



SPRING 2016

COMMUNITY

People Serving People helps homeless and at-risk children and their families manage crisis situations and build a strong foundation for their long-term success.

trauma-informed care

Nationwide, 93% of homeless mothers have experienced trauma, and approximately half of them exhibit post-traumatic stress symptoms. We have embarked on a plan to implement trauma-informed care, which integrates the understanding of trauma and trauma triggers into service delivery, throughout People Serving People.

"A program, organization, or system that is trauma-informed realizes the widespread impact of trauma and understands potential paths for healing; recognizes the signs and symptoms of trauma in staff, clients, and others involved with the system; and responds by fully integrating knowledge about trauma into policies, procedures, practices, and settings." (J. Gillece, Understanding and addressing trauma in the lives of those we serve. SAMHSA National Center for Trauma-Informed Care, 2012)

Trauma is any experience involving a threat to a person's physical or emotional well-being, which severely taxes their ability to cope, resulting in feelings of fear, horror, or helplessness.

Homelessness is inherently a traumatic experience. It adds a layer of vulnerability and deprivation to a family's life; it involves the loss of personal possessions, community, and sense of safety, and it can lead to

isolation and loss of personal control. Homelessness can also trigger symptoms of previous traumatic experiences, which hinder a family's transition into stable housing.

Trauma affects physical and mental health.

Physically, humans are wired for flight, fight, or freeze in the face of a threat, real or perceived. Families experiencing homelessness have often faced many threats, and the frequent activation of the threat response can significantly impair thinking, problem-solving, managing physical and emotional states, and sustaining secure and trusting relationships.

Children bear the brunt of homelessness.

In their developing brains, circuitry may be affected, under-developing cognitive processing and over-developing circuitry that controls fear or stress, making these parts of the brain more likely to engage, increasing the potential for substantial, long-lasting impacts. Homeless children are sick at twice the rate of their stably-housed peers, twice as likely to repeat a grade in school, have twice the rate of learning disabilities, and they experience three times the rate of emotional and behavioral difficulties.

Key principles of trauma-informed care include the following: trauma awareness, safety, opportunities for control, focus on

"Trauma-Informed Care" continued on page 7

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NEWS



People Serving People: strategic plan 2016-2018

Over the course of the last year, People Serving People's senior leadership, staff and Board of Directors have been hard at work preparing a new strategic plan for 2016-2018. The process was guided by two questions: "What creates the greatest stability for children while they're with us?" and "What creates the greatest stability for children in the community?"

The healthy development of children early in life is the primary indicator of their future success, and we understand the devastating impact of homelessness on child development and family stability. We used "stability for children" as the lens to focus on the family.

The strategic plan is taking our organization in exciting new directions. We are moving forward with a "both, and" approach of helping both homeless and at-risk families address their current crises and future stability. Plans are in exploration to expand beyond our current facility to develop a Center of Excellence for Resilience, providing both direct services to homeless and at-risk families and improving the field of family resilience and trauma-informed education and service through research, program development, and training. We can make a larger impact on homeless and at-risk children if we can work with them for longer than the average shelter stay of 41 days. Operating upstream of the shelter system, we can help stabilize families to prevent them from becoming homeless.

This new site will be an extension, not a replacement, of our existing programs and services. People Serving People will continue to provide emergency shelter and support services to families experiencing homelessness at our building in downtown Minneapolis.

We are excited about the path ahead for People Serving People and look forward to continue serving our community's children and families!

VISION: *People Serving People envisions a community in which all children have the stability and support they need to develop their full capacity to thrive.*



MISSION: *People Serving People helps homeless and at-risk children and their families manage crisis situations and build a strong foundation for their long-term success.*



thank you: community & volunteer program partners

We have 30+ community partners who come on-site to share their talents with our guests. Here are just a few of their stories.

free arts minnesota

Free Arts Minnesota uses art as a catalyst to help children communicate and express themselves in new ways. Our young guests look forward to this one-on-one time with an adult making art in different media with a wide variety of materials. The healing power of art can be a powerful inspiration for a more positive future.



