



# IMPACT REPORT

2019-2020



St. Vincent de Paul Society  
of Lane County, Inc.

Providing comprehensive programs to alleviate  
poverty and end the cycle of homelessness.

# LETTER FROM OUR EXECUTIVE DIRECTOR



In 2020, St. Vincent de Paul Society of Lane County underwent a singularly challenging period in its 68-year history while responding to the needs of our neighbors experiencing homelessness and the community as a whole. In fact, SVdP not only survived 2020's era-defining trials in the face of a new viral threat and wildfire devastation but emerged as an ever-more-vital contributor to the community's well-being.

As we approach a full year since COVID-19 forced us to change the way we do almost everything, we pause to reflect on that remarkable time and look ahead to building a future on a stronger foundation as a result.

SVdP spent the past year adapting business and social service operations to accommodate public health guidance. The pandemic required SVdP to stage very different responses to homelessness, to retail operations, to education, to safeguarding the health of customers and clients, staff, and volunteers.

SVdP's Youth and Family Services provided crucial support to families experiencing poverty and homelessness during a year of economic fallout that hit families hard. Our First Place Kids program pivoted to a new model to serve children experiencing homelessness of all age groups to ensure families experiencing homelessness have support navigating distance learning.

We also recognized an opportunity to do something at our Dawn to Dawn shelter site, 717 Hwy. 99N, as a way to partially address the service reduction for community members experiencing homelessness during the pandemic. First, through a generous donation from private donors and Lane Community College, we moved two modular buildings and had them installed and refurbished at the site. Then we entered into a partnership with Willamette Family Inc. to open a clinic, The Hub, providing much-needed basic medical and mental health services to the unhoused.

In the months that followed, SVdP installed 19 personal-sized Pallet shelters at Dawn to Dawn and six more adjacent to the nearby Eugene Service Station.





Above: Terry McDonald talks with Susie Day, Willamette Family Inc. Executive Director, and community members during the grand opening of The Hub.  
Below: The Hub stands ready to welcome those in need.



Some of these shelters are dedicated to use by guests referred through partner agencies including PeaceHealth and CAHOOTS; most are available as transitional housing for SVdP clients rising out of homelessness.

Expanding services and partnerships with other social-service providers form the basis of SVdP's emerging Hwy. 99 "navigation center," which will form the true front line of the local interagency campaign against homelessness.

A call for SVdP to help the community came in the fall, as the Holiday Farm Fire ravaged the McKenzie River Valley. One day after receiving a request from Lane County, SVdP established an efficient collection site and distribution center for the mountain of community donations starting to accumulate in support of the fire victims.

As the events of 2020 showed, SVdP has come to specialize in fast and effective responses to emerging — often emergency — community needs.

Just as SVdP rose to meet 2020's many challenges, community members stepped up when we asked them to support our humanitarian programs by helping to offset our lost retail revenue as a result of closing and then slowly, safely reopening our thrift stores during the pandemic. The giving public has been generous to SVdP for many years, but especially in 2020: We saw a 57 percent increase in new donors and an 85 percent increase in donors who gave more than once in the year. That outpouring allowed us to rapidly infuse resources into the community.

Now, we must build a firm financial footing that will enhance our ability to respond to future emerging needs. And so, heading into 2021, we seek donors to our new McDonald Community Vision Fund — a flexible funding stream for unrestricted monetary gifts that will allow SVdP to nimbly act on opportunities to create community benefit.

With your support, we will continue innovating and striving to make each year better than the last for vulnerable neighbors. Thank you!

Sincerely,

Terry McDonald  
Executive Director

# HUMAN SERVICES STATISTICS



## 12,334

### **SINGLE ADULTS SERVED**

This includes Dawn to Dawn, Egan Warming Center, Atkinson Food Room, Safe Parking Program, and the Motel Program.



## 368

### **HOUSEHOLDS ENTERED STABLE HOUSING**

This includes families from The Annex Night Shelter, unhoused single adults in the Dawn to Dawn program, and participants in our self-sufficiency programs.



