

THE
CATHEDRAL
CENTER




IT'S A SIMPLE PICTURE...

a father with his toddler daughter leaving the Cathedral Center for the day. The little girl toddles down the hall saying "Hi!" in a high pitched squeaky cute smiley voice to truly anyone who is willing to share a like greeting. She is the star of the show, leads the way, forcing any stress or worries to melt away instantly. Her dad follows closely behind...

IT'S A SIMPLE PICTURE...

Picking up things she drops, pulling her from offices she did not get permission to enter, but was welcomed into...wrapping her warmly before heading out into the winter that never ends. As I watch, I am more than aware of the contradiction of being grateful in those moments...that I could be reminded of how important our work is.

 This is a post from our Facebook page this past winter. It's our inspiration for this letter as we reflect on The Cathedral Center's accomplishments in 2014 and the impact we've made thanks to generous community support.

In fact, many of you who will read this have personally touched the lives of guests like the little girl described above. Maybe you prepared and served a warm meal for the woman who had difficulty with trust and literally risked life and limb to sleep outside until she agreed to let us help. Perhaps you dropped off a sturdy backpack or sweater used by the young woman who was going to college and earned an 'A' while living in our shelter.

Or, maybe you provided a grant or made a donation on Match Day that helped us reach the mother of two boys living with family members, but on the brink of homelessness. We were able to stabilize her housing situation, connect her with a downtown employer to increase her income, and extend our services to ensure she had a smooth transition to employment.

These are just some of the success stories we can tell. Thanks to you.

In 2014 the Cathedral Center served 688 individuals (522 households) in our emergency shelter and 314 individuals in the community, both as an immediate crisis intervention and as an effort to prevent the need for emergency shelter stays. We remain committed to our mission because we know we helped them all in some way—and because there's more work to do.

In the coming year, we look forward to implementing more solutions to ending homelessness including targeted workforce development programming, advanced trauma informed care practices, increased access to permanent supported housing and a restructured community case management program to enhance prevention efforts. The Cathedral Center plays a critical role in serving our community's most vulnerable members to help them achieve a more stable, independent life. By giving more in terms of services and support each year, we can significantly enrich thousands of lives and strengthen our community.

On behalf of all the little girls and their dads struggling to get by, moms working hard to keep a roof over their children's heads, women who've suffered so much trauma that they're hesitant to trust and accept help, and hundreds of others each year who have nowhere else to turn, thank you so much for all you do to support our work *to provide a safe environment for women and families, while working to end homelessness, one life at a time.* Enjoy our 2014 Annual Report and contact us at any time for more information or to schedule a visit this year!

Together in Service,



Dan McCarthy
Board President



Donna Rongholt-Migan
M.S.W. - I.C.S.W.
Executive Director

A nonsectarian agency serving women and families.

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Case Management

The first component of our comprehensive Case Management program supports the women and families who reside in The Cathedral Center's emergency shelter. They are provided counseling and services to help resolve their housing, personal and employment issues. Our case managers work with all guests to develop an Independent Plan for Independence to establish goals to increase income, secure housing and improve life skills. They also assess our guests' physical and mental health, review their job training, educational and legal needs – and provide referrals for appropriate support resources that are offered by our network of agency partners.

The second Case Management component we offer supports women and families in the greater Milwaukee community who are in danger of losing their housing. This program provides support services as soon as a housing crisis is identified – rather than having those affected face imminent homelessness. Our Case Managers work with women and families to uncover community resources that can help prevent a shelter stay, or at the very least, reduce the length of stay should it become necessary.

Emergency Shelter

Each night, up to 32 women and eight families are provided access to a warm, safe environment that they can call home. We offer our guests a range of amenities to meet their basic needs, including showers, toiletry items and laundry facilities. We also provide breakfast, a bagged lunch and hundreds of volunteers come to The Cathedral Center throughout the year to prepare and serve a evening meal. Our volunteers' interaction with our guests creates a welcoming atmosphere that we are proud to extend to those in need. We also help our guests address and improve life skills through a variety of group and educational activities that are designed to help them achieve independence.

CORE PROGRAMS

DEAR CATHEDRAL CENTER



As I begin to leave I realize how honestly and truly special the time of being with the women and staff at The Center has been. Thank you all staff for your help! And understanding! You have turned a difficult time into a healing, learning, giving time—and I greatly appreciate it! I pray God Bless you all for your work!

– FORMER GUEST

Guest Spotlight

LD lost housing after she suffered a stroke which left her physically disabled and cognitively delayed. While she had family in both Milwaukee and Chicago, they had a history of taking advantage of her in ways that affected her personal income, medical care and well-being. LD arrived at CCI with a 3-legged walker and unable to navigate the health care and social service system to find housing on her own. She had nowhere to live.

