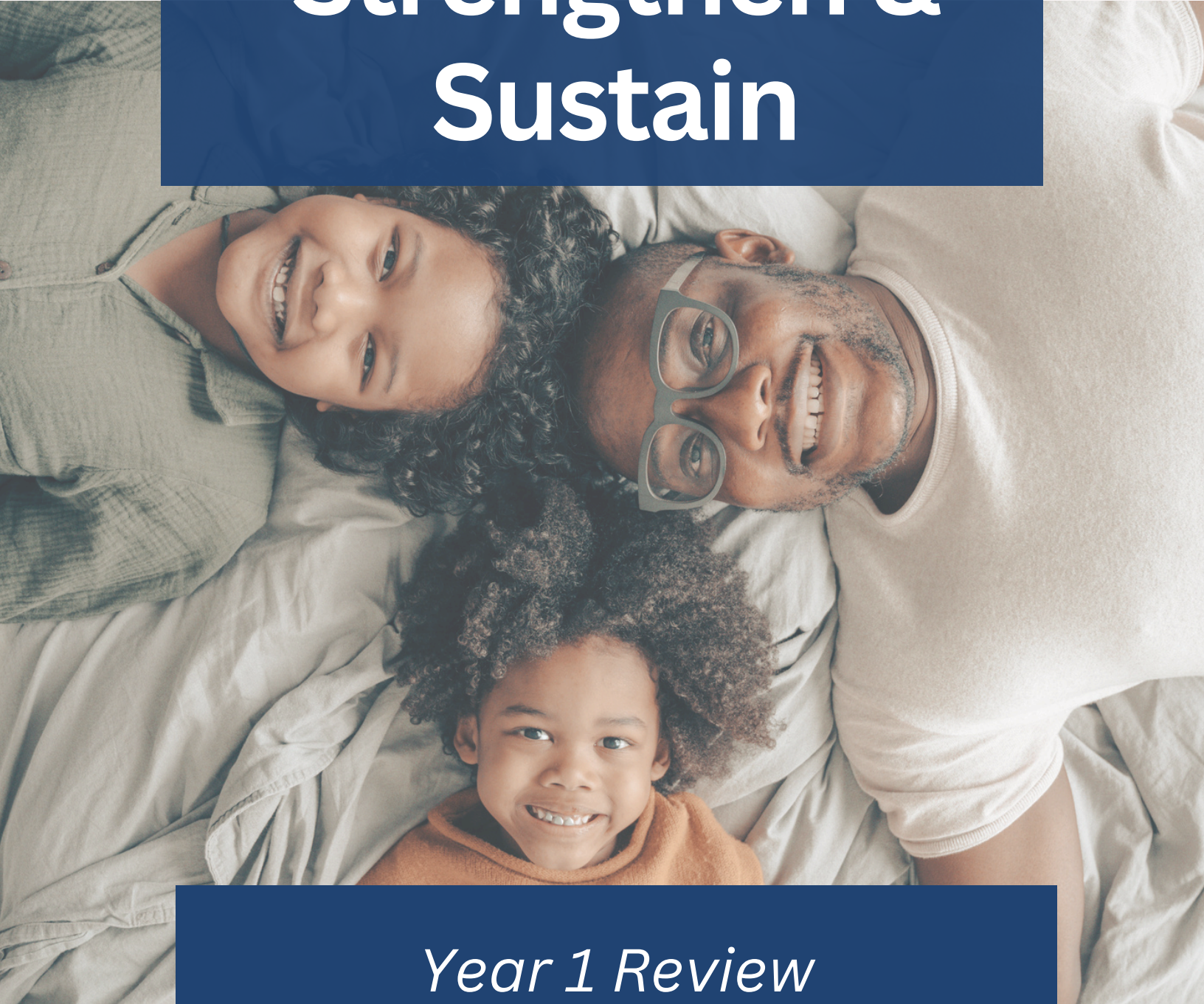




ShelterHouse™  
CHANGING LIVES

# Strengthen & Sustain



*Year 1 Review*

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# A Year in Review

One year into our FY2025 - FY2027 Strategic Plan, we are proud to share the progress Shelter House has made and the impact we see each day.

Over the past year, we have focused on building a strong foundation for the future. Our talented and dedicated staff are proactively driving Strategic Plan goals and collaborating across departments with greater purpose and effectiveness. With this focus and alignment, our leadership stays closely connected to program needs and community priorities, allowing us to adapt quickly when challenges arise.

