



2013 Annual Report

In 2013, Miriam's Kitchen celebrated a milestone of thirty years of service to Washington, D.C.'s homeless community. The anniversary marked an opportunity for reflection on our shared past, and for recommitment to our mission to end chronic homelessness in D.C.

While that mission sounds impossible to some, we know that it isn't. We know that extensive research – as well as recent successes in other cities – shows that permanent supportive housing is a proven solution for getting the most vulnerable residents of our community off the streets and out of harm's way, and for keeping them housed over the long-term.

Permanent supportive housing programs provide affordable housing paired with supportive services such as mental health and substance abuse treatment, health care, and other ongoing support. The housing model is proven to work. It is proven to save money. And we want to prove to our city that it is the right thing to do.

In our 30th year, Miriam's Kitchen redoubled our efforts. We more aggressively advocated for permanent supportive housing as a long-term solution for our guests, while meeting their immediate needs with the freshest and most nutritious meals possible, paired with the highest-quality case management services available.

And in 2013, that commitment was honored throughout the community, as Miriam's Kitchen was recognized with numerous awards:

- Our second consecutive Four-Star Rating by Charity Navigator
- *Street Sense's* 2013 Founder's Award, in recognition of Miriam's Kitchen's contribution to advocacy on behalf of homeless individuals
- A 2013 Mayor's Art Award, in the category of Innovation in the Arts, for Miriam's Studio, Miriam's Kitchen's Art Therapy program
- *Washingtonian Magazine's* 50 Great Places to Work

Staffing Changes

Miriam's Kitchen knows that to accomplish our mission we must invest in our future. For that reason, in 2013 we hired six new employees - including two entirely new positions. These hires represented highly-specialized professionals, tailored to meet the demands of our mission in the areas of case management, advocacy, kitchen management, data management and communications.

Additionally, we realigned key roles within our leadership team, to ensure we are most appropriately resourced to accomplish both the strategic objectives and the tactical needs associated with our mission.

Meanwhile, Miriam's Kitchen continues to retain senior staff at an impressive rate; 100 percent of Miriam's Kitchen's leadership team has been with the organization for more than five years, and 70 percent have been on staff for ten or more years. This ability to attract and retain top talent has been fundamental to our ability to serve our guests.

While we prepare for a successful 2014, please take a look at what your support helped make possible in 2013.

Healthy Meals

Open every weekday since October 1983, Miriam's Kitchen continues to be known as a place where homeless individuals can enjoy a fresh, nutritious meal, in a safe community of belonging.

The Meals Program is staffed by Senior Director of Meals and Volunteer Engagement, Steve Badt; Director of Kitchen Operations, John Murphy; Assistant Director of Kitchen Operations, Emily Hagel; Kitchen Assistant Jose Monterossa; and Manager of Volunteer Engagement, Jennifer Dean. It is supported by **2,590** volunteers who provided **16,810** hours of service in 2013.

Miriam's Kitchen uses healthy meals to welcome guests, and encourage them to access critical services that focus on longer-term solutions. This is especially true for many of our guests who suffer from mental illness and would be reluctant or unable to reach out for their most urgent needs. Once a guest sits down for a meal served with dignity and respect – a fresh meal that not only sustains, but nourishes -- it is easier for a Miriam's Kitchen Case Manager to make contact, build a trusting relationship and begin a conversation about those needs. We believe that meal is an invitation; it is an investment in reclaiming an individual's core dignity, and in building a relationship with them.

Moreover, Miriam's Kitchen's innovative kitchen model continues to be one of the greatest examples that the entire community has a role to play in addressing chronic homelessness. Through our strong relationships with grocers, farms, farmers markets and other food purveyors, Miriam's Kitchen is able to consistently create high-quality meals at low costs.

In 2013, we served **75,762** fresh, nutritious, healthy meals to our homeless guests.

Case Management

Our Case Management Program served **4,485** guests in 2013.

The program is staffed by clinical social workers, case managers, an art therapist and a psychiatrist. These staff members are present at every meal as a resource for our guests to address their immediate, short-term and long-term needs. Our services include everything from providing clean clothing and assistance obtaining identification cards, to mental health care and links to available housing. Through these services, and by being a constant presence in the dining room, we reinforce the trusting relationships that are the key to helping our guests.

Mental health treatment is one of the most pressing needs in our dining room. Our staff psychiatrist continued to provide on-site mental health treatment and dispense medications to our guests in 2013. In total, **140** treatment sessions were provided to our guests, and **24** were enrolled in mental health treatment

programs (six for the first time). Moreover, our team worked to ensure that our guests received consistent care – fundamentally important for their long-term health – by connecting them with their mental health teams **76** times, and supporting them through **37** mental health crises. Meanwhile, case managers enrolled six people in intensive drug and alcohol rehab programs.

