

H.O.M.E., Inc. 2022 COMMUNITY IMPACT REPORT



H.O.M.E., Inc.
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DIRECTOR'S REPORT

Inside every number is a human being ...

H.O.M.E. has grown over the years to include a multitude of programs designed to serve its community in meaningful, productive ways. From the food pantry, childcare, and craft programs to housing navigation and emergency overnight shelter, H.O.M.E. is a crucial resource for our community.

Last year, H.O.M.E. provided emergency overnight shelter for 171 individuals across four locations – a total of 8,696 bed nights. The average length of stay in shelter was 50 days. On the coldest nights, we opened the warming center where people found respite from the cold even if they didn't come into a shelter.

The number one cause of homelessness in our area continues to be lack of affordable housing and poverty is a close second. Maine's rental housing market is among the least affordable in the country when compared to income potential for residents.

I have been doing this work for 17 years and last year, there was a noticeable uptick in reports that people were sleeping in their cars or in tents by the water. In the harsh reality of our times, we acknowledge that a percentage of people experiencing homelessness have a serious mental illness, are struggling with addiction, and have other significant barriers preventing them from coming inside.

Some of you have asked what happens to the person tenting on the waterfront or in their car? The simple answer is we drive to where they're at, make contact and if they are willing, we bring them into a shelter. Sadly, shelter living is for some, an impossible choice due to trauma, mental illness or substance use disorder. When that happens, we provide supplies such as food, warm clothing and blankets all with the hope and wish that they will soon come inside.

Beyond emergency shelter, we provided 12 households with transitional housing placement in the Sister Barbara Hance House last year and 12 additional families were housed in our permanent rentals, 3 were subsidized by H.O.M.E. and 3 were subsidized by the Housing Choice Voucher program. To date, H.O.M.E. has built 53 houses and we have one remaining which is occupied by a tenant intending to purchase in the coming months.

On October 6th, 2021, the board adopted the 2021-2025 Strategic Plan. The opportunity to step back and take stock after the retirement of long-time founder Sr. Lucy Poulin, to evaluate, and consider our work was crucial, and not afforded by the daily pace of our work. As an organization that represents the interests of low-income people across two counties and more than a dozen towns, we rarely have the time for reflection. Having made that time during this process will prove to be invaluable to the life of H.O.M.E.'s work.

H.O.M.E.'s footprint is as diverse as its work – an astounding 118,641 pounds of food was rescued and distributed from the food pantry last year. The Shelter Quilt Project took off faster than we could keep up with, and our team of quiltmakers lead by Lisa Tenney distributed over 80 quilts to shelter guests and community members.





CONTINUED...

The Bargain Barn and childcare programs had stops and starts last year, however, in the end, our little thrift store and Childcare Center remained valuable resources for people who need it.

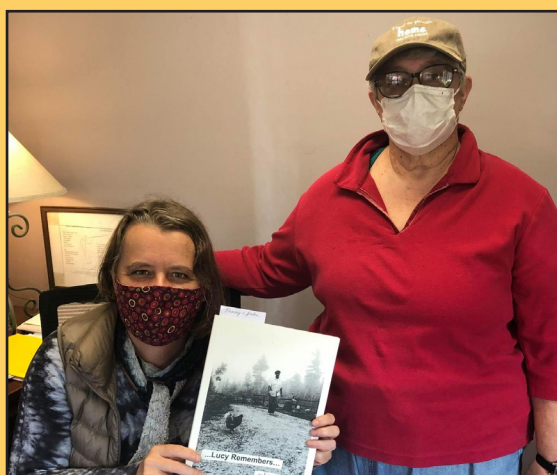
The best way to describe the last two years is building a plane while flying. We have stepped up to meet challenges in creative and effective ways, such as applying for a federal waiver allowing H.O.M.E. to run an on-site testing service for guests and staff and providing hotel rooms for some when shelters were closed to intakes due to illness. We have not been immune to outbreaks or even the pain of loss due to COVID-19, but we have remained steadfast in our work as shown in the numbers mentioned throughout this report.



