



Three things in life are important. The first is to be kind. The second is to be kind. And the third is to be kind. Henry James



**FRIENDSHIP
SHELTER
2008
ANNUAL
REPORT**

Our MISSION is to assist homeless adults to regain self-sufficiency and become more productive members of the community.

CORE PROGRAMS

A SELF-SUFFICIENCY program at Friendship Shelter in Laguna Beach, founded in 1988, with capacity for 31 residents, provides free housing, meals, case management services and counseling to help overcome the causes of homelessness. Residents are expected to establish a source of income, save money and participate in their own personal development in order to leave the program with housing, earnings and a plan to sustain stable lives.

Shelter graduates may apply to our TRANSITIONAL LIVING program at Henderson House in San Clemente, established in 1995, where 24 live in shared apartments for roughly one year at a subsidized rent, continuing to receive support services, so they might progress along the path to independent living.

SUPPORT PROGRAMS

CASE MANAGEMENT professionals, with the support of graduate-level interns and volunteers, work with residents to establish a personal development plan, help secure essential supportive services and monitor progress. HOUSE SUPERVISORS, on-site during the important after-work and evening hours, help guide action plans by facilitating resident life at the shelter.

HEALTHY BODIES, HEALTHY LIVES helps shelter residents secure mental and physical health care so they might establish and sustain a healthier future.

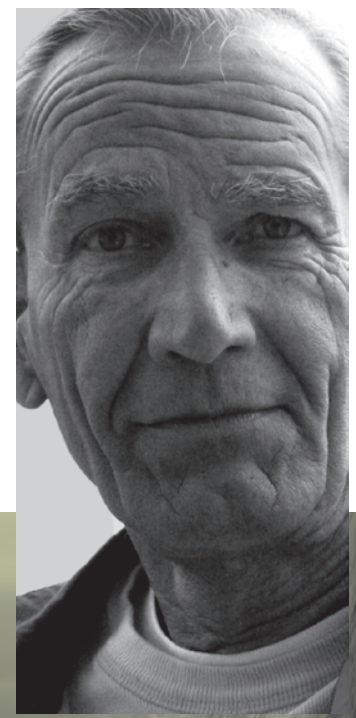
PROJECT READY was launched in 2008 at Henderson House to provide more intensive support services to help residents build better lives long-term. The program focuses on career development as well as continued reinforcement of positive living choices to minimize recidivism.

" I FEEL LIKE TIME HAS FLOWN BY. I AM GETTING INTO A GROOVE. A GROOVE OF A NORMAL LIFE. I FEEL LIKE MY LIFE IS SETTILING INTO A HEALTHY GROWN-UP NEW WAY OF BEING. IT'S LIKE LIFE VERSUS DEATH. AND I WANT LIFE."



Stories and quotes in this report are true, but names have been changed to protect privacy. Photos published with permission.

2008: A Celebration of 20 Years of Helping the Homeless



These 20 years have been transforming. We began as a small group of citizens who wanted to help the homeless in our town find both shelter and dignity. From the start, we knew that shelter was only the beginning. Those whose lives have succumbed to homelessness need many types of services and they need time, understanding and a safe place in which to bring their lives back into focus. Friendship Shelter was and is the only rehabilitative shelter program in South County and over these years we have sheltered and supported more than 5,000 homeless adults. There are far too many people to thank individually — so many have played an essential part in our story of transformations. Yet those we wish most to recognize are homeless people themselves, who have taught us countless lessons and reminded us daily of the very essence of humanity. This is transforming for us all and we are truly grateful.

