



2011 Annual Report

As we mark our 28th year of service to our community, we know that homelessness is as much of an issue now as it was when we began. The number of homeless men, women, and children continues to rise in the Washington, DC area due to a fragmented network of services and the lack of affordable housing options.

On any given night, more than 6,000 DC residents are homeless. Of that total, nearly 2,100 individuals are classified as chronically homeless—someone who has been homeless for a year or more or who has been homeless four or more times in the past three years. These individuals have a range of needs, from a nutritious meal to clean clothes, mental illness treatment to addiction assistance, and physical healing to housing support.

More than 70 organizations offer services to the homeless in DC, ranging from once-a-week church suppers to organizations that offer mental health services and addiction treatment. However, we are one of the only organizations providing a wide range of comprehensive services to the chronically homeless of Washington, DC. We know that many of our guests don't have the ability to travel to multiple service providers to receive assistance. That's why we have dedicated ourselves to providing the most complete range of services for our guests as possible.

Serving the most isolated and vulnerable among us feels like an enormous challenge, especially in the midst of difficult economic times. But because of you, and other members of our community, we will continue to face those challenges and serve our homeless neighbors with compassion and understanding.

Staffing

We were fortunate in 2011 to continue with strong leadership. Executive Director Scott Schenkelberg completed his ninth year at Miriam's Kitchen; Director of Kitchen Operations Steve Badt completed his tenth; and Deputy Director Catherine Crum completed her eighth year. Director of Social Services Adam Rocab completed his fifth year at Miriam's Kitchen while Development Director Sara Gibson completed her fourth year.

Additionally, Senior Security Officer Tony Butts, our longest serving employee, completed his eighteenth year. Development and Volunteer Manager Ashley Lawson completed her fifth year. Security Officers Tyrone Coe and Darrell Jones completed their fourth year, while Assistant Director of Development Jennifer Roccanti completed her third.

Kate Baasch, Art Therapist/Case Manager; Jennifer Dean, Program Assistant; John Murphy, Assistant Director of Kitchen Operations; Sheryl Perkins, Case Manager; and Hilary Espinosa, Senior Case Manager all celebrated their second anniversaries at Miriam's Kitchen.

Case Managers Amanda Formica, Lissa Ramsepaul and Maureen Burke all celebrated their first anniversaries, while we also welcomed new staff: Director of Advocacy Michael Fisher, Jr., Grant Writer Sue Bell, Case Manager Emily Bell, and Case Manager Aaron Fenster.

Our staff currently includes 31 people - 20 full-time, 2 part-time, 5 contract staff and 4 interns.

MK2015 Strategic Plan

Miriam's Kitchen has always been an 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 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, Miriam's Kitchen continues to be a reliable source for a healthy meal for men and women who are homeless.

The program is staffed by Director of Kitchen Operations Steve Badt, Assistant Director of Kitchen Operations John Murphy and Kitchen Assistant Jose Monterossa, and supported by 2,198 volunteers who provided 17,344 hours of service in 2011.

Miriam's Kitchen uses its healthy, homemade meals 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 meal, it is easier for a Case Manager or volunteer to make contact and begin a conversation about what he or she needs.

In 2011, we served 70,656 meals to our homeless guests.

Case Management Program

Our Case Management Program served **3,582** guests in 2011, a 23 percent increase from 2010!

The program was staffed by three clinical social workers, an Art Therapist, two case managers, three year-long volunteer corps members/case managers, and one psychiatrist. These staff members are present at every meal as a resource for our guests. Our services include everything from providing clean clothing and assistance obtaining identification cards to mental health care and links to available housing. Through these services, and by being a constant presence in the dining room, Case Managers work to build trusting relationships with our guests.

Our Case Management Program continued to focus on other shorter-term needs experienced by our guests. We helped **774** guests obtain identification and **1,717** guests were provided with bus tokens to get them to job, legal, or medical appointments.

Beyond these shorter-term needs, we aided **369** of our guests in obtaining food stamps and other public benefits. Case Managers enrolled **6** people in intensive drug and alcohol rehab programs, while **8** were enrolled in mental health treatment programs. We helped **26** guests find employment and moved **46** people into housing.

Sometimes the best way we can offer services is to partner with organizations like the Washington Legal Clinic for the Homeless and Unity Health Care to bring their services to our dining room. That way, our guests have access to everything they need in one central location.

We maintained our partnerships with community providers in 2011, allowing us to further provide on-site services to our guests. Unity Health Care provided guests with on-site medical treatment **329** times. We also continued blood pressure and blood glucose checks run by faculty and students at George Washington University, providing **247** guests with services. **163** guests received legal services provided weekly by Washington Legal Clinic for the Homeless. We also provided HIV testing to **78** of our guests.

