

miriam's kitchen 2010 Annual Report

2010 was an historic year for Miriam's Kitchen. The hallmark of the year was the opening of the Evenings Programs in January 2010, which nearly doubled both the size of the organization and the number of guests we served. These program expansions were the culmination of years of program planning and fundraising. Alone this would have made for a momentous year. However, additional accomplishments were many including: Miriam's was one of the few organizations that remained open during the February 2010 blizzards; we continued to receive the generous support of the White House; and several of our staff members were honored for their professional accomplishments.

Staffing

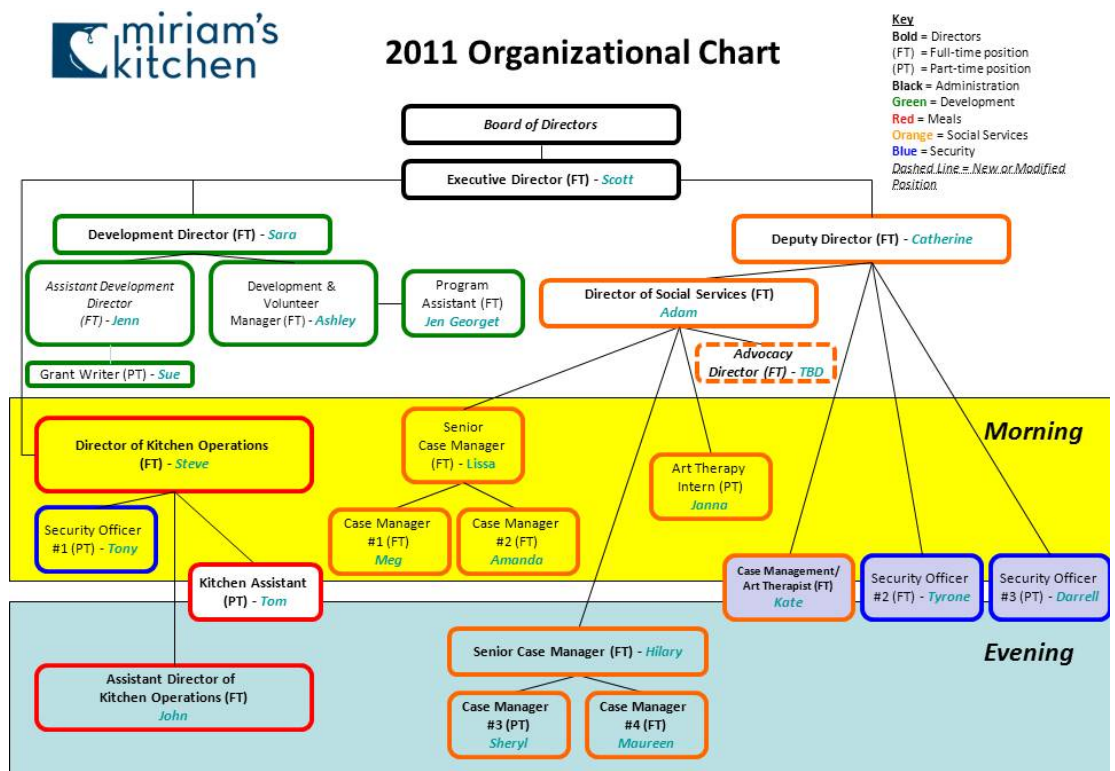
We were fortunate in 2010 to continue with strong leadership. Executive Director Scott Schenkelberg completed his eighth year at Miriam's; Director of Kitchen Operations Steve Badt, completed his ninth; and Deputy Director Catherine Crum completed her seventh year. Director of Social Services Adam Rocap completed his fourth year at Miriam's Kitchen while Development Director Sara Gibson completed her second year.

Additionally, Senior Security Officer Tony Butts, our longest serving employee, completed his sixteenth year. Development and Volunteer Manager Ashley Lawson completed her third year. Development Associate Jenn Roccanti, and Security Officers Tyrone Coe and Darrell Jones all completed their second year.

The newest members of our staff are primarily those who were hired to staff the Evening Programs. Kate Baasch, Art Therapist/Case Manager; Jennifer Georget, Program Assistant; John Murphy, Assistant Director of Kitchen Operations; Sheryl Perkins, Case Manager; Hilary Espinosa, Senior Case Manager all celebrated their first anniversaries at Miriam's in fall 2010.

