



LAZARUS HOUSE 2011 ANNUAL REPORT

Our mission is to provide hospitality, food, safe shelter and support services to persons connected to our community who are homeless or in need.

May all who enter feel the love of Jesus.

Lazarus House Facilities



Main Building (location for donation drop offs)

This facility houses the Emergency Shelter & Center for Transitional Living
214 Walnut St. (At corner of Walnut St. & 3rd St, entrance on 3rd St.)



Women & Children's Day Center
15 S. 3rd St



Community Resource Center
308 Walnut St.

We believe that everyone here is a gift from God, and we are here to help those that need assistance. We work together with many social service agencies, a large and wonderful network of volunteers, federal, state and community resources, and our donors to help provide the specific services needed by each person and family.

**Our desire is to give all those coming to our doors
the opportunity for hope and a future.**



Lazarus House
214 Walnut Street
St. Charles, IL 60174

Main Number: 630-587-2144
Outreach Number: 630-587-5872
Visit us at www.lazarushouseonline.com



2011 Marks Leadership Change and Record Level of Service

January 1, 2011 marked a significant day in Lazarus House history. On this day, founder and initial Executive Director Darlene Marcusson transitioned into her long-planned semi-retirement. Former Associate Director Liz Eakins, who was being groomed for the role, took the helm with a unanimous appointment by the Lazarus House Board of Directors.

“Lazarus House is not about me. It never was,” Marcusson said. “I’m so grateful to see this mission continue in the capable hands of the many staff here. I know that when I go into full retirement in 2012, that Lazarus House will remain a safe and welcoming place for the poor among us to call home.”

Eakins shares, “Lazarus House is humbled by the caring and generous support of our funders and the communities we serve. We have the great privilege to witness the compassionate care invested in our neighbors most in need. I consider it a great honor and responsibility to be serving as Executive Director.”

Across all program areas in fiscal year 2011, Lazarus House provided another record level of service. In total through its shelter and outreach programs last fiscal year, Lazarus House provided over 43,000 days of service, serving an average of 119 each day--an 8% increase over the prior year. We trust that with the help and dedication of our community, we will be able to continue running our three programs focused on helping homeless persons transition to independence and to help prevent homelessness for at-risk households.

Our programs are:

Emergency Shelter Program

- Our Emergency Shelter serving men, women and children from St. Charles, Geneva, Batavia and western rural Kane County is open day and night, year round. The shelter program provides hospitality, food, safe shelter, case management and other support services whose goal is to help people return to successful, independent living.
- All Emergency Shelter guests sleep in our main facility, but separate sleeping rooms are assigned to men and women. Male guests also spend their non-sleeping time in the main facility. Women and children in our Emergency Shelter spend their non-sleeping hours in the Women and Children’s Day Center, which provides a home-like atmosphere. The Center has a play room for the children, a fenced backyard, and study space where classes for women and children are offered to enhance their skills.

Transitional Living Program

- Our Center for Transitional Living facility features 12 dormitory-style rooms and a structured program that is the next step after the Emergency Shelter in helping people regain and maintain successful, independent living.

Outreach Program

- The Outreach program is housed in our Community Resource Center and its goal is to help people stay in their housing. We administer grant funds for one-time emergency mortgage/rental/utility assistance programs for those who experienced a temporary difficulty and ongoing rental assistance programs for qualifying, low income households. The specific qualification requirements are set by the grantors. The Outreach staff administered a record level of rental assistance funding during Fiscal Year 2011, but funds are drying up for fiscal year 2012.

We have dedicated staff who keep our facilities running year-round. Our staff number 40 full and part time people, including some who come in to help during illnesses and emergencies or special projects, but don't work regular hours.

The following pages outline these programs in greater detail.

If you've not had a chance to visit Lazarus House, we encourage you to visit us. We offer an open house with tours every June. We give tours at every new volunteer orientation. We also schedule other tours as appropriate, so we're very flexible.

We'd be glad to include you on our newsletter list. If you're not receiving our quarterly newsletter or monthly electronic newsletter and you'd like to, please give us a call or sign up on our website.

