



# Listening House of St. Paul, Inc

## 2011 FINANCIAL REPORT October 2010 to September 2011

### Board of Directors

Dave Burns, Board Chair  
Attorney, Dave Burns Law

Jack Sargent, Vice Chair  
Advanced Technology, CEO

Mike Jorgensen, Treasurer  
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Hubler Family Business, President

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Corey Tansom  
Imaging Path, CEO/President

Damon Laliberte  
US Bank, VP/Small Business

Gavin Jones  
Hewlett Packard, Commercial Acct. Mgr

### Listening House Staff

Rosemarie Reger-Rumsey  
Executive Director

Julie Borgerding  
Program Director

Direct Service Staff:

Andrea Hinderaker

Alice Lee

Sue Huebl

Kate Bitney

Aaron DeMars

Nate Jones

Emily Janssen

Lizzie Stelter, Administrative Asst.

### Mission Statement

Listening House is a day and evening shelter and community resource center providing hospitality, practical assistance and counsel to men and women who are homeless, disadvantaged, or lonely

### Philosophy

Listening House has served downtown St. Paul since 1983, and years ago was dubbed the "living room of the homeless." Hospitality is the root of the mission, complemented by a holistic philosophy that addresses spiritual, emotional and physical needs. Though not rule-bound, there is one inviolate rule: Respect other guests, staff & volunteers, and neighbors. Consequences for violating the rule could be as short as a 10" break for using profanity to an indefinite bar if the person is violent or suspected of drug dealing. Forgiveness is part of the philosophy, and unless someone is considered a threat to the community, he or she will be offered another chance.

### Staff

A mature and highly qualified staff is able to work with a sometimes challenging population of people who suffer with a mental illness, struggle with addiction, or have other conditions that create barriers for them. Guests of Listening House consistently rank the friendship they share with staff and volunteers as the most important service.

### Program Features

A mission of hospitality providing a safe, respectful environment to over 200 adults each day, and the only downtown facility open to homeless persons between the hours of 5:30 and 8:30 pm. Services include restrooms and hygiene articles; a sock-exchange and clothing room; mailing address and telephone access; spiritual support from volunteer clergy and deacons; referrals to other agencies/services; medical first-aid; community meetings for "consumer input;" special celebrations on holidays; procurement of needed documents; bus tokens given in exchange for doing household chores in Listening House; small loan program to help with work and housing expenses, foot ministry bi-weekly, chiropractic services, haircuts, and memorial services for guests or former guests who have died.

### Message from the Executive Director

We celebrated our 28<sup>th</sup> year of service to downtown St. Paul on December 8th, and though we began as a dream of two women, we are a thousand times stronger because of supporters who sustain our mission financially as well as through donate goods and services. We are grateful for the individuals, foundations and others that understand the impact of providing a safe haven and friendship to people who lack traditional support systems and are in need of help.

Our aspirations to create a safe, respectful environment for people experiencing homelessness would go unrealized without you. You help us remain financially healthy, boost our level of services, and make it easier to ensure there will be a "living room" for our guests. Judith, a volunteer was visiting with a guest the other day, and they were talking about holiday traditions. Michael told Judith, "I don't have family anymore; they're all gone. But, being part of Listening House let's me enjoy the spirit anyway." Thank you for the spirit of generosity you share with staff and the hundreds of people we serve.

## Heard at Listening House

*Remarks by Listening House guests and community members*

Thank you for this place; it can help me get myself in order and get on my feet, and not the floor.

I come here because it is a helpful place and [staff] is always willing to help the needy people. Those who work at Listening House are kind and understanding.

Listening House is a pillar for hope and a friendly ear for all who grace its doors. The compassion and services staff provides to the less fortunate is second to none. As St. Paul Police is a longstanding partner, I can unequivocally state Listening House plays a major role in giving the necessary life skills that benefit both the downtown community and our city. - Chief Tom Smith, *St. Paul Police Department*

*(Translated from Spanish)* Everything is good. We are happy with Listening House and the help they give is very good.

I am able to come and go, or sit for a while. Listening House is a place to relax away from the clamor of the streets. May the Lord bless the staff that helps us in any way they can.

The coffee and snacks are good and it's open to all religions. It's an organization that helps everyone share a common ground.

The staff has been a mother and friend to me always. They never judge anyone for what they've done, and teach others to do the same. Honestly, staff goes out of their way to help you if they can.

Listening House is effective, efficient, true to its mission . . . doing God's work. ~ Michael Kroening, *Travelers*

Staff keeps it real; you're treated fairly. They help if they can. If you mess up, you're out the door. It's simple. But really, compassion is real here."

For many people, being homeless is both sad and degrading; compounded by the fact they are shuffled from here to there. Many times they're caught up in between places to be, and they find themselves just wandering, and yet, to be within city ordinances and not be charged with loitering, vagrancy or trespassing. There is a need for a safe haven! It can be to unwind after a day of job searching, or to get in touch with family or friends. Like the song it is, "A place where everyone knows your name." You're not an outcast or homeless, but a human being who just needs to be understood. Where two years of sobriety are important! For the mental and physical well being of those who use Listening House as our safe haven, believe us we do appreciate and hope that as evening falls, we can know there is a safe haven in the setting sun.

I come to Listening House for socialization with everyone. To stay warm in the winter. To share feelings, and to help others. To listen to other people and their beliefs. To learn computers, play chess, and relax when I'm stressed out.

## Financial Overview – 2011

*Unaudited*

Revenue Sources	
Fundraising Events	37%
Foundations/Corp.	16%
Individuals	20%
Government	9%
Churches/Groups	4%
Donated Goods & Services	14%

### Financial Narrative

Listening House ended the fiscal year with a deficit due to decreased revenue from fundraising activities and one denied grant. Fortunately, the loss did not result in changes to staffing or programming, nor did we need to use reserve operating funds because of cash on-hand at the fiscal year start. The largest expense is personnel, which is pivotal to providing excellent services. We have a professional staff of 10 (five FTE and five PTE) General and management expenses include an accounts consultant and an independent auditor. Fundraising expenses remain less than 5% of the overall budget, and Listening House continues to provide very cost-effective services.

<b>2011 Revenue</b>	350,092
<b>2011 Expenses</b>	368,303
Program Expenses	277,619
Management/General Expenses	73,660
Fundraising Expenses	17,024
<b>Current Assets</b> (As of September 30, 2011)	
Cash	24,074
Reserve	189,055
Investment	<u>54,775</u>
Total Checking/Savings	267,902
<b>Current Liabilities (Total)</b>	9,315

*Liabilities include Accounts Payable & Accrued Expenses*

### Year-end Statistics

230 guests served on average each day  
\$6.33 per guest per day  
4,606 bus tokens given in exchange for chores at LH  
136 volunteers donated 9,810 hours of service  
\$62,950 donated goods and services provided  
One downtown shelter between 5:30-8:30 pm