

THE
CATHEDRAL
CENTER



Cathedral Center

2018 / Annual Report

From the executive director



When we look back on 2018, we will recall it as another year of growth for Cathedral Center! We welcomed a new board president, 3 new board members, and new program leadership. We engaged in strategic planning to guide the next few years and prepare for our long-term success and stability. On the program side, the Friendship House has successfully implemented the family reunification service while the Women's Independence Program has fully integrated retention services and continues to work with partner agencies – sharing employment resources with other agencies serving women and families with children. Additionally, Cathedral Center's emergency shelter and case management continue to provide services to women and families with children who are in imminent and urgent need of shelter and other services related to housing crises.

As you might imagine, internally some of these changes also presented challenges, but I am proud to say that Cathedral Center remains a team of dedicated and mission-focused professionals – both staff and volunteers. I remain awed by the depth of compassion and kindness I see every day. Just one act of kindness impacts so many people and so many actions. And throughout it all – our mission to provide a safe environment for women and families, while working to end homelessness one life at a time was a constant basis and guiding force for all we do and plan to do.

The good news is that homelessness is decreasing in Milwaukee. While we await final numbers from the 2019 Point-in-Time count of those who are homeless, the 2018 count identified 29 fewer individuals living in shelters and on the streets than in 2017. Service providers in Milwaukee county have come together in an impressive way to collaborate on the critical task of helping individuals and families secure and maintain safe housing. Collaboration works. It really does.

Compassion works too. So – thanks to you, our partners and supporters for your kindness and compassion.

Yet, there remains much need and so this work remains critical. Amid the decreases in overall homeless, Milwaukee did not see the needle move on family homelessness. The same total number of homeless families were counted in both 2017 and 2018. That the number of children in families decreased could point to younger, newer families becoming homeless or might point to a brief shift as larger families were aided through supported housing programs. At Cathedral Center, demand for services at both our emergency shelter program and at the Friendship House's emergency, flexible housing program has remained constant – in particular for families. For unaccompanied women, Cathedral Center has seen a slight decrease – consistent with data collected. However, while the Point in Time Count recorded a decrease in individuals with disabilities, Cathedral Center is seeing an increase in self-reported disabilities. In fact, over 40% of those we serve report histories of trauma – many untreated.

Our goal as a community is to reach that point when any person who is faced with a housing crisis will be immediately connected to services to prevent them from becoming homeless – or – if a person or family does find themselves suddenly without a safe place to sleep, they will be immediately connected to an emergency shelter and quickly followed by services that will help them return to safe housing.

Cathedral Center will continue to provide the critical access points and services to women and families with children, as well as collaborate to reach our goal as a community. This means focus on prevention of homelessness, as well as immediate intervention when homelessness occurs. With your help and support, I look forward to continuing to move the needle on ending homelessness in Milwaukee.

Together in service,

A handwritten signature in black ink that reads "Donna Rongholt-Migan". The signature is fluid and cursive.

Donna Rongholt-Migan
Executive Director



Preparing and serving meals through the Hospitality program at Cathedral Center brings me great joy. There is something about handing a plate of food with a smile to someone who is in need that creates an abundance of happiness for me. I also enjoy the fellowship among those volunteering with me and the brief and friendly exchanges I have with the shelter guests. Simply put, Hospitality Day is always my best day of the week!

Dan McCarthy,
Friends of Cathedral Center

From the board president



When I began serving as board president in 2018, I had already been on the board for 4 years. As a result, I was intimately familiar with our mission of providing a safe environment for women and families with children, while working to end homelessness one life at a time. Gratefully, I was preceded by outstanding leaders and have been supported by a strong, thoughtful board of directors, passionate staff, and dedicated volunteers. Key in this support has been the efforts of Friends of Cathedral Center - a volunteer-led group initiated by past board president, Dan McCarthy. Together, we have all worked through challenges and celebrated achievements, while continuing to provide high-quality programs and I look forward to setting and realizing new goals in 2019.

