IMPACT REPORT

A YEAR OF GROWTH & RESILIENCE

23

HELPING HANDS REENTRY
OUTREACH CENTERS





Trauma-Informed Data-Driven Person-Centered

Welcome to our Impact Report, a showcase of the HOPE we're bringing to Oregon everyday.



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From the Founder Overcoming

Dear Friends and Supporters

Every year I am blown away by what we can do when we work together to overcome the challenges that are put in our way. Last year was definitely one of our tougher years. We started the year off with a flood at our Uniontown Hope Center, and we found a way to provide services while making repairs. We were back at full capacity by the end of the summer. We opened our Lincoln City and Seaside Hope Centers, but almost had to close our doors because of a lack of funding.

But it is 2024, and we're still open, surviving, and serving.

That's because of you.

Homelessness grew overall in 2023 by nearly twenty percent, making services like ours more important than ever before. I've never seen such a high need, but the funding is getting harder and harder to find.

We are all going to need to work together to make sure the vital services people experiencing homelessness desperately need remain in place. The good news is there's a lot of us working to make sure those services are there. I was reminded of this fact in a powerful way when there was a flood in November that took out the largest camp in Seaside. The community came together, local government, private organizations, and individuals to make sure the people affected were safe, and could rebuild.

Tough times bring communities together. We had a few tough times of our own, but with new public-private partnerships, and YOUR continued support, we are still providing vital services for the most in need in. As long as we keep working together, I know we can keep bringing HOPE to Oregon.

Sincerely,

Alan Evans

Founder & President





When someone walks through the door to one of the Hope Centers, our focus is seeing them as individuals. Everybody we see has a story, and recognizing that is step one toward empowering them to create a new, sustainable life.

MAKING THE DIFFERENCE PERSON-CENTERED CARE

EVERYONE HAS A STORY

One of the important lessons Helping Hands has learned over the years is that every person has a unique story, and that every story is worth taking the time to hear.

When Alan Evans began his recovery journey, he needed the assistance and support of people in the community who understood him and would respond to his needs. Rather than giving him a band-aid for a broken arm, he needed someone who would give him a cast. As his efforts to help others like him change their lives became his purpose, he remembered the care and attention others gave him, and made it the foundational ethos of his own organization. That attention to individuals has made a huge difference for thousands of people.

We are pleased to share just three of those stories with our supporters.

J O S H : C . O . O

Growing up, Joshua Blomquist lived in two worlds.

Outside, his life could have set him up to be the leading man in a high school rom-com. He had the grades, was a top athlete, the homecoming king, and had plenty of friends. He went to the University of Oregon and majored in Psychology and Sociology with a minor in Business, playing rugby at the collegiate level. What people didn't see was instability, a missing father, abuse, and years of trauma that were creating a potential path of destruction. It started with a drink here and there, a growing resentment, and a couple of rugby injuries; the opioids prescribed to help him cope with those injuries served as the final brick for Josh to begin running down a path of addiction. He started couch surfing, but began burning bridges.

"I was the type of person to steal your wallet, pretend to help you look for it, and then act mad at you for wasting my time," Josh admitted.



Opioids led to heroin, a serious decline in mental health, and more burned bridges; "I couldn't go four minutes in the day without getting messed up." For fourteen years Josh experienced serious declines as his addiction continued to have power and control over the direction of his life. Shame and guilt were becoming the most powerful emotions in his life.

Everything changed in one day.

Josh lost his mom, dad, and grandmother in 24 hours, and all from cirrhosis of the liver. This overwhelming loss combined with years of struggling with addiction and mental health issues lead Josh to walk out onto the Megler Bridge in Astoria, where he considered ending it all. The immense loss, missed potential, addiction, paranoia, and pain compounded into one moment on the edge of the bridge over the Columbia River.





Josh did climb off the bridge that, night, finding just enough strength to keep going another day. He decided he was too anti-social, and got himself arrested to get off the streets and out of society.

"I gave up." He felt defeated walking in to sign his plea deal for 90 months in prison. That day though, the judge determined Josh wasn't fit to sign it. Instead, the sheriff, an old high school friend, told him about Helping Hands.

To that point, Josh hadn't spent a day of his adult life sober, but now his only shot at not spending years in prison was getting sober in a homeless shelter.

