

ROSE HAVEN

2023

ANNUAL REPORT

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Our vision is a community where everyone has safety, stability, love, health and home."

Rose Haven Mission

To provide day shelter, resources, emotional support and community connections to women, children and marginalized genders experiencing homelessness and poverty.

Fact: Oregon faces the 2nd highest rate of people experiencing unsheltered homelessness in the country.

Why Portland Needs Us

Rose Haven is the only day shelter and community center in downtown Portland supporting those who are women, children and marginalized genders. We know the greatest contributors to homelessness for women in Oregon include domestic and sexual violence, unaffordable housing, wage inequity, and mental and physical disabilities. We also know that each person's experience is unique and layered, and that those impacted need a helping hand to navigate the complexities of their worlds.

How We Show Up

Rose Haven is a low-barrier agency that exists not to just meet basic needs, but to nurture souls and improve the emotional, mental and physical well-being of our guests and our community as a whole. We understand our agency exists within larger systems of oppression, and we seek to disrupt those structures through radical hospitality, advocacy on an individual and community level, and meaningful connections to resources. Recognizing the isolation and loneliness that homelessness can create, we work to hold a space where all guests can connect, have voice and be empowered.



Introduction

Rose Haven – supporting at record levels

Rose Haven is clearly a community supported by community, and never was this more exemplified than in 2023. The continued increase in demand for services enhanced by the sweeps, daytime camping ban, inclement weather and continued pandemic fallout brought 4,152 guests to our doors; 1,409 brand new to Rose Haven.

Each Rose Haven guest was welcomed with hospitality; greeted by name and guided through getting their basic needs met. Together we built relationships, trust, and connection to resources inside and outside our walls. The journey to a healthier and more fulfilling life began.

Our work is never in a vacuum. In 2023, programming was made possible by our exceptionally dedicated and caring staff of 24, more than 1,000 volunteers, 59 interns, 100+ community partners, and thousands of in-kind and financial donors. The best in our community showed up to support their neighbors in need.

As you read this annual report, know how grateful we are to each of you for the role you played in helping a record number of people feel seen and become empowered.

Thank you for your continued support as we continue to Heal People and Heal Portland.



Katie O'Brien
Executive Director





Programs & Services

Fact: 38 percent of all domestic violence victims become homeless at some point in their lifetime. In addition, more than 90 percent of homeless women have experienced severe physical or sexual abuse. Survivors can experience obstacles both in looking for housing and maintaining safe housing. These obstacles are often amplified depending on a survivor's race, immigration status, or English language proficiency.

Access to resources that meet both immediate and long-term needs is an essential part of our holistic support model. Meals, hygiene supplies and services, clothing, outdoor supplies, and first aid all address urgent concerns and allow guests to restore their physical, and mental well-being. With respect and consistent support, we build trust with our guests, positioning us to work together on their long-term goals. Our Advocates work with guests 1:1 to determine appropriate resources and referrals, and importantly, can

offer financial assistance for utilities, phones, gas cards, and more. This is an impactful component of our direct services and has the potential to lift guests out of homelessness or prevent them from falling into it. Onsite Mental Health Advocates offer crisis intervention, emotional support, and counseling, filling a gap in the need for these critical services in our community. Wellness activities and festive events offer skill building, socialization and a moment of respite, reminding our guests they are worthy of celebration.

The first full year in our new facility accommodated a record 4,152 people who actively participated in program offerings. 1,409 were first time guests.

51% increase in number of adults served

60% increase in program activity



Hospitality – 29,935 Visits / 66,280 Nutritious Meals

During hospitality hours, Rose Haven provided healthy meals and the opportunity for guests to interact with others in a safe and welcoming community setting while enjoying companionship rarely experienced when living on the street.



Clothing & Emergency Supplies

Rose Haven hosts a boutique where guests can shop free of charge for themselves and their children. Additionally, we provided essential items to support guests living outside in emergent situations by distributing life-saving outdoor supplies, emergency clothing, and hygiene kits.

Shopping Appointments – 7,143

Emergency Outfits – 13,383

Outdoor Supplies – 6,726

Hygiene Supplies – 10,802

First Aid Supplies – 1,071

Pet Supplies – 1,497

Diapers – 2,008

Bus Tickets – 30,442



Laundry – 573 Loads

Onsite washers and dryers continue to support guests' hygiene needs. In 2023 we added two additional washers and dryers based on increasing demand for this important service.