Colin Henderson, Co-Founder, 2009 Board President



" UPON ARRIVING AT FRIENDSHIP SHELTER I FELT SCARED. AFTER A SHORT TIME THE PEOPLE AND STAFF MADE ME FEEL VERY WELCOME. I'VE LEARNED SO MUCH. MOST IMPORTANTLY, HOW TO TAKE CONTROL OF MY LIFE. TO TAKE CARE OF MEDICAL ISSUES, TO GET A JOB AND KEEP IT, AND TO DO THINGS ON AN EVERYDAY SCHEDULE. WITH THE HELP OF MY CASE WORKER AND THE STAFF I AM ABLE TO KEEP MY LIFE. BOTH MY BROTHER AND SISTER HAVE VISITED ME AND ARE THRILLED WITH THE SUCCESS I'VE PUT INTO MY LIFE. I WILL BE GRATEFUL FOREVER."

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- Julie Weir, Senior House Supervisor, Friendship Shelter
- Nicole Argandona, Case Manager
- Kate Smiley, Case Manager Intern
- House Managers: Margaret Biondino, Suzanne Classen, Chad Downum, Joseph Iller, Annaliesia Redfield

2008: Progress and Promise

"2008 was a year filled with program enhancements, in support of a renewed commitment to an integrated, multifaceted development plan for each resident. The most important milestone we measure is an individual's progress towards their own goals."

Mark Miller, Associate Executive Director/
Program Director

• Among the first program enhancements of the year is a renewed dedication to personalized development plans for each resident. CASE MANAGEMENT, formerly provided by volunteers, is now staffed primarily by social work professionals and masters level interns. Case managers work with each resident to establish achievable goals and an action plan, and meet weekly to monitor results.

• HOUSE SUPERVISORS, on-site during the important after-work and evening hours, and throughout the night, are integrated into the case management function to facilitate resident action plans and provide support services.

• HEALTHY BODIES, HEALTHY LIVES is launched with the volunteer services of a registered nurse who conducts a health assessment for each shelter resident. Working with case managers, she facilitates treatment as needed by connecting residents to local clinics and pro bono health and dental care services.

• ADVANCED AWARENESS, a unique program that helps residents recognize and improve their personal, family and working relationships, is conducted at both sites to complement our workshop schedule of journal writing, yoga, conflict resolution, meditation, parenting and family planning, and AA and NA meetings.

• LEGAL AID provides weekly individual counseling for residents seeking legal assistance.

• Pro bono consultants conduct INTERVIEW workshops, offer RESUME PREPARATION counseling and LIFE SKILLS coaching.

• PROJECT READY launched in July at Henderson House helps many shelter graduates build on their gains and develop lives that will sustain independent living in Orange County.

• RESOURCE ROOMS established at both locations include banks of computers for training, employment search and an opportunity to re-connect to family and friends, as well as a career development library and meeting space.

• A new dormitory-style MEN'S BATHROOM at the shelter provides state-of-the-art facilities that meet modern public health standards. Preparations are made for a comparable WOMEN'S BATHROOM upstairs, which will open another space for an additional resident.

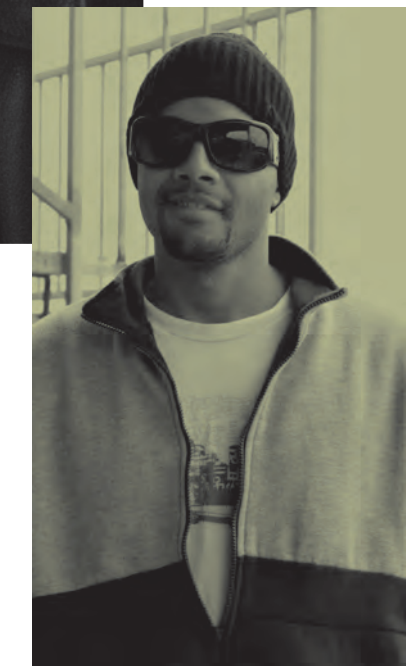
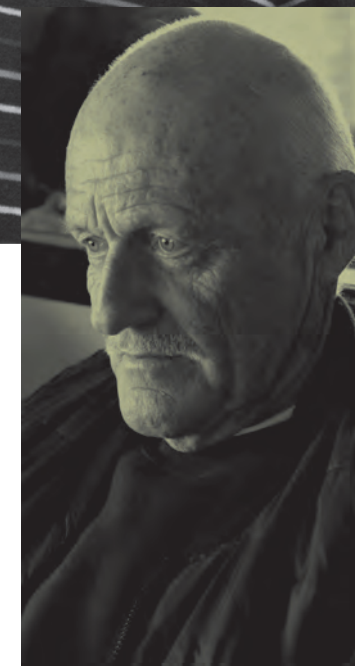
• A prestigious group of philanthropists launches the 20th ANNIVERSARY TRUSTEES to help secure the organization's future and serve as ambassadors in the community.