We have strengthened the systems that power our work, using new tools and structures to stay accountable and keep our Strategic Plan moving forward. By working together, we remain responsive and united as one organization.

At the same time, Shelter House has raised its visibility and strengthened its reputation across the community. Our staff have proudly represented us in professional settings, built new partnerships, and demonstrated the excellence that defines our work.

This is a strong start, but we know there is more to do. The challenges facing our community grow more urgent each day, and we will continue working with focus and determination to meet them. With the dedication of our staff, the leadership of our Board, and the unwavering support of our donors, partners, and volunteers, we are building a stronger, more sustainable Shelter House—together.

Thank you for joining us. With your partnership, we are changing lives.

Dani Colón, Chief Executive Strategist  
Shelter House, Inc.





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# Mission

To prevent and end homelessness and domestic violence by engaging the community, building effective relationships and providing crisis intervention, safe housing and supportive services.

# Vision

We envision a community free of homelessness and domestic violence.

# Values

Inclusivity  
Collaboration  
Accountability  
Respect  
Empowerment



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# FY2025 - FY2027 Strategic Priorities

**CONSISTENT AND  
IMPACTFUL SERVICES**

**ORGANIZATIONAL  
CULTURE**

**FISCAL  
SUSTAINABILITY**

**OPERATIONAL  
EFFICIENCY**



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# FY2025 | Strategic Plan Progress

Provide **consistent and impactful services** to persons experiencing or at-risk of homelessness and victims of domestic violence

## Key Accomplishments:

- Strengthened staff and leadership collaboration through new structures that ensure programs are well-coordinated and responsive to community needs.
- Invested in improved data systems to track outcomes and improve services for survivors of domestic violence.
- Enhanced staff expertise by providing updated training in evidence-based best practices.
- Increased in-person interaction to strengthen connections with clients and build stronger teams.
- Clarified roles and responsibilities across the organization to ensure high-quality, consistent service delivery.





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# FY2025 | Strategic Plan Progress



Enhance Shelter House's **organizational culture** and commitment to the core values of Inclusivity, Collaboration, Accountability, Respect, and Empowerment (iCARE)

## Key Accomplishments:

- Enhanced employee development and accountability through structured performance reviews.
- Strengthened organizational culture by creating opportunities for staff connection and shared purpose.
- Expanded our talent pipeline with new strategies and targeted sourcing to attract high-quality candidates.
- Enhanced the employee onboarding experience by shifting to in-person orientations that build connection from day one.
- Elevated employee voice through standardized feedback processes that ensure inclusion and shared ownership of initiatives.

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# FY2025 | Strategic Plan Progress

Ensure current and future **fiscal sustainability** of the organization

## Key Accomplishments:

- Expanded fundraising capacity by growing the Development team and strengthening donor engagement.
- Launched new donor tools to improve cultivation efforts and personalize giving opportunities.
- Expanded recurring giving, building reliable long-term support.
- Exceeded our annual fundraising goal, ensuring more resources for programs and services.



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# FY2025 | Strategic Plan Progress



Improve Shelter House's **operational efficiency** and capacity to achieve its mission

## Key Accomplishments:

- Strengthened financial management through new partnerships and improved fiscal operations.
- Streamlined employee onboarding to reduce administrative burden and improve the new hire experience.
- Centralized resources and information to make operations more efficient and accessible.
- Upgraded technology and cybersecurity to improve reliability and protect organizational data.
- Introduced new tools to simplify workflows and reduce administrative tasks.
- Enhanced workplace safety by providing First Aid/CPR training for all staff.





## A NOTE FROM THE CEO

As we reflect on the first year of our FY2025 - FY2027 Strategic Plan, I am filled with pride and gratitude. Shelter House has made significant progress in strengthening our foundation, improving our operations, and ensuring that we can serve our community with excellence and care.

These achievements are the result of intentional focus, hard work, and a shared commitment to our mission. They demonstrate that when we align our people, processes, and priorities, we can achieve real impact for the individuals and families who rely on us.

While we are proud of our accomplishments, the challenges facing our community remain urgent. We will continue to adapt and work with determination, guided by our core values, and with the support of our staff, Board, donors, volunteers, and partners. Today, Shelter House is stronger than ever—and together, we are changing lives.

Sincerely,

Joe Meyer, CEO  
Shelter House, Inc.





*Together, we're changing lives.*

Corporate Sponsorships  
Employer Match  
Legacy / Planned Giving  
Major Gifts  
Volunteer Opportunities

