluded

Celebration of Life for longtime volunteer, Aejae Kelly
Katie O'Brien hired as Executive Director
Valentine's Day celebration with Oregon Symphony performers

COVID-19 shelter in place began
Pivoted to at-the-door services
Pandemic education and PPE distribution to guests began
Advocacy program moves to sidewalk
Hired In-kind Donations Coordinator, Marie Ellsworth
Hired Nutrition Program Coordinator, Tracy Lowman

Shower Program resumed
Hired PT Development Associate, Megan Owen
Hired third Advocate, Madison Reed

School supply distribution to 346 kids
BOD strategic planning process began
Advocacy support moved back indoors

Wildfires result in Portland having poorest air quality in the world
Mutual Aid partnerships established
2020-21 Youth Outreach Board kicks off service year

**Apr
2020**

**May
2020**

**Jun
2020**

**Oct
2020**

**Nov
2020**

**Dec
2020**

Agency COVID-19 safety protocols established
Increased direct service allocations for guests by 70%
Living wage increases implemented for all staff
Avi Deol named Deputy Director
Liz Starke promoted to Development Director
BOD COVID-19 Task Force established

Friday pop-up events began each Friday in courtyard
Virtual Reigning Roses Walk raised \$158k
BOD training in Diversity Equity and Inclusion (DEI)
Social unrest and downtown Portland protests began

DEI committee established by BOD
Pride pop-up celebration with guests
Juneteenth pop-up event

Halloween pop-up celebration
Staff mission, values and visioning retreat
BOD initiated plans to move to larger facility

Nursing students return onsite
Harvest Meal of Gratitude pop-up celebration
Heather Hilligoss promoted to Program Manager
Updated agency Vision, Mission, and Values adopted

Virtual Branching Out Reception
Suicide prevention training for staff and key volunteers
New agency bylaws adopted
Holiday gift distribution to 515 children and 143 moms
Gift distribution and outdoor celebration for 150 adult guests



Programs Overview

”

I just want to thank you from the bottom of my heart for the services that you render here on a daily basis.”

Wellness & Showers

Mental and physical wellness are central to our programming. Showers, bathrooms and hand washing sinks are accessible daily. In addition we have partnerships with various community health workers and student nurses who are available to Rose Haven guests to address their medical concerns both onsite and offsite. This gives our guests the opportunity to get one-on-one advice from a professional on first aid, nutrition, other health related issues.

Communications

We help guests stay connected to social service agencies, housing resources, prospective employers, family and others by providing safe and secure access to mailboxes, phones, computers, phone charging and WiFi, empowering them to stay informed and regain independence.

Children's Services

Rose Haven distributes baby supplies, diapers, school essentials, clothing and warm coats to hundreds of children. In addition, we host an exceptional gift program bringing new toys, joy and light to more than 500 children in our community during the holidays.

Advocacy

Rose Haven Advocates meet one-on-one with guests to assess their unique situation, offering compassion, guidance and referrals to available resources and support programs. Onsite Advocates also provide financial aid for identification replacements, medical emergencies, transportation, utilities, employment uniforms, rental applications, storage units and other vital resources.

Hospitality

During hospitality hours, Rose Haven provides healthy meals and the opportunity for guests to interact with others in a safe and welcoming community setting while enjoying companionship rarely experienced when living on the street. During 2020, hospitality was provided outdoors where we also held socially distanced celebrations and activities.

Emergency Supplies

With limited opportunity for guests to secure indoor shelter in the city, Rose Haven provides essential items to support guests living outside in emergent situations. Rose Haven distributes life-saving outdoor supplies, emergency clothing, and hygiene kits free of charge to our guests.

Guest Story: Kimmie

Kimmie came to Rose Haven in 2018 when she was pregnant with twins, living on the street and struggling with addiction. Thanks to our Advocacy Program, now she has her own place and is clean and sober. She dropped off donations for us in July 2020, desiring to give back to a place that had done so much for her. Kimmie also wanted to share her story, to give other women who are struggling hope. "If I can do it, they can do it too", says Kimmie. "If I could just change one person's life that needed encouraging words, that would make me happy."



Kimmie credits our Deputy Director, Avi Deol, for saving her life when she offered her a compassionate ear two years ago. Kimmie happened to be walking by Rose Haven, and came inside for help after seeing other women outside. Once through our doors, she immediately felt safe. Over the course of a few months Rose Haven helped her with meals, showers, suitcases, ID, diapers, a mailbox, connection to medical care, and most importantly socialization. She participated in our classes and activities and was inspired to think creatively about how she could overcome her challenges.