We also helped our guests with services that empower them to take the next steps in their lives. In 2013, we helped **23** guests find employment, assisted **48** guests with their resumes, and referred **49** guests to jobs or job training. We also helped **2,299** guests obtain identification documents – a service that allows them to search for employment, collect benefits they may be eligible for, and access needed social services. We provided our guests with **2,644** bus tokens help them get to job, legal or medical appointments in 2013, and aided **376** of our guests in obtaining food stamps and participating in other public programs.

Sometimes the best way we can offer services is to partner with community providers like the Washington Legal Clinic for the Homeless and Unity Health Care, to bring their services to our dining room. Unity Health Care provided guests with on-site medical treatment **513** times, and the Washington Legal Clinic for the Homeless provided **261** guests received legal services.

We also offered Art Therapy, creative writing workshops, mental health support groups, resume assistance and yoga through Miriam's Studio--all in an effort to build a community of belonging with our guests. Without these trusting relationships, our work wouldn't be possible. In 2013, **751** guests attended Miriam's Studio groups.

We referred **63** guests to permanent housing, and helped **29** guests obtain housing in 2013.

Advocacy

Advocacy is one of the most powerful ways we have to end chronic homelessness. We believe that advocacy that is informed by those who have experienced homelessness is integral to achieving this vision.

That gives Miriam's Kitchen a unique voice in the advocacy world; our direct experience addressing the needs of chronically homeless individuals is central to our ability to change a system that tolerates homelessness. Our advocacy program model is made up of three parts:

1. **Public Policy**--Our public policy agenda is geared toward creating solutions to chronic homelessness, including the production of sufficient permanent supportive housing units in Washington, D.C. Our goal is to engage elected officials in the policy cycle, and frequently have a presence at city council hearings.
2. **Guest Involvement**--Our advocacy program empowers and trains our guests to use their experiences, voice and talents for advocacy efforts. We encourage our guests' involvement in executive and legislative branch activities, city coalitions, and peer groups. The People for Fairness Coalition, a guest-led advocacy group comprised of currently and formerly homeless individuals hosted at Miriam's Kitchen, is central to this work.
3. **Mobilizing Supporters**--Our supporters, staff and board of directors are untapped resources for advocacy. Educating, empowering and mobilizing our supporters to become actively engaged in advocacy is essential to ending chronic homelessness in Washington, D.C.

Through leadership provided by Miriam's Kitchen's advocacy department, and in collaboration with other homeless services organizations, Miriam's Kitchen was able to secure **\$2.2 million** in additional funding for D.C.'s Department of Human Services' Permanent Supportive Housing program in the 2014 D.C. Budget. By securing these resources, Miriam's Kitchen and our partner organizations will be able to prevent 345 individuals from experiencing homelessness in 2014, through investments in Housing First/Permanent Supportive Housing, Emergency Rental Assistance and Rapid Re-Housing programs.

Fundraising

Miriam's Kitchen did more in 2013, because we saw that our guests needed more -- and our development efforts reflect that increased demand. Our development staff and board of directors have continued to aggressively work to secure needed resources, and to provide the wise stewardship that will best enable us to achieve our mission.

With a budget of just over \$3 million in 2013, we've continued to rely on the tremendous support of individuals (who provide nearly half of our funding.) Nearly a quarter of our funding came through our 2013 *100 Bowls of Compassion* fundraiser, which raised more than \$600,000 for our work to end chronic homelessness in D.C.

All of us at Miriam's Kitchen remain deeply grateful for the ongoing support from our amazing volunteers, generous donors and dedicated staff.

Together, we are guiding people home.

Respectfully,



Scott Schenkelberg
President and CEO

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2013 Staff

Kate Baasch, Senior Art Therapist and Case Manager
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Tyrone Coe, Security Manager
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Kyla Dixon, Advocacy Specialist
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Laura Heller, Case Manager
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Kelley Kidd, Case Manager
Tokunbo Koiki, Case Manager
Ashley Lawson, Director of Corporate Partnerships
Jose Monterrosa, Kitchen Assistant
John Murphy, Director of Kitchen Operations
Tom Murphy, Director of Communication
Audrey Pallmeyer, Case Manager
Sheryl Perkins, Case Manager
Kierstin Quinsland, Senior Case Manager
Lissa Ramsepaul, Senior Case Manager
Adam Rocap, Chief Program Officer
Jennifer Roccanti, Director of Development
Kurt Runge, Director of Advocacy
Andrea Scallon, Data Manager
Scott Schenkelberg, President & CEO
Samantha Stayton, Case Manager
Dr. Steve Steury, Psychiatrist
Samira Tella, Case Manager
Kelly Trimble, Senior Case Manager
Lindsey Vance, Senior Art Therapist and Case Manager
Kaitlyn Uhl, Case Manager
Martha Wolf, Donor Relationship Manager