play & learn

The MacPhail Center for Music and the Greater Minneapolis Crisis Nursery collaborate to bring this program to our young guests and their parents. Sessions start with parent/child interaction time facilitated by MacPhail with our staff support. Then, our staff and volunteers provide childcare while parents participate in a support group facilitated by the Greater Minneapolis Crisis Nursery.



fun-loving bunny besties

Jennifer Smith and Piper, a R.E.A.D. certified therapy rabbit, visit our young guests weekly to read together. They listen to a story about bunnies, see and touch a real bunny, and leave with their own bunny book. It makes reading so much fun!



operation grace

Teams of dentists and dental hygienists provide free dental care to our guests on-site. This valuable service alleviates pain and suffering due to untreated dental disease, which can cause problems eating, sleeping, speaking, working, and attending school. In February, clinics treated 29 guests, providing over \$50,000 in dental services.



Visit peopleservingpeople.org/volunteer for more stories from our volunteers and photos of recent events.

Join us for events that benefit children and their families sheltering at People Serving People. Chefs for Change dinners are sponsored by chefs and restaurants who donate their culinary skills and the food and wine served at dinner. Our Annual Gala and Sounds Like Home are sponsored by local business partners and generous donors. Event proceeds support programs and services for homeless and at-risk children and their families.



THANK YOU TO OUR RECENT HOST CHEFS

Prairie Kitchen & Bar
Executive Chef
Aaron Hagerdorn

**The Oceanaire
Seafood Room**
General Manager
Robert Wohlfeil

Executive Sous Chef
Lawrence Kirkland

chefs for change

This "chef's table" experience is an elegant dinner party for 40-50 guests, hosted by a top Twin Cities chef, including a four to five course meal with wine pairings.

06.20.16

612 Catering

Executive Chef &
Owner
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SOLD OUT



09.19.16

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peopleservingpeople.org/events



Mallory Haugen:
mhaugen@peopleservingpeople.org



612-277-0256



unmasking homelessness 2016

Our 17th Annual Gala had hosted cocktails and wine, dinner, silent and live auctions, fun games, fund a need, and electronic bidding. We raised **over \$200,000** to support children and families experiencing homelessness!



Thank you 2016 sponsors, guests, and supporters!



SOUNDS LIKE HOME

sounds like home 2015

A concert to support People Serving People's services for children and families experiencing homelessness.



Sims



Fury Things



Wastrels

Thank you 2015 artists, sponsors, and guests!



DONATE



GIVING GUIDE

\$2500 Prepares children today for success tomorrow.

Our 4-Star Parent Aware rated early childhood development program uses the best research-based practices to prepare children for kindergarten and future academic success.

\$5000 Helps a family find their way home.

The average stay of a family at People Serving People is 41 days. Services include our early childhood development classrooms, after-school learning and enrichment activities, teen programming, advocacy, employment services, parent engagement, support groups, and mental health services.

\$1000 Engages children, teens, and families.

Educational support and enrichment activities sustain and increase children's academic skills and provide the whole family with a safe outlet for recreation and stress relief.

\$500 Empowers families to gain stability.

Advocates connect guests with services in the community to help them move towards self-sufficiency.

\$250 Equips parents to be their child's advocate.

Parents increase their awareness of their child's development and mental health issues through parenting groups, individual meetings, therapy, and referrals to community resources in collaboration with our teachers and advocates.

\$500 Supports parents in employment search.

Employment Advocates work with guests to build basic employment skills for a successful job search and connect them to local companies looking to hire.



People Serving People is a 501(c)(3) nonprofit organization, tax identification no. 41-1965067. Donations are tax deductible to the fullest extent allowed by law. Gifts may be used to support any program unless otherwise restricted by the donor.

ways to give



one-time gift

We welcome your generous support with a one-time gift.

Online via credit card at PeopleservingPeople.org

Check mailed to:
People Serving People
614 3rd Street South,
Minneapolis, MN 55415

We also accept gifts of stock.



sustaining gift

Make a difference in the lives of homeless children all year long with a regular monthly or quarterly gift.

Online via credit card at PeopleservingPeople.org

Automatic gift from checking account.