We have many volunteer opportunities and would be happy to speak with you about those as well. We hold volunteer orientations approximately every 6 weeks.

We invite you to visit our website, www.lazarushouseonline.com, for more information.

Please know that we consider it an honor and a privilege to serve our community. We look forward to working together to provide hope and a future to those in need.

Lazarus House Shelter Services

In fiscal year 2011, Lazarus House's Emergency Shelter and Center for Transitional Living programs provided:

- Care for 296 individuals (61 children, 85 women and 150 men). We served an average of 56 people per night and provided a total of 20,564 nights of shelter.
- Approximately 60,000 nourishing meals, some to our guests and some to others in need from the community.

Outcomes

Many guests have special needs when they arrive at Lazarus House. In fiscal year 2011, of those with specific needs, Lazarus House was able to assist:

- 89% to receive case management
- 89% to obtain independent transportation
- 89% to receive medical care
- 85% to obtain or improve employment
- 85% to achieve continuing education or job training goals
- 80% to receive dental care
- 78% to receive mental health services
- 77% to move into transitional or independent housing
- 74% to receive substance abuse services
- 67% to access legal services

These results reflect that some people do not stay long enough to achieve all their goals, that some need to address higher priority needs (for example, medical care) prior to working on other needs (such as getting a job). It also reflects that some people may not be ready to work on all the needs they have. Sometimes it takes time for people to get to a place where they are able to do the work required to change both their self image and their life. We also continue to struggle with longer waiting lists for some services due to funding cuts other service providers are experiencing.

Lazarus House Emergency Shelter

We have dedicated staff who keep the doors of the Emergency Shelter open 24/7, 365 days per year. The case managers work hard at helping our guests assess the reason(s) for their homelessness, set goals to improve their situation, and empower our guests to achieve those goals.

From time to time we survey our guests for feedback. Our staff was humbled when a guest recently wrote, "Lazarus House has been a life saver for me. I'm extremely grateful."

A "life saver." What a gift to hear these words! This poor soul was lifted from despair by the help received here. May it encourage you as much as it encourages us. Your support to the Lazarus House mission can literally help save a life.

Here's a story we'd like to share from the Emergency Shelter:

Men's Shelter

Forty-one year old "Henry" was brought to Lazarus House in August, 2010, by his brother who lives in the Lazarus House service area. "Henry" had been unemployed for approximately one year. He could no longer pay his expenses and had lost his housing. "Henry" was also addicted to alcohol, which had begun to affect his health. His health problems were not being treated.

Shortly after entering Lazarus House as a guest, "Henry" completed a CHIP (Community Homeless Integration Project) assessment to determine if substance abuse, mental health, or physical health problems had contributed to "Henry" being homeless. The assessment resulted in "Henry" beginning referred to intensive out patient treatment provided by Renz Substance Abuse Counseling, and receiving health care provided by the Tri-City Health Partnership in St. Charles.

"Henry" pursued his substance abuse and health care treatment with vigor. He also attended numerous AA meetings per week and reached the impressive accomplishment of attending 90 AA meetings in 90 days.

At the same time, "Henry" worked with the Lazarus House employment counselor to polish up his resume and learn successful job searching and interviewing techniques. "Henry" also obtained new eyeglasses through the Sears Gift of Sight Program. The condition of "Henry's" teeth was clearly a health problem. Through a compassionate local dentist, teeth were extracted, repaired, and eventually dentures were provided to "Henry" at a cost which "Henry" could afford.

With a brand new resume and improved appearance, "Henry" began a job search. He found a part time job with a concrete contractor but still continued to search for a full time job, often applying for ten jobs per week. In March 2010, his job search paid off and he landed a job at Wal-Mart. He began budgeting his income carefully with the goal of saving as much as possible.

In May, 2011, "Henry" was accepted as a resident of the Lazarus House Center for Transitional Living (CTL) where he remains today sober, fully employed, budgeting his income wisely, searching for even better employment, and preparing to transition to independent housing in our community.

Lazarus House Women and Children's Day Center

The Women and Children's Day Center offers home-like space for our women and children during their waking hours. While the entire house is a blessing, we are especially thankful for the children's playroom, the fenced backyard with play equipment, and the space afforded for classes and education.