Mental health treatment is one of the most pressing needs for our guests. We now have a psychiatrist on staff to provide on-site mental health treatment and to dispense medications to our guests. In total, **55** treatment sessions were provided to our guests.

Miriam's Café

Every Wednesday in 2011 from 12-2 pm nearly 100 guests joined us for a healthy lunch, the opportunity to access our case management services, and the chance to participate in our life skills classes. It is a time when many of our most vulnerable guests can engage in therapeutic activities and meet with our Case Managers.

Miriam's Studio

Since 1994, Miriam's Kitchen has offered therapeutic group activities. We offer things like Art Therapy and creative writing workshops, yoga sessions, mental health support groups and resume assistance in Miriam's Studio--all in an effort to build a strong community and relationships with our guests. Without these trusting relationships, our work wouldn't be possible. In 2011, **594** guests attended Miriam's Studio groups.

Advocacy

Advocacy is one of the most powerful ways we have to end chronic homelessness.

We believe that advocacy that is informed by those who have experienced homelessness is integral to achieving this vision.

Therefore, given our direct experience with addressing the needs of chronically homeless individuals and hearing firsthand about their experiences, we have a unique voice in the advocacy world. That's why we officially launched our Advocacy Program in March 2011.

Advocacy at Miriam's Kitchen is not partisan. While we will work to influence policies that are critical in the fight to end chronic homelessness, we will not support individual political candidates or political parties. Our advocacy is for the purposes of actively supporting the cause of ending chronic homelessness in Washington, DC. As such, we are eager to work with whoever is willing to join that cause.

Our advocacy program model is made up of three parts:

1. Public Policy--Our public policy agenda is geared toward creating solutions to chronic homelessness, including the production of sufficient permanent supportive housing units in Washington, DC. Our goal is to engage elected officials in the policy cycle, and will frequently have a presence at city council hearings.
2. Guest Involvement--Our advocacy program will empower and train our guests to use their experiences, voice and talents for advocacy efforts. We encourage our guests' involvement in executive and legislative branch activities, city coalitions, and peer groups. The People for Fairness Coalition, a guest-led advocacy group comprised of currently and formerly homeless individuals hosted at Miriam's Kitchen, is central to this work.
3. Mobilizing Supporters--Our supporters, staff and board of directors are untapped resources for advocacy. Educating, empowering and mobilizing our supporters to become actively engaged in advocacy is essential to ending chronic homelessness in Washington, DC.

Volunteer Support and Community Involvement

Volunteers continue to be the driving force behind our programs. In 2011, **2,198 volunteers** assisted in our programs -- primarily in the Meals Program.

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

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 third consecutive year, Miriam's Kitchen was recognized as a great place to work, this time by the *Washingtonian*. Additionally, we were named one of the Best Small Charities in the Washington area by the *Catalogue for Philanthropy*.

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.

We maintained two major fundraising events to support our programs. The ninth annual *100 Bowls of Compassion* was extraordinarily successful. Run entirely by Miriam's Kitchen staff, Board and volunteers, the event took place on May 12th at the National Building Museum. We auctioned dozens of exquisite donated pottery pieces and other items, raising \$350,000! 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 800 Miriam's Kitchen supporters walking and \$120,000 raised.

I am awed by the dynamic staff, board, and volunteers that Miriam's Kitchen 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, guests and staff. Our continued ability to deal with the 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 guests.

Respectfully submitted,



Scott Shenkelberg
Executive Director

2011 Board Members

Officers

Chair, Vincent Renner, MBA, MA, *Story House*
Chair-Elect, Nicole Levine, *Higher Achievement*
Immediate Past Chair, Julie Anna Potts, JD, *American Farm Bureau Federation*
Treasurer, Alan Munter, PhD, *Center for Neutron Research at the National Institute of Standards and Technology*, **Member of Western Presbyterian Church**
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Brian Smith, JD, *WilmerHale*
Erica Swanson, MA, *Google*, **Member of Western Presbyterian Church**
Ex Officio Member, Scott Schenkelberg, *MK Executive Director*

2011 Staff

Scott Schenkelberg, *Executive Director*
Kate Baasch, *Art Therapist/Case Manager*
Steve Badt, MA, *Director of Kitchen Operations*
Emily Bell, *Case Manager*
Sue Bell, *Grant Writer*
Maureen Burke, *Case Manager*
Tony Butts, *Senior Security Officer*
Tyrone Coe, *Security Officer*
Catherine Crum, LICSW, MPA, *Deputy Director*
Jen Dean, *Program Assistant*
Hilary Espinosa, *Senior Case Manager*
Aaron Fenster, *Case Manager*
Michael Fisher, Jr., *Director of Advocacy*
Amanda Formica, *Case Manager*
Sara Gibson, *Director of Development*
Meg Hannigan, *Case Manager*
Darrell Jones, *Security Officer*
Ashley Lawson, *Development and Volunteer Manager*
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 Director of Development*