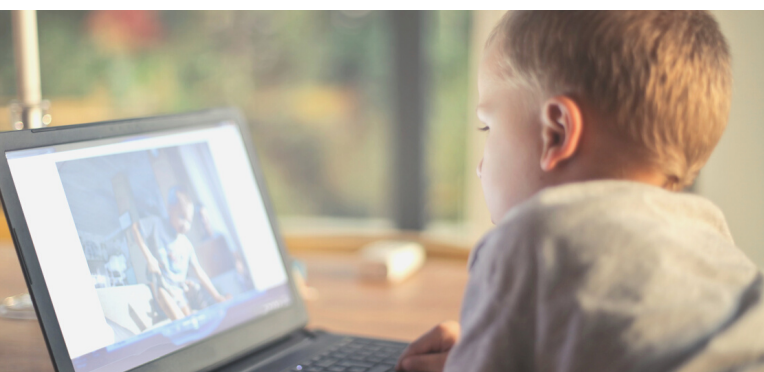
## 2,833

### **KIDS AND PARENTS SERVED**

This includes First Place Family Center, First Place Annex, First Place Kids, and the Youth House programs.



# ADAPTIVE EDUCATION STRATEGY



## 297 YOUTH

### RECEIVED DISTANCE LEARNING SUPPORT

273 kids, and 24 teens from the Youth House received help with education and tools to support remote learning during the pandemic.

**F**irst Place Kids (FPK) is uniquely positioned to respond to the evolving needs of families experiencing homelessness within our community, and throughout the COVID-19 pandemic, our staff found ways to continue providing compassionate care in the face of new challenges.

Since March 2020, FPK has provided critical academic support to families navigating remote learning while homeless and has shifted to a childcare model that includes services for school-aged children. In order to reduce barriers to remote-learning participation, the program has provided remote-learning tools and tutoring services, as well as coordinated with local school districts to facilitate access for all First Place Family Center (FPFC) children.

We know that distance learning has contributed to greater educational attainment disparities among unhoused and low-income school-aged children. A national survey released by ParentsTogether found children living in poverty are 10 times more likely than their high-income peers to not regularly engage in a remote-learning activity.

Lack of access to technology and high-speed internet drives this disparity, as well as increased levels of absenteeism among low-income students. To mitigate exacerbated education attainment gaps, students from unhoused, housing-insecure, and low-income families need remote-learning support — as well as shelter and basic needs provision to contribute to the stable, trauma-informed environment necessary for learning.

To ensure families experiencing homelessness had access to shelter and wraparound support, SVdP opened the First Place Annex Night Shelter in 2018. Purchased with funds from a local donor, the Annex facility has the capacity to shelter as many as 20 families or about 85 individuals with hot meals, family-oriented activities, and educational support. In March 2020, the common area at the Annex was transformed into a distance-learning computer lab. Our IT department and local partners rallied to strengthen the internet speeds and provide enough technology tools to help both the youth and parents continue their education.

# 2020 HIGHLIGHTS



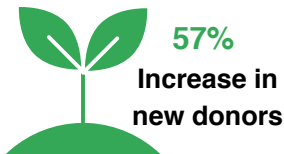
**524**  
vehicles sold



**145**  
vehicles  
recycled



**85%**  
Increase in donors giving  
more than once a year



**57%**

Increase in  
new donors



Voted Best Thrift Store



**240**  
Veterans served



Launched the Diversity,  
Equity and Inclusion  
Committee, Fall 2020



**43**

New Monthly Sustainer  
Circle members



## Remembering Anne Williams: Housing Champion



Anne Williams, SVdP's longtime director of housing programs, died unexpectedly in February 2020. Among many other things, Anne was a champion of homeownership who, over a span of nearly 20 years, enabled 22 families to take part in the construction of their own homes. Of the 22 "Home of Your Own" projects (HOYOP), 18 comprise Wetleau Estates in Lowell, and the remaining four are adjacent to SVdP's Heather Glen complex in Veneta.

The HOYOP utilized SVdP's remaining residential parcels in both communities, provided family housing and brought children to local schools.



**1,350**  
Guests

Egan Warming Center



# ROXANN O'BRIEN

## COMPASSION IN ACTION



**I**s this a one-time wash?" asked a new client at Eugene's emergency respite site in 2020, referring to the laundry service provided for people using the homeless shelter.

"No," Roxann O'Brien replied. "It's an ongoing service for you to use as much as you need."

Ongoing service, as much as you need — those phrases could also be used to describe Roxann herself, who isn't just any staff member at St. Vincent de Paul Society of Lane County.

As SVdP's Director of Homeless and Emergency Services, Roxann oversees the Lindholm Center that is home to the Eugene Service Station, Atkinson Food Room, Dawn to Dawn, and Social Services Office.

But Roxann might as well also be in charge of the "above and beyond" division, with the way she has navigated so many operational complexities during the COVID-19 pandemic — starting with the opening of those emergency respite sites in the spring of 2020. At that time, she pulled off the seemingly impossible and led the opening of two brand-new emergency shelters for the unhoused within 48 hours of a request for the program from county officials.