But when he got to the Uniontown Hope Center, people were welcoming, checking in on him, and once he started the program, his case manager Gino showed a genuine interest in his story, his situation, and most importantly, his future.

"When I walked in, people were nice to me. People would check on me...and got to know my story."

It started small. He needed to set goals, and Gino was able to break those goals down into small, manageable tasks. He went from spending every dollar he made to getting a bank account and building credit. The accountability he had with Gino, while taking Money Smart classes helped him connect new dots.

One of the most crucial skills he built was time management. At first, every little task was overwhelming. All he knew for years was heroin abuse, and now he was going through his 12 steps, while holding down a job. He was taking a little pride in his small tasks. His biggest goal through the Reentry Program wasn't housing, because he knew he'd have to serve some jail time, it was to work for Helping Hands, if by some miracle he wouldn't have to spend almost 9 years in prison.

When he went before the judge again, they lowered his sentence to 16 months. "I was freer as a prisoner than I had been out there. I was a slave to my thinking. Drinking and drugs were just a symptom of a deeper soul sickness."

Because of his time at Helping Hands, he had the tools to cope with prison, and the promise of a future.

Upon his release, it didn't take long for that final goal to be accomplished. Josh became a case manager at Helping Hands.

As he continued to get invested in the people he worked with on their Individual Reentry Plans, he nervously pursued new opportunities with the organization, going from Case Manager to Lead Case Manager quickly.

Josh admits he felt like it was a long shot when he put his resume in for consideration to be the Chief Operating Officer when it opened up. He had almost no employment history and it had been a long time since he earned that bachelor's degree, but his transformation and time in the program made him the right fit. His work is transforming the program, and his story shows the power of healing, and how one person's investment in someone else's story can have lasting impacts.

During Josh's time as Lead Case Manager in Astoria, a young man walked into the new Bybee Lakes Hope Center in Portland, not knowing if someone would listen to his story.

WILL: LIVING ON MISSION

Will Bastian's outlook on his life is colored with a refreshing optimism that can be infectious. His focus on his purpose is steady, to give back and to help lift others up.

He knows what it is like to need that helping hand, because he had always needed one, going as far back as he could remember.

Will was raised in San Diego; a combination of a large family, a lack of resources, and a mother he described as "off-centered" created a sense of instability. They moved a lot, and Will spent time in 4 middle schools and 7 high schools. Even when it seemed like they caught a break, something went wrong. The family got a house through the Volunteers of America program, and they had to leave it not long after.





His family was very dependent on programs, but they never seemed to be able to take the help the programs offered and parlay that into independence.

He spent time in juvenile detention after a series of arrests, and all those school transfers made it difficult for him to do school.

"I graduated twice!" Will laughed. "I finished school in Salem, Oregon, but didn't walk. My grandmother wanted to see me walk so I took three P.E. classes in California and walked there."

He wandered more, and was working in Tigard doing logistics when his life took a real turn. Will, like millions of others, was hit hard by the COVID-19 pandemic. At first he was still focused on just working and surviving, until he got sick in 2021. He knew some people who got the sniffles, and recovered, but that wasn't his experience. He couldn't breathe, couldn't leave his apartment, or even get out of bed. Then, he got a blood clot in his leg, which doubled in size in a week, and then travelled into his lungs.

He spent months in the hospital for rehabilitation.

It was the first time he was seriously ill, and couldn't have anticipated how quickly the bills would wrack up.

He was trying to re-learn how to walk, while his roommates were falling down in the rent and his savings dried up. He couldn't keep up with the bills anymore, so he packed up and moved back into a mission in Grants Pass. He valued his time there, but part of the program at the mission was work. "It worked for me before, but I was still struggling with my sickness. I couldn't keep up."

He left the mission and arrived to Portland on Thursday, and got a referral to the Bybee Lakes Hope Center. He was uncertain, since he was used to limited-time programs that required work.

"There's a place for you here to kind of develop who you are."

At Helping Hands, they were patient with his condition, helping him recover from his blood clot, while also challenging him to start thinking about his interests and goals.

His case manager Patrick looked at him and said, "so what's your plan?" Looking at on-going health problems, \$20,000 in debt, and no license, that was big question.

As he created his Individual Reentry Plan, he focused on paying down that debt, getting healthy, getting a driver's license, and getting plugged back into church, which became his foundation. He got a job working as a Resident Advisor at Bybee Lakes, and got to work. One day he looked up and had paid off \$10,000 in 7 months, had a credit score over 700, and a learner's permit. He completed his program in July 2023, staying in the facility as he worked hard.