While at CCI, she worked with her case manager, Roni, who connected her to mental health services and a primary care physician. They then worked together to tackle her housing issue. Roni went above and beyond in her work with LD in many ways. She helped her to manage her family relationships; encouraged her to stay in shelter even when LD became frustrated with the amount of time and work that it takes to find safe, appropriate housing for someone in her situation; and, even found a resource in the community to replace her walker free of charge. Equally important, Roni knew how to tap into LD's natural sense of humor and inner strength to help her remain motivated and positive.

It took nearly three months, but Roni found a fantastic housing solution. After exhausting traditional housing options (availability is scarce at best), Roni began to think outside the box and forged new relationships with private landlords. Eventually, she found the perfect fit with an agency that provides supportive housing for people with disabilities. This photo was taken on the day LD moved from CCI into her new home with a proper walker, huge smile, and connection to resources that will help her progress in her journey to a more stable, independent life.



2014 ACCOMPLISHMENTS

Our greatest accomplishments over the past year reflect the ways in which we have addressed challenges, keeping our clients at the core of our mission and achieving the notable service outcomes.

In 2014, Milwaukee's Coordinated Entry system in partnership with Impact 211 was fully implemented for women and families who were homeless. This new approach to reducing barriers to services for our community's most vulnerable members brought a new level of care for those in need. The women and families referred to our agency were struggling with far more disabling conditions than ever before. The rates of reported serious untreated mental health issues, substance abuse, domestic violence and women and families that are stressed beyond their usual ability to adapt continued to skyrocket. Our greatest accomplishments over the past year reflect the ways in which we have addressed these challenges, keeping our clients at the core of our mission and achieving the notable service outcomes.

19,919 NIGHTS OF SHELTER, 106% OCCUPANCY

In 2014, The Cathedral Center (CCI) provided 19,919 nights of shelter – the highest number in our 12-year history. CCI's occupancy rate for the calendar year 2014 was 106%, also a record-breaker. Despite this increase in demand, client needs, and funding challenges, we are proud of our many accomplishments, including:

- **CCI's Community Case Management Program achieved successful outcomes by helping single women and families who are in a housing crisis, but not yet homeless, avoid a shelter stay altogether.** In 2014, CCI staff reached 315 individuals (125 households) via Community Case Management. As a result, 85% were stabilized in their housing situation and 41% increased their income due to additional case management support.
- **CCI began to expand shelter hours and services to families to meet the needs of a more vulnerable homeless population.** Traditionally, CCI operated 18-hours/day. Clients leave the building during the day to attend to activities in pursuit of individual goals. Transitioning operations to a 24-hour shelter model means that we can offer appropriate services on-site, during the day, to help those we serve in a more compassionate and safe manner. In 2014, we began this transition starting with families by moving "check-in" time earlier in the afternoon and offering family-centered enrichment activities in our lounge.
- We know that homeless women and families have unique needs related to increasing their ability to secure income for housing. There is a clear service gap for this population. **In response to this need, CCI developed the framework for a new, onsite Workforce Development initiative designed to leverage our expertise to create a new model of employment-focused support for the homeless.** Partners include Bader Philanthropies and Marcus Hotel & Resort's Intercontinental Hotel to provide training and a direct link to full-time jobs in the hospitality industry.
- **CCI continued to transition from being "trauma aware" to "trauma informed" in our practices.** We created a new Program Committee comprised of staff, board members and a former client to implement a work plan to address root causes of homelessness and deliver more intentional client centered services. Our 2014 staff retreat focused on Trauma Informed Care, and the majority of staff have pursued additional trainings regarding secondary trauma, and compassion fatigue.
- **CCI strengthened our partnership with the Milwaukee County Behavioral Health Department to better serve clients with multiple needs and disabilities.**

UNPRECEDENTED LEVEL OF COMMUNITY INVOLVEMENT

Here's a snapshot:

