



building the

foundation for a

bright future.



People
Serving
People

2017
Annual
Report

Thanks to your support, in 2017 People Serving People provided shelter and comprehensive support services to **3,093 individuals from 1,104 families.**

In addition to providing emergency shelter services, we deepened our investments in preventing childhood, youth, and family homelessness in exciting new ways.

On May 1, 2017, we opened the Preschool and Learning Center at People Serving People's Center of Excellence. Located in the Phillips neighborhood of Minneapolis, the Center serves children ages 6 weeks-12 years old. It has a **4-Star Parent Aware rating** from the State of Minnesota and is designated a **Strong Beginnings site** by Hennepin County. It's exciting to see children excel in our trauma informed classrooms and embrace our nature-based learning.

This past year we also grew our work on systems change. We created a new position, Director of Systems Change and Community Engagement, to lead systems change initiatives throughout the organization. This expands our scope to address some of the overarching policy challenges impacting our service population. The Center of Excellence will serve as an innovation lab featuring research, development, and training to improve the field of family resilience and **trauma informed education and service.**

We're grateful to have your continued partnership and support as we help children and their families manage crisis situations and build a strong foundation for long-term success.

Thank you!

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“There was so much to offer us as parents, and things for our kids to do, all at one location.”

Former guest, People Serving People

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.

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.

what we do: People Serving People achieves its mission and goals by providing emergency housing and direct services, which assist families experiencing homelessness and those experiencing significant barriers to return to stability. Our emergency shelter in downtown Minneapolis features 99 emergency housing units and 10 two-bedroom supportive housing apartments. We offer a broad range of on-site programs and services designed to address common barriers faced by families experiencing homelessness. The Center of Excellence Preschool and Learning Center in the Phillips neighborhood and our systems change work allow us to work upstream of the shelter system, helping prevent family homelessness in our community.



3,093
total
people
served

1,104
families
received
shelter

63%
of guests
were
children

41 days
average
length of stay
for a family

349
guests on
average
each day

189
parents found
a job during
their brief stay



195,876
meals were
served



110
people grew their
parenting skills and
learned about child
development in
parenting groups

115
people improved
their financial
literacy through
financial fitness
classes

867
guests enjoyed
Family Friday Fun
night activities



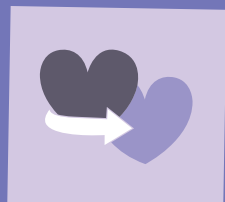
6,552
volunteers
contributed
32,440 hours
of service

307
school age youth took
part in education and
enrichment activities



163
children were provided
educational services
in our Early Childhood
Development Program





programs & services

advocacy

Family Advocates use a strengths-based, client-centered approach, working one-on-one with families to address their barriers. They build relationships, provide support, and connect families to community resources for financial assistance, legal, medical, dental, and other services to empower them to return to self-sufficiency. Advocates also lead weekly health & wellness, mental health, and addiction groups.



center of excellence preschool & learning center

Our licensed, four-star Parent Aware rated program in the Phillips neighborhood of Minneapolis features five classrooms, serving children ages six weeks to 12 years old. The Center is also a Hennepin County Strong Beginnings site. We incorporate nature-based learning into our curriculum, as well as trauma informed elements to meet children where they are at and help them succeed.

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 50 years of combined experience, and hands-on training occurs in our full-scale industrial kitchen, which serves an average of 537 meals daily.

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 social and emotional growth and kindergarten readiness that may be adversely affected by homelessness.

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.

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.

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 children may experience as a result of their family’s living situation.



parent engagement

Our Parent Engagement program offers facilitated parenting groups and one-on-one coaching to help parents understand child development and empower them in their role as their child's first and foremost teacher and advocate.

supportive housing

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

systems change

We engage in issue advocacy and public policy discussions that advance People Serving People's mission. We also work to improve the field of trauma informed care and family resilience through increasing the trauma informed capacity of the community at large by convening peers, hosting trainings, and partnering with others.

technology resource center

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

"It is definitely a blessing not only to be able to have an impact on kid's lives as a mentor and friend, but to be able to have them impact mine in a similar way."

Josh, volunteer



financials

	2017	2016
Beginning Fund Balance	15,572,239	15,171,777

Revenue

Government Contracts and Grants	3,923,559	3,947,290
Individual and Family Foundations	470,859	461,539
Corporate and Foundation Grants	942,075	979,294
Community	117,778	44,419
Self-Pay Guest	343,479	281,575
Supportive Housing	126,258	133,782
In-Kind Contributions	595,298	560,277
Special Events	279,074	209,346
Other Income	227,800	107,851
Satisfaction of Program Restrictions	0	0
	7,026,180	6,725,373

Expenses

Emergency Shelter	4,005,796	3,956,299
Supportive Housing	339,024	345,176
Advocacy Services	428,800	359,018
Workforce Development	254,906	264,629
Educational Services	848,403	912,547
Parent and Family Support Services	99,115	79,025
Community Partners	83,346	145,781
Center of Excellence	666,800	42,036
Management & General	389,743	406,494
Fundraising	430,475	498,159
Total Expenses	7,546,408	7,009,164

Non-operating activities

Net Investment Income	1,261,215	634,253
Debt Forgiveness	549,000	50,000
Change in Net Assets	1,289,987	400,462
Ending Fund Balance	16,862,226	15,572,239



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“We want impact when we support organizations, and whether donating time or resources, we deeply feel it at People Serving People.”

Luke, donor and volunteer

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