In the months since, she has also led the way in reconfiguring the Dawn to Dawn congregate shelter site to align with strict physical distancing requirements; opening an onsite modular clinic there, The Hub, and a new quarantine structure for people experiencing homelessness who had a possible COVID-19 exposure; and placing 25 Pallet shelters as additional transitional housing options — all while operating a motel program for sheltering dozens more individuals and families navigating homelessness. She also works closely with public and private partners across all of those efforts, from Lane County to Willamette Family Inc. to PeaceHealth.

Day to day, Roxann ensures that all clients are treated with dignity. During operation of the emergency respite shelters for COVID shelter-in-place mandates, our most vulnerable neighbors received basic services, including a daily laundry service. Clients simply put their clothes into bags which were then trucked to the Lindholm Center, washed and returned, which helped maintain healthy hygiene standards at the site.

*continued*

SVdP continues to see high demand for emergency services, including at the Lindholm Center's Atkinson Food Room. Meagan Chandler manages the food room and has done a great job in streamlining services during the COVID-19 pandemic.

When asked about Roxann, Meagan said, "She is a wonderful and fierce team leader. I feel blessed every time I interact with her, to be able to work with her."

Roxann started with SVdP in 1994, coordinating donations and home visits with the local St. Vincent de Paul Conferences for 10 hours a week. Over the past 20 years, her appetite for learning and her natural leadership skills have made her a pivotal part of the organization. Her goal as the Director of Homeless and Emergency services is to understand how her programs help our community, and to anticipate and respond to changing community needs. That knowledge and desire to get out in front of problems empowers and inspires her staff.

"She knows what she is good at and is happy to have a team that can balance with their own strengths," said Tim Black, Winter Strategies Coordinator. "Her team has a wealth of differing experiences, but they share the same hard-working work ethic, and will do everything they can to see Rox's vision through to completion."

"Things are constantly changing, especially now with COVID-19," Roxann says. "So I want to be able to train my staff so they are informed and know our policies. We all try to know how to do at least two other staff members' roles, because you never know when you need to jump in or adapt to a new challenge."

SVdP as a whole can never thank Roxann enough for all that she does. Her deep care and unflappable attitude are the perfect combination for leadership in her role.

Terry McDonald, Executive Director, knows how fortunate the organization is to have Roxann. As he says, "She is tenacious, compassionate, faith-filled, and she has such empathy for those we serve."



*Unhoused adults camp where they can to shelter in place.*

**"She is a wonderful and fierce team leader. I feel blessed every time I interact with her, to be able to work with her."**



*At SVdP's Dawn to Dawn site, congregate tents are the next step to pulling unhoused neighbors into stability and shelter.*



# RECYCLING STATISTICS

SVDP | 09



## 9,881,773

### **TOTAL POUNDS IN OREGON**

Includes aluminum, foam and toppers from mattresses, electronics, mixed paper waste, cardboard, metal, rags, plastics, and wood.

## 370,888

### **MATTRESSES RECYCLED**

This represents our recycling impact in both California and Oregon.

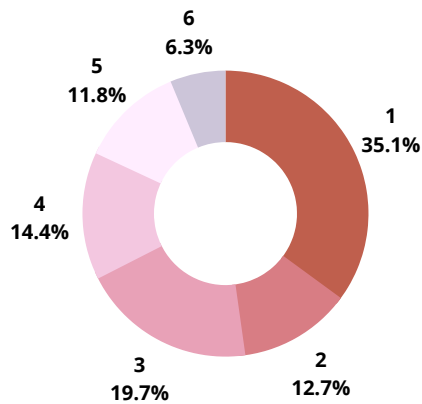
## 2,635,140

### **TOTAL POUNDS IN CALIFORNIA**

Includes foam and toppers from mattresses at our three California DR3 mattress recycling facilities.