Our crew of 42 people is committed to doing everything we can to help make life a little easier. To say that we have a great team and community is an understatement. I am proud to do this work alongside such a dedicated staff and in an area where community members are so engaged in the work. From providing financial support to delivering cords of firewood to people in need, our community stands with us.

I thank our staff, our community, and our dedicated board of directors for their support, as well as our shelter guests and food pantry patrons for the opportunity to learn from them. I'm honored to be on this journey with you!

~ Much love,
Tracey Hair
Executive Director



H.O.M.E., Inc. enhances the quality of life of people who have fallen on challenging times by honoring their dignity, attending to such basic needs as food and shelter, supporting their long-term health and development, and fostering a vibrant and mutually supportive community.



BOARD OF DIRECTORS

The board of directors completed its work on the Five-Year Strategic Plan. We engaged the services of an organizational management consultant from Starboard Leadership to help guide us through the process. Through several meetings, the consultant guided the planning group in preparation for the full staff meeting input session which took place in 2019. Following that meeting and several meetings with current and past board members, a plan was drafted which captures the communities intentions and expectations.

The process itself may have as much value to H.O.M.E. as the final plan, since so much can be learned from surveying both the position of H.O.M.E., Inc. and the state of the environment in which H.O.M.E., Inc. operates.

The opportunity to step back and take stock after the retirement of long-time founder Sr. Lucy Poulin, to evaluate and consider our work was crucial. As an organization that represents the interests of low-income people across two counties and more than a dozen towns, relies heavily on the voluntary participation of its members, and employs 42 employees, H.O.M.E., Inc. rarely has the time for reflection. Having made that time during this process proved to be invaluable to the life of H.O.M.E.'s work.

The Strategic Plan work resulted in a clear vision highlighting five major priority areas. One highlight of the work resulted in providing health insurance benefits for full-time employees and creating Finance and Facilities Committees.

If you'd like a copy of H.O.M.E.'s adopted Strategic Plan, please email Tracey at executivedirector@homeincme.org.



BOARD MEMBERS

Mike Guare, Chair, Bangor

Susan Lessard, Treasurer, Bucksport

Tammie Cox, Secretary, Sedgwick

Jayne Ream, Staff Rep., Bucksport

William O'Donnell, Bucksport

Shannon Carpenter, Orland

Fr. Brent Was, Blue Hill

Denise Keene, Verona Island

Helen Stummer (Honorary), Metuchen, NJ

Lucy Poulin, Board Member Emeritas, Orland



FINANCE

Welcome to 2022. H.O.M.E.'s Strategic Plan was organized around five strategic priorities. The second strategic priority focuses on strengthening the organization itself, including its financial stability, to ensure H.O.M.E. will have the capacity and funding to work effectively on behalf of our community for years to come. The beginning of this process included setting up an endowment. Pivoting from this strategic priority we met the financial goals below:

- Created a Finance Committee
- Created an Endowment.
- Adopted two Investment Policy Statements.
- Created a Capital Improvements Budget.
- Streamlined quarterly reports to allow for an easy view of H.O.M.E.'s financial health.
- Completed a successful external audit.

Covid-19 and grants awarded through Maine State Housing Authority increased our capacity to staff shelters safely throughout the pandemic while at the same time it created more volume of revenue and expenses coming into the organization. In response to this, we brought back the full-time administrative position in the Finance Department.

Staff successfully managed added revenue and expenses across departments and an increase in processes, accounting, reconciling, and audit submissions. The 2021 audit was successful and showed strong processes and financial records for the organization. We are currently working with our accountant on the next audit.