I have enjoyed expanding my awareness and involvement to include a range of opportunities from serving Hospitality (Cathedral Center's evening meal program), to partnering with staff to increase the reach of the organization, to engaging in strategic conversations designed to guide us through the next stage of growth. Combined, these experiences provide me with a comprehensive and well-rounded understanding of the obstacles and opportunities not only from a service-delivery perspective but also from a service-recipient perspective.

I have always appreciated Cathedral Center's client-centered approach but witnessing it in action and realizing the wide network of community, faith, and civic organizations working in partnership to end homelessness has provided incredible inspiration that motivates me every day.

Because of your support, I remain confident that Cathedral Center will continue to evolve to meet the needs of our community in meaningful ways and, for that, I am profoundly thankful.

Together in service,

A handwritten signature in cursive script that reads "Debbie Granger".

Debbie Granger
2018-20 Board President

P.S.

For more information about Friends of Cathedral Center please email friends@cathedral-center.org or visit www.cathedral-center.org/friends.

Our team

Members:

Rebecca Bernstein, M.D.
Peter Geisert
Molly King
Alicia Kopp
Kimberly Montgomery
Liz Sellars
Jessica Simons
Jan Uebelherr
Tracey Wellman
Portia Young

Officers:

Debbie Granger – President
Paula Johnson-Boorse – Vice President
Laura Lutter Cole – Secretary
Kevin O'Leary – Treasurer
Kristin Walters – At Large

Ex-Officio:

Donna Rongholt-Migan

A Partnership of:

Cathedral of St. John the Evangelist
St. Ben's Clinic - Sponsored by Ascension
and operated locally by Columbia St. Mary's.

Right:

Theresa Scott Partner Services Coordinator
Christa Pipitone Employee Retention Specialist
La Deidra Johnson Director of Women's Independence Program



Programs & Services Overview

Serving unaccompanied women and families with children experiencing homelessness, Cathedral Center is in the heart of downtown Milwaukee. Juxtaposed against a landscape of high-rise condominiums and office buildings housing our community's most affluent, our shelter provides a safe environment for our community's most insecure to heal and receive the services they require to set and achieve goals.

Cathedral Center serves up to 32 unaccompanied women and 8 families with children in emergency shelter for up to 90 days and 4 unaccompanied women and 8 families with children in flexible housing for up to 2 years. Families include single mothers, single fathers, two parent households, and multigenerational amalgamations.

Today, a combination of full- and part-time staff, comprised of nearly 40 skilled and compassionate individuals, implement the comprehensive programs that include emergency shelter services and the flexible housing program at Friendship House of Milwaukee as well as shelter and community case management and a workforce development program known formally as Cathedral Center's Women's Independence Program.

At Cathedral Center, volunteers are intimately woven into the fabric of our mission, vision, and services. Annually on average, 1,500 volunteers work alongside staff as champions for the women and families we serve.



Everyone deserves the shelter of a home! When circumstances prevent that from happening, Cathedral Center is available. Volunteering at Cathedral Center reassures me that I am helping families with a path to stable living conditions, and a step further to ending homelessness.

Kimberly R. Montgomery,
*Cathedral Center
Board Member
Director, City of Milwaukee –
Intergovernmental Relations*



I serve as a board member at Cathedral Center because I believe that working together, we can end homelessness, and until we do, each of us in the community can offer assistance to those who are less fortunate.

Dr. Rebecca Bernstein,
*Cathedral Center
Board Member
Assistant Professor of Family
and Community Medicine,
Medical College of Wisconsin*



Left:
Aubrey Anderson
Shelter & Community Case Manager
LaToshia Thompson
Director of Shelter Services

Outcomes

Cathedral Center's comprehensive approach serves to empower women and families by helping them identify their own needs and recognize the choices they have. This helps them to create their own options and allows them to be a powerful proponent of permanent change in their own lives and that of their families. Despite significant challenges associated with serving individuals with complex needs and shifts in government funding, we continue to meet the challenge by keeping those we serve at the core of our mission and by cultivating private funding sources. We continuously evaluate our programs and evolve, as necessary, to ensure ongoing achievement of notable outcomes.



