



ROOTED IN YOUR MISSION

Providing a safe environment
for women and families, while working to end
homelessness — one life at a time.

EXECUTIVE DIRECTOR LETTER



We have another year of pandemic response under our belts at Cathedral Center, as we closed 2021. We also have another year of growth, recommitting ourselves to serving women and families with children who are experiencing homelessness or housing crises.

In the summer of 2021, we moved eight staff to a new satellite office less than a mile from our Emergency Shelter location. This move has been a little tough to adjust to for a few reasons, not the least of which is that I no longer get to dance down the halls with the littles to an Elvis tune with my Elvis bear. Yet, we now have space for our new Child & Family Services program at shelter, and have capacity to launch our Housing and Community Services program in 2022.

We made necessary improvements to our shelter space and Friendship House in 2021, as we aim to create and maintain healthier living spaces for those we serve. We began to welcome in-person volunteering and in-person meetings with partners and supporters in small groups! We held our first ever virtual Pathway Home event in July 2021, which was a great success. Though, I am very much looking forward to seeing all of our supporters in-person on July 27th, 2022!

I remain ever grateful for the incredible team I get to work with every day, who give of themselves tirelessly to keep our services moving forward. Thanks so much to our exiting Board President, Paula Johnson-Boorse, for her dedication and leadership over the past two years. Without the support of leadership, team members falter. And, not least, please know that every dollar, meal, gift, or toiletry item donated had an impact that goes beyond meeting immediate needs. Our donors and volunteers show that our community is engaged, and we are indeed in this together.

With community partnerships and collaborations, we can collectively move the needle on ending homelessness for women and families with children. There are so many partners to thank but right now, I have to give a huge shout out to the City of Milwaukee's Health Department for two years of support, care and advocacy!

I will leave you with a couple of memorable moments from 2021:

- The now lost tradition of toddlers dancing to Elvis tunes when they come in to shelter and walked past my office. Don't Be Cruel was heard daily in the halls!
- A young woman in college returned to see the room she once stayed in with her mother 10 years ago. She recalled her stay at Cathedral Center as happy and remembered falling asleep while gazing at the stars through her window.

In this report you will meet a team of dedicated, compassionate people and, I hope, find inspiration in the stories of people they have touched. I am looking forward to all that 2022 will bring.

Together in service,

A handwritten signature in purple ink that reads "Donna Rongholt-Migan".

Donna Rongholt-Migan
Executive Director





BOARD PRESIDENT LETTER

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- Friendship House



"I alone cannot change the world, but I can cast a stone across the waters to create many ripples." – Mother Teresa.

As I reflect on my years of service to Cathedral Center's mission, I am reminded of this quote from Mother Teresa. It speaks to the seemingly insurmountable challenges faced in our work to end homelessness, and the power of a community who comes together to change the world.

I am humbled by the many ripples created by our staff, volunteers, leadership, donors, and cheerleaders in the community. I am even more moved by the stones our clients cast across the water every time they work toward their goals toward independence. It is through many ripples that the water swells, making waves in our efforts to end homelessness, one life at a time.

In 2021, Cathedral Center made waves with new programming for children and families, an expansion of community services, and the crucial task of ensuring the health of clients and staff. We know that this success does not solely belong to us but is shared with everyone who makes our work possible. Ultimately, I wish to credit Cathedral Center's clients for our success, as their tenacity is an inspiration to us all.

Thank you for accompanying me on this journey and I look forward to all that 2022 will hold. As I end my term as Board President, I am thrilled to pass the torch on to Liz Sellars, who shares my enthusiasm for our mission.

Together in Service,

Paula Johnson-Boorse

Paula Johnson-Boorse
President – Cathedral Center Board of Directors



Programs & Services

EMERGENCY SHELTER

WHERE CATHEDRAL CENTER BEGAN:

Cathedral Center's mission is to provide a safe environment for women and families, while working to end homelessness, one life at a time. Services are provided at three locations in downtown Milwaukee, just blocks apart from each other. Our services provide the safe environment needed for our community's most vulnerable to heal. Clients set and achieve goals focused on increasing income, improving health and well-being, and securing safe housing.



