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## Who We Serve

As of the writing of this Newsletter.....

### Haven-

Total Number Served: 440

Males: 241

Females: 199

Age	Total	Male	Female
0-17	58	22	36
18-21	42	22	20
22-25	41	23	18
26-30	43	23	20
31-35	34	23	11
36-40	47	25	22
41-45	33	24	9
46-50	36	19	17
51-55	42	23	19
56-60	30	17	13
61-65	20	14	6
66-70	5	4	1
71-75	3	1	2
76-80	0	0	0
81-85	1	0	1

### Haven Family House-

Total Number Served: 112

Total Number of Families: 33

Males: 48

Females: 64

Ages 0-17: 63

## What the Haven Means

We talk a lot about what The Haven does, how folks can help our mission, what kinds of people we serve... but how much do we talk about what The Haven means? Well, we could write about the transformations we've seen. We could write that The Haven means a warm bed and a caring hand. But what The Haven really means is in the eyes of the people it serves. When they found out we were writing the newsletter, a few of our residents have offered us consent to print selections from notes they dropped in our comment box. Below you can read a bit from their perspectives (edited to remove possible identifying information):

"Coming to The Haven has made me a better person. I am learning to stand on my own."

"Before I came to The Haven... I just waited for life to be over... Being here meant I could go for mental health treatment, recovery programs, and become self-sufficient in the future. I've already found a great church, gotten to get in (mental health) treatment, gotten a primary care physician, and I will soon be volunteering with a couple local organizations."

"The staff at The Haven take time to listen and have made really helpful suggestions. Your community is very lucky to have this place. It truly has become a Haven for me. Thank you."



We often see people at their lowest. One thing that touches us all is the shame people feel about their situations. It is not an easy thing to see proud men and women come in with shame and anxiety etched onto their faces like a tattoo. Sometimes people may think of the homeless as flawed or as failures. But the people we have worked with are proud, intelligent, and motivated human beings. They are not comfortable with being unable to provide for themselves or their families. One of the most important transformations our residents must go through is just to believe in themselves again. Thus, one of the most important differences between The Haven and typical Emergency Shelters is our sense of community. When people come in and see that the others around them are "normal" people who have fallen on hard times, they start to feel normal again, too. After all, the average American or American family is one illness, death, natural disaster, or layoff away from homelessness. Our residents are those average Americans.

# President's Corner

Our last newsletter talked about change and all the recent changes made at The Haven. Well, change continues...

Following the resignation of our Director, Jennifer Molliere, the Haven Board voted to elevate our Assistant Director, Mark Fields (readers were introduced to Mark in the last newsletter), to the position of Director. I am grateful each day that a year ago we decided to fill the part-time position of Assistant Director! Having now worked ten months with staff and residents, Mark is facilitating a smooth transition. Our three staff (Mark, Emily and Kai) are working to realign the duties of four mostly part-time job descriptions to determine how needs can be met by 3 full-time positions. This will help reduce our costs while still providing the same level of service.

Speaking of costs... I am thankful to all who supported our annual fundraiser, The Hoedown for the Haven. Even though it was nearly a wash-out, thanks to Mother Nature, we managed to raise approximately \$19,000. That along with the many donations and grants we have received have helped us maintain a safe financial base.

Speaking of grants... Another change, regrettably, has been the resignation of our grants writer of the past 5 years, Jean



Fallis. Thanks to Jean's diligence we have received 7 grants of various sizes thus far this year, and we have submitted applications for 5 others. Do not let this good news discourage your continuing financial support! Donations have decreased over the past 5 years while expenses keep increasing and are now in need of a volunteer grant writer. If you know of an experienced person, please pass along that information to us.

And of course we continue to need volunteers willing to work the evening shift (4-8pm) and night shift (8pm-8am). Call 877-2040 if you can help!



## Coming Soon!

We will be conducting new trainings for volunteers and also hosting a Volunteer Appreciation Day in the upcoming year!

Thank you Volunteers for giving your time to those in need.

We appreciate you!

