

“Working Together to End Homelessness in Schuylkill County.”



# ANNUAL REPORT 2023

## Servants to All

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# ABOUT SERVANTS TO ALL

## Mission

Through the Love of the Father, we work to restore dignity, build integrity, instill accountability, and thus transform the lives of poor and displaced individuals and families. Our programs are tailored to foster self-reliance and sustainability by empowering individuals to make positive life choices. Because we are God's first, we are servants to all.



## Vision

We believe in “community”; a cohesive society which encourages, supports, and provides opportunity for each member to realize the highest and best use of their God given talents. Being uniquely created by God with talent and dignity; every individual, especially the poor, homeless, and elderly, is meant by God to support and be supported by their community in order to create growth and flourish. No person is a solitary being.

## About Us

Servants to All is a 501 (C)(3) nonprofit organization that provides services to the homeless and those at risk of homelessness in Schuylkill. Servants to All is Schuylkill County's only emergency homeless shelter that serves the public. In addition, Servants to All provides emergency housing, homeless prevention, street outreach, street medicine, case management, and supportive services such as emergency food, clothing, and transportation. Servants to All is open to all community members in need and there are no fees for any services provided by Servants to All. Servants to All assists a great number of clients who are either homeless, at risk of homelessness, or experiencing other extreme financial difficulty.

## Our Story

On September 26, 2012 Servants to All incorporated and was granted tax exempt status under Section 501 (c)(3) of the IRS Code. From February 2014 to May 7, 2014 Servants to All operated a temporary winter shelter and rotated its program between churches. On December 1, 2014 Servants to All purchased the day program building located on Centre Street in Pottsville. From December 8, 2014 through March 15, 2015 Servants to All opened to distribute clothing and supplies to the poor and homeless during the cold winter months. On June 19, 2015, Servants to All was granted an occupancy permit from the City. November 11, 2015, Servants to All opened My Father's House. On November 15, 2016, Servants to All opened its overnight men's shelter in permanent location in Pottsville and has been striving since. In February 2018, Servants to All expended services to both men and women at the overnight shelter.

In December 2019, Servants to All began our Street Outreach program, and in January 2020 we incorporated Homeless Prevention services. Servants to All also became a Connect To Home: Coordinated Entry System (CES) of Eastern PA Access Site and began to provide services in August 2019. Servants to All receives a large influx of referrals for families in need of shelter. Access Sites coordinate and manage access, assessment, prioritization and referrals to housing and services for any person(s) experiencing or at imminent risk of homelessness.

Servants to All and the St Luke's Rural Family Medicine Residency began a "street medicine" program in November of 2022. It is designed to provide walk-in primary care services to clients of Servants to All. The Rural Residency sees patients at STA on Wednesday afternoons from 1:00 pm - 3:00 pm. Tele-med is now also available.

Today, Servants to All employees five full time and numerous volunteers that continue the work that our board of directors began in 2012. The board of directors began Servants to All with the mission to help those in need. The current board is comprised of individuals from Schuylkill County that bring diverse skills, experience, and perspective to the program. We have one centralized location where they can receive housing, meals, and case management to fit their needs. These individuals are offered supportive services that may include transportation, assistance with housing applications, benefits, or employment, goal planning, health and wellness, educational, and referrals to human service agencies.

## **Target Population**

Servants to All assists vulnerable populations such as veterans, persons with disabilities, re-entry population from incarceration, families and youth. Servants to All also supports the needs of the elderly in collaboration with local Senior Services and Adult Protective Services. We seek out and serve individuals who are sleeping in places not meant for human habitation, people being discharged from an institution with no permanent residence available, people who would be discharged from an institution if there was a permanent residence available, displaced victims of domestic violence, and those at risk of homelessness due to financial difficulty. There are no fees for any serves provided by Servants to All.

