“Spending time with the kids here re-charges me. Their positivity, humor, and resiliency brings light to my week, and fills me with a sense of hope.”

– Cora, Volunteer Tutor
2016 was a year of significant growth for People Serving People. Recognizing the trauma our guests have experienced and the lasting impact it has on physical and emotional health, we undertook an initiative to become trauma-informed throughout our operations and service delivery. An organizational self-assessment, professional development trainings, and staff-led work groups have helped us identify and implement changes to make People Serving People a more supportive, healing space for both guests and staff.

This year we also designed and completed construction on a new external initiative, the Center of Excellence, opening in 2017. This initiative expands our physical presence to two sites and marks a shift in our service population to include children and families at-risk of experiencing homelessness. In addition to direct care services, the Center will feature research, development, and training to improve the field of family resilience and trauma-informed education and service.

Our shelter’s Early Childhood Development Program received national accreditation in September 2016 by the National Early Childhood Program Accreditation. We are proud to be recognized for using research-based best practices for providing high quality early childhood care and education.

None of this could be accomplished without the generous support of our donors and volunteers. We were honored to have your support in 2016. Together we helped 3,088 children and parents experiencing homelessness manage crisis situations and build a strong foundation for long-term success.

Thank you!

Daniel Gumnit  
CEO

People Serving People, Inc.

DREW FESLER, CHAIR  
ECMC Group

JOSEPHINE PUFPAFF, VICE CHAIR  
Corporation for Supportive Housing

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Wells Fargo Insurance, Inc.

JESSE BERGLAND  
Northwestern Mutual

LATOYA BURRELL  
North Central University

JOE CHYBOWSKI  
Bridgewater Bank

DANIEL GUMNIT  
People Serving People, Inc.

KAREN KEPLER  
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3M

RYAN STRACK  
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People Serving People Charities, Inc.

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CHRISTOPHER CLARK, VICE CHAIR  
Xcel Energy

ELIZABETH HINZ  
Formerly at Minneapolis Public Schools

MICHAEL KREMENAK  
Thrivent Financial

GRETCHEM MUSICANT  
Minneapolis Health Department
People Serving People is the region’s largest and most comprehensive family-focused homeless shelter.

**OUR 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.

**OUR 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.

**WHAT WE DO**
People Serving People achieves its mission and goals by providing emergency housing and community services, which assist families experiencing homelessness to become self-sufficient and reconnected with the community. In a safe, secure, and sober environment, we provide services which cultivate independence and accountability.

What distinguishes us from other emergency shelters is the broad range of on-site programs and services designed to address common barriers faced by families experiencing homelessness. We help families find ways to overcome these barriers to self-sufficiency.

- 41 day average stay
- 223 parents secured employment
- 5,688 people volunteered
- 29,148 volunteer hours
- 1,070 families sheltered
- 711 children learned in our classrooms
- 1,883 children sheltered with their family
- 206,212 meals served
- 1,070 children sheltered with their family
We envision a community in which all children have the stability and support they need to develop their full capacity to thrive.

ADVOCACY
Family Advocates use a strengths-based, client-centered approach working one-on-one with families to address their barriers, building relationships, providing support, and connecting them to community resources for housing, financial assistance, legal, medical, dental, and other services to empower them to return to self-sufficiency.

“The talking to my Advocate, getting help and finding stability. I had a wonderful Advocate. Saved my life.”
— Former Guest

CULINARY ARTS TRAINING
This 13-week program combines classroom and hands-on training, preparing graduates to obtain stable jobs in the high-demand food services industry. Classes are taught by our professional chefs, with more than 30 years of combined experience, and hands-on training occurs in our full-scale industrial kitchen, serving an average of 565 meals daily.

“Talking to my Advocate, getting help and finding stability. I had a wonderful Advocate. Saved my life.”
— Former Guest

EARLY CHILDHOOD DEVELOPMENT
Our licensed, nationally accredited, four-star Parent Aware-rated program serves our youngest guests (ages 6 weeks-5 years) in four classrooms, providing developmentally appropriate curriculum and related assessments, focusing on areas of development and kindergarten readiness that may be adversely affected by homelessness.

“The games were helpful and educational. He learned to focus better.”
— Former Guest

FAMILY ACTIVITIES
Family Fridays bring families together to enjoy activities such as movies, board games, bingo, monthly birthday parties, or other special events.

FINANCIAL FITNESS
Classes such as “Money in the Bank” teach adults basic financial skills including budgeting, savings, and professional communication skills.

EMPLOYMENT SERVICES
Employment Advocates work with guests to assess their skills and job history, create resumes and cover letters, search for jobs, prepare for interviews, complete job applications, and connect them to job training resources.

