



# Listening House 2019 Annual Report

## Who we are and what we do

### Mission Statement

Listening House is a daytime community resource and referral center providing hospitality, practical assistance and counsel to men and women experiencing homelessness, deep poverty, or loneliness.

### Philosophy

Listening House, dubbed the “living room of the homeless,” has served St. Paul since 1983. Hospitality is the root of the mission, complemented by a holistic philosophy that addresses spiritual, emotional and physical needs. We operate as a drop-in center and though not rule bound, there is an expectation for everyone to respect guests, staff, volunteers and neighbors. The consequence for violating the rule of respect is a bar from the facility. Forgiveness, however, is also a part of our philosophy, and unless someone is considered a threat to the community, he or she will be offered another chance.

### Listening House Staff & Volunteers

Listening House’s well-trained staff works with adults who come to Listening House seeking refuge from the streets and the elements. People may be experiencing homelessness, poverty, isolation, mental illness, chemical dependency, trauma, or other conditions that create barriers for them. Guests of Listening House consistently rank the friendships they share with staff and volunteers as the most important service. Our staff of 5 to 6 FTEs is supported by a cadre of over 60 dedicated volunteers who donate over 5000 hours of service annually.

### From the Desk of the Executive Director

*Dear Friends and Supporters:*

*The Wilder Foundation Homelessness in Minnesota Study\* provides solid data for what we see in human faces. Homelessness in the Twin Cities is up 9%. Homelessness has increased 20% among adults age 25-54 and 25% among those over 55.*

*Listening House now serves as a daytime only shelter. We welcome 40 to 140 people each weekday through our doors—nearly 15,000 people this past year. We offer hot coffee, cool drinks, donated pastries in the morning, heartier snacks over the noon hour, seasonally appropriate clothes, shoes, boots, and jackets, backpacks, a foot care ministry, hygiene supplies and private bathrooms to attend to one’s personal needs (a luxury most of us take for granted), help procuring birth certificates and IDs (needed to obtain shelter, jobs, and housing), a men’s group, sock exchange, laundry, haircuts, a place to store personal belongings and important paperwork, assistance completing forms and applications, outreach to jails and hospitals, over the counter medications, wound and frostbite care, HIV testing, and a safe place where people can briefly take refuge from life on the streets and the cold, heat, rain, or snow.*

*Guests continually report they come to Listening House because the way they are treated here is unique. We look people in the eye, we call them by name, we recognize their inherent human dignity, and we love them for who they are. Staff and volunteers are with them. We share joys and hardships. We listen. We see the changes that people make in their lives when they are valued. **This last year we saw 50 long term homeless guests who spent time at Listening House obtain housing!***

*Thank you to our funders, donors, partners, volunteers and staff for your commitment to Listening House.*

*In gratitude,*

*Cheryl Peterson*

\*<http://mnhomeless.org/minnesota-homeless-study/homelessness-in-minnesota.php>

### Board of Directors

Diane McCann, Board Chair  
Girl Scouts USA, Sales/Development

Seth Tribon, Treasurer  
US Bank, SVP

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David Anderson  
Delta Dental of Minnesota, VP of Sales

Michael Cahn  
Retired, Securian Financial Group

Monica Fahnhorst  
Radisson Group, Corporate Counsel

Michael McCann  
Amesbury Truth, Sr. VP of Sales

Amy Thompson  
McGough Construction, Atty Risk Management

Ron Townsend  
Saint Paul Police Department, Sergeant

### Listening House Past and Present

Listening House is a mission of hospitality started by two women who believed the “inner needs of the poor were as important as material ones.” Volunteer experience working in social service agencies taught them the greatest void in a homeless person’s life was a sense of belonging, and that too often they were expected to get a service and move on. They wanted to create a space where lonely people could come, stay if they wanted, and someone would listen to them.

The first Listening House doors opened in 1983 with two card chairs and a great deal of passion. As homelessness and personal needs became greater, practical aid was added including clothing, hygiene products and help purchasing documents needed for work or to get an apartment.

In 1995, Listening House lost its lease and was forced to close its doors to guests, but a local church offered office space so staff could do street outreach and preserve the mission. Fortunately our homelessness lasted less than a year and we moved into Mary Hall in the spring of 1996.

Recognizing the many complications of our guests’ lives, staff developed relationships & partnered with professionals in mental/chemical health, housing, veterans’ aid and other areas to meet guests inside Listening House. We also added evening and weekend shelter, and from 2013 to 2016 was the only facility open to unsheltered adults between 5:30-8:30 PM.

Like the people it serves, Listening House found itself homeless when our lease with Catholic Charities ended in January 2017. Listening House went in search of another new “home.” We opened our doors in the basement of First Lutheran Church in early June 2017.

Listening House of St. Paul, Inc. 464 Maria Avenue, St. Paul MN 55106  
651-227-5911 [www.listeninghouse.org](http://www.listeninghouse.org)  
Non Profit 501(c)(3) Tax ID 36-3291367



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## Financial Summary

### Statement of Revenues and Expenses

	September 2018 Audited	September 2019 Unaudited
<b>REVENUE</b>		
Individuals	93,204	96,259
Churches and Groups	25,059	38,444
Special Events	172,863	174,303
Corporate/Foundation Grants	110,912	236,082
Government Grants	30,000	42,500
Investment Income	<u>1,071</u>	<u>339</u>
<b>TOTAL REVENUE</b>	<b>433,110</b>	<b>587,927</b>
<b>EXPENSES</b>		
Salaries, Benefits, Taxes, related insurance	284,410	297,622
Occupancy	36,117	32,740
Program Expense	37,997	49,031
Office Expense	6,906	8,099
Fundraising Expense	34,966	43,170
General Expense (legal, accounting, staff/board development)	8,486	9,201
Depreciation Expense	<u>17,148</u>	<u>16,718</u>
<b>TOTAL EXPENSES</b>	<b>426,031</b>	<b>456,581</b>
<b>NET OPERATING INCOME</b>	<b>7,079</b>	<b>131,347</b>
<i>In kind supplies &amp; services not included above</i>	<i>65,071</i>	<i>127,680</i>

### Total Assets as of September 30, 2019 unaudited

#### Liquid Assets

Checking	200,075
Savings	164,119
Investment	75,761
<b>Total Checking/Savings</b>	<b>439,955</b>

Total other assets (prepaid insurance & expenses)	6057
Total fixed assets (furnishings, computers, copiers, etc.)	<u>193,068</u>

**TOTAL ASSETS** **639079**



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