Showers – 4,373 Participants

Private showers, bathrooms, and hand washing sinks are accessible daily in a spa-like setting that promotes dignity and respect.

Wellness & Empowerment Activities – 1,907 Participants

Mental and physical wellness are central to our programming. Healing programs including acupuncture, sound therapy, recovery classes, art therapy and more are offered on a regular basis.



Medical Clinic – 2,241 Visits

In partnerships with various community health workers, registered nurse volunteers and student nurses we offer guests one-on-one advice on first aid, nutrition, and other health related issues.

Communications – 485 Mailboxes

We help guests stay connected to social service agencies, housing resources, prospective employers, family, and others by providing onsite mailboxes and access to phones, computers, phone charging and WiFi, empowering them to stay informed and regain independence.



Mental Health Program

Fact: Oregon ranks 2nd worst in the nation for prevalence of mental health illness and access to care, and worst nationally for youth.

Rose Haven developed an onsite Mental Health Program that fully came to life in 2023 with the support of Providence Health and Services. This program bridges the gaps in mental health services to a population currently lacking accessibility. Five days a week, we offer compassionate support through individualized

counseling and group therapy. Since the start of this program, we have already seen an increase in guest's ability to regulate complex emotions and faster de-escalation.

Rose Haven provided

525 Individual Counseling Sessions

286 Drop-in Support Sessions

68 Crisis De-escalations

33 Six-week Group Counseling Sessions

56 OHP Enrollments & Healthcare Navigations

40 External Mental Health Referrals





Mental Health Advocate:

“I’ve had the opportunity to meet with a mama and her 11-year-old daughter a few times per month for 6 months now. They moved here from another state, fleeing domestic violence. They are in a shelter, on a waitlist for an apartment that will likely open up soon. The guest just celebrated 6 months of sobriety last week! And her 11-year-old daughter, who was experimenting with self-harm before they moved here, reports that she is no longer harming herself and no longer wanting to. Their journey is not over, and many days are difficult for them, but they are very excited for their future and stay rather positive for the most part. I’m very proud of them both and happy to know them and be working with them.”





Advocacy Program

2,637 One-on-One Appointments

Rose Haven Advocates meet one-on-one with guests to assess their unique situation, offering compassion, guidance, navigation and referrals to available resources and programs within the community.

Rose Haven **referred 445 guests to more than 100 outside agencies** in 2023 for housing, recovery, legal, physical health care and more.

Advocates also **provided financial aid 1,714 times** for ID replacements, medical emergencies, transportation, utilities, employment, rental applications, storage units and other vital resources.

Financial Assistance

989 Recipients

Transportation – 608
ID Replacements – 221
Medical – 113
Utilities, Bills & Phones – 551
Rental Applications – 39
Employment & Education – 112
Emergency – 70





Children's Services

800 children, 1,890 visits

Wednesday afternoons are "Family Afternoons", reserved specifically for guests with children. **2023 brought a 57% increase in the number of children's visits!** In addition to the family connections and blossoming friendships, this dedicated time allowed us to distribute even more essential baby supplies, diapers, toys, clothing, and warm coats.

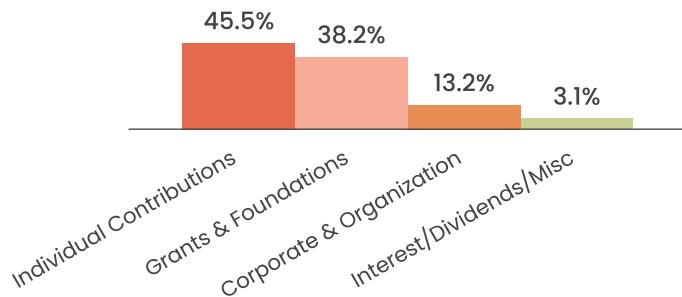
Thanks to community donations, our Back to School Supply drive in August provided brand **new backpacks and supplies to 260 children in need.** Additionally, Rose Haven hosted our Adopt a Family Program, **distributing new toys, joy, and light to more than 500 children** in our community during the holidays.

Fact: Oregon has the highest rate of unsheltered school children in the country. One out of every 25 students in Oregon was experiencing homelessness last year. They were sleeping on couches or in motels, in shelters or on the street. About 4,000 more Oregon kids were homeless last year than the year before.