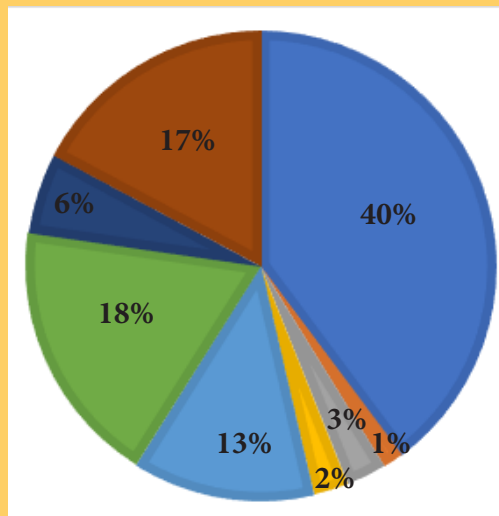
Moving forward, we expect significant increases in our work as we start to implement strategic priorities which have understandably been on the back burner since the pandemic began. Strategic priorities, such as Capital Improvements, will garner more than \$500,000 in support from various funding sources. And the creation of a Capital Write-Down Plan for the physical plant will aid us in the annual budgeting process.

It has been a busy year in finance, best described as drinking from a fire hydrant.

~ Respectfully submitted,
Mary Mahan
Finance Director

REVENUES

Federal Grants	\$56,342.62	2%
State Grants	\$409,532.58	17%
Foundation Grants	\$298,808.93	13%
Rentals	\$132,149.67	6%
Earned Income	\$65,039.00	3%
Daycare	\$33,796.33	1%
Donations	\$949,135.51	40%
Other Incomes	\$437,028.28	18%





HOUSING

15
households
housed in
H.O.M.E.'s
Transitional
Housing
units.

FIRST-TIME HOMEBUYER

H.O.M.E. has built fifty-three homes for low-income families and although the work of house building is on pause, we look forward to partnering with organizations to provide pathways for homeownership for the people we serve.

A first-time home buyer we began working with more than 5 years ago, recently made her last mortgage payment despite a pandemic and the hardships it brought. Tammie Cox, (pictured right) lives at one of H.O.M.E.'s first housing developments. She has returned to serve on H.O.M.E.'s Board of Directors. Please join us in congratulating Tammie and her family for their resilience and hard work!



Facilities...

Following through with the goals of the strategic plan, the Facilities Committee was established and active in 2021. The facilities committee is focused on providing direction and feedback about the care and long-term maintenance of our buildings and campus. Our committee is composed of knowledgeable people from our community, board members, and staff. The work is ongoing and includes the development of a Maintenance and Capital Improvement plan that will be used to inform H.O.M.E.'s capital budget.

Formal Facilities Committee Description: The facilities committee is responsible for providing guidance, oversight, and, when appropriate, specialized expertise to H.O.M.E. in the following areas: (1) Long-range physical planning; (2) Capital renewal; (3) Capital projects; (4) Facilities-related policies and procedures; and (5) Operations and maintenance.

~ Best regards,
Rosalani Moore
Assistant Director





FACILITIES

By collaborating with other committees, as well as employees, the facilities committee can have a direct and long-lasting impact on the look, feel, and identity of H.O.M.E.

Some of our specific capital projects over the last two years include:

Weaving/Arts Studio

- Basement repair and waterproofing
- Planned installation of gutters 2022

Food pantry/soup kitchen/volunteer center

- Removal of rotten flooring and interior walls.
- Rebuild flooring and pour foundation in kitchen
- Electrical repair and upgrades
- Roof replacement
- Renovation and repair of flooring in kitchen and redo plumbing
- Planned siding replacement and window replacements with the help of volunteers, renovation of upstairs volunteer center with the help of volunteers

Emmaus Center Project 1

- Parapet cap removal and reinstall
- Masonry selective brick rebuild
- Back rods and sealant - 3 areas
- Installation of EPDM Base Flashing- roof

Saint Francis Inn

- Interior renovation
- Roof work
- Gutter & fascia
- Basement stabilization waterproofing
- Handicap accessibility
- Electrical work

Sister Barbara Hance House-Planning Phase - *Work planned to begin in Summer/Fall 2022*

- Drainage work
- Electrical work
- Rehab bathrooms

SMAH/Dorr House-In Progress

Majority of work scheduled-total project over 50% complete as of March 7th

- Window replacement
- Gutters, doors, playground, retaining wall
- Rehab women's side bathroom
- Kitchen men's side
- Replace boiler
- Title insurance