Cathedral Center began in 1996 as a community collaboration to address the need for additional emergency shelter beds for women and families with children. As Milwaukee's first overflow shelter for this population, services were initially provided in common areas of local churches. In April 2002, leaders from our six founding agencies became our first Board of Directors as Cathedral Center was incorporated as a 501(c)3 nonprofit organization. One year later all operations moved to our current location on Van Buren Street and our Emergency Shelter opened.

Cathedral Center has since grown to include Case Management, an employment program, prevention services for those in the community, and a Flexible Emergency Housing program located at Friendship House. Our Flexible Housing model was born out of our partnership with Friendship House, offering individualized support and the time needed to overcome obstacles to independent housing. Cathedral Center expanded this service model to our Community Case Management program with great success. The program boasts a 94% success rate for preventing women and families from literal homelessness. Between our three sites,



Cathedral Center can serve up to 16 families and 32 women each night, in addition to many more through our community services.



2022 marks Cathedral Center's 20th year of providing services to women and families with children experiencing homelessness or a housing crisis in the Milwaukee area. Yet, we are proud of our organization's growth and positive impact. We know that our work is not done.

Our Emergency Shelter provides critical and immediate access to a safe place to sleep to women and families with children facing homelessness. We provide a dignified connection to life-saving services that clients need in order to stabilize and secure a safe place to live after leaving shelter.

A gateway to countless community resources, clients come to Cathedral Center after being referred by Coordinated Entry, street outreach teams, or law enforcement officers helping someone to find safety. Women and families with children come to us tired, traumatized, fearful, and crisis



Singles Dorm Room and a Family Room
at our Emergency Shelter.



focused. Yet, they are incredibly resilient and determined to work on their goal of returning to safe and secure independent housing. Clients can stay for up to 90 days, working with a Case Manager to set and achieve goals, engaging with the supportive programs we offer.

In 2021, our Emergency Shelter maintained an overall occupancy rate of 84%, providing 17,621 nights of shelter to 240 women and 298 individuals within 77 families – 195 of whom were children.

MOVING BEYOND HOMELESSNESS – STORIES OF PERSONAL ACHIEVEMENT

While staying at Cathedral Center, Jessica worked with her Case Manager to obtain documents necessary for her to accomplish one of her major goals; to get a new, higher-paying job. After receiving her social security card and birth certificate, Jessica started a new full-time job and is saving money to secure stable housing in the near future.

*Names and images have been changed to protect the identity of our clients.



CASE MANAGEMENT SERVICES

Experienced Case Managers work closely with guests, employing a proven model for successful individual outcomes. Comprehensive assessments inform strategic personal goals, creating an Individualized Plan for Independence (IPI). IPIs focus on increasing earned income, securing safe housing, and improving health and well-being. For each goal, clients work collaboratively with their Case Manager to identify personal strengths and remove potential barriers to goal attainment. Through a deep empathy and respect for clients, Case Managers work as a team to reach out to community resources for housing, healthcare, income, and other vital resources.



Of those who remained in shelter for 7 days or longer in 2021, 100% engaged with Case Management services that included creating an IPI. With this support, 51% of unaccompanied women with IPIs, and 93% of families with IPIs, exited shelter to a safe placement.

FRIENDSHIP HOUSE

When 90 days in an emergency shelter are not enough, women and families with children are referred to our Flexible Emergency Housing Program at Friendship House. There, clients have the additional time needed to heal and successfully return to safe housing. Referrals are accepted from all Milwaukee area shelters and guests receive the amount of time and support necessary to resolve their housing crisis – whether that be 30 days or several months. A Clinical Case

Manager, our Women's Independence Program, and other partner services are available on-site for guests.



In 2021 Friendship House provided compassionate care and 5,805 nights of shelter to 14 women and 24 families with 25 adults and 50 children. Of the 30 households who exited in 2021, 100% exited to a safe placement.