FY23 Financials

Income \$2,713,957

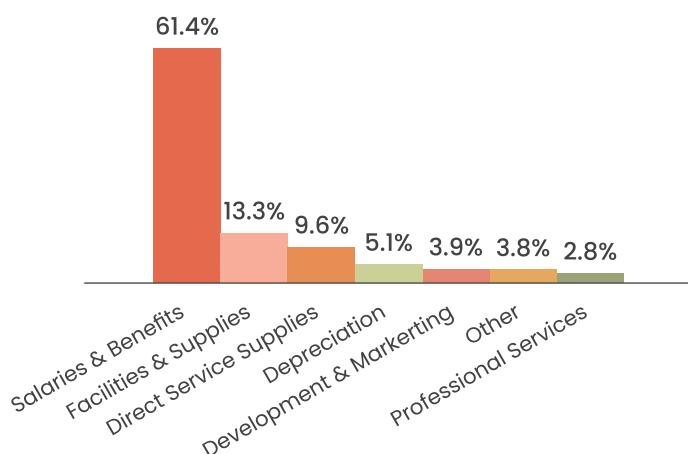


Individual Contributions	\$1,236,171
Grants & Foundations	\$1,035,380
Corporations & Organizations	\$359,355
Interest/Dividends/Misc	\$83,051

Fundraising

The Reigning Roses Walk is a beloved community event and our biggest annual fundraiser. In 2023 – our 10th year – we raised over \$200,000 through sponsorship, individual giving and crowdfunding.

Expenses \$2,187,140



Salaries & Benefits	\$1,342,965
Facilities & Supplies	\$291,866
Direct Service Supplies	\$210,417
Depreciation	\$111,803
Development & Marketing	\$85,168
Other	\$82,756
Professional Services	\$62,166

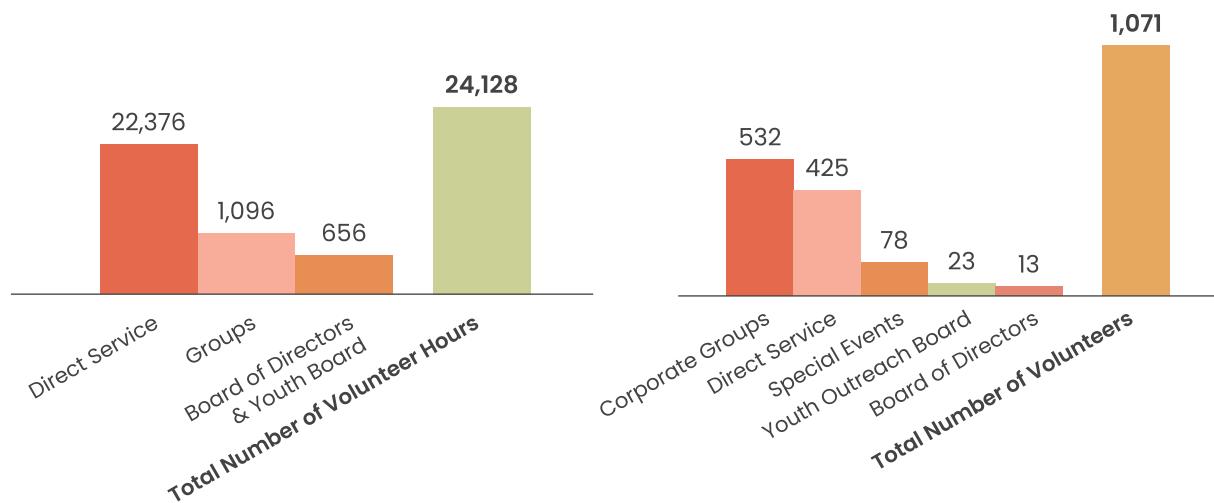
Investing in People

Rose Haven's dedicated staff is its greatest asset, and we strive to provide employees a living wage and meaningful benefits. Homelessness in Portland is a growing and increasingly complex problem, and it's critical for Rose Haven to invest in its workforce in order to attract, train and retain high quality people.

This is especially true as this work becomes more challenging. We are humans helping humans. Nearly all of our employees – 19 of 23 positions – are dedicated to direct service of our guests, providing essential support to 150 people a day.