- Milwaukee County Supervisors rallied for support for basic needs organizations. A special thanks goes to County Supervisor Peggy Romo West's budget amendment that enabled area shelters to retain critical funding for an additional year.
- Longtime friend and CCI advocate Jan Wilberg galvanized communities of supporters far and wide to support the dignity of homeless women through her feminine hygiene drive, the Time of the Month Club, as well as helped us to meet a critical, but often overlooked, need through her SOX ROX drive.
- The CityCenter building in downtown Milwaukee hosted a legendary party to celebrate its 100th Anniversary. In honor of the building's legacy of serving women, they generously donated proceeds from their amazing party to CCI. The event featured live music, cocktails and food, and an era-jumping fashion show featuring CCI's own Tracey Wellman.
- Cardinal Stritch University students created, donated and installed a cheery alphabet-themed interactive panel project on the Family Floor. The "Alphabet Harmony Panel Project," led by CCI reception volunteer and Cardinal Stritch art professor, Maureen Chavez-Kruger, creatively blended education, art, awareness and philanthropy.
- Students at Atwater Elementary in Shorewood spearheaded a Halloween drive. Kids on our Family Floor each received their own costume to celebrate Halloween. Student volunteers from Mount Mary University and Marquette University's Midnight Run program hosted a Halloween Bash complete with treats and fun activities for all.
- Many caring folks participated in The Cathedral Center's inaugural "Warm Hearts, Warm Hands" campaign and helped us provide the women and children at our shelter with a warm pair of gloves to help keep them warm last winter. Madison Medical Affiliates, Milwaukee Downtown, BID #21, and East Town Association served as drop-off points and helped spread the word about this much needed glove collection.
- Ideal Property Management's Downtown Christmas Tree Lot, adjacent to CCI, hosted a "Chestnuts for Charity" event benefitting the women and families we serve. The public was invited to pick up a beautiful tree or wreath, enjoy hot chestnuts and support the women and families in need.

L-R, Milwaukee County Supervisor Marina Dimitrijevic, CCI ED Donna Rongholt-Migan, Milwaukee County Supervisor Peggy Romo West



Harmony Project installation brightens CCI Family Floor thanks to Cardinal Stritch University students.



The Cathedral Center recently unveiled a new agency logo. We love how the heart intersecting the home better reflects our mission to provide a safe environment for women and families while working to end homelessness, one life at a time. As we've entered our second decade of service, we wanted a fresh image that would immediately reflect our commitment, compassion and approach to serving women and families struggling with poverty and homelessness.

To provide a safe environment for women and families while working to end homelessness, one life at a time.



The work involved in serving homeless women and families is emotionally challenging and emotionally rewarding. Mission has to be at the core of one's motivation in order to maintain a healthy perspective on how best to serve. And, it's clear that The Cathedral Center's mission resonates with a wide network of people who are connected by a common goal of ending homelessness, one life at a time. We are proud to be part of this collective effort that includes dedicated staff; over 1,200 committed volunteers; community partners (including founding partners The Cathedral of St. John the Evangelist, Columbia St. Mary's); and hundreds of supporters that invest in our operations each year. We could not operate without your support and we truly cannot thank you enough!

2014 DONOR HONOR ROLL

\$50,000 +

The Helen Bader Foundation

\$25,000 +

The Greater Milwaukee Foundation
United Way Of Greater Milwaukee
The Joseph and Vera Zilber Family Foundation Inc.

\$10,000 - \$24,999

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Lila Aryan
Caroline and Doug Ault
Barbara Ausloos
Timothy Baack
Patricia Bade
Donald Balchunas



Marquette University President Lovell visits student volunteers at CCI.



Kohl's Cares hospitality volunteers bring food and fellowship to guests.

Jessie and Chris Banaszak
Mr. & Mrs. Donald Banaszak
Deb Bartlett
Amy Baumgart
Brooke Beale
Liz Beaudoin
Diane Beaudry
Brenda Beaumier
Carrie Bedore
Catherine Benjamin
Barbara Berens
Josetta Berg
Maurice Berglund
David Bergner
Drs. Paul and Susan Bernstein
Bethel-Bethany U.C.C.
Rebecca Beyer
Mary Biever
Meredith Bishop
John Bissell
Elizabeth Bland
Blue Ribbon Management
Tonnie and Christopher Boston
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Gary Branger
Joan Braun
James Braza
Audra Brennan
Elizabeth and Larry Brewer
Cheryl and Mark Brickman
Cheri and Tom Briscoe
Christine Brown
Sharman Joan Brown
Peter Bruce
Isabelle Bruneau
Deborah Brzycki
Jacqueline Buckley
Lorraine and Bill Buehler
Monica Burel
Jane and Clyde Burke
Mary Beth and David Burpee

Penelope Burrall
Robert Bursack
Bridget Bush
Mary Ellen Buta
Beverly Butula
Kaaren Butzen
Judith Callum
Susan Carneol
Melissa Carpenter
James Carroll
Pamela Carroll
Margaret Casey
Tay and Lindsay Cashen
Catamaran
William Cavaiani
CBRE
Chris Chance
Aida Chiger
Nancie Chmielewski
Meriel Christensen
Roger Chylla
Terese Chylla
Clare Hall
Maureen Coffey
Molly Collins
Peter Colosino
Heather Dummer Combs
Community Advocates
John Connelly
William Corrigan
Michael Costello
Jennifer Criqui
Tamara Crum
Barbara Cusack
Jennifer Dahms
Brad Dallet
Shirley Daun
Davis Kuelthau
Vicki DeGeorge
Roseanne Delaney
Matt Demet
Christina DeSpears
Melissa Despin