There were also transitions in staffing. We welcomed Amanda Formica (Lutheran Volunteer Corps), Maureen Burke (Capuchin Volunteer Corps), and Meg Hannigan (Jesuit Volunteer Corps) as Case Managers. Lissa Ramsepaul, a licensed graduate social worker who is pursuing a doctorate at Catholic University, became our morning Senior Case Manager. Jenn Roccanti was promoted from Development Associate to Assistant Director of Development. We are also adding part-time grant writing and kitchen assistant positions.

Miriam's staff currently includes 22 people - 16 full-time and 6 part-time and intern staff. We also plan on hiring a new advocacy director as part of our MK2015 strategic plan.



MK2015 Strategic Plan

Miriam's Kitchen has always been organization that strives to do more for our guests. As such, when we completed our last strategic plan in 2010, we immediately set about creating a new five-year strategic plan. The new plan, *MK2015*, has five strategic objectives.

1. Assume a leadership role in advocating for public policies that end chronic homelessness.
2. Connect as many chronically homeless individuals to services as possible.
3. Ensure that housing exists for chronically homeless individuals and provide the necessary support to keep them housed.
4. Create and sustain an inclusive, welcoming organizational culture that emphasizes the importance of diversity, hospitality, and excellence to create the strongest possible staff, board, volunteer base, and programs.
5. Increase internal capacity to support strategic plan goals.

We are extremely excited about this new plan, and I look forward to sharing its details across the coming months.

Meals Program

Open every weekday since October 1983 (in blizzards, heat waves, protests, and during holidays), Miriam's Kitchen is a reliable source for a hot meal and a warm, supportive environment for men and women who are homeless. The program is staffed by the Director of Kitchen Operations and Assistant Director of Kitchen Operations and 2,265 volunteers who provided 17,694 hours of service.

Miriam's Kitchen uses its nutritious, homemade menu to attract guests to critical services that focus upon longer-term solutions. This is especially true for many of our guests who suffer from mental illness and would be reluctant or unable to reach out for help regarding drug or alcohol addictions, housing, legal counseling, medical care, and much more. Once a guest enters our dining room and sits down for a delicious meal, it is easier for a Case Manager or volunteer to make contact and begin a conversation about what he or she needs.

In 2010, the Meals Program served 75,869 meals to our homeless guests. This is a 45 percent increase over 2009. This increase is entirely due to our new offering of an evening meal. Dinner alone served an average of 109 guests nightly through 2010 and a total of 28,618 meals.

Case Management Program

In its tenth year, our Case Management Program served **2,924** guests! This is a 27 percent increase over 2009, which we attribute to our increased program hours and staff as part of the Evening Programs. The program was staffed by our Deputy Director, Director of Social Services, six Case Managers, an Art Therapist/Case Manager, and an Art Therapy Intern. These staff members are present at every meal as a resource for our guests. The Case Managers engage clients in meeting various needs such as transportation to appointments, toiletries, clean clothing, access to mail and voicemail services, information about services provided by local social service agencies, and counseling. Through these services, and by being a constant presence in the dining room, Case Managers work to build trusting relationships with our guests. We estimate that nearly three-quarters of our clients sleep on the street each night and nearly all struggle with mental illness, addiction, or both; therefore creating a trusting relationship is crucial to providing our guests with the services they need to survive.

Our Case Management Program continued to focus on other shorter-term needs experienced by our guests. We helped **1,471** guests obtain identification. **3,080** times we provided guests with bus tokens and other transportation to get them to documented job, legal, or medical appointments.

Beyond these shorter-term needs, we aided **224** of our guests in obtaining food stamps and other public benefits. Case Managers moved **19** people into intensive drug and alcohol rehab programs. We also referred or placed **46** of our guests in mental health treatment programs. We helped our guests find employment **33** times and also moved **167** people into transitional or permanent housing.

We maintained our partnerships with community providers in 2010, allowing us to further provide on-site services to our guests. Unity Health Care provided guests with on-site medical treatment **306** times. We also continued blood pressure and blood glucose checks run by faculty and students at George Washington University, providing **558** guests with services. **232** guests received legal services provided weekly by Washington Legal Clinic for the Homeless. We also provided breast health screenings to **77** of our guests, and HIV testing to **103** of our guests.

Mental health treatment is one of the most pressing needs for our guests. We have a psychiatrist each Monday morning to provide on-site mental health treatment and to dispense medications to our guests. In total, **116** treatment sessions were provided to our guests.

Miriam's Café

We also continued Miriam's Café on Wednesdays. It is a time when many of our most vulnerable guests can engage in therapeutic activities and meet with Case Managers. We tend to describe it as a two-hour mix of our Meals, Case Management, and Studio programs. Through 2010 we have had an average attendance of 50 guests at Café every Wednesday.