• VOLUNTEERS provide over twelve thousand hours of administrative support, meal preparation, and facility maintenance — a 20% increase versus 2007. New volunteer opportunities include resident mentors, supplemental house supervisors and a week-end activity coordinator. Roughly one-third of our volunteers are here on a regular basis.



LENA, 20, GREW UP WITH DRUG ADDICTS AND BY 17 KNEW SHE HAD TO GET OUT OF HER HOME. SHE SPENT 36 DAYS IN REHAB AND WHEN SHE GOT OUT SHE WAS HOMELESS. SHE WAS REFERRED TO FRIENDSHIP SHELTER WHERE SHE WAS A MODEL RESIDENT. ALWAYS LOOKING FORWARD. ALWAYS CHEERFUL. SHE MOVED TO HENDERSON HOUSE, GOT A FULL-TIME JOB IN A WINDOW SHOWROOM AND STARTED A 2-YEAR SCHOOL PROGRAM TO BECOME A MEDICAL TECHNICIAN. NEARLY A YEAR LATER, SHE HAS MOVED TO A SHARED APARTMENT. STILL WORKING. STILL ATTENDING SCHOOL. STILL SOBER. AND STILL LOOKING FORWARD TO HER DREAMS OF A GREAT JOB AND A HOME OF HER OWN.

SPECIAL THANKS TO DANNY MELITA, MARINER'S CHURCH, GDR GROUP AND MBK OFFICE SOLUTIONS FOR THEIR COUNSEL AND DONATIONS TO THE RESOURCE ROOMS.



MANY THANKS TO REBECCA WILLS, RN, OUR VOLUNTEER NURSE/HEALTH CARE COORDINATOR.

MANY THANKS TO ARCHITECT MARSHALL ININNS, LAING LUXURY HOMES, KOHLER AND ROHL, ABER PLUMBING AND CAESARSTONE FOR THEIR CONTRIBUTIONS TO THE MEN'S BATHROOM PROJECT.

MANY THANKS TO COLIN HENDERSON AND TO AN ANONYMOUS DONOR FOR SPECIAL GIFTS TO HELP LAUNCH PROJECT READY.

2008 Outcomes

FRIENDSHIP SHELTER

Individualized plans yield longer lengths of stay and higher success rates.

- 182 Residents
- 10,900 Bed-Nights
- 98% Capacity*
- 62% Successful Exits
- Average Length of Stay
 - Graduates — 88 days
 - Other — 33 days
- Other Exits
 - Drug and Alcohol Rehabilitation Programs
 - Sober Living Facilities
 - Family Living Arrangements
- Costs of Care
 - \$80 per day per resident
 - Includes housing, meals, case management, counseling and support services.