The WCC has a dedicated staff of women who are "house moms", keeping the house running smoothly 16 hours a day, 7 days per week. The case manager for our women is a caring, dedicated woman who is ready to do whatever it takes to help our women and their children of all ages achieve their goals.

Here are a couple of stories we'd like to share from the WCC:

There are times when we have a guest who requires a stay that extends over the usual stay in the Emergency Shelter. "Lorraine" came to Lazarus House almost 2 years ago. Due to challenges in "Lorraine's" life, she was unable to gain sufficient employment to support her needs, was unable to take care of her own finances and live on her own without support. We were blessed to be able to help "Lorraine" receive the psychiatric care she needed, legal services that were required, apply for Social Security Disability which she is now receiving, have a guardian appointed for her finances, and work on a solution for long-term supportive housing that will optimize her well-being.

Children at Lazarus House receive encouragement and a chance to address issues through our various children's programs. One of our children came to Lazarus House with issues caused by losses in his life. He was angry and having struggles, which was also affecting him at school. We assisted the mom with accessing grief counseling for her son through Fox Valley Hospice. This, along with counseling through Tri City Family Services, made a tremendous difference in his life. His anger has subsided. His relationship with his mom has improved. He is getting along much better both socially and academically at school. While at Lazarus House he is able to attend the same school he attended prior to being homeless, with familiar faces and friends. He has a safe place to stay, can attend homework tutoring, and sees his mom work on her issues to help make life better for the family. This support system and the skills he has learned through the counseling he has attended will help him weather this and future storms in his life.

Lazarus House Center for Transitional Living (CTL)

This past summer the CTL celebrated its eighth year helping rebuild lives through a two-year program. The CTL was steadily busy the entire year, with a waiting list of applicants at many times.

CTL case managers meet weekly with resident guests to work on structured goal-setting as well as budgeting and debt reduction. They also advocate for hard-to-find resources, stand by to help when necessary and supply encouragement at all times.

We are blessed to have professionals (either on staff or as a volunteer) with a solid background in business and human resources, to facilitate assessment of ability, appropriate and updated resume writing, and job and soft skills seminars. In these seminars, guests are required to dress and act as if they are actually on a job interview.

Participation of moms and dads in our educational programs has inspired wonderful outcomes. Tri City Family Services comes in to do a weekly group with our parents and children, and our staff also offers programs such as parenting to help hone learned skills.

Also available are classes that pertain to boundary-setting, identifying safe people, addressing co-dependency and spirituality. Any person living in the Emergency Shelter, Center for Transitional Living or served in the IHDA or other Outreach programs is invited to attend educational groups at Lazarus House.

The Community Crisis Center in Elgin runs a bi-monthly group for our women to address issues of domestic violence.

Some Fiscal Year 2011 statistics for our Center for Transitional Living:

- 32 adults and 14 children were housed in the CTL
- 91% of adults attended life skills coaching and/or classes
- 91% of adults received coaching to help maintain and improve their employment
- 82% moved to permanent housing
- 65% obtained employment

Here is a story from the Center for Transitional Living we would like to share:

Just 13 months ago “Sasha” moved to the Center for Transitional Living (CTL) from the Emergency Shelter.

We could hardly have anticipated the resolve with which this quiet, unassuming woman began to address her most pressing issues. As one goal was completed, another was identified and pursued. She refused to allow the mountainous tasks to crush her spirit or determination.

“Sasha” used her multi-lingual ability to obtain part-time employment as a language teacher. Being a gifted musician as well, she became employed part-time as an instructor at a respected music school. Staff and residents are often the beneficiaries of

the lovely pieces that waft the halls as she writes music plans for class or rehearses for concerts.

She has been continuing her education while at the CTL and is now only three classes away from being awarded a Bachelor's Degree. "Sasha" continues to pay down debt and adds to her savings account at a healthy rate.

Wishing to "give back", she is involved in church activities and sits on the board of a symphony orchestra.

While she still has many short-term goals to achieve before leaving the CTL program, she is committed to accomplishing as many as possible. She says with conviction that God speaks to her and points the way she is to go. She acknowledges He is the maker of miracles; that He brought her to Lazarus House as a means of instruction and opportunity, and that fulfillment of His plans for her will be accomplished.