Miriam's Studio

Since 1994, Miriam's Kitchen has offered therapeutic group activities. Our daily activities now include art therapy and creative writing workshops, yoga sessions, knitting and geography classes, and a homeless advocacy group. 1,172 Miriam's guests attended Miriam's Studio groups in 2010. This is a 64 percent increase over 2009 due mostly to the increased hours but also more robust group activities. Frequently the guests who attend are the most vulnerable and frail of our guests. This allows our Case Management staff and volunteers to develop trusting relationships with our guests to be able to serve them better.

For the second consecutive year, Miriam's Studio was lauded as a finalist for the 2010 Mayor's Art Awards in February 2010.

Volunteer Support and Community Involvement

Volunteers continue to be the driving force behind our Meals, Case Management, and Café Programs. Through 2010, **2,400** volunteers assisted in these programs --- primarily in the Meals Program.

Volunteers also helped with cleaning, painting, organizing, maintaining our database, and running Miriam's Studio groups. In July 2010, we held our ninth annual Volunteer Appreciation barbecue. In attendance were 100 Miriam's Kitchen volunteers. We were happy to have a chance to thank our volunteers for all of the ways that they have helped us over the years. Miriam's Kitchen simply would not be possible without them.

Volunteers also provided substantial support for all of our fundraising events— happy hours, *100 Bowls of Compassion*, and the Help the Homeless Walkathon. Volunteer contributions to these events helped maintain low over-head costs. This is particularly true of *100 Bowls* where, among many other tasks, volunteers prepared and served a fabulous menu under the direction of Steve Badt.

The Volunteer Task Force also remained active across the last year. The task force is led by volunteers and a way for us to be more inclusive of volunteer needs and to rally volunteer support. The Volunteer Task Force helped increase volunteer donation rates, recruited participants for the Help the Homeless Walkathon, and implemented volunteer events such as the annual Chili Cook-off and other volunteer social activities.

Community Recognition

For the second consecutive year, Miriam's was recognized as a "Best Place to Work in Greater Washington" by the *Washington Business Journal* and also the "Best Place to Volunteer in DC" by the *Washington City Paper*. Additionally, we were again a runner up for the *Mayor's Annual Art Awards* for "Innovation in the Arts".

In addition to these accolades, Executive Director Scott Schenkelberg received the Exponent Award from the Meyer Foundation in recognition of his strong and effective leadership leading to a track record of accomplishment. Development Director Sara Gibson

was recognized by the EnVest Foundation as for her outstanding service in her community and profession as a "40 Under 40" award winner. Deputy Director Catherine Crum was accepted into the very competitive Future Executive Director Fellowship of the Nonprofit Roundtable.

We also received recognition for our innovative usage of social media technologies such as YouTube, Facebook, and Twitter including the Washington Post's Readers favorite nonprofit Twitter-er (is that a word?)

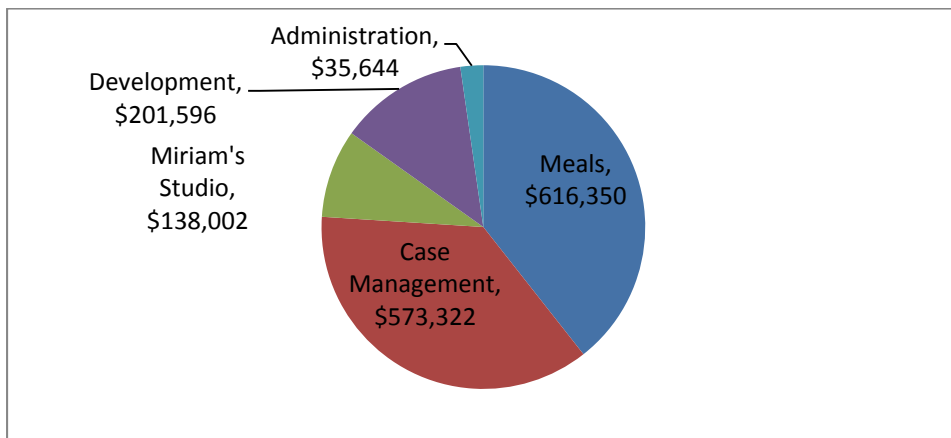
The White House continued to support with both volunteers and donations of produce from their garden. Scott was also invited to attend the State Dinner for Mexico at the White House on May 19.