HENDERSON HOUSE

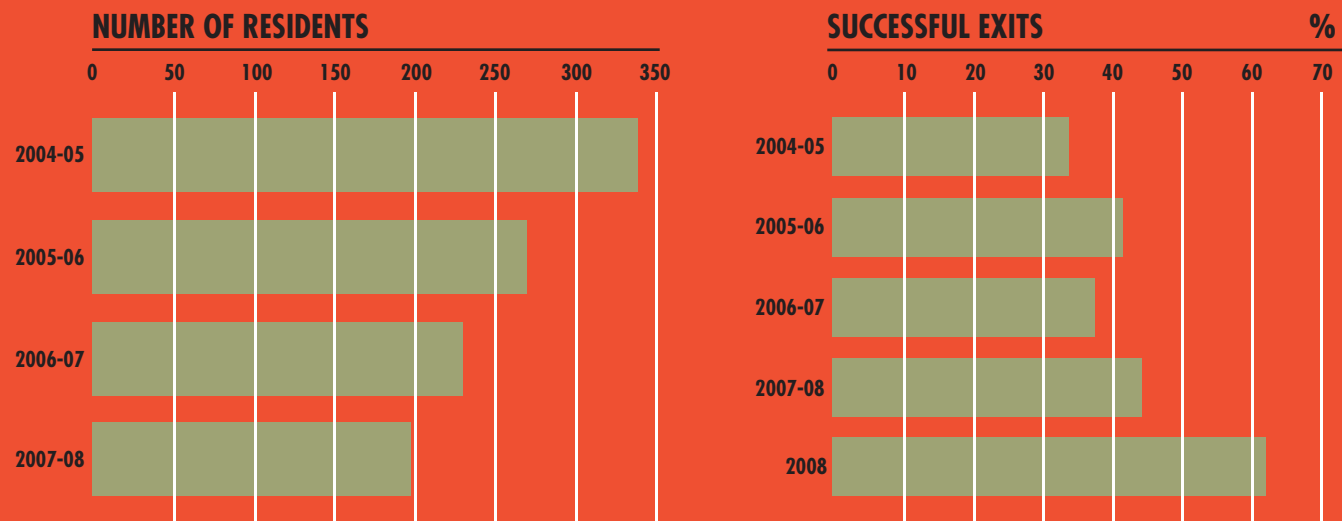
- 58 residents
- 59% Successful Exits
- 86% Capacity
- Cost of Care — Largely subsidized by rents and government grants

* 2008 capacity was compromised at both locations during facility upgrade construction.



WE DEFINE SUCCESS AS STABLE INCOME, HOUSING AND, IF APPLICABLE, SUSTAINED SOBRIETY. HOWEVER, EVEN THOSE WHO DO NOT FULFILL ALL PROGRAM GOALS LEARN IMPORTANT LIFE-LESSONS THAT WILL SERVE THEM WELL IN THE FUTURE.

Individualized plans yield longer lengths of stay and higher success rates.



Challenges for the Future

- HEALTH issues are the single greatest obstacle to rehabilitation. Roughly 1/3 of new residents are found to have severe undiagnosed medical conditions that require immediate attention.
- WOMEN have special needs as they are often victims of domestic abuse, have experienced violence while living on the streets or in temporary shelters, or have been separated from their children, resulting in a wide range of psychological and physical repercussions.
- DENTAL NEEDS are especially acute — homeless people have a very high rate of major dental problems that have serious health implications, and these are an impediment to the confidence needed to rebuild their lives.
- Only the most severe MENTAL HEALTH diagnoses qualify for County of Orange psychological support services. Many residents suffer depression and other conditions that would benefit from professional attention.

• Orange County ranks fourth on the list of the least AFFORDABLE HOUSING markets in the nation (National Association of Home Builders) and someone working for minimum wage would have to work 169 hours weekly to rent an average 2-bedroom apartment. (National Low Income Housing Coalition)

• EMPLOYMENT is difficult to secure in a recession economy, especially for those residents with previous felony convictions. Without work, residents lack structure and motivation, and cannot save for housing.

• As many as 60% of the homeless suffer ADDICTIONS — some who have struggled with substance abuse throughout their lives and others who have succumbed to drug or alcohol use as a result of their personal difficulties.

"LIFE HAPPENS. AND I NEED TO MAKE SOME CHANGES IF I AM GOING TO BECOME SELF-SUFFICIENT ONCE AGAIN. TODAY I AM LUCKY ENOUGH TO HAVE FOUND FRIENDSHIP SHELTER. I WOULD LIKE TO SAY IT LIKE THIS: FRIENDSHIP SHELTER IS A DEEP RICH GOLD MINE. WHEN YOU GET THERE YOU ARE TIRED, HUNGRY AND THIRSTY. IF YOU SET UP YOUR CAMP CORRECTLY AND WORK HARD AT EVERYTHING TO BE DONE, YOU MAY LEAVE WITH THE OPPORTUNITY TO HAVE YOUR HEART AND SOUL FILLED WITH GOLD FOREVER."