In January 2024, Will moved into his own apartment. He is still working for Helping Hands as an Intake Specialist, getting to live on mission rather than in a mission by helping others.



"I get to show them compassion first.," Will concluded with a big, sincere smile.





Compassion and caring are such an important part of the way Helping Hands works with the people coming through our doors. Josh and Will both experienced the life-changing transformation of having their story heard. As Josh and Will were making progress, growing transforming and starting to work for Helping Hands, in Tillamook Sharon Slingluff was living out of her car, wondering if things could change for her.

SHARON: BEING HIS MOM

In October 2022, Sharon had been living in her car for 3.5 weeks. She was using drugs, had just lost her mom, in the process of leaving a domestic violence situation, and had congestive heart failure.

How could things get any worse? She even admitted, "I allowed myself to believe there was no hope."

That's when she got arrested. Her sentence wasn't too long, but she did have to start going to recovery meetings. Participating in a 12-Step Program was just another thing she had to do to survive. She was getting some support through it, but it wasn't addressing her other needs, especially as she tried to keep her life going out of her car.

But it was in one of these meetings that someone suggested she see if she couldn't get into the local Helping Hands facility - the Tillamook Hope Center. She got a referral, and she and her 12 year old son moved out of their car and into the family dorm.

When she first started the Reentry Program, having to set big life goals seemed like an impossible feat. She had worked with case managers before and had been told she was supposed to get certain things accomplished by certain dates in order to "fix" her situation. There had always been problems with follow-through, whether that be because of new problems arising, lack of thorough communication, or just simply running out of time.

Working with Bri, the Facility Director at the Tillamook Hope Center, Sharon was able to go as slowly as she needed. At first, Bri helped her make appointments and gave her a list deadlines for tasks. Each day Sharon could look at her calendar and get one small thing done. Fill out this form. Call this care provider. Talk to this person. Day by day, she could check more off her list.

Because recovery meetings were at the facility, she was able to go as often as she needed. She went to the dentist, got her driver's license back, paid off child support. She got into a new apartment. Sharon was able to start taking care of herself; as she learned to take care of herself, she was able to focus on taking care of her son.

Suddenly she was becoming more responsible. That responsibility lead Bri to encourage Sharon to apply for a job at Helping Hands as a Resident Advisor.







Getting the position as an R.A. helped her pursue larger goals, like purchasing a better car that would help her and her son

Accountability and encouragement was a huge part of Sharon's journey, but being encouraged to take the step to work for Helping Hands seemed like an enormous step. She was able to buy a new-to-her car. Even better, she was able to heal relationships and learn how to co-parent with her son's father. Instability and inconsistency were becoming a smaller and smaller part of their world.

Each one of these individuals has taken their lives into their hands, and used their time at a Helping Hands Hope Centers to create something new, something that reflected who they were, their journey, and who they wanted to become. We are so excited to be able to share that Josh, Will, and Sharon are all living in their own places now, leading independent and sustainable lives.

Being person-centered is about more than just knowing someone's name. It is about knowing their story.

"I'm actually responsible...I didn't think there was a way that could happen. It gives me a sense of purpose. People look up to me now and it wasn't like that before. People didn't notice me."

Because of this change, her son's grades have come up, and his needs as a neuro-divergent teen are better able to be addressed. He has an Individual Education Plan at school, and is flourishing in this new-found stability.

One of Sharon's favorites part of her new normal is going to see her son race Motocross in Eugene. "He's amazing at it!" She gets every Sunday off so she can be there. In 2024, Sharon is looking at a year of continued growth, so happy to be the mom she didn't know she could be.

It is about understanding where they came from, where they are now, and giving the unique individual sitting in front of you the tools to craft where they are going. Our team knows this fact personally, because they experienced it too.

It is because of the efforts of supporters like you that make this level of care possible. As Helping Hands continues to strive to provide the best level of care possible, we are deeply thankful for the members of our communities who also believe in investing in a person, not a program.



By the Numbers 2023 Impact Dat



Part of providing the best care for our participants is understanding them personally, and then zooming out to get a better picture of the broader community. That's why our proprietary database is so important.

In 2023, Helping Hands served 2,025 unique individuals through its Hope Centers.