## **Our Programs**

### **EMERGENCY SHELTER**

Servants to All operates an emergency shelter program and temporary shelter assistance. Servants to All utilizes single room occupancies for individuals. For clients with unique needs that exceed overnight shelter and where it has been determined that no other appropriate shelter is available, Servants to All may cover the cost of providing temporary shelter in hotels and motels through vouchers. Servants to All is a short-term housing program designed to assist homeless individuals while working to obtain permanent housing. Housing may be extended beyond thirty days if the client is actively working on their goals established with their case manager and is compliant with program guidelines.

### **DAY PROGRAM SERVICES**

Servants to All provides necessities such as food, clothing, and hygiene products to any member of the community in need of assistance. Homeless clients are also provided food, clothing, laundry machines, transportation, and funding for replacement identification documents and prescription co-payments. Computer workstations, mentors, motivational speakers, and spiritual support are also offered.

### **PA 211 CES ACCESS SITE**

Servants to All began providing service as the point of access from Coordinated Entry to the homeless system in Schuylkill County.

## CASE MANAGEMENT

Case management services are essential in helping the homeless achieve permanent and stabilized housing and sustainable independence. Case managers assist clients with goal planning, housing, and employment goals. In-person meetings occur between the case workers and the client to facilitate the goal-setting process and to discuss progress daily.

## MOTEL VOUCHERS

Servants to All utilizes hotel/motel vouchers for individuals or families that are homeless and in need of temporary shelter when the shelter program is at capacity, individuals may require special accommodations, or clients present after normal business hours. If there is not a vacancy in the shelter program, a hotel/motel voucher may be provided. Hotel/motel vouchers are not intended for long term placement.

## CODE BLUE

Hotel/motel vouchers are critical during the winter months due to the lack of a physical code blue shelter. Local police are authorized to issue motels vouchers after hours or on the weekends on behalf of Servants to All if they encounter a homeless individual or family. Vouchers may be provided at a local motel for those who are homeless on the street, in an unheated structure, or place not appropriate for human habitation. Clients are provided accommodations at local hotels that allow clients a private space to sleep, eat and bathe.

## STREET OUTREACH

Servants to All provides essential services necessary to reach out to unsheltered homeless people and connects them with emergency shelter, housing, or critical services. Street Outreach focuses on supporting homeless households in achieving some form of permanent, sustainable housing. Our Street Outreach Case Manager implements engagement activities including locating, identifying, and building relationships with unsheltered homeless people. Case management provides immediate support, intervention, and connections with homeless assistance programs and/or mainstream social services and housing programs. The Case Manager will connect those identified through Street Outreach and provide them with urgent, non-facility-based care to unsheltered homeless people who are unwilling or unable to access emergency shelter, housing, or an appropriate facility.

## STREET MEDICINE/WALK IN CLINIC

Street Medicine is the practice of providing medical care to unsheltered people experiencing homelessness in locations like encampments, parks, and under bridges. Many reasons prevent people experiencing homelessness from accessing medical treatment in traditional settings. Street medicine providers can provide the same primary care services on the street as they can in physical clinics. Patients are identified by outreach coordinators, medical advocates, or other community partners. The Rural Residency program sees patients at Servants to All on Wednesday afternoons from 1:00 pm - 3:00 pm regardless of their ability to pay. Patients with urgent needs have been seen through telemedicine. Previously, these patients were utilizing urgent care or the emergency department for simple things like getting routine medications refilled. Often, patients would wait weeks to see a primary care physician in the area. Because the partnership with St. Luke's Rural Residency program functions as a federally designated Rural Health Clinic, patients are seen as home visits, even if their home is temporary. The Rural Residency has conducted multiple patient encounters, including seeing patients at a wooded encampments and at Servants to All.