FLEXIBLE HOUSING MODEL

We know that primary prevention services work, assisting women and families with children to avoid literal homelessness through services that include income and bill support, employment services and transportation to places of employment, and landlord advocacy. Our team also serves those in need of secondary prevention services, working to mitigate the risk of becoming homeless through assistance with missed rent payments and eviction notices, significant emergency income loss as well as referrals to landlord and legal advocacy. We also engage in tertiary prevention services, which focuses on services that soften the impact of continued homelessness and connects people to supported housing as quickly as possible such as coordination with client's personal networks for housing and landlord advocacy. We serve those who are doubled or tripled up with family and friends, are threatened with eviction, experienced an unexpected loss of income or illness – but have not yet lost their safe place to sleep. Regardless of which level of service is needed, women



and families have access to the same, consistent Case Managers supporting them until they are safely housed. Our Flexible Housing mode via Community Case Management and Friendship House, supports women and families to mitigate their housing crisis before they need to go into shelter or sleep outside.

In 2021, 71 families and 29 women were able to avoid becoming literally homeless. That is, 100 households were able to avoid the need for emergency shelter or forced to sleep outside.

MOVING BEYOND HOMELESSNESS – STORIES OF PERSONAL ACHIEVEMENT

After a short time in emergency shelter and referral to Friendship House, Jade met with our Clinical Case Manager to set goals towards housing, income, and health and well-being. She worked on getting more hours at work to save money for rent, security deposit, and an “in case of emergency” fund. Friendship House gave Jade the time to find a safe and affordable apartment, and also provided gift cards to purchase necessary items for her home. Because of CCI’s breadth of services, Jade was equipped with both stability and clinical support to actualize her goals and move into her own home.

*Names and images have been changed to protect the identity of our clients.

Programs & Services

COMMUNITY CASE MANAGEMENT



Jenissee Volpintesta, Director of Housing and Community Services

Cathedral Center's Community Case Management program helps women and families with children to avoid literal homelessness. While we have offered this primary prevention service for over 10 years, we were able to hire a dedicated Community Case Manager in 2020 and further expanded services in 2021, when we added a second Community Case Manager to the team.

Like our Case Management program at Emergency Shelter, our Community Case Managers begin services with a comprehensive assessment to develop an Individualized Plan for Independence (IPI) focused on increasing earned income, securing safe housing, and improving health and well-being. Community Case Management clients also participate in our Women's Independence Program (WIP), which provides women and parents with the support they need to set strategic goals and increase their earned income.

In 2021, 93 families and 32 unaccompanied women received prevention services through the program. Of the women and families who exited services, 94% avoided homelessness.



MOVING BEYOND HOMELESSNESS – STORIES OF PERSONAL ACHIEVEMENT

Aliyah and her two young daughters were referred to our Community Case Management team after a domestic violence situation and loss of income caused them to face eviction. With ongoing support from her Community Case Manager, Aliyah found her family an affordable two-bedroom home in a safe neighborhood and moved in shortly after. Aliyah also attended our Santa's Workshop in December and took home some new toys that her children opened and played with in their new home on Christmas morning. Aliyah and her daughters were not forced to experience a shelter stay in order to get the help they needed.

*Names and images have been changed to protect the identity of our clients.

WOMEN'S INDEPENDENCE PROGRAM

We know that inter-generational poverty is a longstanding life condition, forcing individuals to be reactionary to the crisis at hand, rather than proactive and strategic. Delayed gratification is often a luxury our clients cannot afford. Cathedral Center's workforce program, Women's Independence Program (WIP), provides women and parents with the support they need to set strategic goals and increase earned income. Starting with an assessment, clients and staff identify strengths and barriers to increasing income. Clients then receive services focused on creating a resume, building soft skills, work readiness, seeking employment, and interview preparation. Services are offered through individual meetings, peer groups, and groups with community partners. Clients can be matched with one of our Employer Partners or supported to prepare for another employment opportunity.



In 2021, the job market opened up, creating more opportunities for our clients. We gained several Employer Partners and worked with clients to overcome complex barriers, such as transportation and childcare. In 2021 WIP served 108 clients who participated in at least one of the group workshops provided. We completed employment assessments with 78 individuals, helping 46 clients interview for a position, and 23 clients gaining employment.

Employer Partners:

Alpine Insulation
The Bartolotta Restaurants
Block by Block
Brady Corporation
Bright Sky Group of Services: National Start Inc.
Capitel
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WFA Staffing
Wisconsin Assisted Living LLC



New Child and Family Services program space at Cathedral Center's Emergency Shelter location.

