



Providing Compassion, Shelter & Opportunity

Our mission: "To ease the suffering of homeless men and women by providing shelter and services in a safe, supportive and caring environment and to assist them in overcoming the obstacles to obtaining permanent housing."

A Message from the Chair

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The winter of 2007-2008 was especially harsh in Flagstaff. The average low temperature between December and March was only 16 degrees. On more than one occasion, nighttime temperatures dropped to minus 8. With such cold temperatures Flagstaff's homeless community members faced the real possibility of freezing to death on a nightly basis.

Thanks to the support of the City of Flagstaff, the community, and the Arizona Department of Housing, Flagstaff Shelter Services was able to provide a roof and a warm

bed to 216 men and women between December 07 and April 08, for a total of 3,408 bed nights.

In this first issue of our quarterly newsletter, you will meet some of our clients, learn about their strength of spirit, and the difficulties they face every day. We've also included detailed data and demographics regarding all of the men and women we served this winter. Our goal is to continue to provide overnight winter shelter and supportive services to the men and women in our community without suitable housing and to expand those

services in the upcoming year.

But we cannot do this alone. Without your continued support Flagstaff's homeless men and women will be back sleeping on the streets in the harshest temperatures and will lose the valuable momentum they've developed with the support of Flagstaff Shelter Services. We ask you to continue to join us as we tackle this community issue head on and work with our homeless neighbors to help them get back on their feet and out of homelessness.

Thank you for your support and concern for the members of our community in the direst of needs.

Wendy White, Chair

The future of FSS is what we make of it

This summer FSS will move into the former Home Alternatives building, located just off Milton Rd. at 216 W. Phoenix Ave. This building is undergoing major renovation in order to make it usable for shelter purposes. The renovation is going remarkably well, especially considering that it has been an almost exclusively volunteer effort.

To date, FSS has spent less than \$6,000, with over forty

people donating their labor and expertise. Moreover, many local business have joined the effort by contributing valuable amounts of building materials. We expect the entire budget of the remodel to be below \$12,000.

The city-donated building (leased for \$1 per year) will be used for day center purposes immediately this summer. In October, we will continue our day service pro-

gram and will resume overnight winter shelter operations.

Until we move to the interim location, we will continue to be open seven days a week at our current location at 2237 E. Cedar Ave.

The day center is a safe place for homeless individuals to go during the day, to shower, to relax, to mingle and to learn from other clients. More importantly, at

the clients also receive direct access to case management services, social service referrals, housing/provider lists, mail and phone services, and many direct donations from the community, such as clothing, shoes and hygiene supplies. FSS staff have also helped people prepare resumes and search for jobs. In the future, we anticipate offering laundry services to our clients.

Flagstaff Shelter Services is a 501(c)(3) charity, tax ID number 20-4921369. Your donations are tax deductible.

2008-2009 Board of Directors

Wendy White JD, Chair | Michael VanNess Vice Chair | Megan Lausten, Treasurer | Jan Wantland PhD, Recorder | Mik Jordahl Atty | Phebe Faus MSSA, LCSW | Lt. Michael Powers | Jill Evans Atty | Pastor Mike Hjalmarson | Brad Steelman | Van Roper

Flagstaff Humanitarian: Wendy White

Flagstaff Shelter Services would not exist without the tireless efforts of Board Chair, Wendy White. Wendy has been instrumental in all phases of FSS' development. She was directly responsible for our founding and incorporation as a non-profit organization on May 1, 2006. She has spent untold hours since 2005 researching the need for a secular shelter, organizing an appropriate board, obtaining grants, doing public relations and within the last 8 months, has been crucial in the hiring process of FSS' only two paid employees, and in spearheading the remodel efforts. In fact, Wendy White is the recipient of the Arizona Foundation for Legal Services & Education 2008 Top Pro Bono Attorneys Award for her work with FSS. In 2008 she has logged an estimated 500 hours of volunteer work for the organization. Recipients will be recognized at an awards ceremony during the Arizona State Bar Convention on June 19, 2008 in Tucson.

