

# 2021 Gratitude Report



thank  
you!



## Vision

Ending Homelessness in Central Oregon Together

## Mission

Transforming Lives Together Through Shelter, Help and Hope

## Values



COMPASSION



EQUITY



EMPOWERMENT



INTEGRITY



COLLABORATION



ACCOUNTABILITY

## land acknowledgement

The land on which Bethlehem Inn operates is part of the homeland and traditional territory of the Confederated Tribes of Warm Springs (Warm Springs, Wasco and Paiute). We pay respect to all Confederated Tribes of Warm Springs peoples, past, present and future, who have made it possible for us to live and work in this community.

## message from Gwenn wysling

I am always so grateful for and inspired by our donors, but never more than this past year. During a time of navigating personal fears and obstacles, you made sure we were here to continue serving vulnerable adults and families in our community. You made sure they still had a warm, safe place to stay as they pursued their journey to stable housing.

Before the pandemic hit in early 2020, we were looking forward to our first full year of operation in our newly built campus. In fact, thanks to the generosity of donors just like you who provide funding and support to help unsheltered adults and families, we were close to meeting the community's increasing need.

Then COVID-19 hit and, with it, the need for social distancing. To ensure the health and well-being of residents and staff, we were required to reduce the number of people we could serve on any one night. We made fast-paced pivots to enable residents to continue receiving help in their search for stable housing and employment. All of this while maintaining strong community partnerships to transform lives and fortify the Inn's programmatic impact. We truly could not have made it through this very challenging year without you!

Looking ahead, we need and want to do more – and we will. Not just for the people who call us today, but for those who will call in the future. For this reason, our leadership team and Board of Directors made the decision to pursue an Oregon Community Foundation Project Turnkey Grant which enabled us to purchase a motel property in Redmond. This new Bethlehem Inn location will allow us to serve more people across a greater geographic area. Thanks to you, we will be there to help!

Bethlehem Inn holds deep appreciation for the collaboration, advocacy, and continued growth and learning that is ever present in our daily work. We know this year has brought challenges to many of you, and that makes us all the more grateful for your support and compassion. Thank you!

Warm Regards,



## Board of Directors

**Megan Burgess, President**  
**Mike Bonetto, Vice-President**  
**Kevin Link, Secretary**  
**Jill Craveiro, Treasurer**

**Tammy Baney**  
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**Rev. Dr. Steven Koski**  
**Lauri Miller**  
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**Tom O'Brien, Emeritus**



#### Maggie's Gratitude

*"Now that I have a place to call home, I can decorate my walls."*

To most people, this is a simple, unremarkable act. But to Maggie, it represents the priceless stability she has finally found. Before coming to Bethlehem Inn, her anxiety led to panic attacks, which resulted in unemployment, leading to unpaid rent and, eventually, homelessness that left her living in her car.

Maggie found the Inn through a Google search and has stayed here several times over the last few years. In addition to experiencing warmth, kindness and hope, she has received assistance with housing applications as well as access to counseling. After a lifetime of hardship and abuse, she discovered that her trauma, pain, and sadness had a name: PTSD. Maggie is now safely and comfortably settled in an apartment she is proud to call home - the very place where she decorates her walls as a sign of permanence and progress, and pain giving way to peace.



#### James' Gratitude

*"We were safe and surrounded by caring, compassionate people."*

Not everyone who comes to Bethlehem Inn is unemployed. James is a long-time Bend resident who works as a wildland firefighter and a roofer. Even with hard work and a steady paycheck, James couldn't find affordable housing and spent months in a motel, which ate up his pay and his modest savings. With a young son as well as an infant daughter whose mother died during childbirth, he was a single father seeking security for his family.

James and his children settled into one of the Inn's family units and the staff worked with him to secure a housing grant through Neighbor Impact. While he has struggled with addiction in the past, he has been clean and sober for more than a year. Fighting woodland fires allows him to earn a solid income but it also means he is away from his kids. With his son now enrolled in Head Start and his daughter in safe, reliable daycare, James can work without worry and this small family can enjoy the light and warmth of being together.



#### Hannah's Gratitude

*"I was not judged.  
I felt comfortable."*

Hannah was living and working in Washington when she gave birth to her son, Aidan. She recognized that staying with her baby's father was unhealthy, so she and Aidan moved in with family in her native Central Oregon, which proved to be another less than ideal situation. Hannah found work easily but securing care for Aidan was a significant challenge, especially during the pandemic. When she ran out of money, a therapist suggested Bethlehem Inn.

Initially, Hannah worried about the stigma surrounding homeless shelters and said the first night was especially hard since she doesn't like curfews. But, at the Inn she found safety and a chance to get back on her feet. The staff welcomed mother and son and provided emotional support as well as a path to safe housing through Neighbor Impact. Hannah, a fiercely protective mom and motivated individual, says the Inn is a great place to go for those willing to step up and help themselves. She is doing just that now, seeking care for Aidan so she can pursue work in the hospitality industry.



#### Jim's Gratitude

*"I am grateful that my  
life's hurdles have been  
overcome and replaced  
with hope and promise."*

Jim has faced mental health challenges for most of his life. When a three-decade career in Oregon state government service abruptly ended, those challenges made it difficult for him to find and keep other employment opportunities. With his pension gone, Jim thought he was headed for life on the streets...until a friend told him about the Inn.