Helping Hands served 94,545 meals.

Through emergency shelter and reentry, 90,306 bunks were consumed.

Ages Served

0-17: 277

18-25: 149

26-55: 1,341

56+: 362

Genders Served

Male: 1,210

Female: 878

Nonbinary: 40

Individuals Served by County

Clatsop: 645

Lincoln: 70*

Multnomah: 1,138

Tillamook: 152

Yamhill: 123

^{*}Lincoln City Hope Centered opened November 2023

^{**103} individuals crossed county borders and stayed in multiple shelters

Who is staying in the HOPE Centers?

48%

did not have a birth certificate upon arrival

66%

did not have a history of incarceration

42%

had a social security card

14%

were employed upon arrival

44%

experienced chronic homelessness

22%

had a dual diagnosis of mental health and addiction

8%

had social security disability upon arrival

33%

had a mental health diagnosis **27**%

had a driver's license upon arrival

13%

owned a vehicle upon arrival

52%

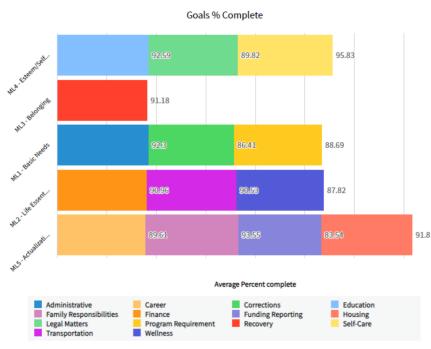
were on food stamps

29%

experienced domestic violence

What are participants doing in the Reentry Program?

The average duration in the Reentry Program is 94 days.



Participant Accomplishments

In the Reentry Program, each participant works with a case manager to set goals to help them create the life they want. In 2023, over one-thousand unique goals were set by participants, which range across a variety of categories.

Goals are organized based on Maslow's Hierarchy of Needs. Basic survival needs are labelled, ML1, Life Essentials ML2, Belonging Needs as ML3, Esteem based needs as ML4, and Actualization as ML5.

In 2023, Helping Hands saw an increase of participants completing goals related to self-actualization and esteem. These types of goals include engaging in emotional self-care, taking next steps in a career, pursuing further education, and becoming a mentor.

Percentage of Count 254 15.86% Build my career 12.92% Meet Helping Hands dues requirement 207 200 12.48% Manage my housing 11.3% Manage my medical & prescription needs 181 8.74% Manage my credentials 140 134 Manage my mental and emotional wellness Acquire my birth certificate 125 7.8% Acquire my driver's license 125 7.8% 119 7.43% Manage my recovery 117 7.3% Acquire my Social Security card Total 1,602 100%

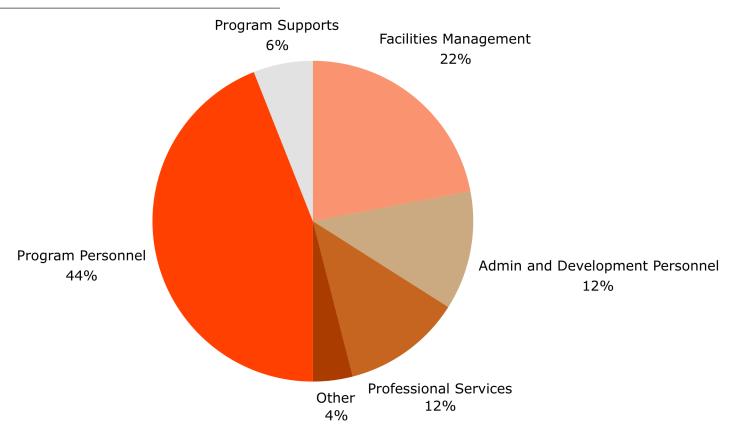
Helping Hands saw a slight decrease in participants who experienced chronic homelessness, which is reflected in the types of goals being set. We saw a greater emphasis on personal growth, on building a career rather than finding any kind of employment, and an overall focus on well-being as a part of someone's path to sustainable housing. While recovering documentation and managing recovery were still prominent goals and needs, they decreased overall as a data-point across the organization.

"This data truly demonstrates the ever-changing face of homelessness, and why person-centered programs are a crucial piece of a community's solutions to homelessness." - Mike Davis



Every dollar that Helping Hands spends is an investment in someone's future, and we seek to steward the donations and raised funds wisely to ensure people's futures are always our top priority.