"Rose Haven matters because when you have no one else you can turn to, and you are in the streets, you can come to Rose Haven and they will guide you in the right direction of how to become independent. I have overcome drug addiction, and I have overcome the abusive relationships... being abused and being beaten... scared to come out my shell. I am still in recovery, and it isn't just about the addiction, it's about homelessness too. That was something I had to overcome, and once you overcome it you are like "I can do this! You don't have to be ashamed of your life, just take charge of your life and you'll see where you end up at."

Kimmie wants to thank all of the donors, staff, and volunteers for taking her in as one of their own. She most of all wants to personally thank Avi for helping her through the darkest times.

"I finally found who Kim was. It took a while, but I found her. Who I am is who I am, and I have come a long way. I now am in my own place, getting therapy, keeping up with doctors and my medicine, and I have a great caregiver. Now I can open my own windows up, cook my own meals and be safe."

Volunteers

575
volunteers



9,890
total hours

As a volunteer powered agency, the pandemic significantly impacted our onsite workforce. We were challenged to adapt to the necessary social distancing and practices needed to keep people safe, while upholding the essential, life-saving services that Rose Haven provides. A core group of volunteers joined our "bubble" during these uncertain times and changing circumstances to help onsite with direct services. Many volunteers picked up take-home projects, while others collected needed items.



Demographic Data Rose Haven 2020

- 36% of participants identify as Black, Indigenous or People of Color
- 46% of participants identify as White or European descent
- 18% of participants did not answer

African	7	Eastern European	17
African American	112	Hispanic	46
American Indian	62	Indigenous	7
Asian	8	Latina	54
Asian American	49	Middle Eastern/Arab	1
Black	49	Native American	35
Caucasian/White	806	Native Hawaiian/Pacific Islander	11
Combined Ethnicity	174	Pacific Islander	3
		Unanswered	334

* The 36% of BIPOC participants did NOT count folks who identified as: Caucasian/White, Eastern European, and Unanswered.

* The 46% of White or European participants was counted by folks who identified as: Caucasian/White and Eastern European.

* Data reflects adult guests only.

Our Commitment to Equity

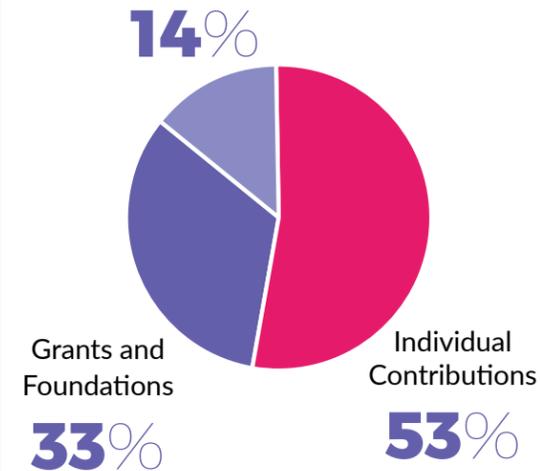
Equity and inclusion are central to our programming, and we focus our efforts on those most vulnerable and marginalized. We welcome guests of all backgrounds, regardless of age, race, class, ethnicity, faith, culture, language, marginalized gender identity, sexual identity, ability, citizenship status and other identities and experiences.

FY20 Financials

January 1 - December 31

Income **\$1,434,254**

Corporate Contributions

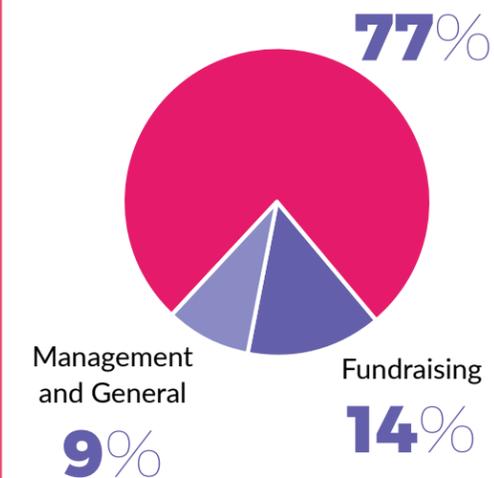


Individual Contributions	\$751,259
Grants and Foundations	\$472,953
Corporate Contributions	\$206,035
Miscellaneous	\$4,007
TOTAL INCOME	\$1,434,254

January 1 - December 31

Expenses **\$940,571**

Program Services



Program Services	\$720,668
Management and General	\$81,467
Fundraising	\$138,432
TOTALEXPENSES	\$940,571

* Surplus revenue to be dedicated to securing a new Rose Haven facility in 2021.

Strategic Priorities 2021-2024

Over the course of 2020 board, staff and community members took on the important task of looking to our future. We are preparing for increased demand and enhanced services to help our guests reach their full potential during and after the pandemic, in a community overcome by the challenge of homelessness.