Coming Events

- July — “Non-Event”
Invitations to be mailed.
- September — Open
House at the 216 W. Phoenix Ave.
- September — Volunteer
Orientation and Training
- October — Winter Over-
night Shelter Opening

Meet the Staff

Todd Sherman, Director

Prior to becoming the Director of FSS, Todd worked for Central Arizona Shelter Services as the Low Demand Shelter Supervisor. There he was in charge of the daily operations of a 325 person facility. Todd was eager to relocate back to Flagstaff, where he completed his B.S degree in Sociology with an Emphasis in Family Studies and almost finished his Master's degree. Prior to working at CASS, Todd completed all the required hours for his Master's degree in the Master's of Liberal Studies program at NAU. However, he has yet to write and defend his thesis. Todd has been actively researching homelessness for over four years and has worked directly with the population

for two years. He is a proud husband and father of two children, ages 9 and 7.

Terri Tupper, Assistant Shelter Manager

Terri has lived in Flagstaff since 2005 and she enjoys the many outdoor, educational, and cultural opportunities that Flagstaff offers. She has an M.A. in Applied Sociology from NAU. She has followed homelessness issues for several years and is thrilled to be part of an organization with such passionate volunteers and board members! She also teaches sociology part time at Coconino Community College. In her spare time, you might find her playing rugby, ice hockey, disc golf, hiking, volunteering in the community, downtown at the First Friday Art Walk or enjoying live music.

Wish List

- 1) Endless amounts of coffee and sugar.
- 2) NEW socks and men's underwear
- 3) Bike locks, Bicycles and 2 storefront bike racks
- 4) Sleeping bags, tents tarps, other camping supplies
- 5) Backpacks/Dufflebags
- 6) Bottled Water/Boxed snacks
- 7) Cleaning Supplies
- 8) 2 Working Stackable Washer/Dryers
- 9) Heavy Duty Paper Shredder

Spotlight on the Board: Jill Evans, Board Member and FSS Faith Liaison

As a former adult probation officer, and as an attorney practicing in criminal law for the past 14 years, I have seen many people who do not have the "tools" to help themselves out of tough situations at various points in their lives without help. The justice system is not equipped to take the time to identify true problems and issues, and appropriately refer people for services.

Central to my faith as a practicing Christian is to "love my neighbor" and help the poor and those in need, and to recognize that many may fail many times before they can be successful. As everyone is unique, I do not believe one approach works for everyone. The model of FSS is all-welcoming and all-inclusive. The goal is not enabling destructive behavior, but instead, encouraging the pride and self-respect that comes when people learn how to help themselves.

I have discovered through serving as a board member that the homeless population is as diverse as the general population. Some have substance abuse problems, some have mental health issues, some are veterans, others are underemployed, unemployed, or low wage earners. Others have children in our school districts, and are living out of their cars or sleeping on couches. Many are chronic, but many are not.

Why FSS is vital to the Flagstaff community:

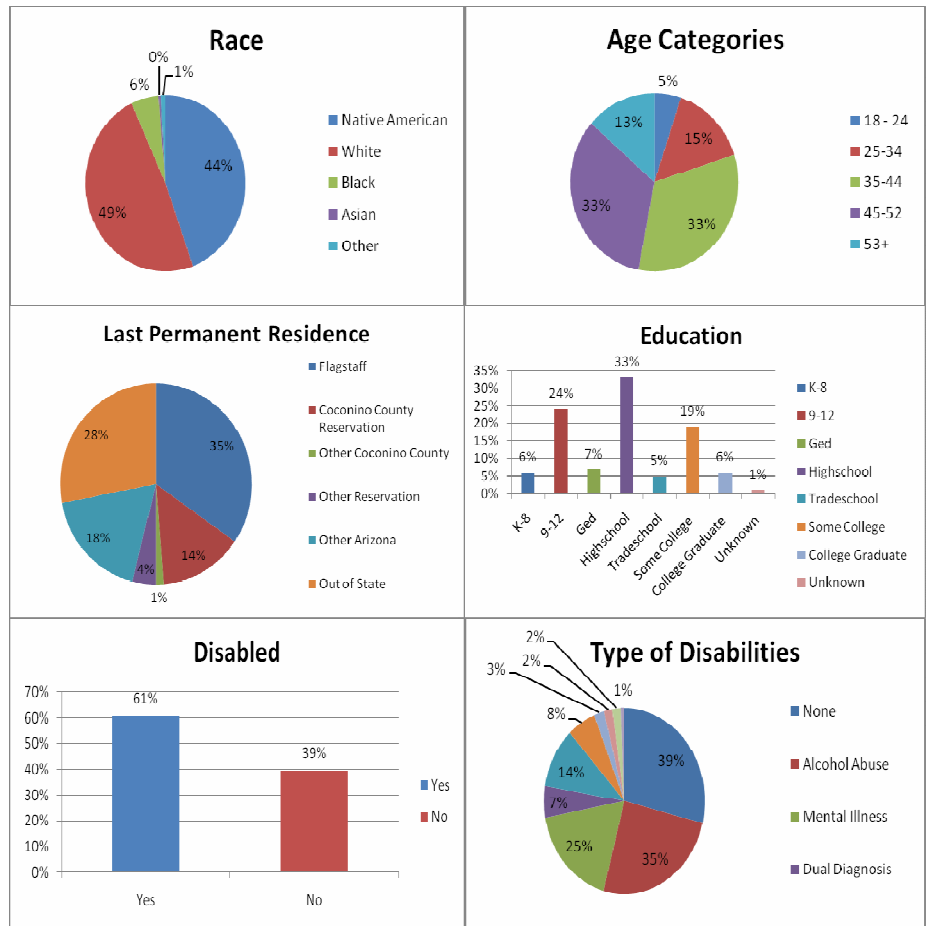
A Message from Todd Sherman, Director

In *The Street Lawyer*, my favorite fictional book on homelessness, John Grisham makes a point about the perceptions of homelessness by the general public; “They were just squatters, nameless, faceless, homeless.” The statistics presented here are just that: statistics. They are numbers documenting the demographics of the homeless population in Flagstaff that we served.

But each of these numbers tell a story of the 216 individuals we served. 216 lives that FSS personally touched and sheltered. The graphs on the side speak volumes about how minorities are over-represented in the homeless population. One graph depicts clearly that a great number of those who are homeless in Flagstaff are disabled.

However, the statistics shown on the side don't tell you the intimate details. It doesn't show that one of our clients recently had his dominant hand amputated because of a car wreck or that another client recently had two toes amputated due to infection. It doesn't display how many of our clients' unhealthy drinking habits lessened while under the roof of our partnered hotels.

Nor does it depict the true struggles of homelessness that our clients endured. The graphs do show that many of our clients are employable. In fact, if I had more space I would have inserted a graph that shows that 1 in 5 of our clients were working while homeless.



As Jill Evans remarked in this newsletter, those who work or volunteer with the homeless understand that the homeless are not a category; they are individual people with their own weaknesses and talents. They are real men and women who instead of being ignored, simply need help, guidance and opportunity.

Volunteer Corner

Day-to-day operations over the winter season would not have been possible without our core group of volunteers: Shane Armstrong, Barbara Benavidez, Richard “Holt” Holthausen, Steve Kugler, Mary Jo Rybolt, and our board members who frequently served double-duty. Each volunteer applied their different interests and talents to help FSS serve our clients. These volunteers supervised the Day Center, organized donations, assisted with distribution of hotel vouchers and with nightly bed checks, completed intakes, developed and organized volunteer procedures, gathered information about community resources for clients, interviewed clients for the newsletter, among MANY more duties. We cannot thank them enough!

If you or someone you know would be interested in volunteering to help out with ongoing services at the Day Center and/or with overnight shelter operations, please contact Todd or Terri at info@flagstaffshelterservices or by phone (928) 225-2533. We are always looking for enthusiastic helpers!

Though homeless, Dave Olsen feels “human”



David Olsen, 43, has a Certificate in Computer Software Technology from Coconino Community College (CCC).

Dave is one of Flagstaff's college-educated homeless people. By staying with FSS, Olsen has been able to save enough to get a place of his own.