Total Expenditures without Depreciation



Understanding Operating Costs at Helping Hands Reentry Outreach Centers:

- Facilities: 60% of expenses for our Hope Centers go to utilities, 31% to maintenance, and the rest go to miscellaneous expenses such as property taxes.
- Program Personnel: Our largest expenses is program personnel, making up 44% of our total budget. These are the people serving our participants every day.
- Administrative and Development Personnel: 12% of our budget goes to support the administrative and development teams, which is a small team that seeks to be good stewards of our fundraising dollars.
- Professional Services: These expenses support operational needs such as computers and software (20%), Human Resources Management (20%), and other services fees.
- Program Supports: Items and services that support the activities going on in our Hope Centers constitute 51% of this budget item, food another 14%, and our proprietary database Together Data Systems (TDS) is 27%. Books, partnerships, and other supplies make a difference in the daily lives of our participants.

Helping Hands has always been an organization that worked best in partnership with the community, and that remains true. Last year, we were humbled by the amount of in-kind donations we received that help make our Hope Centers welcoming.

In **2023**, Helping Hands received over **5 tons** of food donations.

Community partners

donating maintenance services and volunteering saved Helping Hands over **\$740,000** last year.

Over **5,000** donations of **sack lunches** or **kits for street outreach** were donated by organizations.

Top 5 In-Kind Donations in 2023









Community Investment





We can't do what we do without the support of people in the communities we serve. Your investment in HOPE sustains people as they build their lives and pursue sustainability.

Special thanks to Jordan Schnitzer, benefactor of the Bybee Lakes Hope Center in Multnomah County.

Hope Sustainers at \$1,000,000+

Multnomah County

Hope Sustainers at \$500,000+

Oregon Health Authority

Hope Sustainers at \$100,000+

Trillium Community Health Plan
Columbia Pacific CCO
Grover Family Charitable Fund
Maybelle Clark Macdonald Fund
Oregon Housing and Community Services
Church of Jesus-Christ of Latter-Day Saints

Hope Sustainers at \$50,000+

Clatsop County

The Marie Lamfrom Charitable Foundation
Mitzvah Fund of Oregon Community Foundation
MJ Murdock Charitable Trust

Portland Business Alliance - Downtown Portland Clean & Safe Sammons Family Charitable Foundation

Hope Sustainers at \$10,000+

Anonymous
Steve Bachelder
City of Lincoln City
City of Seaside

The Crooke Family Charitable Fund Linda K. Eyerman Curtis Fintel

Valerie Fisher

Chris & Cheryl Hunter

Goodwill Industries of the Columbia-Willamette
Harold & Arlene Schnitzer CARE Foundation
Hope for the Homeless Foundation
The Employees of Hunter-Davisson, Inc.

The Komal Foundation
The Marquis Foundation
The McGraw Family Foundation, Inc.

The Harry A. Merlo Foundation
Olive Bridge Fund
Dorothy Piacentini

Franklin & Dorothy Piacentini Charitable Trust Providence Health & Services

The Robert D. and Marcia H. Randall Charitable Trust
The Roundhouse Foundation
The Schlesinger Family Foundation



Hope Sustainers at \$10,000+

The Swigert-Warren Foundation
The Herbert A. Templeton Foundation
United Way of Clatsop County
US Bank Foundation
Joseph E. Weston Public Foundation
The Walters Family Foundation
The Wheeler Foundation
The Zidell Family Foundation

Hope Sustainers at \$5,000+

Steve Cartales
City of Cannon Beach
City of Gearhart
Ken Naito
Otak, Inc.
Pearl Neighbors for Integrity & Design
Jeff Spere
TEGNA Foundation
Twin Peaks Foundation
Rick and Debbie Warner
Jane Vail