We are continually inspired and encouraged by "Sasha's" ability to believe in herself despite adversity and grateful to be a witness to God's mercy and tenderness as He guides her ever closer to her promised future.

Lazarus House Outreach

The prevention of homelessness and re-establishing self sufficiency in housing are the focus of all outreach program activities. Through grants from the U.S. Department of Housing and Urban Development (HUD), the Illinois Housing Development Authority (IHDA) and the Illinois Department of Human Services (IDHS), Lazarus House was able to provide housing support to households in our community who struggle daily to maintain or obtain housing. Our Outreach staff are compassionate and skilled professionals who evaluate all clients to determine what programs would best serve them, and what outside referrals would benefit them as well. In Fiscal Year 2011, we had a record level of rental assistance grants. Unfortunately, in Fiscal Year 2012, the funding is drying up. Although we continue to seek new funding sources, we are not able to provide the options that we had in the past.

Lazarus House has been administering the Homeless Prevention Rapid Re-Housing (HPRP) program, funded by HUD, since September 2009. This grant allows Lazarus House to assist households in Central Kane County who were previously financially self sufficient, but now in need. This funding can offer security deposits, rental assistance, utility assistance, case management, credit repair, legal assistance, and assistance with moving and storage costs. The goal is to provide case management, financial, and budgeting assistance to help the client regain financial self-sufficiency in the near future. This grant is in its final year and all subsidies will end no later than June 20, 2012.

Also funded by HUD are the HUD Samaritan Grants (which targets those who are chronically homeless with a disability). Nine individuals, for whom prospects of future self sufficiency was very bleak, now have the security of permanent supportive housing. Six more slots are expected to become available by the end of calendar 2012. Each person meets weekly with Outreach staff to budget, establish goals, stay in contact, and at the same time live independently.

This was the 10th year Lazarus House administered the IDHS Homelessness Prevention Grant for southern Kane County. This program helps households who have experienced a one-time emergency that puts them at risk of losing their housing due to non-payment of rent, mortgage or utilities. This program offers financial assistance to help see them past the crisis, enabling them to stay housed. Unfortunately funding on this grant is much lower than years past. Therefore only a handful of households will be able to receive this assistance during this fiscal year.

This was also the fifth year of administering the pilot rent subsidy program funded by IHDA. We have entered into the final year of this grant which will run through June 2012. This grant allows Lazarus House to offer ongoing rent subsidies to households in our community. Participants must pay monthly rent equal to 25% of the rent (up to limits established by IHDA) or 25% of their gross income, whichever is higher. Households who participate in this program must meet income qualifications and agree to meet monthly with Outreach staff to account for their finances, establish a budget for the coming month and set financial goals. The Outreach staff work closely with these participants in developing a plan for identifying affordable housing moving into the future.

Over the past several years, Lazarus House has served as a lead agency for a county-wide collaborative grant – the IHDA Rental Housing Support Program (RHSP). This

program is the largest state rent subsidy program in the nation. Lazarus House and three other Kane County agencies are administering Rounds 1, 2, and 3 of this grant which provides ongoing rental assistance to 53 very low income households in the county. There is a wait list for the Central Kane County service area for this grant.

Fiscal Year 2011 statistics from our Outreach programs:

- 9 households received one-time emergency assistance.
- 12 former chronically homeless individuals were provided permanent housing, with funding primarily through the U.S. Department of Housing and Urban Development (HUD).
- 35 households received ongoing rent subsidy with funding primarily through the Illinois Housing Development Authority (IHDA).
- 2,722+ households (a 16% increase over the prior fiscal year) called and received referral and other outreach services.
- In total 762 months of housing support (22,860 days) and other services were provided to help 253 persons obtain or stay in housing.

Results from the most recent follow-up period include:

- 100% of households in the ongoing rental programs that require households to use direct services learned to follow a monthly budget.
- 100% of households new to the ongoing programs that require households to use direct services accessed new benefits (better job, government benefits, Food Stamps, day care funds, etc.) to improve their finances and/or health.
- 100% of those receiving one-time rental assistance in the prior year remained in housing for at least 6 months.

