



People
Serving
People

2018 annual report



maya's story



"Maya's smile and energy illuminate the classroom."

Maya first came to People Serving People's emergency shelter about a year ago. She arrived in the care of her grandmother, who enrolled Maya into preschool with the Early Childhood Development Program. Maya immediately took to her teachers and classroom, but she faced challenges.

Maya was born with medical issues that have impacted her physical development, including hearing and speech. When she started preschool in shelter, Maya's teachers noticed she attempted to speak small words, but grew frustrated when she was unable to communicate clearly.

Teachers worked towards Maya's development and saw the first big breakthrough during a classroom session with MacPhail Music. MacPhail Music Teachers visit People Serving People classrooms every week to provide interactive, fun music classes for students in the Early Childhood Development Program. During Maya's first music class, the music teacher brought out bells for each of the children. That's when Maya's teachers noticed something special happening.

"When she began to play, a huge smile stretched across Maya's face." Maya's teacher recalled. "It was the most joyous we have ever seen her. We could tell that she was opening up to new experiences, and using music to participate with, and relate to, the other children in school."

Maya is now seeing a speech therapist and learning sign language to communicate. Maya is also showing that she is recognizing shapes, numbers, and colors. Maya's grandmother said she is glad her granddaughter has trustworthy teachers who care deeply about her well-being and development. Maya's teachers are proud of her progress.

"I know we made a difference in Maya's life, and know this positive school experience will follow her for years to come."



This activity is made possible by the voters of Minnesota through grants from the Minnesota State Arts Board, thanks to a legislative appropriation from the arts and cultural heritage fund.

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: We envision 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. In addition to the onsite programs offered at our shelter, People Serving People's Center of Excellence creates opportunities for children to learn and grow in our community.

Our work is not finished after a family exits shelter or transitions from our Center of Excellence. People Serving People also educates our community about access to early childhood education, rental assistance for homeless and highly mobile students, investments in affordable housing, childhood trauma, and other barriers often faced by the families we serve.





198,226
meals
were
served



62%
of guests
were
children



939
families
received
shelter



2,656 total people served

335 guests on average each day

46 days average length of stay for a family

163 parents found a job during their brief stay

905 guests enjoyed Family Friday Fun Nights



6,261 volunteers contributed 32,707 hours of service

269 school aged youth took part in education and enrichment activities

112 parents grew their parenting skills and learned about child development in parenting groups

100 guests improved their financial literacy through financial fitness classes

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

220 community members learned about Trauma Informed Care in People Serving People led trainings



From the Center of Excellence

79
children
received
education
and care

85%
of students
improved in
every area of
learning

93%
of families
served
had low
income

100%
of families
took advantage
of parent
engagement
opportunities

programs and 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 as they move toward stability. 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-4 years) in three 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.



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financials

	2018	2017
Beginning Fund Balance	\$16,862,226	\$15,572,239

Revenue

Government Contracts and Grants	3,755,049	3,923,559
Individual and Family Foundations	460,172	470,859
Corporate and Foundation Grants	818,990	942,075
Community	40,225	117,778
Self-Pay Guest	368,093	343,479
Supportive Housing	94,193	126,258
Tuition	704,773	-
In-Kind Contributions	542,609	595,298
Special Events	293,389	279,074
Other Income	81,885	227,800
Total Revenue	\$7,159,378	\$7,026,180

Expenses

Emergency Shelter	3,964,851	4,005,796
Supportive Housing	284,472	339,024
Advocacy/Employment Services	662,487	782,821
Educational Services	1,099,437	848,403
Center of Excellence	1,123,454	666,800
Community Partnerships	100,206	83,346
Management & General	433,871	389,743
Fundraising	504,787	430,475
Total Expenses	\$8,173,565	7,546,408

Non Operating Activities

Net Investment (Loss)/Income	(554,891)	1,261,215
Debt Forgiveness	50,000	549,000
Loss on Disposal of Property and Equipment	(4,115)	-
Change in Fund Balance	(1,523,193)	1,289,987
Ending Fund Balance	15,339,033	16,862,226

Statement of Financial Position

Total Assets	18,883,438	21,133,795
Total Liabilities	3,544,405	4,271,569
Total Fund Balance	\$15,339,033	\$16,862,226



a note from
Daniel Gumnit,
our Chief Executive Officer

Thanks to you, People Serving People served nearly a thousand families and close to 2,000 children last year. Our work goes beyond providing the basic necessities of a safe place to stay and healthy food to eat. We provide **multigenerational programs** that help families overcome the barriers that brought them into homelessness, such as finding housing, accessing education, securing employment, and addressing health issues.

People Serving People's **theory of change** revolves around the youngest members of our community and their relationships with their caregivers. We passionately believe that in order to break the cycles of poverty and homelessness, we need to reduce the amount of trauma that children experiencing homelessness face. Our largest programmatic investments are in high quality, trauma informed, early education and parental engagement programs—both to families currently in crisis and those at risk of instability.

Our Center of Excellence in the Philips neighborhood of Minneapolis is providing highly successful early education, parental engagement, and systems change initiatives. This work amplifies the impact of our organization's **homelessness prevention programs** and services, a key component of our new 2019-2023 strategic plan.

Further, we understand that the tools needed to prevent family homelessness start at a **systems level**. Often, these systems create and perpetuate the economic, educational and other disparities that cause family homelessness. With this in mind, we engage with policy makers, agencies, partners, and the community to prevent family homelessness as far up stream as possible.

Every gift of money, items, volunteer time, and support makes a difference to a family in our community. **Thank you** for joining us in this life changing work.

Our community donated
5,080 times, equaling over
\$1,700,000
 in support. Thank you!



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