MANY RESIDENTS ARRIVE WITH SERIOUS DENTAL PROBLEMS - 77 RECEIVED PRO BOND SERVICES IN 2008.



"Twenty years is cause for great celebration, and also an opportunity to look to our future. Friendship Shelter was founded as a direct response to community need. Every major strategic decision since then has been rooted in an understanding of and compassion for the community. Going forward, we have a responsibility — as one of Laguna Beach's oldest and most respected human services organizations — to continually improve our organization and its ability to respond to the community that has brought us so far, and to the homeless individuals who have inspired us in our endeavors. I am confident our best is yet to come."

Dawn Price, Executive Director

2008: Special Events and Programs

• Southern California musicians create SHELTER ME, a one-of-a-kind compilation of rock, blues, folk and country music. Conceived by producer Scott Hays of Weed Patch Productions, many well-known musicians, some homeless, contribute time and talent in an effort to make a difference for an estimated 35,065 homeless people in Orange County. Film students at Orange Coast College produce a documentary entitled "The Making of Shelter Me" which is shown at the Laguna Beach Regency theater and wins a "My Hero" film award.

• 750 people attend 23 events on behalf of DINNERS ACROSS LAGUNA & BEYOND, raising over \$90,000 and raising awareness of the issues surrounding homelessness in Orange County. "Dinners" include Sunday brunch, a rock & roll party, Chinese banquet and many intimate gatherings, at which residents or graduates share their stories. Many thanks to event Chair Joy Dittberner.

• Master Development Corporation, Las Palmas, donates a large STORAGE SPACE, enabling the organization to accept needed donations of furnishings and supplies for use on-site and to help outfit residents moving to permanent housing.

• Friendship Shelter is a grateful beneficiary of Laguna Board of Realtors annual TASTE OF CHARITY.

• Allstate Company management team, with supplies and counsel from Ruben Flores/Laguna Nursery, LANDSCAPES the shelter property.

• A packed house of friends fills [7-degrees] for THE ART OF GETTING HOME 20th anniversary gala. Event chairs Kathleen Abel and Jill Edwards, Honorary Chair Santina Davies and Hosting Sponsor Ron Davies create a memorable evening that raises \$173,000 for Friendship Shelter programs.

• At ICE CREAM SUNDAY, residents scoop, serve and thank our many volunteers for all they do.

• League of Women Voters helps residents REGISTER TO VOTE and understand ballot initiatives.

• Laguna Beach ARTWALK invites musicians from SHELTER ME to perform at a First Thursday event.

• Friendship Shelter co-hosts the Laguna Beach community THANKSGIVING where hundreds of people – the poor, the homeless and many local residents – enjoy foods served by Boy Scouts and the National Charity League, including dishes prepared by our residents.

• Residents receive free FLU SHOTS administered by Orange County Health Care Agency. Many thanks to Nurse Mari Hill.

• National Charity League, Community Learning Center at Top of the World, and many friends contribute food, decorations and funding to facilitate HAPPY HOLIDAYS for residents.