CHILD AND FAMILY SERVICES



In 2021, a longstanding Cathedral Center dream was realized when we piloted a new program to provide support to families with children. We wanted to remove any barrier parents face to participating in on-site supportive services. The development of structured, supportive programming for children and youth enables

parents to participate in Case Management meetings, WIP sessions, group presentations, and more. They can do this knowing their children are safe and cared for. Services are now more accessible and parent participation more consistent.

Children's programming provides child-focused, compassionate services for children while their parents participate in services on-site. Services lay the foundation for success by providing supported play and age-appropriate psychoeducational activities during non-school hours. Our staff develops and facilitates programming, supports parents, and provides financial or service support for safe community childcare services.



VOLUNTEER SERVICES

Cathedral Center's volunteer vision is that volunteers are intimately woven into the fabric of Cathedral Center's mission, vision, and services, working alongside staff as champions for the homeless women and families we serve.

Volunteers and community partnerships are the bedrock of our organization. Like family, volunteers and supporters stuck with us and provided support in whatever way we needed. Despite high hopes, 2021 proved to be another challenging year as our community continued to battle the pandemic. Most in-person volunteer opportunities remained on hold. It is through the dedication, creativity, and compassion of these individuals that we weathered the last two years.

Hospitality Volunteer Meal Groups dropped off prepared meals or made critical financial donations to ensure our guests have a hearty, healthy dinner. Volunteers dropped off birthday gifts and cupcakes for children at shelter. Students representing several local universities provided reception and client support. Our clients experienced the love and light of the holiday season when they picked out donated gifts at "Santa's Gift Shop." A special virtual visit from Santa showed kids they are never forgotten. We are grateful and honored to work in partnership with so many to ensure a safe place for those who "home" is not a guarantee.



Hospitality Partners:

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 Brookfield Congregational Church
 Christ the King Missionary Baptist Church
 City House Church
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 Congregation Shalom
 Crossroads Presbyterian Church
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 First Unitarian Society of Milwaukee
 Good Shepherd Catholic Church
 Greater New Birth Church
 Holy Family Parish
 Immanuel Presbyterian Church
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 Milwaukee Police Department District 1
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 Oak Creek United Methodist Church
 Orthodox Christian Women's Association
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 Our Lord's United Methodist Church
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 Saint Ben's Community Meal Program
 St. Nicholas Orthodox Church
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 Treptow Family
 Tzougros Family
 Woman's Club of Wisconsin
 Zonta Club of Milwaukee

Thank You

2021 HONOR ROLL

Thank you to the donors who make our work possible! Every effort was made to ensure the accuracy of the information contained in this report. The Honor Roll contains contributions during 2021. Please contact Joe Schultz, Development Associate, with corrections by calling 414-831-0394.

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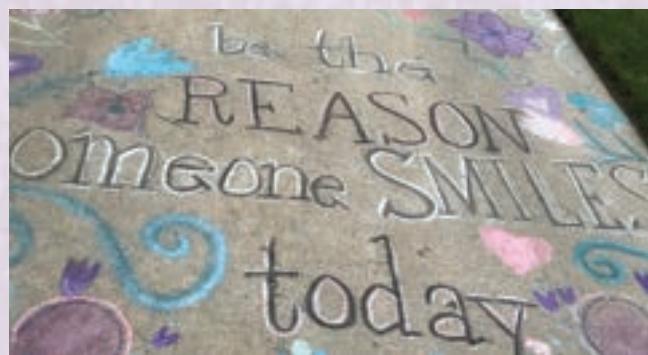
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 Patricia Yunk and William Mollenhauer
 Larry Zaffrann
 Danita Zelenak
 David Zepecki and Diane Diel
 Paula Tironi