## HOMELESS PREVENTION

Servants to All provides homeless prevention services that include Case Management, Financial Assistance, and Rental Assistance. A Housing Stability Case Manager works with the client to develop a housing-oriented goal plan to obtain housing stabilization, assists with planning and attaining goals, and housing applications. Eligible participants are enrolled in the program, and verification of documentation is completed of the client's financial, housing, and family size. Income is verified in accordance with the HUD income eligibility guidelines, individuals and families must have annual incomes below thirty percent (30%) of the area median income. The process enables case managers to identify barriers preventing the client from becoming self-sufficient. During case management a client Goal Plan is developed. Rental assistance and financial assistance may be provided to individuals and families who are at imminent risk, or at risk of homelessness.

## IMPACT IN 2023

2023	Households Served
Emergency Shelter	284
Supportive Services	770
Homeless Prevention	127
Rental Assistance	75
Street Outreach	27
211 Referrals	905

### Melissa's Success Story

Melissa came to the family shelter had just after relocated from Florida. She had nothing but hope and dream of where she wanted to be with her two daughters, ages 13 and 4. Melissa worked every day towards her goal of giving herself and her girls. Her goals was to find a home in the middle of Christmas and she made it all happen. She found employment, school for the girls, and housing. Melissa was also fiercely passionate of working towards her dreams. She worked hard for her family, and on Christmas day she was in an apartment, a place she could call home.

### James's Success Story

Servants to All strives to help individuals build their lives after crisis or choices have brought them to need shelter. Success of the clients reflects success for the case managers that work collectively with clients to rebuild. Nothing makes the staff prouder than to watch an individual make a complete turnaround of their lives and become successful in their community. Recently we had an individual who has struggled for many years with drug addiction be released from a several year prison sentence to Servants to All Shelter. With the support and encouragement of STA staff this client was able to secure all his identifying documentation, secure a full-time union employment, reunited with his children, secured an apartment, all while continuing to maintain his abstinence from drugs; all in less than 6 weeks! It goes to show that determination and a little guidance, clients are able to reestablish themselves and be productive members of their communities regardless of their backgrounds.



# FINANCIAL OVERVIEW 2023

## STATEMENT OF ACTIVITIES FOR THE YEAR ENDING 12/31/23

<b>SERVANTS TO ALL</b>		
Actual/Budget Comparison		
For the Twelve Months Ending Sunday, December 31, 2023		
	ANNUAL BUDGET 12 Months	ACTUAL TO DATE 12 Months
<b>Income</b>		
Corporate Contributions	\$25,000.	\$12,245.
Foundation Grants	\$72,000.	\$340,842.
Fundraising Events	\$12,000.	\$6,935.
Individual Donations	\$40,000.	\$38,412.
Government Grants	\$186,000.	\$132,778.
Program Income	\$187,402.	\$56,087.
<u>Interest Income</u>		<u>\$17.</u>
<b>Total Income</b>	<b>\$522,402.</b>	<b>\$587,315.</b>
<b>Expenses</b>		
Wages	\$226,189.	\$202,573.
Wage Taxes	\$31,360.	\$21,138.
Health Insurance	\$6,500.	\$5,765.
Workers Compensation	\$750.	
Staff Training	\$3,000.	\$1,550.
Volunteers		
Client Services	\$7,000.	\$6,394.
Hotel Voucher	\$14,000.	\$47,219.
Rent Assistance	\$56,000.	\$73,002.
Rooming Houses	\$113,980.	\$113,632.
Client Transportation	\$3,000.	\$3,935.
Addiction & Recovery Services	\$500.	\$348.
Other Client Assistance	\$500.	\$420.
Occupancy	\$14,000.	\$12,727.
Building Improvements	\$2,000.	\$2,705.
Telephone, Telecommunications	\$2,530.	\$2,571.
Office Expense	\$2,872.	\$13,632.
Advertising	\$1,200.	
Staff Travel	\$1,800.	\$818.
Automobile expenses	\$1,400.	
General Business Fees	\$300.	\$300.
Software & Computers	\$650.	
Fundraising	\$200.	\$0.
Professional Services	\$15,200.	\$21,282.
Insurance - Building	\$1,200.	\$5,042.
General Liability Insurance	\$4,000.	\$3,296.
Accounting		
Directors & Officers Insurance	\$4,000.	\$884.
Depreciation Expense	\$6,000.	
<b>Total Expenses</b>	<b>\$520,132.</b>	<b>\$539,231.</b>
<b>Surplus/(Deficit)</b>	<b>\$2,270.</b>	<b>\$48,084.</b>