## Focus on a Friend of The Haven

I want to tell you about my friend, Thomas Medlock. Thomas was one of The Haven's first residents from November 2011 through February of 2012. After successfully completing our program and finding permanent housing, Thomas has gone above and beyond to dedicate himself to service of The Haven. Thomas came back for his first volunteer shift in March, less than a month after leaving The Haven. Since March of 2012, Thomas has completed over 300 shifts (and counting) as a volunteer, mostly on the 8:00 pm to 8:00 am overnight shifts. He is also always available in case of emergency. I cannot count how many times Thomas

has dropped what he was doing and come right over to the shelter when another volunteer has had to call in sick or missed a shift for some reason. As our most experienced volunteer, he has truly become one of the foundational stones on which The Haven is built.

In addition to his volunteer work here, Thomas has remained dedicated to his beloved Boy Scouts. He and his brother, at age 12, were the two youngest Eagle Scouts in the history of the Southeast. He earned his Eagle rank on March 28, 1960 and has since spent 27 years giving back as a Scoutmaster or Assistant Scoutmas-

ter. Clearly, the values he learned as a Scout he has carried through his life. We wish to honor this man now as he finishes the longest term yet served on The Haven's Board of Directors. Thomas has been a voice for the homeless on our Board since April of 2012. We cannot say enough about what he has meant to our organization, and we are thrilled that he remains a dedicated volunteer even as his term comes to an end.

Thank you, Thomas Medlock, for all you have done to support The Haven and the community and for all you are surely yet to do.

# Director's Desk

As many of you may know, we have had a major transition here at The Haven. Jennifer Molliere has moved on from serving as our Director. I apologize to any of you who are being surprised by this news, as we have tried to share our thanks for her years of service with all the friends of The Haven. Of course, whenever there is a major change like this, some things may fall through the cracks. Please contact us to update your contact information if you feel you are not receiving our communications.

Of course, with every change comes a chance for a new beginning... But don't worry, there are still familiar faces here. Mark Fields, the Assistant Director, has now taken on the role of Director. Emily Lowery and Kai Schwandes are both still here at The Haven. We will all three be spending more time at The Hav-

en, as all staff are now full-time. We hope those extra hours will improve things internally and for our friends and partners



in the community. We have all been working together for some time now, and we are confident that the three of us can build on our complementary strengths to make a successful team.

So get in touch! Please feel like you can speak with any of our staff. If one of us cannot address your concerns, we will be

sure to point you in the right direction or to come to a decision about an issue as a group.

Finally, as we come into the holidays, we want you all to know how deeply we appreciate your continued support. We are blessed to have such a dedicated network of donors, volunteers, staff, board members, and community partners. We also have great residents! The people who stay here truly bring life and personality to this place. We learn about life and about ourselves every day we work with them. Thank you for thinking of them and supporting them with your time and contributions during the cold weather this holiday season.

Thank you,  
Mark Fields, Director  
Mark@HavenofTC.org

## Volunteer Update

For those of you who volunteer or are interested in volunteering, Kai will now be (officially) in charge of volunteer outreach and coordination. We are hoping to make things easier by allowing you to call Kai directly at 828-556-9141 or email him at Kai@HavenofTC.org to schedule volunteer shifts. We hope this may make things more convenient for you. You are still welcome to call Kai at the shelter or come by the office.

Also, please note we will be updating our emergency procedures. We will have several opportunities for a short training on what to do in case of fire or fire alarm, what numbers to call first in different situations, and other topics. We want to make sure that when something happens you know what to do without even having to think about it. Volunteers will be notified in the near future of a tentative schedule for these "refresher" courses that should not take too much of your time. Please feel free in the meantime to ask staff any questions about best practices.

# THANK YOU!

We want to thank all who have responded to our appeals this year, donated on your own, attended a fundraiser like the Hoedown for The Haven, and who have contributed much needed food and supplies. As most of you know, The Haven relies on private donors for the majority of our funding. Your donations, small and large, keep us open to help folks in need. We need and appreciate your continued support.

Thank You!

Remember: We are a registered nonprofit, so all your donations are tax deductible.



## BRICK BY BRICK

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