Emergency Shelter

- We provided 18,261 nights of emergency shelter



Case Management

- Unaccompanied women who remained in shelter longer than 14 days and choose to engage in case management services were 4 times as likely to exit to a safe placement than those who exited shelter in less than 15 days and refused to engage in case management
- 100% of families in shelter, regardless of length of stay, exited to a safe placement
- Shelter Case Management: We served 392 women and 64 families with 149 total children
- Community Case Management: We served 21 women and 5 families with 10 total children



Friendship House

- We served 108 unduplicated individuals in 37 households, including 11 unaccompanied women and 26 families (1 single father, 20 single mothers, 5 two-parent families) with 66 total children
- 12 households (5 women and 7 families) increased income and 7 households (2 women and 5 families) increased or obtained non-cash benefits
- 93% of households exited Friendship House to a safe housing placement



Women's Independence Program

- 130 individual assessments were completed by WIP staff
- 42 individuals participated in at least one formal employment interview facilitated by WIP staff
- 44 individuals were employed
- 56 workshops were held with an average of 12 attendees each



Volunteer Program

- 1,570 volunteers provided 9,150.25 hours of service on 1,468 occurrences
- The 2018 Return on Volunteer Investment calculation indicated that for every \$1 invested, there is a value of \$7.65 returned

2018 Honor Roll

Every effort was made to ensure the accuracy of the information contained in this report. The honor roll represents known in-kind and monetary donors with combined 2018 giving in excess of \$250. Please contact the Resource Development Department with corrections by calling 414-831-0394 ext. 2127.

IN-KIND

Cathedral of St. John the Evangelist
Hunger Task Force
St. Ben's Clinic

\$251 - \$499

Jean M. & Margaret Anne Beaudoin
Josetta Berg
Karin Buckholdt
Michael & Pamela Carroll
Julie Crow-Pan & Lawrence Pan
Mike Disabato & Nancy Ponstein
Don & Mary Ellingsen
Portia Frenthway
Nicole Gulatz
Marcia Jante & Lou Nielsen
David & Carol Jones
Kiwanis Club of Milwaukee Fdn, Inc.
Marlene Kollmeyer
Ryan & Alicia Kopp
Andrew & Margaret Krei
Rita McCauley
James & Geraldine Migan
Milwaukee Admirals
Milwaukee Brewers
Milwaukee Hotel Collection
Mary Ann Muzi
Plymouth Church UCC
James Raabe
Robert & Joanne Reuss
Eleanor Reynolds
Jason & Amy Rowell
St. Agnes Catholic Parish
St. Bernard Parish
St. Vincent Pallotti Parish
Stephanie Sander
Bob & Teri Schnuck
Bob & Judy Scott
Bill & Julianne Sellars
Elizabeth Sellars
Donna Spars
William Staudenmaier Jr.
Mary Ann Steger
Sara & Geoff Swosinski
Jeanne Tomaro
Catherine Washabaugh
Mark and Mary Weitenbeck
Cynthia Wiktorek