# FINANCIALS

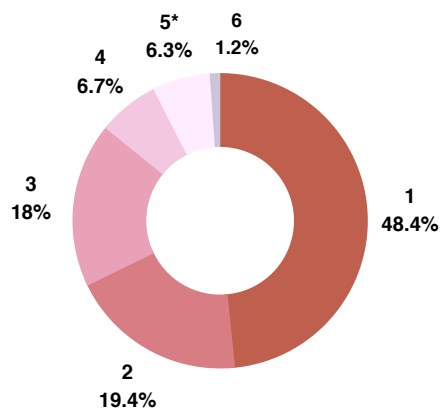
## Community & Grant-Provided Funds to SVdP



**TOTAL: \$46,497,127**

1) Retail sales	\$16,297,376
2) Mattress recycling	\$5,914,886
3) Grants and contract services	\$9,170,426
4) Rental income from affordable housing	\$6,713,290
5) Donations and in-kind contributions	\$5,487,371
6) Other income	\$2,913,778

## SVdP's Contributions to the Community



**TOTAL: \$46,497,127**

1) Job creation and continued employment, wages, payroll taxes, and benefits	\$22,499,867
2) Recycling, manufacturing, retail, warehouses, and general	\$9,011,677
3) Affordable housing	\$8,386,523
4) Services and community provided training	\$3,124,950
5) Change in net assets*	\$2,946,528
6) Support services - Development and management, and general	\$527,582

FYE 9-30-20 debt service - Pay down of principal	\$1,526,645
Purchases of property and equipment	\$1,049,161

\*The change in net assets (revenue exceeding expenses) was mainly used toward the payment of debt service and for purchases of land, buildings, equipment and construction.



# THANK YOU!

SVDP | 11

## Friends of Vinnie's



### Board of Directors

Charlie Burnham, Chair  
Louise "Molly" Westling, Vice Chair  
Ben Mondragon, Secretary  
Ruben Garcia, Vice-secretary  
J Edwin "Eddie" Roberts, Treasurer

Judy Alison  
Paul Atkinson  
Trudie Atkinson  
Laurence Hamblen  
Marianne Nicols  
Jennene Norblad  
Jessica Price  
Marjory Ramey  
Justin Schmick  
Myron Williamson

### Housing Advisory Committee

Mitch Allen, Chair  
Pat Costello  
Trudie Atkinson  
Hoover Chambliss  
John Webster  
Dave Hubin  
Myron Williamson

### District Council

These volunteer-led groups make home visits, provide food, and raise money for clothing and housewares available through SVdP and St. Vinnie's.

Charlie Burnham, President  
Roger Grinstead, Spiritual Advisor  
Diane Soik, St. Alice  
Kay Beach, St. Catherine of Siena  
Martha Dacar, St. Helen  
Julie Morin, St. Henry  
Greg Klabouch & Vickie McGillivray, St. Jude  
Susannah Lustica-Hall, Justice and Peace-Voice of the Poor  
Tom Shea, St. Mark  
Ray Evans, St. Mary, Eugene  
John Harshberger, St. Mary, Albany  
Britt Dwyer, St. Mary, Our Lady of the Dunes  
Betty Modin, St. Michael  
Joe Podhasky, St. Paul  
Sandy Murray, St. Peter  
Paul Atkinson & Sid Baum, St. Thomas More-Newman Center  
Andrea Choate, Our Lady of Perpetual Help



### Finance Committee

J Edwin "Eddie" Roberts  
Marianne Nicols  
Holly Cabell  
Pat Costello  
Cheryl Crow  
Jennene Norblad

# ORGANIZATIONAL FLOW CHART

## Income

### Recycling & Manufacturing

- DR3 (mattressrecycling.us)
- Appliance recycling
- Styrofoam recycling

### Donations

- Private donations
- Grants
- Business sponsorships

### Retail

- 12 retail thrift store locations
- Online book sales through eBay and Amazon
- Jewelry & misc. through eBay
- Used car lot



## Service Outputs

### Emergency & Homeless Services

Single  
Adults

Anyone

Youth &  
Families

Safe  
Parking  
Program

Egan  
Warming  
Center

Social  
Services  
Office

Atkinson  
Food Room

Eugene Service  
Station

Dawn to Dawn  
& The Hub

Youth House

First Place  
Family Center

First Place Kids

First Place  
Annex: Night  
Shelter Program

### Self-Sufficiency Services

#### Program Only

- 2nd Chance Renter's Education
- VID A
- Rural Housing Rehabilitation Program (RHRP)
- SWEX

#### Rapid Rehousing

- Connections
- Living Independently Following Treatment (LIFT)
- LIFT+

### Affordable Housing

#### Properties

- 33 apartment complexes
- 8 mobile home parks

#### Programs

- Resident Services

### Veteran-Specific Programs

- Support Services for Veteran Families (SSVF)
- 11 Veteran Housing Project homes
- Veterans LIFT



Learn more about our programs, and how you can support your neighbors in need,  
on our website: [www.svdv.us](http://www.svdv.us)

(541) 687-5820 | [svdp.us](http://svdp.us) | 2890 Chad Dr., Eugene, OR 97408