Fundraising

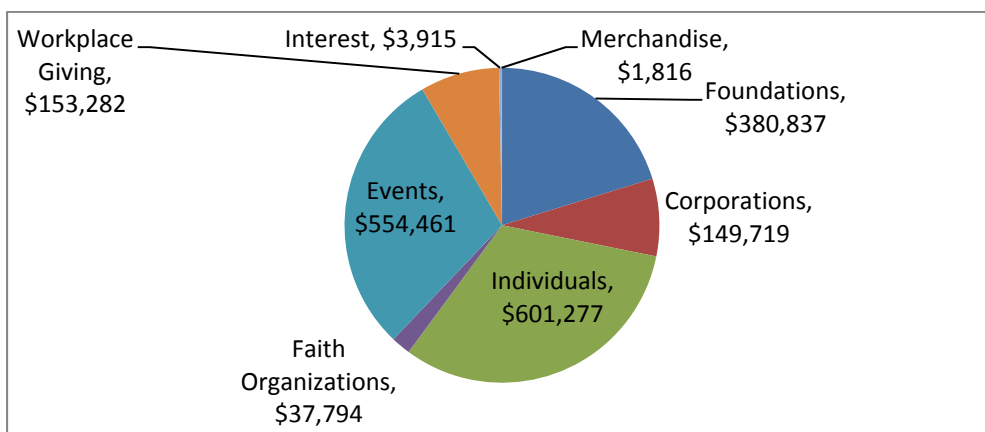
Miriam's Kitchen has continued to weather the recession well. Our development staff and board of directors have done a superb job of marshaling resources for the organization and capitalizing on the publicity we received in 2010.

Miriam's maintained two major fundraising events to support our programs. The eighth annual *100 Bowls of Compassion* was extraordinarily successful. Run entirely by Miriam's staff, Board, and volunteers, the event took place on May 13 at the National Building Museum. We auctioned dozens of exquisite donated pottery pieces and other items, raising \$300,000. The event also allowed us to maintain and expand our corporate donor base. We also participated in the Fannie Mae Help the Homeless Walkathon with more than 1,100 Miriam's supporters walking and \$160,000 raised.

2010 Expenses (unaudited)



2010 Revenue (unaudited)



I am awed by the dynamic staff, board, and volunteers that Miriam's continues to attract. All of us at Miriam's Kitchen remain deeply grateful for the ongoing support of Western Presbyterian Church, our many dedicated volunteers, funders, clients, and staff. Miriam's Kitchen's continued ability to deal with its ever-increasing number of guests without yet having to turn anyone away is due to this incredible community commitment. Together, we are all making an important, life-changing difference in the lives of our homeless guests.

Respectfully submitted,


Scott Schenkelberg
Executive Director

2010 Board Members

Officers

Chair, Vincent Renner, MBA, MA, Story House
Chair-Elect, Nicole Levine, Higher Achievement
Immediate Past Chair, Julie Anna Potts, JD, Senate Agricultural Committee
Treasurer, Alan Munter, PhD, Center for Neutron Research at the National Institute of Standards and Technology, Member of Western Presbyterian Church
Secretary, Christopher Turner, JD, Latham & Watkins

Members

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Geoff Dudgeon, Deloitte
Risa Freedman, Deloitte
Joe Kochan, DigitalBridge Communications
Anne Large, MBA, Washington Hospital Center
Ruthanne Miller, JD
Robert Musslewhite, JD, The Advisory Board Company
Amber Romine
Thomas Rietano, Merrill Lynch
Brian Smith, JD, WilmerHale
Erica Swanson, MA, Leadership Conference on Civil Rights, Member of Western Presbyterian Church
Ex Officio Member, Scott Schenkelberg Executive Director

2010 Staff

Scott Schenkelberg, *Executive Director*
Kate Baasch, *Art Therapist/Case Manager*
Steve Badt, MA, *Director of Kitchen Operations*
Maureen Burke, *Case Manager*
Tony Butts, *Senior Security Officer*
Tyrone Coe, *Security Officer*
Catherine Crum, LICSW, MPA, *Deputy Director*
Hilary Espinosa, *Senior Case Manager*
Amanda Formica, *Case Manager*
Jen Georget, *Program Assistant*
Sara Gibson, *Development Director*
Meg Hannigan, *Case Manager*
Darrell Jones, *Security Officer*
Ashley Lawson, *Development and Volunteer Manager*
Janna Mullholland, *Art Therapy Intern*
John Murphy, *Assistant Director of Kitchen Operations*
Sheryl Perkins, *Case Manager*
Lissa Ramsepaul, *Senior Case Manager*
Adam Rocap, MSW, *Director of Social Services*
Jennifer Roccanti, *Assistant Development Director*