\$500 - \$999

Access Boutique LLC
Chris & Jessie Banaszak
Christopher & Elizabeth Beaudoin
Rebecca Bernstein
John Binder
Bob's Discount Furniture, LLC
Andrew & Julie Burish
David & Mary Beth Burpee
Century Fence
The Cheel
Preston Cole & Laura Lutter Cole
Scott & Jennifer Criqui
Kelly Daley & Jane Hampden Daley
John and Patti Dew
DeWan Dental Wellness
Andy Doermann
Colleen Dougherty & Steven Marcus
Foley and Lardner LLP
Girl Scout Troop of WI SE Inc. #6305
Mike and Julie Graverson
Maggie Hucko
Jeff & Kathryn Huntsinger
Hupy and Abraham, S.C.
Jeffrey & Elizabeth Isroff
Johnson Financial Group
Supervisor Willie Johnson, Jr.
Rachel Kolenberg
Rosemary Kropp
La Macchia Group
Wayne & Julie Larrivee
David & Ann Leiker
Dave & Lori Leitl
Doug LeTendre & Jan Uebelherr
Katherine Loewen
Mark & Mary Madigan
John & Becky Mamalakis
Tom Marlett & Lynn Oehlke
Barbara Matovina
Daniel & Jan McCarthy
Hugh and Katie McManus
Larry & Joan Meihnsner
Kenneth Meurer & Shirley Verstegen
Milwaukee Mennonite Church, Inc.
Patrick & Mary O'Connor
Brian & Lea O'Day
Joseph Otto & Rosemary Stuart
Pediatric Healthcare
Margaret & Mario Powell
Presentation High School
Mary Quigley

Ritz Holman LLP
St. John Paul II Congregation
St. John Vianney Parish
St. Nicholas Orthodox Church
Marilyn Schlosser
School Sisters of Notre Dame - Central Pacific Province, Inc.
Sisters of the Divine Savior
Stephen Perry Smith Architects
Jon Strawbridge & Patricia Vicenzi
Michael Sullivan
Tracey Thomas
David Thompson
Toomavara Partners LLC
Jane Van Gilder & Randal Vosters
Eva Vitale
Christian & Kristin Walters
Wisconsin Athletic Club
Suzanne and Jerome Wren
Joseph Ziino

\$1000 - \$2,499

American Association of University Women
Mark Boorse & Paula Johnson-Boorse
Pat Curley & Stephen Jacobs
Frank Daily & Julianna Ebert
Michael & Shirely Daun
Gary & Kimberly Draeger
William & Suzy Frazier
Susan & John Glowinska
Debbie Granger
Paul & Wendy Greeney
Rosemary and Harry Haack
Lori and Chris Harris
Ken & Kelly Hemauer
Holy Apostles Parish Human Concerns
Husch Blackwell LLP
Illinois Tool Works Foundation
Jerome & Lynne Johnson
Ladies Philoptochos Society - Annunciation
Greek Orthodox Church
LJO Jewelry by Design
Eric and Lori Lorenz
Lubar & Company
Katharine Mallin
Marcus Hotels & Resorts
Matthew Mellon
Mortimer Charitable Lead Trust
Park Bank Foundation
Robert & Bonnie Patton
Reinhart Boerner Van Duren SC

Anthony & Jean Reis
 Gary & Laura Ruesch
 Mark & Beth Rybakowicz
 St. Matthias Catholic Parish
 Sargento Foods Inc.
 Barbara Stein
 Christine A. Symchych & James P.
 McNulty Charitable Fund
 Steve & Kristen Thomas
 Mark Thompson
 Constance Tresch
 James & Jean Ellen Trubshaw
 Vilter Foundation, Inc.
 Wauwatosa Presbyterian Church

\$2,500 - \$4,999

Anick & Associates
 Jerry & Mary Batzner
 BMO Harris Bank
 Brewers Community Foundation
 Chris & Maria Franklin
 Gregg George/Cedar Street
 Charitable Foundation
 Jennifer & Robert Robert Hillis
 Immanuel Presbyterian Church
 Kohl's Department Stores, Inc./
 Associates in Action
 Laffey, Leitner & Goode LLC
 Barbara Ostrowski
 Racine Dominican Mission Fund
 Gregory Roling
 St. Eugene Congregation
 Ronald & Patricia Santilli
 Tom & Elizabeth Sellars
 We Energies Foundation
 Thomas & Mary Wisniewski
 Woman's Club of Wisconsin

\$5,000 - \$9,999

Big Lots Foundation
 Jim & Nancy Bolton
 Jane Bradley Pettit Foundation
 Jewish Community Foundation
 Stella H. Jones Foundation
 Don & Mary Jo Layden
 Mary Ann Nagy
 Sweeney Family Foundation
 Elizabeth Weirick