“They helped me make a resume, something I didn’t know how to do before I came here.”
— Former Guest
**K-12 PROGRAMS**
After school and evening programs for youth (ages 5-17) include one-on-one tutoring, homework assistance, and enrichment activities that promote social, emotional, intellectual, and physical growth. Our K-12 Program seeks to reduce the academic achievement gap, stimulate learning, and alleviate the stress homeless children experience as a result of their family’s living situation.

“We’ve seen Alecia become a completely different person since moving to People Serving People. She now has a more positive attitude, and she actually wants to go to school.”
— Alecia’s Mother & Former Guest

**SUPPORTIVE HOUSING**
Ten two-bedroom apartments provide affordable housing to families with multi-level barriers to self-sufficiency. Families can take advantage of many of our on-site programs and services.

**TECHNOLOGY RESOURCE CENTER**
The Technology Resource Center fosters computer literacy and provides computer access for job and housing searches and personal communication activities, such as email and social media.

**FINANCIALS**

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<tr>
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<th>2016</th>
<th>2015</th>
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<tr>
<td><strong>Beginning Fund Balance</strong></td>
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<td><strong>REVENUE</strong></td>
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<td>Individual and Family Foundations</td>
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<td>In-Kind Contributions</td>
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<td>Other Income</td>
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<td>Satisfaction of Program Restrictions</td>
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<td><strong>Total Revenue</strong></td>
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<td><strong>EXPENSES</strong></td>
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<td>Emergency Shelter</td>
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<td>Ending Fund Balance</td>
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“Being at the front desk was eye opening for me. I had never worked with this population before and now that I have, I hold a much different perspective. PSP is a great organization.”
— Taylor, Volunteer

**PARENT ENGAGEMENT & FAMILY SUPPORT**
By building relationships and equipping parents with skills and strategies for a positive parent/child relationship, parents are empowered to be their child’s foremost teacher. Parents learn about mental health issues and how to connect to mental health resources.
DONORS

$100,000+ Target Foundation  $50,000-$99,999  Blue Cross and Blue Shield of Minnesota Foundation  Otto Bremer Trust  Richard M. Schulze Family Foundation  
$20,000-$49,999  Alerus Mortgage  Allianz Life Insurance Company of North America  Ameriprise Financial Community Relations  Blue Plate Restaurant Company  Deluxe Corporation  ECMC Foundation  ECMC Group  G & K Services Foundation  Ideas that Kick  Patch Foundation  Patrick and Aimee Butler Family Foundation  Xcel Energy Foundation  
$10,000-$19,999  Allina Health System  Bentson Foundation  Best Buy Co., Inc.  Carlson & The Carlson Family Foundation  Caroline’s Kids Foundation  Cities 97  General Mills Foundation  Jim and Yvonne Sexton Family Foundation  Hubert Joly  Maslon LLP  Minnesota Multi Housing Association  Peace Shalom Foundation  RBC Wealth Management  SandCastle Foundation  Sit Investment Associates Foundation  Wells Fargo Foundation MN  Williams-Sonoma Inc. (Pottery Barn)  Youth Philanthropy Fund of The Minneapolis Foundation  
$5,000-$9,999  Ameriprise Financial Employee Gift Matching  Tim and Suzanne Anderson  Guy and Donelle Becker  Bridgewater Bank  Community Endowment Legacy Fund of The Minneapolis Foundation  Cub Community Cares Foundation  Cummins Power Generation  R. J. and Teresa Devick  Nancy and Tim Downey  Downtown Minneapolis Neighborhood Association  Ken and Rosanne Everson  Highlight Printing  Hyatt Regency Minneapolis  
Colleen and Alan Keller  Ted and Jackie Lachinski  Allen and Kathy Lenzmeier  Margaret Rivers Fund  Olivia Mastry  Medtronic Inc.  Minnesota State Arts Board  This activity is made possible by the voters of Minnesota through a grant from the Minnesota State Arts Board, thanks to a legislative appropriation from the arts and cultural heritage fund.  Morton & Merle Kane Family Philanthropic Fund  Northern Trust  Dorothea Olson  Thomas and Michelle Plombom  RBC Wealth Management (Canada)  Shea Family Charitable Fund  Star Tribune  The Kubo-Della Torre Family Fund of the Bank of America Charitable Gift Fund  Thrivent Financial  Thrivent Financial Foundation  Andrea and Stuart Turner  Turner Family Foundation  Twin Cities Home Ownership Organization  UnitedHealth Group  Wells Foundation  

Donor  In-kind  Sustaining Member

DONORS

“What I have seen is a community-building effort where families are treated as human beings. Staff compassionately explores the individual needs of each family, providing diapers, meals, counseling, childcare, job support, and so much more! With the help of volunteers and donors, PSP provides opportunities to move beyond the trauma of homelessness towards a new and brighter future.”

-Sarah, Donor and Volunteer
“I volunteer because kids are the FUTURE!”
— Luis, Volunteer