Hope Sustainers at \$1,000+

Anonymous Annaleeta Gonsalvez

Dave & Chris Alteneder Kathryn Gruen

Dan R. Barlett Holzman Family Foundation

Christine Beatty In a Landscape

Barry Boring Classical Music in the Wild

Scott Bradley Jane R. Kendall Family Fund

Anna Brown John Jelderks

Mark Childs Kohnstamm Family Foundation

Chinook Winds Casino Resort Stefanie Kouremetis

City of Astoria Jim Laden

Michael Clair Robert LaFeber

Community Foundation Tim Lagasse

of the North State Robert Larson

Cooper Family Foundation Lents Neighborhood

Phillip W. Curtis Jr. Livability Association

Jeffrey Davisson Shaun Martin

William De Jager Rick and Debbie Warner

Barbara J. Duerden Stephen Rallison

Bill Early and Sharon Stern

Timothy Eddy Re/Max Foundation

Roy Eldon Beaty Jerry Sadis

Enterprise Holdings Foundation Gary Seelig

Victoria Fitzgerald and Melinda Rae Seelig

Barbara Francis Erin Sharp

Hope Sustainers at \$1,000+

Rita Sheldrake

Richard Singer

Carl and Amy Singmaster

Tracey Snoyer

Michael and Diane Somers

Sound Hardware, Inc.

Larry Sparks

Standard Insurance Company

Randall T. Stewart

Brian Stipak

Tom Stringfield

Doug and Susan Stussi

Sunset Empire Parks & Recreation

Tillamook High School

Roy Trilloa

Bob Voll

Wynne Walker

Washington County

Hans and Linda Witt

Matt Wood

Jessie Woodcock

Employees of ZGF Architects LLP

In-Kind Donations

7-11

ADIDAS

Akemi Salon

Barkdusters

Bethany Lutheran Church

Veronica Bartlett

Kevin Campbell

Cantel Sweeping

Chinook Winds Casino Resort

Clackamas Service Center

Fred Meyer at N. Lombard

Food Donation Connection

Lars Hathaway

Judi Hanson

Holiday Inn Express - Astoria

Tam Hulbert

Ken Naffziger

Ken Nelson

Celeste LeDuke

Lift Up

Joan McCumby

Milk Crate Kitchen

Oregon Growers

Newberg Ace Hardware

Pacific Landscape

Management

PDX Massage Crew

Pelican Garage Doors, LLC.

Rick Poulalion

Portland Knife House

Church of Jesus-Christ of

Latter Day Saints

Salt & Straw

Sea Sprite Haystack Rock

Sensus A Xylem Brand

Boyd Smith

The Home Depot - Warrenton

Tidy Solutions for an

Organized Life

TriMet

Walk 4 Change

Windemere Real Estate



From the CEO Moving Forward

Dear Partners, Supporters, Community Members, Employees, and Friends,

Last year when I stepped into the role of CEO, I knew that I was signing up for a new and exciting journey, and my first year proved to be one full of unexpected twists and turns.

We were thrilled to be able to finish long-term projects, start up new efforts like the Street Outreach Program, and to serve thousands of people. It was so exciting to see the organization grow, and to get to speak to people as they were moving out and into their own apartments, with family, or other sustainable living situations.

As the year progressed, and the cost of resources we need to operate our shelters kept going up, it also felt like it was getting harder to keep up and get new sources of revenue. Some consistent funding opportunities changed their parameters, and we lost the opportunity to pursue them. The harder we worked, the more we felt we were stuck.

Making the call to close our doors by September was the hardest decision our Executive Team and Board of Directors could have made.

This decision impacted hundreds of people living in our facilities and the 55 employees counting on us for their paychecks. The stress and mental anguish this caused our team and our participants was palpable.

Thankfully, so many of you gave us what we needed, a Helping Hand. Thousands of you raised your voices in support of the work that we do and it was heard, loud and clear. When the local communities stepped up to help keep our doors open, we were grateful. Being able to keep serving was the goal. Thanks to you, we are still operating, building back better than before with new partners, and strengthened relationships, which improved operations and streamlined processes.

Thousands of people in Oregon just need a helping hand to get to where they need to be. Every day we are open, every service provided, and every dollar spent can be the difference in a person's life. Thank you for sticking with us in 2023, and we look forward to partnering with you into the future.

Sincerely,

Mike Davis

CEO

Executive Team

Alan Evans Founder and President
Mike Davis Chief Executive Officer
Tonja Hodgkinson Chief Financial Officer
Joshua Blomquist Chief Operations Officer
Kylee Dimas-Orozco Administrative Manager

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Dr. Karmin Williams, Board Vice-Chair
Cheryl Hunter Board Secretary
Jerry Walker Board Treasurer
Jason Schermerhorn
John C. Helm

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Erik Cole

Washington County Hope Center Advisory Board

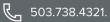
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Helping Hands Reentry Outreach Centers





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