2021 MEMORIALS

In Memory of "Jimmy" Beltsos

Bill and Nickey Pappas

In Honor of George Bogdanovich

Ms. Zorica Miskov

In Honor of Ramona Duncan Sledge's Birthday

Lee Eastman
 Pat Kissinger
 Rita Larsen
 Tim Sledge
 Mr. and Mrs. Bill Tans

In Memory of Eddie Feinstei

Larry Charme

In Honor of Rebecca Garske's Birthday

Barbara Messerknecht

In Honor of Peter Geisert's Birthday

Juli Frankel
 Mary Kay Geisert McQuire
 Lois Hoover
 Vijay Jain
 Daniel and Jan McCarthy
 Nanci Schiman
 Elizabeth and Tom Sellars

In Honor of Janine Geske's Birthday

David Andrew
 Sara Buell
 Patti and John Dew
 Albert Elser
 Michael Hogan
 Karine Moreno-Taxman
 Mr. and Mrs. Mountin
 Karen Ordinans
 Deb Parrino
 Therese Perry
 Peter Rofes
 Barry Slagle
 Jim Stingl
 Linda Vanden Heuvel

In Honor of Katie Harris' Birthday

Chris Benes
 Whit Halvorsen
 Chris and Lori Harris
 Stephen Harris
 Kathleen Miller
 Megan Robeson

In Honor of Lori Harris' Birthday

Chris Benes
 Chris Harris
 Dawn Lewis
 Kathleen Miller

In Honor of Stephen Harris' Birthday

Chris Benes
 Brennnette Brooks-Senter
 Cynthia Davidson
 Chris and Lori Harris
 Kathleen Miller

Donna Sarnowski-Brown
 Randall Wenzel

In Honor of Stephanie Helm's Birthday

MaryAnn Batchelor
 Karie Darling Dahlen
 Nick Frick
 Christopher Helm
 Heidi Hubmann
 Terri Regan
 Peggy Rettof
 Kelsey Tenaglia

In Memory of Karen Jungherr

Edward and Marsha Doolan
 Marcia Jante and Lou Nielsen
 James and Marie Mullarkey

In Memory of Susan Kurtz

Lila Aryan
 Stephen and Anne Asplund
 Hector and Linda De La Mora
 Ann DiDonato
 Dave Kurtz
 Kerstin Lansen
 Garth Mohr
 Bruce and Diane Nopenz
 John and Ruanne Opie
 Michael and Kathleen Pelto
 Jeanne Reichert
 Bruce and Elizabeth Richter
 Robert and Judith Schultz
 James and Mary Scott
 Mary Sunby
 Thomas and Karen Terry
 Barbara Wood

In Honor of Emma Landowski's Ordination

Jeanne Forester

In Honor of Mercy High School Class of 66

Ellen Shiflet

In Honor of Colleen McGuigan's Birthday

Roxie Breezy
 Sandra Mason
 Jim McGuigan
 Laura Poll
 Laura Schroeder
 Ron Turner
 Liza Wallner
 Mr. Thomas Young