LAURA, 55, WAS ALWAYS SHY. SHE SAYS SHE NEVER KNEW HOW TO BEHAVE. THE FAMILY MOVED AROUND A LOT, AND HER ONLY SISTER DIED OF ALCOHOL ABUSE. HER OLDER BROTHER'S GIRLFRIEND INTRODUCED HER TO DRUGS WHEN SHE WAS 12 AND SHE SAID SHE KNEW AT ONCE SHE WAS HOOKED. DRUGS ENABLED HER TO INTERACT MORE EASILY WITH PEOPLE. SHE TRIED SEVERAL COLLEGES, AND SPENT SOME TIME LIVING ON A COMMUNE. BEFORE SHE SETTLED IN SOUTHERN CALIFORNIA AND WORKED FOR THE POST OFFICE FOR 16 YEARS. SHE OWNED A SMALL HOME AND LIVED IN THE SAME TOWN FOR 30 YEARS, UNTIL SHE MAXED OUT CREDIT CARDS AND DEPLETED HER RETIREMENT FUND. SHE WAS LET GO FOR TARDINESS ON THE JOB. SHE SAYS SHE ALWAYS THOUGHT HER INTELLECT WOULD HEAL HER, BUT SHE KNOWS NOW SHE NEEDS MORE HELP. SHE TRIED SEVERAL REHAB PROGRAMS, EVEN HYPNOTISM, BUT IT WAS ONLY WHEN SHE LEFT AN ABUSIVE RELATIONSHIP THAT SHE MOVED TO A SOBER LIVING FACILITY AND ULTIMATELY FRIENDSHIP SHELTER. SHE SAYS THAT SHE TRIES NOT TO LOOK TOO FAR AHEAD. "PEOPLE AT FRIENDSHIP SHELTER TREAT ME AS A HUMAN BEING. I FEEL HUMBLLED AND PROUD TO BE HERE."

CHET, 52, HAS ALWAYS KEPT THE FAITH, DESPITE A LIFE MARRIED BY DRUGS AND ALCOHOL AND CRIMINAL ACTION THAT LANDED HIM IN JAIL MORE THAN ONCE. HOWEVER, EVEN IN PRISON, HE WORKED WITH THE CHAPLAIN AS A CHAPEL CLERK. HE HAS ALSO WORKED WITH MINISTRIES IN SAN CLEMENTE AND LAGUNA NIGUEL. HE GREW UP IN CALIFORNIA, MARRIED, AND BECAME FATHER TO HIS STEP-DAUGHTER, AND OWNED HIS OWN CAR DETAILING BUSINESS AT ONE TIME. BUT HIS LIFE ALWAYS SEEMED TO UNRAVEL AND AFTER A YEAR OF LIVING ON THE STREETS HE FOUND HIS WAY TO FRIENDSHIP SHELTER. HE SAYS HE WAS DESPONDENT WHEN HE ARRIVED. AFTER 60 DAYS AT THE SHELTER AND NEARLY THREE MONTHS AT HENDERSON HOUSE, HE FELT HE HAD REGAINED HIS SENSE OF DIRECTION, AND RELOCATED TO EUROPE TO WORK WITH A FAMILY MINISTRY HE HAD KNOWN AS A BOY. "I'VE SUFFERED A LOT OF SETBACKS, BUT I NEVER LOST MY BELIEFS. THE PEOPLE AT FRIENDSHIP SHELTER GAVE ME THE COURAGE TO DO WHAT I'M GOING TO DO."

SPECIAL THANKS TO STUDIO ARTS, WHELAN, COVE AND WATERCOLOR GALLERIES FOR HOSTING ARTWALK FOR FRIENDSHIP SHELTER.

ICE-CREAM SUNDAY FIXINGS PROVIDED BY ALBERTSON'S, RALPH'S AND WHOLE FOODS MARKET.

SPECIAL THANKS TO WENDY MILETTE AND THE MY HERO PROJECT FOR THEIR VERY SPECIAL VIDEO.

WE ARE MOST GRATEFUL TO NEIGHBORHOOD CONGREGATIONAL CHURCH FOR SAVING THANKSGIVING FROM THE RAIN.