Patti and John Dew
Joyce Dhein
Saundra Digranes
Andy Doermann
William Dowsett
Kimberly Draeger
Michael Drescher
Thomas Drought
Karen Dubis
Erna and Raymond Dubis
Sandy Duffy
JaNae Duncan
East Town Association, Inc.
Sheryl Egan
Rachel Egarczynski
Jennie Ehrmann
Jeffrey Eineichner
Nathan Eisenberg
Eugene Matthews Inc.
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Bernard Fenelon
Kathryn Ferguson
Justin Fermenich
Joann and John Fiorenza
Pagette Fischer
Patti Fisher
Lisa and Lyle Fitterer
Colleen Fitzgerald
Bridget Flad
Laura Franceschi
Christopher Francis
Sue Franz
Mark Frautschy
Lucy and Edward Fredricks
Judith Frohboese
Paul Fuchs
Nina Fuestel
Helen Gadbois
Kelly Gaglione
Christina and Andy Garni
Gerry Geischer
Gary Geisler
Janine Geske
Cecelia Gilbert
Linda Gillet
Charles Gillette
Jacqueline Glaubke
Judith and Thomas Golding
Laura and Randall Goll
Michael Gratz
Gabriela and Milan Grbic
Wendy Greeney
Linda Gritter
Fran and Kent Hadley
Ann Marie Halase
Jill Hall
Kristen Halula
Sharon Hammeke
Stephen Hansen
Carol Harder

Mary Baker Harpt
Lori Harris
Susan Harris
Brian Hartley
Larry Haskin
Michael Hatch
Kara Vandre Hebar
Laurel Heebsh
Catherine and Thomas Heinen
Shana Heinichen
Charles Henderson
Herb Kohl Charities
Jerome Herda
Judith Hickey
Christine and Jim Hill
Kristine Hindrichs
John Hinnendael
Debra Hintz
Margaret Hintz
Tiffany Hofer
Nathaniel Hoffman
Cynthia Holden
Linda Holliman
Andy Holman
Pamela Honisch
Patrick Horne
Carol Horsman
Stacey Howe
Patricia and Lee Hribar
Dana Huck
Maggie Hucko
Laura and James Hyland
I Consult
Interstate Parking Company
David Jacob
David Jacobs
Julann Jatczak
Kathleen Johnson
Mary and Monte Johnson
Melanie Johnson
Stanley Jolton
David and Carol Jones
Barbara Jordan
Susan Kamholz
Mary Kaminski
Lisa Kante
Raejean Kanter
Lee Ann Kelhofer
Mary Kerrigan
Susan Ketterhagen
Judith Keyes
KFS PR
Janet Kiekhofe
Karon Kiffel
John Kimpel
Kelly Kirtley
Brian Klabunde
Jean and Thomas Klein
David and Shirley Klumb
Diane Knight

2014 DONOR HONOR ROLL



CityCenter's Celebration of the Century honored women by supporting CCI's mission.

Patricia Knuth
Lynn Knutson
Vincent Kobida
Marlene Kollmeyer
Fay Kolster
Marie Konrath
Olivia Kopitzke
Allan Kouchich
Kraft Food Foundation
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School Sisters Of Notre Dame
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Kimberley and Michael Schulze
Margaret Schulz
Timothy Schum



New mattresses kick-off shelter "make-over" efforts.

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Catherine Schweigel
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Cindy Shallock
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Lynne Woehrl
Joan Wojtal
Lisa and Robert Wood
Rita and Steve Wrighton
Kristina Wurlitzer
Edwin Yaz
Michaelina Young
Mary Zaborski
John Zajackowski
Dominick Zarcone
Donald Zien
Mary Jo Zimmer

OUR FINANCIALS

INCOME	
Government Grants:	\$475,610.00
Contributed Income:	\$426,228.00
United Way:	\$67,618.00
*In-Kind Donation:	\$184,489.00
Investment & Miscellaneous:	\$2,066.00

Total Revenue: \$1,156,011.00

*Founding partner The Cathedral of St. John the Evangelist

EXPENSE	
Program Services:	\$965,455.00
Management & Supporting Services:	\$103,004.00
Fundraising:	\$76,024.00

Total Expenses: \$1,144,483.00

NET ASSETS:	
Beginning of the Year	\$443,769.00

THE
CATHEDRAL
CENTER



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