Payroll deduction at participating employers, contact your employer.

United Way annual campaign, designate "PeopleServingPeople".



planned giving

Your legacy. Their futures.

Your legacy gift helps build a community in which all children have the stability and support they need to develop their full capacity to thrive.

Gifts can be made via:

- stocks
- securities
- cash bequests
- retirement accounts
- life insurance
- charitable gift annuities
- and more.



employer gift match

Leverage your gift with a matching gift from your employer.

Search our online database of employer match gifts at PeopleservingPeople.org or ask your employer.

Contact Noah Gerding, Individual Giving Manager, ngerding@peopleservingpeople.org or 612-277-0219 with questions regarding donations.

strengths, collaboration between staff and guests, trustworthiness and transparency, cultural competence, and consumer voice and choice. Our trauma-informed care plan builds on some successful practices already in use at our shelter.

Creating a sense of physical and emotional safety is paramount in our Early Childhood Development classrooms. Parent orientations familiarize families with the physical space and curriculum, establishing a foundation for trustworthiness, transparency, and collaboration between parents and teachers. Consistent, predictable classroom routines provide the structure for young children to feel safe and secure. "Feeling faces" pictures help children identify their emotions, and yoga exercises teach self-calming techniques.

Parent and Family Services staff facilitate skills-building groups about parenting and self-care, focusing on parents' strengths and incorporating culturally relevant experiences and peer support. Parent-Child Interaction Therapy, designed to improve the quality of the parent-child relationship and change negative interaction patterns, will be offered later this year.

Family Advocates work with our guests from a guest-centered, strengths-based approach. They build relationships with families, collaborating on goal identification and action plans to secure stable housing, connecting guests to resources in shelter and the community. Guests exercise control in this collaboration and have voice and choice in their actions.

Having fun together is an excellent vehicle for strengthening the parent-child bond and building parenting skills. Our Family Enrichment program hosts Family Fridays, providing a safe, comfortable environment for families to relax and enjoy bingo, movies, board games,

visiting comics and magicians, and more. Monthly, children celebrating a birthday and their families attend a party hosted by the Birthday Party Project. Families enjoy games, treats, entertainment, and birthday gifts in a festive space.

Families are 52% of Minnesota's homeless population. The average age of a child sheltering at People Serving People is six years old.

"Research overwhelmingly points to the benefits of supporting children and families at an early age to prevent maltreatment and its negative effects on brain development before they occur. In addition, cost-benefit analyses demonstrate the stronger return on investments that result from strengthening families, supporting development, and preventing maltreatment rather than funding treatment programs later in life." (Trauma and Resilience. Wilder Research, 2014)

Providing trauma-informed care is not only the right thing to do, it's the cost-effective way to achieve our mission to "help homeless and at-risk children and their families manage crisis situations and build a strong foundation for their long-term success."



kitchen renovation

Can you imagine preparing 235,669 meals a year? This is the reality for People Serving People's Food Services staff. The number of meals served annually has increased by over 40% since our current facility opened in 2002, but until recently, the kitchen, dining hall, and serving line had not been adapted to meet this high volume. In May 2015, construction crews completed Phases 1 and 2 of our renovation. The new service line and remodeled seating area not only provides a fresh, calming environment for our guests, it also helps us maintain high sanitation and food safety standards and increase operational efficiency.

Phase 3—the kitchen renovation—was completed in April 2016. The reconfigured space with separate food preparation and dish areas and new below-counter refrigeration improves food safety and workflow efficiency. Thanks to a new HVAC system and plumbing, energy efficient industrial kitchen equipment, and a soiled food table, we're using less energy and water and reducing the amount of food waste entering our plumbing system.

Our kitchen and dining hall renovation was made possible through the generous support of the Best Buy Foundation, Cummins Foundation, General Mills Foundation, MLB 2014 All-Star Legacy Giving Foundation, Patrick & Aimee Butler Family Foundation, and Private Donors. Their support has made People Serving People's kitchen and dining hall a safer, more efficient, and environmentally sustainable space for our staff, volunteers, and guests for years to come.





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