“Susie” first came to Lazarus House in the midst of crisis the summer 2011. She had been working full time but had lost her job. Additionally she was recently separated from her husband, who was unemployed. She contacted Lazarus House just looking for one-time help to get her caught up on her rent until her unemployment benefits began. What she didn’t know was the Homeless Prevention Rapid Re-Housing grant could provide a temporary assistance until she got back to work full time. So “Susie” became a participant in this program for monthly subsidy, budgeting, and case management. One of “Susie’s” goals was to gain full-time employment as soon as possible. Due to the current job climate, Outreach staff expected it to take her a significant length of time to gain employment. Well she proved our staff wrong and gained full-time employment after being on this program 90 days. Her life turned around in five months! “Susie” is an example of what dedication and a supportive program can do for someone in the midst of distress.

General Lazarus House Statistics

Volunteers

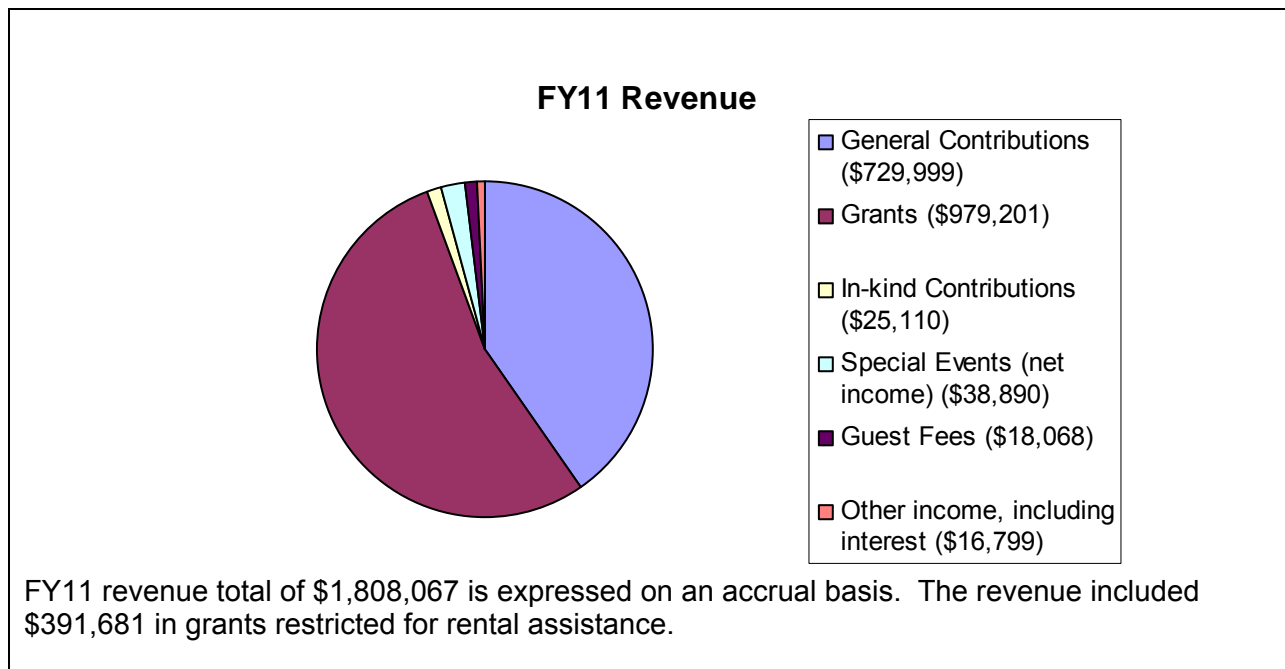
Volunteers are the backbone of Lazarus House. Volunteers continue to make an incredible difference for Lazarus House. Approximately 1,900 volunteers gave freely of their time to provide an estimated 18,000 hours worth of service. They prepare meals offsite so food is ready to serve at meal time. They tutor children with homework, teach classes, baby sit while parents are in class, pick up donations of goods for the shelter, prepare newsletters for mailing, provide professional dental care, provide haircuts, plan and orchestrate family game nights for the women and children, assist with fundraising activities and much more.