Friendship Shelter



Henderson House



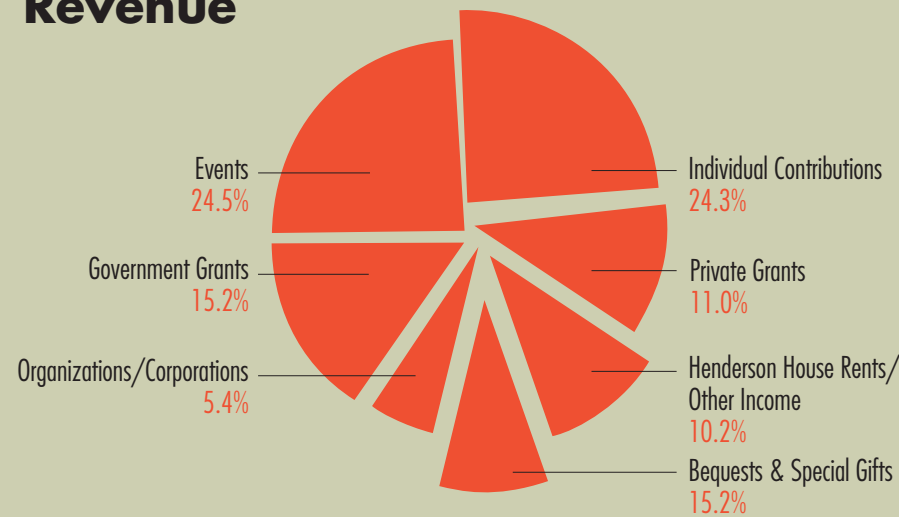
2008 Sources and Uses of Funds

Total expenses 2008: \$897,727

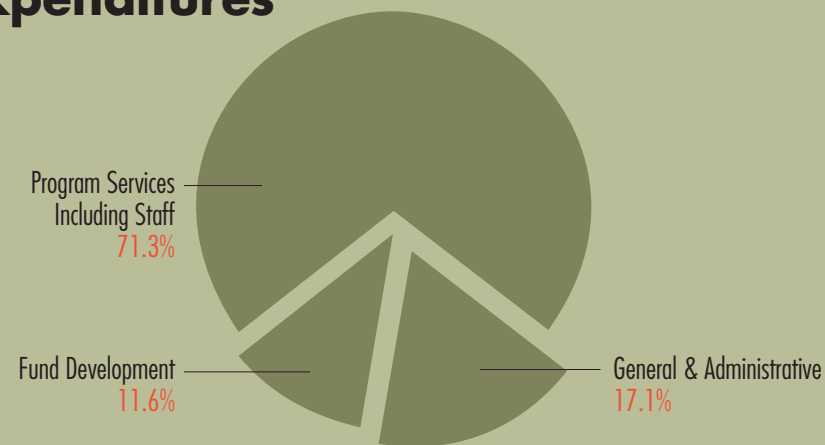
Cost to successfully graduate one resident to self-sufficiency: \$ 7,000

LORI, 43, WAKES UP BEFORE THE SUN TO HEAD TO THE CONSTRUCTION SITE WHERE SHE IS RESPONSIBLE FOR THE SAFETY OF 300 WORKERS. AN APPRENTICE WITH THE CARPENTERS UNION, SHE ATTENDS CLASSES TO ACHIEVE JOURNEYMAN LEVEL AND HOPES SOMEDAY TO BE A UNION REP. DESPITE A 20-YEAR DRUG AND ALCOHOL HABIT, SHE WAS HIGHLY FUNCTIONAL AND WAS EARNING A VERY GOOD LIVING WHEN THE CONSTRUCTION INDUSTRY SLUMPED. SHE FOUND HERSELF HEADING TOWARD HARDER DRUGS SO SHE VOLUNTARILY ENTERED REHAB. BUT SHE KNEW SHE NEEDED MORE TIME AND WAS REFERRED TO FRIENDSHIP SHELTER WHERE, SHE SAYS WITH A SMILE, "I'M NOT THE GIRL I USED TO BE. I'M A WHOLE NEW ONE." LORI MOVED INTO HENDERSON HOUSE RECENTLY WHERE SHE CONTINUES ON THE PATH TO HEALTHY INDEPENDENCE.

Revenue



Expenditures



These figures present an unaudited overview of key revenue sources and spending categories. For a fully audited financial report, go to www.friendshipshelter.org or contact us at 949.494.6928.

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We cannot do all we do without the support of the community.

Thank you.