Emmaus Center Project 2-In Progress

All work scheduled-total project about 10% complete will be over 50% complete by April 31st

- Flooring
- Window replacement
- Bathroom renovation
- Electrical work

Hospitality House-In Progress-*All work scheduled - Total project more than 75% complete*

- Basement
- Interior work
- Window replacement
- Entry deck, new doors, gutters and siding, paving & walkways, retaining wall
- Roofing repair





SHELTER

**8696 Bed
Nights
provided -
171 guests
were
sheltered.**

The impact of the pandemic led to a decrease in shelter beds statewide in order to adhere to social distancing best practices. To supplement the loss in beds, we used 28 hotel rooms for guests waiting to enter shelter and guests if they became ill with COVID were transported to a quarantine space. Before the pandemic, Maine was experiencing a critical shortage of affordable housing units and the pandemic only exacerbated that challenge.



NAVIGATION

Where do I go from here?...



In a time where Maine is experiencing a shortage of more than 20,000 units of affordable housing across the state, H.O.M.E.'s team of Navigators continue to collaborate diligently with guests so that they leave shelter for permanent housing. Staff work alongside guests to find and apply for housing options, as well as provide support to ensure relationships with landlords and tenants remain strong. H.O.M.E. has a team of four navigators serving four shelters.

DIVERSION

H.O.M.E. has added a new full-time Diversion Specialist position to increase homeless prevention work. A grant was awarded to H.O.M.E. to engage and support families prior to experiencing homelessness and divert families who are at risk of experiencing homelessness from emergency shelter when safe and appropriate.

The program aims to prevent homelessness at the front door. In our area, the construction of new housing alone will not keep up with the pace of people falling into homelessness. Diversion Specialists increase capacity/resources for direct services, advocate for eviction prevention, and collaborates with other programs/services to prevent homelessness. We intend to expand the program this year.





Meeting people where they are...

The sudden surge of the health crisis created a sense of urgency among our team to reach and engage with individuals staying in encampments. Staff participated in a resource drop and mapping effort at the onset of winter. The first step of the process was to start mapping out where reported sites were by reaching out to organizations serving those areas.

Knowledge of and engagement with all partners leads to more strategic use of resources, more comprehensive coverage, and more accurate information about and identification of persons experiencing unsheltered homelessness. This included reaching out to first responders, law enforcement, behavioral healthcare providers, and faith-based organizations. Six sites were reported to us from this effort, and we encountered three tent sites in our search and two of those were abandoned. By January, all the sites had been abandoned and their tents collapsed by snow. Early efforts to build trust started with leaving items for the tent occupants to keep warm and also information about how to reach H.O.M.E.

Although H.O.M.E. does not have an official Outreach Team, we recognize that outreach to encampments is closely related to the diversion work we are doing, and we anticipate continued relationships with partners to develop a more efficient and regular system for helping people who are unsheltered.



OUTREACH

What can I do to help people experiencing homelessness?

Here are six ways you can help people in your community...

1. **Donate warm clothing.**
2. **Help prepare warm meals and deliver them.**
3. **Donate money to organizations or charities.**
4. **Guide unhoused people to a homeless shelter or center.**
5. **Create your own care packages and hand them out.**
6. **Volunteer at your local shelter.**



DAYCARE

14
unduplicated
enrollments
- 3 subsidies
provided.

We're grateful for our team of childcare professionals and early educators who are committed to the development of the whole child—educationally, socially, and emotionally. We are operating with full enrollment based upon best practices with COVID protocols. In short, this program is a robust, vibrant part of our work!

Recently, H.O.M.E.'s Daycare Director, Christina Witham, was chosen as 1 of 15 individuals out of hundreds of applicants throughout Maine, to participate in a program called LEaP (Leadership in

Early child education Advocacy and Policy). Christina will be working with State and local government and legislators to advocate for the importance of early childhood education, staff recruitment, and policy changes in support of childcare facilities.