Dave feels the FSS Day Center was great. “It made me feel human,” stated Dave.

After obtaining a Certificate in Computer Software Technology from Coconino Community College (CCC), Dave took classes at Northern Arizona University (NAU) for a year and half.

But college was not easy for Olsen. He was diagnosed with a “cognitive

deficit” label in childhood and has spent much of his adult life coping with depression. It took him seven years to obtain his basic Certificate in Computer Software Technology, taking one class at a time.

Once at NAU, Olsen was on academic probation and failed to maintain his grades.

Dave was supposed to move into a rented room in a woman's house when the current renter moved out. After paying her \$400 per months' rent for the room, Olsen slept on a couch. After four months, he was still on the couch.

Dave heard about FSS and took advantage of its motel voucher program.

In his adult years, Olsen has been employed on various occasions, but has never been able to utilize his certificate

on the job.

His father, Austin Olsen, commercially published two books, “Apache Ambush” and “Concho Bliss.” He passed away in the summer of 2007.

Dave moved to Flagstaff from Prescott, for treatment at The Guidance Center.

Currently, Olsen is receiving services from a few social service agencies, including the PATH program. He feels his life is in a good place, especially since he started working for *Quality Connections* on March 18th with the help of Vocational Rehabilitation. He is residing at a local hotel until he can find an affordable apartment.

THANK YOU

The following individuals, businesses, foundations, and granting agencies have contributed time, money, supplies, space, or other support. Without their support, FSS would not be where it is today. Thank you!!

Businesses and Organizations

Assistance League
Biff's Bagels
Bob Wilson, Assurance Plumbing
Carrie and Dave Platz, the Leaf Loft
Catholic Charities
Chris Scully, Scully & Sons
Coconino Community Services
El Pueblo Hotel
Family Food Center
HomCo Ace Hardware
HMSI, NAU Chapter
Jaime Ballesteros, Northern Design Services, LLC
JKC Construction, Inc..
John Edwards, Relief Electric
John Hancock and Coconino County Adult Probation
Murray Quotskuyva, MQI

Nordstrom and Associates
Paul Overman, Designer
Paul Moore, Architect
Royal Inn
Salvation Army
SCA Tissue
Sole Purpose
Tim Whiteside, Johnson & Walzer, Architects
Total Rental
The Blue Thong Society

Faith Community

Episcopal Church of the Epiphany
Flagstaff Christian School
Flagstaff Federated Community Church
Flagstaff First Assembly of God Church
Fort Smith, AR Master's Commission of Harvest Time Tabernacle
Living Christ Community Church

Lutheran Campus Ministry
Religious Society of Friends
St. Vincent DePaul Society
Foundations
Arizona Diamondbacks Foundation
Flagstaff Community Foundation
Forest Highlands Foundation
Robert T. Wilson Foundation

Granting Agencies

Arizona Department of Housing
Community Development Block Grant
The City of Flagstaff
United Way

Individuals

Bess Driver
Chuck Cormier
Chris Gomez
Donna and Jerry Creamr

Former Mayor Joe Donaldson
Helen Luedde
Jack Conley
James Quick
Jan Wantland
Jerry Hazen
Jill Evans & Tom Benoit
Kendra Krietsch and family
Lisa and John McCulloch
Megan Lausten
Mik Jordahl
Pete and Lisa Muscarella
Robert Cormier
Ruben Devitt
Steven Dann
Tom Pace
Wendie Highsmith
Wendy White

The House that Jack helped build



Jack Conley, 54, found that Flagstaff Shelter Services' Day Center and motel voucher program has enabled him to get his life together.

Jack Conley, 54, may have some direction in life after taking advantage of Flagstaff Shelter Services (FSS) emergency off-site shelter voucher and day center programs.

"Everything was beating me down," declared Jack. "I had no ID, which meant I had to take under-the-table-jobs."

"Being housed," this winter at FSS, "has enabled me to focus on taking care of me instead of meeting survival needs. Taking a shower every day makes you feel better about yourself. You do not feel like a dirt bag," says Jack.