PROGRAMS

Build meaningful, inclusive, sustainable and consistent programs

- Build and maintain consistent health and wellness programming
- Strengthen and build advocacy department services
- Build and maintain guest education, connection and empowerment opportunities
- Expand and maintain clothing and emergency supplies
- Establish consistent and reliable nutrition and food programming

HUMAN RESOURCES

Ensure our human resources model promotes a positive and sustainable employee, volunteer and board experience

- Create a work culture that attracts the best talent and improves employee experience
- Increase volunteer participation and provide exceptional volunteer experience at all touch points
- Develop a board of directors with diverse life experiences and perspectives, who are innovative, open to growth and wholeheartedly committed to the governance of the agency

DE+I

Build diversity, equity and inclusion best practices into all aspects of our work

- Build and foster an inclusive agency that attracts the best talent, mutually beneficial relationships, values diversity of life experiences and perspectives, and encourages innovation.
- Build and maintain equity and inclusion in all facets of guest programming
- Establish inclusive and equitable policies, procedures and practices
- Foster a learning environment throughout all levels of the agency to create a community of openness, growth and continual learning around DE+I and its intersection with Rose Haven

FUNDING

Raise sufficient funds to execute on our strategic priorities

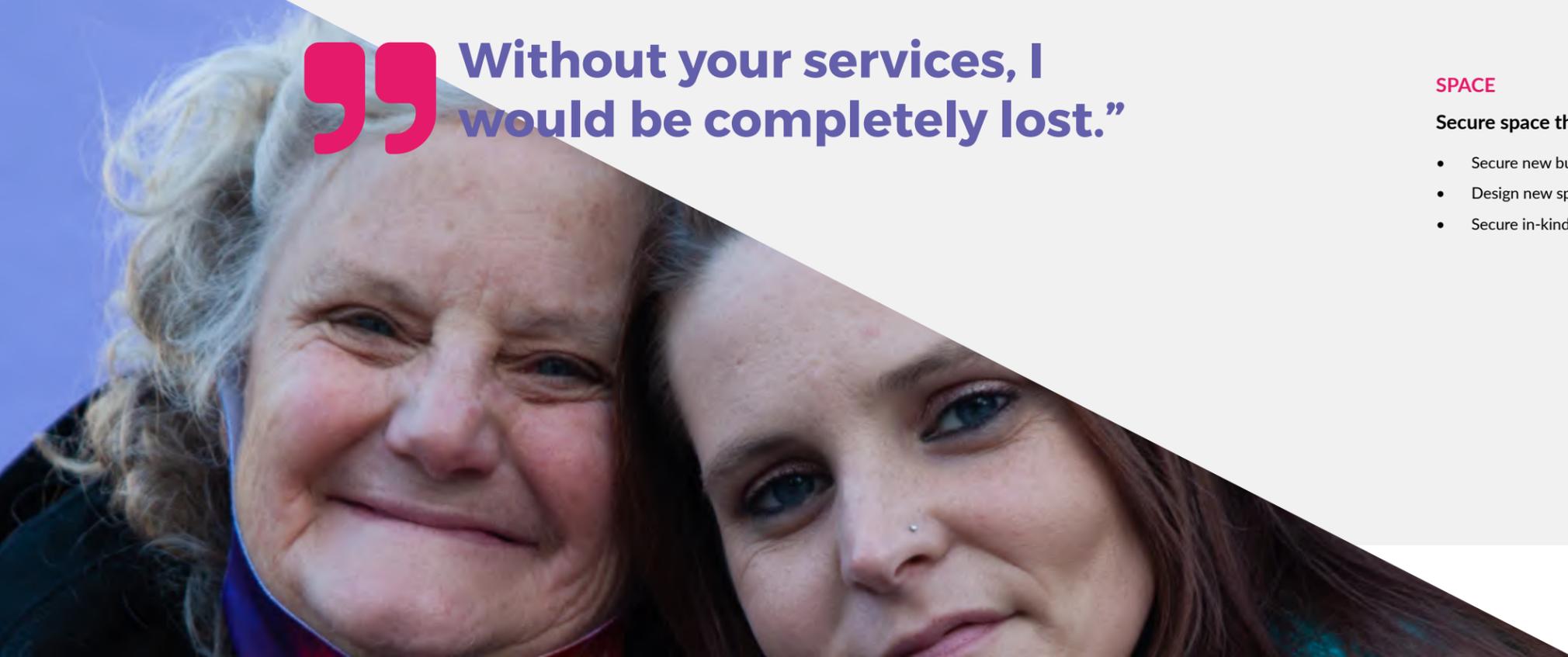
- Ensure financial stability for annual operations and continued agency growth
- Secure human resources to support fundraising efforts and provide superior donor communication
- Identify and secure tools needed to streamline development efforts, improve donor experience and increase agency visibility

SPACE

Secure space that advances our ability to meet our mission

- Secure new building to better serve our current guests and provide additional capacity to serve more people need
- Design new space focused on equity, accessibility, and safety for staff, guests and volunteers
- Secure in-kind partnerships in support of facility design, construction, furnishing and maintenance of new space

“Without your services, I would be completely lost.”