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Contributors: Jamie Browning & Ivan Spiers/MZB Studio
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Shelter Me Musicians/Songwriters

Richard Bredice
Alec Bridges
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Ivory Agan
Nina Albrect
Linda Biram
Mary Bizal
Pierluigi Bonvicini
Mary Buchanan
Lyra Calvag
Cindy Capretz
Marsha Cashion
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Paula Matthews
Kelly McBride
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Mark Mowry
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Tina Orduna
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Mackenzie Pearce
Deb Powers
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Note: Every effort has been made to accurately list our supporters – if there is an error or omission, please accept our apology and let us know. Call Taylor at 949.494.6928. Thank you.

Friendship Shelter Inc. A Brief History

MATT, 48, GETS UP EVERY MORNING AND RIDES HIS BICYCLE FROM HENDERSON HOUSE TO THE SAN CLEMENTE TRAIN STATION FOR THE RIDE TO IRVINE, WHERE HE BUILDS EXHIBITS FOR TRADE SHOWS. HE FIRST LEARNED THE SKILL IN A HIGH SCHOOL WOOD SHOP IN OHIO, AND STARTED OUT RESURFACING KITCHEN CABINETS AND BUILDING STORE WINDOW DISPLAYS. EIGHT YEARS AGO HE DISCOVERED SPEED, AND HE SAYS THINGS WENT DOWNHILL QUICKLY. HE SOLD DRUGS TO BUY DRUGS AND LIVED ALTERNATELY ON THE STREETS OR IN MOTEL ROOMS FOR THREE YEARS UNTIL HE WENT TO PRISON. WHEN HE GOT OUT, HE STAYED ON TRACK, BUT NEEDED SURGERY THAT PREVENTED HIM FROM WORKING AND DEPLETED HIS SMALL SAVINGS. HE LIVED AT FRIENDSHIP SHELTER FOR A WHILE AND THEN AT HENDERSON HOUSE WHERE HE WORKS 40 - 60 HOURS A WEEK, AND WHEN HE HAS TIME OFF, HE SAYS HE SPENDS IT ONLY WITH PEOPLE TRYING TO DO THE RIGHT THING.

- 1985** A small group of Laguna Beach residents concerned for the plight of the homeless determine to provide year-round shelter.
- 1988** Friendship Shelter's doors open to 18 homeless residents at the site of a former residential hotel on South Coast Highway.
- 1991** With the help of Orange County's building industry and a HUD Home Improvement Grant, and with support from the City of Laguna Beach, the facility was expanded from 18 – 29 beds.
- 1995** Recognizing the need for transitional housing to support shelter graduates, two neighboring apartments buildings in San Clemente are acquired to provide subsidized apartments for 24 residents for up to one year.
- 1998** Renaissance Club is launched to help secure financial stability – members pledge \$1,000 or more per year.
- 2006** A period of renewal brings enhancements to the program, staffing and facilities. Friendship Shelter is now home to 31 men and women at a time, roughly 200 annually, with case management services and personal development counseling.
- 2008** PROJECT READY is launched to help equip Henderson House residents for longer-term success. Continued facility upgrades include the establishment of resource rooms at both sites, providing computers for residents' use, training programs and meeting space. Key Club is established to acknowledge donors of \$5,000+ annually. 20th Anniversary Trustees are invited to serve as advisors and to provide philanthropic leadership.

**“Friendship is the
only cement that
will ever hold the
world together.”**

Woodrow Wilson

We wish to extend special thanks to the community of Laguna Beach for 20+ years of support and friendship. It is only because of the kindness of our neighbors that we are able to offer kindness and comfort to those most in need. On their behalf, thank you.



FRIENDSHIP SHELTER

Reaching Out to Rebuild Lives

Friendship Shelter, P. O. Box 4252, Laguna Beach, CA 92652, 949.494.6928, www.friendshipshelter.org

Friendship Shelter, Inc. is a 501 [c] [3] non-profit organization. Founded 1987. TAX ID#33-0219404