Getting the new shelter up and running has become an important

part of his life. Conley has been working every weekend at the new shelter and often during the week. Jack declares, "It is a much-needed thing here in Flagstaff," and "this is probably the best thing I have seen happen, as far as helping out my group of people- ever!"

Jack has put in so much heart, time and effort, that the Board Chair of FSS, Wendy White, often remarks, "we could very well call the old Home Alternatives building, "the house that Jack built."

Since receiving services at FSS, Jack wants to get a place of his own. He is tired of butting heads with the system. "It gets to be a real drain," says Jack, "living in the woods."

Currently, Jack has ID but lacks a birth certificate, which will enable him to qualify for AHCCCS, and get the proper counseling/treatment he so much desires.

It was last winter's storms and excessive cold weather that led him to take advantage of FSS's emergency off-site shelter motel voucher program.

For over a decade, Conley has been quite involved with working and volunteering at the Family Food Center.

There he overheard a couple of girls talking about FSS and he received his first motel voucher.

Today, Conley feels he is in a good place. He now has life goals for himself. He had no identification for 15 years. Now he does.

Jack was recently featured in a Sunday front page article in the AZ Daily Sun, entitled "A 'home' of his Own" by Jenn Ireland.

Jenn also created a fabulous slide show that can be found on the web at: <http://jennireland.webng.com/homeless/>

How will the value of your days be measured? A reminder about Planned Giving

"Ready or not, someday it will all come to an end. There will be no more sunrises, no minutes, hours or days. All the things you collected, whether treasured or forgotten, will pass to someone else. Your wealth, fame and temporal power will shrivel to irrelevance. It will not matter what you owned or what you were owed. Your grudges, resentments, frustrations and jealousies will finally disappear.

So too, your hopes, ambitions, plans and to-do lists will expire. The wins and losses that once seemed so important will fade away. It won't matter where you came from or what side of the tracks you lived on at the end. It won't matter whether you were beautiful. Even your gender and skin color will be irrelevant.

"Ready or not, someday it will all come to an end. There will be no more sunrises, no minutes, hours or days... How will the value of your days be measured?"

So what will matter? How will the value of your days be measured?

What will matter is not what you bought but what you built, not what you got but what you gave. What will matter is not your success but your significance. What will matter is not what you learned but what you taught. What will matter is every act of integrity, compassion, courage or sacrifice that enriched, empowered or encouraged others to emulate your example.

What will matter is not your competence but your character. What will matter is not how many you knew but how many will feel a lasting loss when you're gone. What will matter is not your memories but the memories of those who loved you. What will matter is how long you will be remembered, by whom, and for what."

Michael Josephson from Character Counts



"Housing homeless men and women with compassion and dignity."

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HELP US KEEP OUR MAILING LIST
CURRENT

We hope you enjoy keeping informed about FSS. However, should you no longer wish to receive future newsletters or other mailings, simply call or email us to be removed from our postal mailing list. If you would like to receive periodic email updates—please also call or email to be put on a friends of FSS email list. Please help us manage our resources responsibly by help controlling our costs.

THANKS!

SEE OUR WEBSITE FOR MORE INFORMATION:

WWW.FLAGSTAFFSHELTERSERVICES.ORG

"If you are not part of the solution, you are part of the problem."

Sydney J. Harris

Flagstaff Shelter Services is a 501(c)(3) charity. Our funding comes primarily from individual donations and government grants. Pursuant to Internal Revenue Service regulations your donations are tax deductible. Without the support of the community we would be unable to provide shelter or services to those in need.

Please consider making a contribution today. Your gift will offer a homeless man or woman in our community safety, stability and opportunity to change their life for the better.

\$20 \$50 \$100 \$250 \$500 Other

[Donations](#) may be delivered seven days a week during posted office hours or made by mail to our office at:

Flagstaff Shelter Services, Inc.
Attn: Fundraising Committee
3500 N. 4th St
Flagstaff, AZ 86004

Donors will promptly receive receipts.

Flagstaff Shelter Services is also a self-certified charity for the Arizona Working Poor Credit.