Guest Story: Shirley and Kendra



Shirley, along with her teenage daughter Kendra, came to Rose Haven in 1996 when our programs were first developing. Today, Shirley celebrates 21 years of being clean and sober. She is a proud mother, grandmother, and community activist who remains a member of the Rose Haven community.

Rose Haven's low barrier model allowed her to access resources for herself and her children at their time of greatest need. We regularly provided her clothing and supplies to keep her family safe and healthy, and Shirley participated in wellness and empowerment activities to help center and find herself. She connected with our Advocacy Program to get clean, and to access a transitional housing program that Shirley later graduated from.

In 2003 Kendra was tragically killed by the Portland Police Bureau, survived by her two young children Melvin and Marqie. From this point on, Shirley has helped raise her grandbabies, and dedicated herself to advocating other families whose children have been killed the police. In 2020, Shirley attended the 57th annual March on Washington. She continues this work by sharing the story of Kendra's life and her devastating death.

Shirley strongly advocates for other folks on the street to access our shelter...

“Rose Haven has been an inspiration for my life. You know, I was a lost soul and I found a place that made me feel safe. Rose Haven was able to show me different opportunities and how to get help with my addiction, how to support other people that come through those doors as an equal.”



Our Values



ROSE HAVEN

- **Compassion:** Rose Haven welcomes each person by embodying respect, openness, empathy and a non-judgmental approach to our work.
- **Individual Worth:** The life and varied experiences of every person is deeply valued and supported. We work towards ensuring the guests of Rose Haven feel recognized with a sense of dignity, belonging and acceptance that values their individual choice.
- **Reconciliation:** All members of our community commit to valuing one another through respect and forgiveness, and we offer a process for guests to learn and redirect behaviors towards reconciliation with themselves and others.
- **Zeal:** (Love in action) Rose Haven embodies this energy through a holistic, person-centered, trauma-informed lens. We strive to provide support focused on guests strengths, avoid re-traumatization, and promote safety, healing and empowerment.
- **Community:** As a community based organization that includes guests, agency partners, volunteers, staff, donors and stakeholders, Rose Haven recognizes that our collaborative efforts are essential to fulfill our mission.

2020 BOARD OF DIRECTORS

Kathy Kelly

President, Executive Committee

Maryann Schwab

Vice President, Executive Committee

Mary Costantino

Treasurer, Executive Committee

Dana Hogan

Secretary, Executive Committee

Sharron Gargosky

Member, Strategic Planning Committee Chair

Lauren Wilkins

Member, Youth Outreach Board Chair

Joanna Herrmann

Member

Peter Irving

Member

Janet Neron

Member

Scott Nichols

Member

Hayden Thomas

Member

2019-2020 YOUTH OUTREACH BOARD

Arushi Agarwal, Westview High School

Cate Bikales, Lincoln High School

Alexa Bowerfind, Oregon Episcopal School

Sofia Braun, Lincoln High School

Emily Cigarroa, Lincoln High School

Jenny Duan, Jesuit High School

Grace Graham, St. Mary's Academy

Anna Hester, St. Mary's Academy

Lucy Keane, Jesuit High School

Chloe Knott, Grant High School

Josephine Koepping, Lake Oswego High School

Gillian LaBelle, Sunset High School

Nikhita Mathur, Jesuit High School

Maddie McIntyre, Riverdale High School

Jane Murphy, St. Mary's Academy

Presley Rehling, Sunset High School

MJ Sasse, Grant High School

Stella Terry, Riverdale High School

Snigdha Thatikonda, Westview High School

Gretta Thompson, Lincoln High School

2020 STAFF

Jessica Almroth, Operations and Volunteer Manager

Avi Deol, Deputy Director

Marie Ellsworth, In-kind Donations Coordinator

Heather Hilligoss, Program Manager

Christine Keery, Advocate

Tracy Lowman, Nutrition Program Coordinator

Steph Ng Ping Cheung, Lead Advocate

Katie O'Brien, Executive Director

Megan Owen, Development Associate

Madison Reed, Advocate

Liz Starke, Development Director

Jaye Stone, Shower Program Coordinator

Valerie Voza, Guest Services Coordinator



ROSE HAVEN

How to Help

- Volunteer
- Donate
- Make a Planned Gift
- Host a Supply Drive or Fundraiser
- Follow Us



All images in this report are of Rose Haven community members.

Photography by Nikki Fenix

Graphic design by Colleen O'Brien