



# Listening House of St. Paul, Inc 2016 Annual Financial Report

From the desk of Rosemarie Reger-Rumsey, Executive Director

## 2016 Annual Financial Report October 2015 to September 2016

### Board of Directors

Kent Wheelock, Board Chair  
US Bank, Retired

Richard Binger, Vice Chair  
Securian, Sr. Director, IT

Lisa Ferris, Treasurer  
Third Wave Systems, COO

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Girl Scouts USA, Sales/Development

Michael McCann  
Amesbury Truth, Sr. VP of Sales

Jack Sargent  
Advanced Technology, Pres/CEO

Thomas Pantalion  
US Bank, Associate General Counsel

Amy Thompson  
McGough Construction, Atty Risk Management

Damon Laliberte  
US Bank, VP, Small Business Sales

Shandon Halland  
Healtheast, Psychiatric Nurse Practitioner

Ryan Tansom  
Solidity Financial, VP/Partner

Martha Baumbach,  
Director of Corporate Relations, RBC Wealth

Ron Townsend, Sergeant  
Saint Paul Police Department

### Listening House Staff

Rosemarie Reger-Rumsey, Executive Director  
Julie Borgerding, Program Director

Amanda Maloney, Administrative Assistant  
Alice Lee, Direct Service Associate  
Emily Britz, Direct Service Associate  
Ed Hilbrich, Direct Service Associate  
Nate Jones, Direct Service Associate,

#### Part-time Evening Shelter Direct Service Staff

Jolene Engelking, Claire Press, Elisabeth Bott  
Katie Tuonion, Aimee Fritsch, Jacki Lingl  
Allison Reist, Kris Gildseth & Beth Homa

Volunteers: 108

### Mission Statement

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

### Philosophy

Listening House, dubbed the "living room of the homeless," has served downtown for over three decades. 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.

### Staff

A mature and well-trained staff is able to work with an oftentimes 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

Listening House provided a safe, respectful environment and practical assistance to over 1,100 adults this year. We are the only downtown facility open to homeless persons from 5:30 and 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

Listening House has served St. Paul for 33 years, and have grown into a strong organization because of supporters who sustain our mission through time, treasure and talent. We are grateful for our many financial backers who understand the impact of providing a safe haven and friendship to people who lack traditional support systems and are in need of help.

Our aspirations to create a safe, respectful environment for people experiencing homelessness would go unrealized without you. You help us remain fiscally healthy, boost our level of service, and make it easier to ensure there will be a "living room" for our guests.

Danny, a former guest once described Listening House this way: "Listening House is the rose in concrete. It grows in the middle of desperation. It grows in the middle of despair. And it blossoms and feeds everything around it."

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



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## Listening House Past and Future

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 for the past 13 years have been the only facility open to unsheltered adults between 5:30-8:30 pm.

Our lease with Catholic Charities ends in January 2017 and Listening House is in search of another new “home.” We are currently in serious discussions with a potential partner on the east side of St. Paul. With knowledge regarding changes in various social service programs, staff and board members began to envision a different role for Listening House.

Planning discussions included looking at the original purpose of Listening House. Our founders deeply embraced the belief that, “With the gift of listening, comes a gift of healing.” We held focus groups and listened to guests who informed us that the worst part of homelessness is: A lack of purpose. We researched effective healing activities. And from our work a new mission model unfolded.

As we move forward, Listening House will add creative arts and enrichment programs that not only provide meaningful activity, but have proven healing benefits. New partners in arts and health will join our staff to share their talent & expertise. We will add songwriting, drumming circles, writing, poetry, creative storytelling, yoga, facilitated discussions on the impact of trauma and group meetings on managing disease, & peer-to-peer counseling. Former guests who are housed will be invited to join us.

Listening House will remain a drop-in center, but well designed space will allow creative programs to be held in rooms separate from the “living room.” We are grateful to supporters who have long supported our work and continue to journey with us. We also welcome new partners to help realize our latest aspirations.

## Financial Overview – 2016

Unaudited/Figures provided by Accountant

Revenue Sources	
Fundraising Events	36%
Foundations/Corp.	17%
Individuals	34%
Government	9%
Churches/Groups	4%
Donated Goods & Services	\$121,318

## Financial Narrative

A longtime supporter bequeathed funds and others listed LH as a memorial resulting in higher individual contributions. There were also funds allotted for expenses associated with our temporary move. The largest program expense is personnel – the “heart” of our mission. The underlying fiscal health of Listening House remains very strong

**2016 Fiscal Year Revenue** 495,940

**2016 Fiscal Year Expenses** 474,008

Program Expenses (81%) 375,540

Mgt/Gen Expenses (11%) 54,767

Fundraising Expenses (8%) 43,701

**Current Assets (As of September 30, 2016)**

Cash 99,099

Reserve 273,336

Investment 38,886

Total Checking/Savings \$411,321

**Current Liabilities (Total)** 1,213

*Liabilities include Accrued Expenses*

## Year-end Highlights

1,100 unduplicated guests visited this past year

\$2.90 estimated cost per guest per day

7,400 bus tokens given in exchange for chores at LH

108 volunteers donated 9,550 hours of service

\$14,820 donated goods and services provided

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