



Listening House of St. Paul, Inc 2013 Financial Report

From the desk of Rosemarie Reger-Rumsey, Executive Director

2013 FINANCIAL REPORT

October 2012 to September 2013

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Listening House Staff

Rosemarie Reger-Rumsey, Executive Director
Julie Borgerding, Program Director

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Alice Lee, Direct Service Associate
Beth Homa, Direct Service Associate
Michele Jackson, Direct Service Associate
Sue Huebl, Direct Service Associate, PT
Nate Jones, Direct Service Associate, PT
Jordan Trammel, Direct Service Associate, PT
Emily Janssen, Direct Service Associate, PT
Amanda Lupe, Direct Service Associate, PT
Claire Press, Direct Service Associate, PT
Barbara Elfstrand, Direct Service Associate PT

Mission Statement

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

Philosophy

Listening House, dubbed the "living room of the homeless," has served downtown since 1983. Hospitality is the root of the mission, complemented by a holistic philosophy that addresses spiritual, emotional and physical needs. We operate as a drop-in center and though not rule bound, there is an expectation for everyone to respect guests, staff, volunteers and neighbors. The consequence for violating the rule of respect is a bar from the facility. Forgiveness, however, is part of our philosophy, and unless someone is considered a threat to the community, he or she will be offered another chance.

Staff

A mature and well-trained 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

Listening House provided a safe, respectful environment and practical assistance to over 800 adults this year. We are the only downtown facility open to homeless persons from 5:30 and 8:30 pm.

Services include restrooms and hygiene articles; sock-exchange and clothing room; mailing address and telephone access; guest files to safe guard important documents or family pictures, spiritual support; 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, chiropractic services, haircuts, and memorial services for deceased guests or former guests.

Message from the Executive Director

We celebrated 30-years of service to downtown St. Paul in December and though Listening House 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 donated 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.

Danny, a former guest described Listening House this way: "Listening House is the rose in concrete. It grows in the middle of desperation. It grows in the middle of despair. And it blossoms and feeds everything around it."

Thank you for the part you played in keeping the mission alive!



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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. ~ *Anonymous Guest*

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. ~ *Jerry, current guest*

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*

"I've traveled 49 states since my military discharge in 1972, working as a farm worker or day laborer and often staying in homeless shelters when there was no work. What you people are doing here is incredibly valuable. In all my travels I never encountered a place like Listening House." ~ *Richard, Former guest and Vietnam Veteran*

"I don't have family anymore; they're all gone. But, being part of Listening House let's me enjoy the Christmas spirit anyway." ~ *Michael, current guest*

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 Companies*

"Being at Listening House let me think about my past, but also plan for my future." ~ *Melvin, a former guest and Saint Paul Hotel employee*

There needs to be a place for people who need another chance; A place that does not perpetuate a cycle of punishment and victimization, but where a person can find positive stimulation. A place where everyone can belong - A place we can feel like we deserve good and we deserve to be a reflection of the good done to us. ~ *Danny, a former guest and Honor Roll student*

Financial Overview – 2013

Unaudited/Figures provided by Accountant

Revenue Sources	
Fundraising Events	47%
Foundations/Corp.	17%
Individuals	28%
Government	4%
Churches/Groups	4%
Donated Goods & Services	12%

Financial Narrative

Listening House ended the fiscal year with an \$80,108 surplus! Longtime supporters who bequeathed funds or listed LH as a memorial were responsible for the windfall. The added revenue allowed Listening House to open weekend evening shelter, add staffing, and increase the reserve account. The largest program expense is personnel – the “heart” of our mission. The underlying fiscal health of Listening House remains very strong

2013 Fiscal Year Revenue	497,327
2013 Fiscal Year Expenses	417,219
Program Expenses	322,444
Management/General Expenses	68,475
Fundraising Expenses	26,300
Current Assets (As of September 30, 2013)	
Cash	126,880
Reserve	264,242
Investment	<u>3,085</u>
Total Checking/Savings	394,207
Current Liabilities (Total)	6,207

Liabilities include Accrued Expenses

Year-end Highlights

- 225 guests visit Listening House daily
- \$4.49 estimated cost per guest per day
- 8,829 bus tokens given in exchange for chores at LH
- 120 volunteers donated 9,550 hours of service
- \$62,950 donated goods and services provided
- Only downtown shelter between 5:30-8:30 pm