In Memory of Mary Lou Meurer

Kenneth Meurer and Shirley Verstegen

In Honor of Bob and Bonnie Patton

Mr. David Miller
 Lori & Rick Rosman Foundation

In Honor of Rich and Diana Pine

Cheryl Orgas and William Meeker

In Honor of Donna Rongholt-Migan's Birthday

Evelyn Ang
 Michael and Monica Burel
 Berthold and Sue Franz



Financials

Chris and Lori Harris

Trecia Hunter

Ms. Jennifer Jensen

Ann Laatsch

Vicki Lipinski

Nick Migan

Kathleen Miller

Ms. Nichola O'Riordan

Mr. Peter Pavone

Jan Uebelherr and Doug LeTendre

Elizabeth Weirick

Paula Tironi

In Honor of Lori Runge's Birthday

Julie Bock

Thom Ertl

Heather Gergen

Kellie Hutchins-Anthony

Troy Jilot

Angélique Ketzback

Colleen Loeffler

Susan Roe

Julia Westphal

Neil Willenson

In Honor of Pat Santilli

Katharine Mallin

In Memory of Ronald Santilli

Stephen and Patricia Tighe

In Honor of Liz Sellars

Dr. William and Roberta Dowset

In Honor of St. John Cathedral Class of 1970

Kenneth and Vicky Bontempo

John Caputa

Christopher and Beth Drobka

Mike Harris

Michael Holloway

Maria Kuether

Timothy and Gloria Murphy

James and Diane Palmer

Timothy and Carolyn Petzek

Kevin Peterson and Joan Leszcynski

Michael and Colleen Robinette

John and Patricia Schmidt

Richard and Colette Smith

Debbie Taylor

Larry Zaffrann

In Honor of Tracey Wellman's Birthday

Andrea Brutig

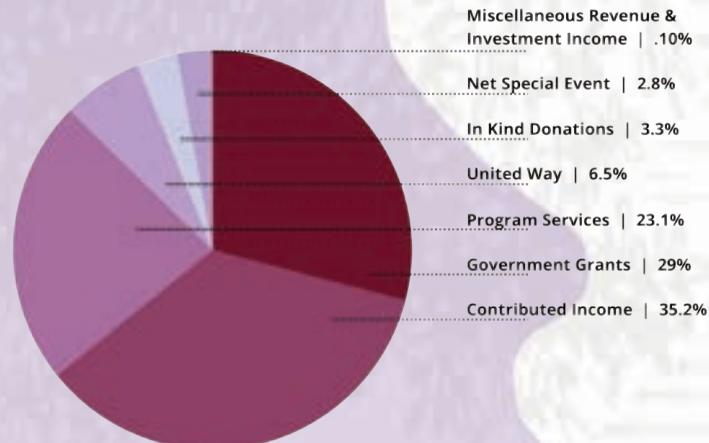
In Honor of Patti Yunk's Birthday

Rita Halstedt

2021 FINANCIAL STATEMENT

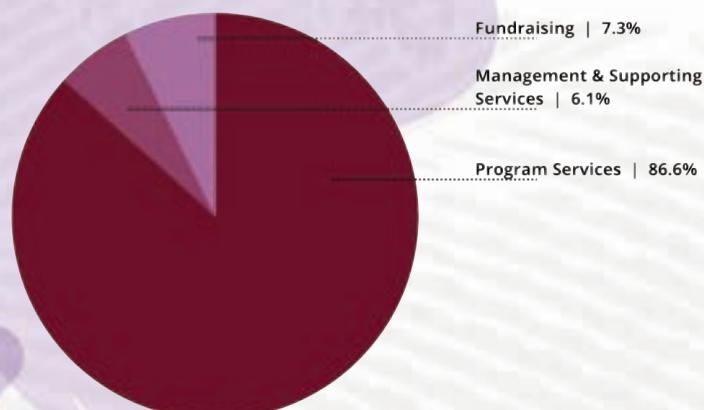
Revenue:

Government Grants	\$729,680.00
Contributed Income	883,462.00
Program Services	580,514.00
United Way	163,899.00
In-Kind Donations	83,628.00
Net Special Event	70,638.00
Miscellaneous & Investment Income	1,047.00
TOTAL REVENUE	\$2,512,868.00



Expense:

Program Services	\$1,938,371.00
Management & Supporting Services	\$135,168.00
Fundraising	\$163,839.00
TOTAL EXPENSE	\$2,237,378.00



Change in net assets	\$275,490.00
Beginning of year	\$2,283,545.00
End of year	\$2,559,035.00

Cathedral Center operates a lean, service-focused agency with over 86% of total expenses dedicated to direct client services.



ROOTED IN OUR MISSION

Providing a safe environment
for women and families, while working to end
homelessness – one life at a time.

THANK YOU!

As Cathedral Center enters its 20th year of working to end homelessness for women and families with children, we are proud of our collaborations, building on existing resources in our community. We are partners with you and are grateful to you.

To get involved:

- Make a Donation
- Volunteer with Cathedral Center
- Participate in our Hospitality Meal Program
- Learn More: Visit our website or join our email list

To learn more about other ways to get involved, contact Morgan Sweet at msweet@cathedral-center.org.



Cathedral Center | Cathedral-Center.org | (414) 831-0394

SHELTER & SUPPORTIVE SERVICES – 845 N. Van Buren Street, Milwaukee, WI 53202 | SATELLITE OFFICE – 710 N. Plankinton Avenue, #803, Milwaukee, WI 53203

FRIENDSHIP HOUSE – 1029 N. Marshall Street, Milwaukee, WI 53202