Some of the special group projects this past year included extensive landscape refurbishing, painting the outside entrance area to the main shelter, the halls and back stairwell of the Center for Transitional Living area, and the conference room ceiling in the Community Resource Center, installation of new tile around the children's bathtub in the Women and Children's Center, installation of additional storage in an Emergency Shelter bathroom, installation of overhead light fixtures in the entrance area of the Community Resource Center, carpet cleaning in the administrative offices, installation of an outdoor storage shed at the Women and Children's Day Center and additional cleaning and organizing of essential basement storage areas.

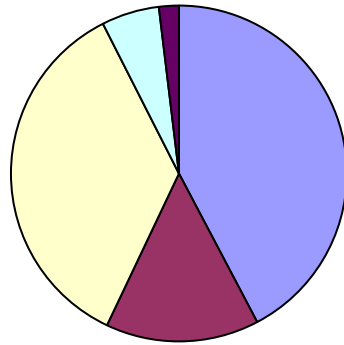
Without these fabulous volunteers, Lazarus House would need to either hire more staff or cut services. If you are interested in volunteering, please call 630-587-2144 and ask for our volunteer coordinator.

Financial Results

In fiscal year 2011, Lazarus House spent 7.4% of expenses on administrative costs (fundraising as well as management and general costs). This covers director oversight time, administrative time of staff to handle correspondence, human resources, technology, fundraising, the complexities of federal and state grant requirements and more.



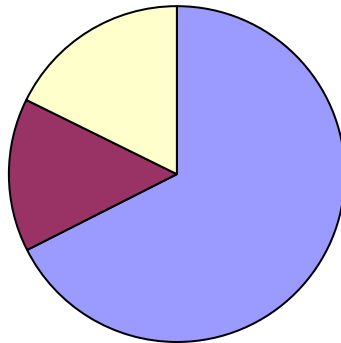
FY11 Expenses, by Program Area



- Emergency Shelter (\$643,336)
- Center for Transitional Living (\$221,417)
- Outreach (\$541,468)
- Management & General (\$84,733)
- Fundraising (\$28,357)

FY11 expenses totaled \$1,519,311, which included \$382,417 in rent/utility assistance.

Net Assets, as of 6/30/11



- Net investment in fixed assets (\$2,196,806)
- Assets available for general activities (\$479,165)
- Temporarily restricted assets (\$582,435)

Of the \$2,196,806 total in net assets, \$479,165 (22%) is available for general activities. FY11 reflects a \$288,756 increase in net assets, primarily due to a grant award which included reimbursement of rental assistance payments made in the prior fiscal year and funding for payments in a future year, a timing variation for a grant typically received annually, and the receipt of a one-time stock gift following a death in a donor's family.

Lazarus House Board of Directors

Executive Officers

Mike Roberts, Board President

Retired founder of Microplastics, Inc.; Managing Member Interaxis LLC

Kevin Gallagher, Board Vice President

V.P., Telephone & Data Systems, Inc.

Bill Grabarek, Board Secretary

Attorney at Law

Deb Akins, Board Treasurer

V.P., BMO Harris N.A.

Board Members

Lynette Anderson, Director of Children and Family Ministries, Hosanna!

Lynn Bruesewitz, Owner, Software Support, Inc.

Peter Fazio, Owner, PJ Plumbing Service and Owner, Full Access Products

Julie Harter, Executive Director, Ernst & Young

Bob McDowell, Owner/President, McDowell Inc. of St. Charles

Beth Mooncotch, Social Worker, MSW

John Parsley, Owner, JMP Consulting

Betsy Penny, Retired St. Charles Alderwoman & Special Education Teacher

Dione Reyes, President, Specialty Title Service

Manuel Rivera, Accountant, Sleep Innovations

Steve Sager, CPA, MBA, Jones, Sager, Haines & Co. LLP

Marve Stockert, Executive Vice President, Falcon Innovations

Logan Wilding, Account Executive, OEM Solutions, Dell

Advisory Director

Ellen Wildman, Student Representative