In her spare time, she is also applying for her Maine Director's Credential through Maine Roads to Quality and was recently invited to join a pilot program from Maine Roads to Professional Development called "Strengthening Business Practices Initiatives." This pilot program is designed to offer childcare professionals advanced knowledge and skills in all aspects of care including administrative, personnel, and direct service. Joining Christina in her work, we honor our lead teacher, Denise Bevan who is applying for her Infant and Toddlers credential through Maine Roads to Quality.

Many of the families with children enrolled are living on income at or below the poverty level and some families are guests in our homeless shelter. Food scarcity may become an issue for families and our Daycare Center offers a holistic approach to support with food, tuition, and resources.

We extend a big 'Thank You', to Blue Angels for their generous support of our mission. Blue Angels supply fresh produce, herbs, and bread for enrolled families regularly. We also say thank you to Trinity Episcopal Church in Castine which sponsors the Daycare, Christmas, and Summer-weekend food program. Their generosity makes it possible to provide resources that best serve those in our community.





It takes a community to feed a community...

H.O.M.E. has always been about neighbors helping neighbors. And that has never been more evident than during the last year. Food Pantry staff and volunteers rescued over 118,000 pounds of food in 2021 as operations ramped up and food insecurity rose. The pandemic forced us to adapt and find new and different ways of sourcing food. For instance, we worked with Good Shepherd Food Bank to hold extra pop-up food distributions and increased the number of food boxes distributed to each household. The area restaurant community and Maine Maritime Academy kitchen team continued to stand with H.O.M.E. even as they faced unprecedented challenges.

Delivering Food...

Our iconic white food truck picked produce up six days per week to distribute to families and we continued to provide food delivery for shut-ins. As an organization that relies heavily on community members for support the challenges required assistance from area churches and neighbors. You stepped up in an extraordinary way!

Gil Tenney and the Unitarian Universalist Church of Castine as well as St. Francis by the Sea Episcopal Church in Blue Hill provided the meals needed to feed 193 families for Thanksgiving.

Bucksport Hannaford and Tradewinds in Blue Hill provided food rescue for our Orland sites while Hannaford Supermarket in Ellsworth supported our Ellsworth locations. We simply could not have met the need without generous support of these partners.



**Food boxes distributed to
938 individuals across 305
families.**



**118, 641 lbs.
of food
rescued and
distributed
at the daily
produce line.**

FOOD PANTRY



CRAFTS

“Art washes from the soul the dust of everyday life.”

The handcraft studios: weaving, art, pottery, stitchery, and stained glass sit among the shelters and provide a creative center for people experiencing homelessness as well as community members. H.O.M.E.’s village offers a safe, nurturing space for self-expression.

One way we try to engage people in our work is to create spaces for them to be creative. The new pottery studio was built to expand our crafts program and has been up and running since June. We’ve had students from the community, as well as guests in the homeless shelters, join classes in the new space.

The Shelter Quilt Project at H.O.M.E. was created in response to the craft store being closed during the worst part of COVID. How do we keep the sewing machines humming while still serving our community? We never imagined it would be such a success! So far, more than 80 quilts have been in production and given to homeless shelter guests. Each of the quilts in production is customized to the taste of shelter guests.



WOOD BANK

H.O.M.E. provides a rapid low-barrier wood bank that reaches out to families when their heating situation is critical.

H.O.M.E.’s wood crew have trucked pick-up loads of split, dry firewood to the new woodsheds built on campus by volunteer groups. The firewood provides an emergency heating wood resource for families who need immediate assistance. The wood bank is not intended to provide all the wood fuel needs of a family or individual – just to carry through the shortage until other resources become available. Sometimes cold weather in Maine comes before fuel assistance credits arrive and sometimes, low-wage workers don’t qualify for such programs without sacrificing other basic needs.



**20 families
received heat
assistance in
the form of
firewood.**



H.O.M.E.'s Volunteer Program was hit very hard by the pandemic. After a summer of no volunteers in 2020, we were happy to see their return, albeit in much smaller numbers, in 2021. Three volunteer groups were able to make the trek to Maine. Despite the limited number of volunteer groups, we tracked over 1000 hours of volunteer time.

