



# Listening House of St. Paul, Inc 2014 Financial Report

From the desk of Rosemarie Reger-Rumsey, Executive Director

## 2014 FINANCIAL REPORT October 2013 to September 2014

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### Listening House Staff

Rosemarie Reger-Rumsey, Executive Director  
Julie Borgerding, Program Director  
Jacki Lingel, Administrative Assistant  
Alice Lee, Direct Service Associate  
Amanda Therrien, Direct Service Associate  
Michele Jackson, Direct Service Associate  
Sue Huebl, Direct Service Associate, On-call  
Nate Jones, Direct Service Associate, PT  
Radames Ortiz, Direct Service Associate, PT  
Andrea Hinderacker, Direct Service Associate, On-call  
Amanda Lupe, Direct Service Associate, PT  
Claire Press, Direct Service Associate, PT  
Barbara Elfstrand, Direct Service Associate PT

### Mission Statement

Listening House is a day / evening shelter and community referral center providing hospitality, practical assistance and guidance to men and women who are homeless, disadvantaged, or lonely

### Philosophy

Listening House, dubbed the "living room of the homeless," has served downtown 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 part of our philosophy, and unless someone is considered a threat to the community, he or she will be offered another chance.

### Staff

A mature and well-trained staff is able to work with an often challenging population of people who suffer with a mental illness, struggle with addiction, or have other conditions that create barriers for them. Guests of Listening House consistently rank the friendship they share with staff and volunteers as the most important service.

### Program Features

Over 800 adults visited this year, and we were able to add weekend shelter in the evening when Listening House is the only facility open to homeless adults. (5:30 to 8:30 pm)

Services include restrooms and hygiene articles; sock-exchange and clothing room; mailing address and telephone access; guest files to safe guard important documents or family pictures, spiritual support; referrals to other agencies/services; medical first-aid; community meetings for "consumer input;" special celebrations on holidays; procurement of needed documents; bus tokens given in exchange for doing household chores in Listening House; small loan program to help with work and housing expenses, foot ministry, chiropractic services, haircuts, and memorial services for deceased guests or former guests.

### Message from the Executive Director

Humans need to feel connected and accepted. Without stable housing, steady work, or supportive allies it is easy to feel isolated. Listening House exists to be a welcoming environment that accepts people where they're at, but expects courteous and lawful conduct. Staff realizes we are not change makers, but by making someone feel seen and heard and by offering a safe environment, we can motivate positive change.

To improve the odds of achieving personal goals we offer basic services, genuine friendship and assistance to help people connect to opportunities or address complexities that impede change.

"Coming to Listening House made me feel I'd entered a different dimension because the eyes of staff and volunteers . . . were open and told you that you were worth something, a valuable member of the human race." *Richard, former Listening House guest*

Thank you for the part you played in keeping the mission alive!



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### Heard at Listening House

#### *Remarks by Listening House guests and community members*

People tend to treat you poorly when you're homeless, but there's a special talent to surviving on \$203 a month and still maintain dignity. It takes a lot of suffering. Without Listening House, we'd be out of luck. So, I'm grateful for it ~ David

Listening House is a pillar for hope and a friendly ear for all who grace its doors. The compassion and services staff provides to the less fortunate is second to none. As St. Paul Police is a longstanding partner, I can unequivocally state Listening House plays a major role in giving the necessary life skills that benefit both the downtown community and our city.  
~ Chief Tom Smith, St. Paul Police Department

I still come to Listening House even though I've got a place. I never forget where I came from 'cause I can fall right back into the trap. They believe there's some good in everyone. I think so, too. ~ Michael, a guest

Listening House has helped me a lot. If I needed clothes, they were there for me; if I needed food, there was a meal for me; if I needed work, staff would help me, and if I needed to sleep, I can lay down and rest. ~ John, a guest

I lost everything because of drugs and alcohol. Someone told me I could relax at Listening House and also get things I needed like socks and shoes. But, really staff helped me with everything and now I am on my way. I have a room, I'm clean, and I started to work again. ~ Odell, a guest

"I love the fact that we can come here and have warm coffee and be warm. The people give so much to us here. I love the community." ~ Krystal, a guest

Listening House is effective, efficient, true to its mission . . . doing God's work. ~ Michael Kroening, Travelers Companies

"I love to come to the Listening House number one to stay warm from the cold weather. I walk all day and I'm cold, I need rest. I find that here. Here, also I learn to play the guitar. This I love. ~ Jose, a guest

"We can all talk really well but listening seems to be a lost art. Listening House has successfully offers hope, encouragement, and respect to homeless men and women. Our city is a much better place because of their efforts."

~Christopher Coleman, Mayor of St. Paul

"These staff are people of God. They show their gifts in their action with people. Staff helps people all the time, not some of the time, all the time because they listen. Thank God for the Listening House staff" ~ Anonymous

### Financial Overview – 2014

*Unaudited/Figures provided by Accountant*

Revenue Sources	
Fundraising Events	51%
Foundations/Corp.	14%
Individuals	22%
Government	9%
Churches/Groups	4%
Donated Goods	
& Services	\$121,246

### Financial Narrative

The year ended with a slight budget deficit, but no reserved funds were tapped in spite of adding weekend hours. Opening on weekends gave great relief to those who walked the skyways, rode public transportation or sat in a park until overnight shelter opened. Our largest program expense is personnel – the "heart" of our mission. The underlying fiscal health of Listening House remains very strong

**2014 Fiscal Year Revenue** 497,327

**2014 Fiscal Year Expenses** 417,219

Program Expenses 322,444

Management/General Expenses 68,475

Fundraising Expenses 26,300

**Current Assets (As of September 30, 2014)**

Cash 123,072

Reserve 272,724

Investment 4,063

Total Checking/Savings 399,859

**Current Liabilities (Total)** 8,865

*Liabilities include Accrued Expenses*

### Year-end Highlights

225 guests visit Listening House daily

\$5.30 estimated cost per guest per day

7,300 bus tokens given in exchange for chores at LH

127 volunteers donated 10,000 hours of service

\$121,246 donated goods and services provided

Only downtown shelter between 5:30-8:30 pm