Volunteer Impact

As a volunteer-powered agency, we rely on support from individuals, corporate groups, and organizations in a plethora of ways. Through direct service, committee work, board service, teaching classes, hosting events, organizing donations last year, **volunteers donated time equivalent to nearly 12 full time employees, valued at \$767,270.**



Workforce Readiness

Internships offer hands-on experience in diverse facets of guest-facing programming and administrative support. **In 2023, Rose Haven hosted 59 interns from 20 different schools and programs** in areas of social work, mental health, nursing, occupational therapy, and several other categories. Intern programs included National University of Natural Medicine, Portland State University, Portland Community College, Boise State University, Jesuit Volunteer Corp/AmeriCorps, Tivnu, Easter Seals, and many others. The Workforce Readiness and Academic Internship Program is mutually beneficial to students, guests, and the broader community. These programs scale up support to meet our guests needs, provide valuable experience to the developing workforce and promote long-standing agency partnerships with professionals from many disciplines.



VALUES

Compassion

Rose Haven welcomes each person by embodying respect, openness, empathy, and a non judgmental approach to our work.

Reconciliation

All members of our community commit to valuing one another through respect and forgiveness, and we offer a process for guests to learn and redirect behaviors towards reconciliation with themselves and others.

Community

As a community based organization that includes guests, agency partners, volunteers, staff, donors, and stakeholders, Rose Haven recognizes that our collaborative efforts are essential to fulfill our mission.

Individual Worth

The life and varied experiences of every person is deeply valued and supported. We work towards ensuring the guests of Rose Haven feel recognized with a sense of dignity, belonging, and acceptance that values their individual choice.

Zeal (Love in Action)

Rose Haven embodies this energy through a holistic, person-centered, trauma-informed lens. We strive to provide support focused on guests' strengths, avoid retraumatization, and promote safety, healing and empowerment.



STRATEGIC PLAN

2024 PILLARS AND GOALS

Evolve Guest Services

Grow proven programs and expand service offerings with community partners to meet our guests' self-defined needs.

Optimize Operations

Enhance facilities, improve systems, and diversify operational make-up to provide quality, equitable support to the most guests.

Sustain Funding for Growth

Ensure financial stability of the agency through donor engagement, partnerships, and long-term funding strategies.

Prioritize Employee Wellness

Recruit, retain, and support our valuable team by promoting employee health, safety and a sustainable service model.

Amplify Voice

Amplify the needs and challenges of our guests through data-driven insights and shared stories.



Our commitment to Diversity, Equity and Inclusion

From the beginning, Rose Haven's mission, vision, and values have rooted themselves around creating a welcoming space for equity to triumph against adversity. Years later, we find DEI at the center of our thinking, principles, policies, evolution, and culture. We commit to using our Equity and

Inclusion Lens to consider race, gender, ability, and their intersection in all aspects of our work. Rose Haven seeks to develop at pace with the changing environment our community lives in. As we encounter new challenges, we will remain centered in equity, accessibility, safety and belonging.

Amplifying Voice

Fact: Over 1.2 million women and 2.5 million children experience homelessness in our country every year.

In addition to all that is happening inside Rose Haven's walls, we are committed to strengthening the voice of our guests in our City, County, State and across the Nation.

Locally

In Rose Haven's 26-year history we have never received public funding, yet we provide a HUGE public benefit. The pandemic highlighted the important role day shelters like ours serve; a place to go during the daytime for shelter and access to resource to move the dial in your life. Change happens during waking hours and requires the kind of support we provide to thousands each year. This being said, Rose Haven was awarded a one-time funding from the Joint Office of Homeless Services to support services in 2024.

Rose Haven had the opportunity to host Governor Kotek and the First Lady last year! Our 1-hour roundtable discussion was centered around how the State can better support agencies like ours through streamlined resource navigation, increased crisis support, and access to low-barrier funding. We continue to emphasize the need for State efforts to focus on supporting people with severe mental health and addiction issues.



Nationally

Rose Haven has joined the new National Women's Shelter Network! Alongside 180 other shelters across the country serving women and children, we have come together for collaborative action, information sharing, and elevating the voices of women with lived homeless experience and those who serve them, to prevent and bring an end to homelessness. The NWSN kicked off by hosting a conference in September, establishing agency connections and sharing best practices.

Additionally, Rose Haven's executive director, Katie O'Brien was invited to join the inaugural NWSN Board of Directors which will formalize as a 501c3 and continue to advocate nationwide for women and children across the country. This work was launched in October when the NWSN Board headed to D.C. where they met with several federal agencies at our nation's capital. Together, they raised voices to demand support from the Federal Government to invest in the critical services needed to support the most vulnerable in our country.



Our Community in 2023







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