H.O.M.E. was also happy to welcome back our local volunteers to the Bargain Barn and Construction Crew.

Three individuals volunteered their community service hours to H.O.M.E. in the Bargain Barn and in the Maintenance Department. Here's to seeing even more volunteer faces in 2022!

~ Best regards,
Julie Ream
Program Coordinator

A few of the completed projects included...

- Deck on pottery apartment rebuilt.
- Fence along highway repaired and painted.
- Special Programs shed had roof shingles replaced.
- Cedar shingles on new pottery building finished.
- Cedar shingles on wood bank shed completed.
- Donations for Bargain Barn and Resource room sorted and organized.
- Gazebo outside Market Stand completed.



VOLUNTEERS



LOCAL STATS

- Maine's rental housing market is among the least affordable in the nation.
- 1 in 8 adults and 1 in 5 children, experience food insecurity yearly.
- Nearly 1 in 12 have no health coverage and many more struggle to afford the cost of care even with insurance.
- The top 4 reasons for homelessness in 2021 were: lack of affordable housing, unemployment, poverty, and low wages.
- Food costs in Maine are nearly 18% higher than the rest of the country.
- The percentage of households unable to find affordable rentals based on median price was 70.4% in Hancock County.
- There are only 59 available rental units for every 100 extremely low-income families looking for one in Maine.
- 37% of Maine's food-insecure population doesn't qualify for public assistance.

Program Numbers 2021

SHELTER AND HOUSING

- **8696 bed nights provided** - 171 guests were sheltered.
- **Dorr House Men's Shelter** - 28 guests - 20% exited to permanent housing.
- **Sister Marie House** - 41 guests - 25% exited to permanent housing.
- **St. Francis Inn** - 27 guests - 37% exited to permanent housing.
- **Emmaus Homeless Shelter** - 75 guests - 25% exited to permanent housing.
- **28 households** provided hotel rooms.
- **15 households** housed in H.O.M.E.'s transitional housing spaces.
- **12 households** housed in H.O.M.E.'s permanent housing units.
- Applied for waiver and granted to perform on-site COVID tests.
- COVID quarantine spaces used 5 times.

FOOD AND RESOURCES

- **93 children** provided with backpacks and school supplies.
- **429 individuals** received Christmas gifts.
- **14 unduplicated daycare enrollments** - 3 subsidies provided.
- **Food boxes distributed to 938 individuals across 305 families**
- **193 families** received Thanksgiving food boxes.
- **159 families** received Christmas food boxes.
- **118,641 pounds** of food rescued and distributed.
- **50 households** received assistance with linens, hygiene supplies, and household supplies.
- **20 families** received heat assistance - firewood
- **80 quilts** made for shelter guests



Supporters...

**Trinity Episcopal Church in Castine
Bucksport Regional Health Center
Blue Angels**

**Hannaford Supermarket - Bucksport and Ellsworth
Trade Winds Marketplace, Blue Hill**

First Congregational Church of Ridgefield, CT

First Congregational Church of Greenwich, CT

First Congregational Church of Georgetown, MA

St. Francis by the Sea Episcopal Church, Blue Hill

Unitarian Universalist Church, Castine

Maine Maritime Academy

Witham Family Hotels

Town of Bucksport

City of Ellsworth

Hancock County Commissioners

Maine Community Foundation

MeHaf

John T. Gorman Foundation

Stephen and Tabitha King Foundation

Bangor Savings Bank

Hancock County Fund

Helen and George Ladd Charitable Fdtn

Richard Saltonstall Charitable Fdtn

Harris Mathews Charitable Fdtn

E. Rhodes and Leona B. Carpenter Fdtn

Francis and Louise T. Nichols Fdtn

The Agnes M. Lindsay Trust

Good Shepherd Food Bank

St. Andrew's Church, Madison, CT

YOU!!!

DONORS



**H.O.M.E. INC. ENVISIONS A WORLD
WHERE HOMELESSNESS AND
POVERTY ARE UNDERSTOOD,
ALLEVIATED, AND PREVENTED.**