# BOARD OF DIRECTOR

## 2024 EXECUTIVE BOARD

- **PRESIDENT** - Gerald Achenbach, Ed.D. - Past Housing Director
- **VICE PRESIDENT** - William Gianfagna, MD - Physician, Geisinger Pediatrics
- **TREASURER** - Brendt Geiger - Inventory Control Manager, US Auto Force
- **SECRETARY** - Paul Domalakes, Esquire - Partner; Rubright, Domalakes, Troy & McDonald
- **PAST PRESIDENT** - Jeanne Boyer-Porter - New Life Thrift Stores, Owner

## BOARD MEMBERS

- Heather DiRenzo - Berkshire Hathaway Homesale Realtor
- Teresa Santai Gaffney - Schuylkill County Register of Wills
- Wayne Herring - Rte 61 Classics and Toy Barn, LLC, Owner
- Karen Kenderdine - Mid Penn Bank, Senior Vice President & Manager of Relationship Services
- Colleen Jones- Preferred Warranties, Inc., Claims Manager
- Jennifer Wallace - Social Worker
- Debra Herring - Advocate for the homeless
- Emily Scheidel - Co-Founder of Little Peace Farm
- Michael Scheidel, M.Ed - Co-Founder of Little Peace Farm
- Dale Verchick - Disability Rights Advocate
- Jeanette Triano Sinn - Servants to All, Executive Director

## STAFF

SERVANTS TO ALL

# Meet Our Team



Jeanette Triano Sinn  
Executive Director



Heather Boher  
Intake Specialist, CRS,  
Case Manager



Mary Morales  
Housing Stability  
Case Manager



McKenna Wychunas  
Case Manager



Rachael Arndt  
Street Outreach  
Case Manager



Charles Kunick  
Volunteer Coordinator

## NEW STAFF

We are excited to announce our newest team member. McKenna recently graduated from Kutztown University with her bachelor's degree in social work. She joined Servants to All in July as a case manager and is pursuing her passion of helping a vulnerable and underprivileged population. McKenna feels very fortunate to possess an empathetic heart that is always striving to assist others in improving their lives. McKenna stated that she is grateful to have started her career in a place that is so warm, welcoming, and rewarding.

# STAKEHOLDERS

All One Foundation

Amazon Smile

Big Lots - The Columbus Foundation

Capital Blue Cross

Catholic Women's Society of Giving

Catholic Human Service Foundation

Costco

County of Schuylkill

Delaplaine Foundation

Diocese of Allentown - Local Poverty Relief

Donald and Dorothy Stabler Foundation

First Federal Community Foundation

Geisinger

Guz's Charitable Project

Home4Good

Home Depot

Housing Alliance of Pennsylvania

Lowe's Heroes

M&T Bank

Moses Taylor Foundation

Pennsylvania Housing Alliance

Pottsville Rotary

Same Kind Foundation

Santander Bank

Schuylkill County Council of Churches

Schuylkill Community Action

Schuylkill Community Area Foundation

Schuylkill County Affordable Trust Fund

Schuylkill County Office of Mental Health

Service Access and Management, Inc.

Solar Innovations - Solar Cares

Stewardship Ministries

The Columbus Foundation - Big Lots

The County of Schuylkill

The Delaplaine Foundation

The United Way - Schuylkill County  
(Emergency Food & Shelter Program)

The Weinberg Foundation

UPMC

US Venture

Walmart

Wells Fargo

## FOR MORE INFORMATION PLEASE CONTACT:

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