When Jim came to the Inn he was, in his words, "in a really dark place." Staff worked with him to secure disability support through Deschutes County Behavioral Health and enrolled him in the Oregon Health Plan so he could access much-needed medications. Having those critical needs met freed Jim to focus on saving money to gain permanent housing. The pandemic delayed his departure from the Inn but he was able to find a place of his own, supported by resources to ensure a successful, sustainable transition. We do still see Jim at the Inn on a regular basis – giving his time as one of our valued volunteers.

# It's not just what we do, it's how we do it together!

Thanks to generous donors just like you, Bethlehem Inn delivered a wide range of high-impact services that successfully enabled residents to move from crisis to stability in spite of the challenges of the global pandemic.

## Case Management and Referrals: Resident Success

Your support helped residents focus on finding jobs, learning computer skills, accessing medical services and finding housing during their average ten-week stay at the Inn. 100% of Inn residents had their basic needs met.

Parents learned how to help with remote learning enabling children to stay connected to their teachers and classmates.



You helped us to provide **1,134** case management sessions and over **870** referrals to local partner agencies.



Over **500** individualized health, safety and virtual learning trainings were provided to residents.

## thanks to the community



Over **58,000** nutritious meals were served!



**Inn expands shelter services to Redmond!**

A \$2.7 million Oregon Community Foundation Project Turnkey Grant funded the purchase and conversion of a Redmond motel into the city's first year-round emergency shelter, with a capacity to serve up to 88 adults.



**Individual donors represent over 66% of the Inn's revenue!**



**Volunteers return with 400% increase in volunteer hours!**

- Meal volunteers demonstrate flexibility by safely preparing dinners off-site.
- Front desk volunteers return, allowing case managers to focus on resident support services.

## Addressing the challenges of COVID-19

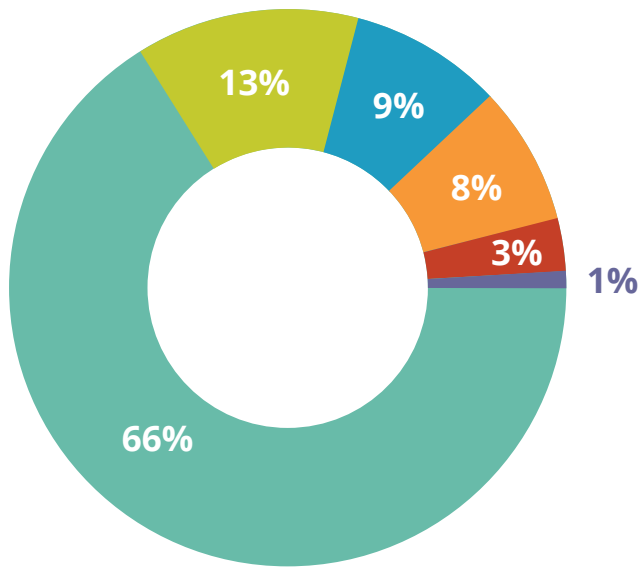
COVID-19 has changed the way we serve, but not our ability to serve. We quickly adapted to CDC guidelines, escalated our purchase of hygiene supplies and PPE, and implemented new protocols and health education to keep residents, staff, and volunteers healthy and safe.

Thanks to ongoing staff and resident testing and vaccinations, the Inn has not reported a single case of COVID-19 and we have been able to continue safely providing 24/7 services for people in crisis.

# Fiscal Year 2020/2021 Financials



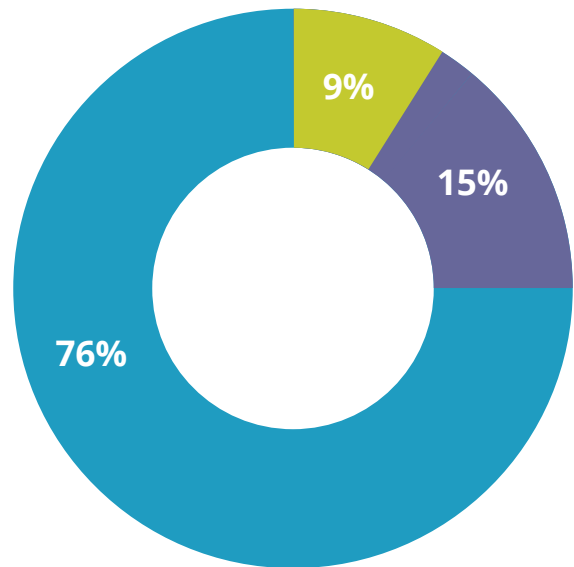
## Contributions and Grants: \$2,743,932



- Individuals/Businesses • 66%
- Government Grants • 13%
- In-Kind\* • 9%
- Program Contracts • 8%
- Foundation/Non-Profit Grants • 3%
- Investment Income • 1%

*\*In-Kind donations represent an estimated 50,000 meals and 600 food boxes distributed.*

## Expenses: \$1,903,668



- Program Services • 76%
- Fundraising • 15%
- Management and General • 9%

*"Through the eyes of gratitude,  
everything is a miracle."*

— Mary Davis



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