\$10,000 - \$19,999

Catholic Community Foundation
 Crossroads Presbyterian Church
 Forest County Potawatomi Fdn
 Herb Kohl Philanthropies
 Martin Family Foundation
 The ROS Foundation
 Rita Stevens Charitable Trust
 The Ursula Fund

\$20,000 - \$49,000

Peter Geisert Giving Fund
 Godfrey Family Foundation
 Greater Milwaukee Foundation
 Anthony C. Piano & Mildred J.
 Piano Revocable Trust
 Women's Fund of Greater
 Milwaukee

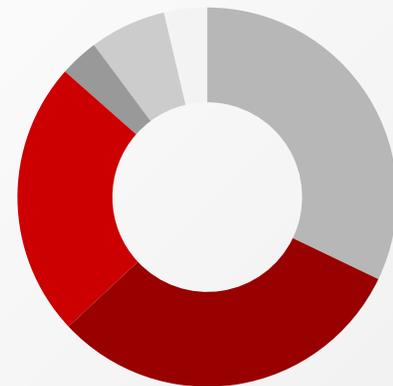
\$50,000+

Friendship House of Milwaukee
 United Way of Greater
 Milwaukee & Waukesha County
 Zilber Family Foundation

Below:
 Alysia Mullins
 Guest Services Coordinator
 Kristen Halula
 Friendship House Program Director
 Roni Fox
 Clinical Therapist & Case Manager



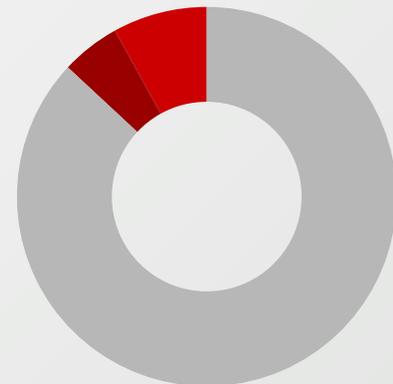
Revenue



- Government Grants - \$621,889
- Contributed Income - \$598,732
- Program Service Fees - \$454,387
- United Way - \$63,899
- In-Kind Donations - \$125,883
- Investment & Miscellaneous - \$71,184

TOTAL REVENUE \$1,935,974

Expense



- Program Services - \$1,616,023
- Management & Supporting Services - \$93,462
- Fundraising - \$149,475

TOTAL EXPENSE \$1,858,960

Change in net assets | **\$77,014**

Beginning of year | **\$632,241**

End of year | **\$709,255**

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Thank you

On any given night in 2018, there were an estimated 900 individuals in our community experiencing homelessness or lacking safe and stable housing. This is down considerably from a longtime estimate of 1,500 individuals for many years including and prior to 2015. As a result of Milwaukee's widespread implementation of a coordinated entry system, which streamlines entry into shelter, as well as instituting several other innovative initiatives, such as housing first, there are now fewer individuals in need but that does not necessarily mean that the demand for services has decreased.

Cathedral Center is now receiving women with more complex mental health and addiction recovery needs as well as those with significant deficiencies in social and emotional maturity required for independent living. We are also now receiving families that are larger in size and complexity. As a result, the need for shelter and related services remains and, in some instances, such as community case management, is rising.

To be clear, our community has always been impacted by the effects of trauma, mental health, addiction, multi-generational poverty, and other adverse conditions. The difference is that prior to coordinated entry and other initiatives, those with the fewest barriers and minimal restrictions were able to more easily navigate a "first-come, first-served" shelter entry process ahead of those with inhibiting factors. Now, entry is based on vulnerability.

Thankfully, Cathedral Center is more than a place to sleep – it is an entry point to the social services system for many women and families. In addition to our core services, we provide connections to benefits and other social services to help women and families transform their lives and achieve their personal goals, fulfilling our mission to end homelessness – one life at a time.

We extend our sincere gratitude to our board of directors, staff, volunteers, donors, and community partners who support the mission of Cathedral Center.

