

**Shangri-La**  
Enriching Lives Together

# ANNUAL REPORT

July 2022 - June 2023

*Celebrating 60 Years  
1963-2023*

turn the  
**PAGES**

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Moments

I am so proud of the work we accomplished in 2023. We did a ton of work to ensure our homes are welcoming and safe places for people to live. We celebrated Shangri-La's 60th anniversary, opened a new residential treatment home in Eugene, launched a new program to help individuals in our homeless assistance programs meet their basic needs, and returned our day services program to providing in-person support.



## CEO notes

Janet Yousey, CEO

Despite COVID-19's continued presence and a challenging legislative session, we still stabilized our workforce, invested in people and programs, and made progress in rebuilding some of the human-to-human connections lost during the pandemic. Our focus for the upcoming fiscal year is to continue what we started this year. We will continue to improve our spaces, rebuild connections, deepen our commitment to diversity and belonging, grow our mental health residential programs, and work to build strong, vibrant teams.

Thank you for being part of our past, present, and future journey!

## at our CORE



### *Mission: the reason we exist*

Serve individuals with disabilities or disadvantages so they may recognize and achieve their full potential.

### *Vision: the change we hope to see*

Communities where all people are accepted for their abilities and celebrated for their successes.

### *Values: how we do our work*

- Turn the pages. Don't just scan the cover.
- Show up and go the distance.
- Don't drive on an empty tank.
- Lead change in your corner of the world.

# looking BACK



Follow Along in Real Time  
Join Shangri-La's  
Online Communities

 [fb.com/ShangrilaCorp](https://www.facebook.com/ShangrilaCorp)

 [@ShangrilaOregon](https://www.instagram.com/ShangrilaOregon)

September 2022  
The **Capital City Cornhole Classic** fundraiser hosted nearly 200 cornhole players and raised over \$15K to support individuals in achieving stability after being homeless/houseless.



Masks no longer required  
for healthcare agencies.



January 2023

**Social Club** returned with several programs throughout the year, including pumpkin painting in October, craft/game night in January, and bowling in May.

April 2023

Over 150 individuals cruised through Shangri-La and Salem Electric's 8th annual drive-thru **Accessible Egg Hunt** featuring games, Bunny hugs, and car painting.

watch online at [www.shangrilaoregon.org/history](http://www.shangrilaoregon.org/history)

watch online at [www.youtube.com/@Shangri-LaCorp](https://www.youtube.com/@Shangri-LaCorp)



### October 2022

Patricia, Josie, Craig, Fred, and Jennifer invited viewers inside their unique rooms for an up close and personal tour and a glimpse into their personalities in a production of **'Shangri-La Cribs'**.

### November 2022

Shangri-La opened its seventh residential treatment home, **Harlow House**. The home will provide recovery support for five people with severe and persistent mental illness.



### May 2023

A **60th-anniversary celebration** was held at Macleay Conference Center -- the present-day location of the original Shangri-La campus. The gathering featured the premiere of a mini-documentary about Shangri-La's founding families.

### May 2023

Team members attended the **Oregon Legislature's Ways and Means Committee** roadshow meeting to advocate for increased DSP wages.



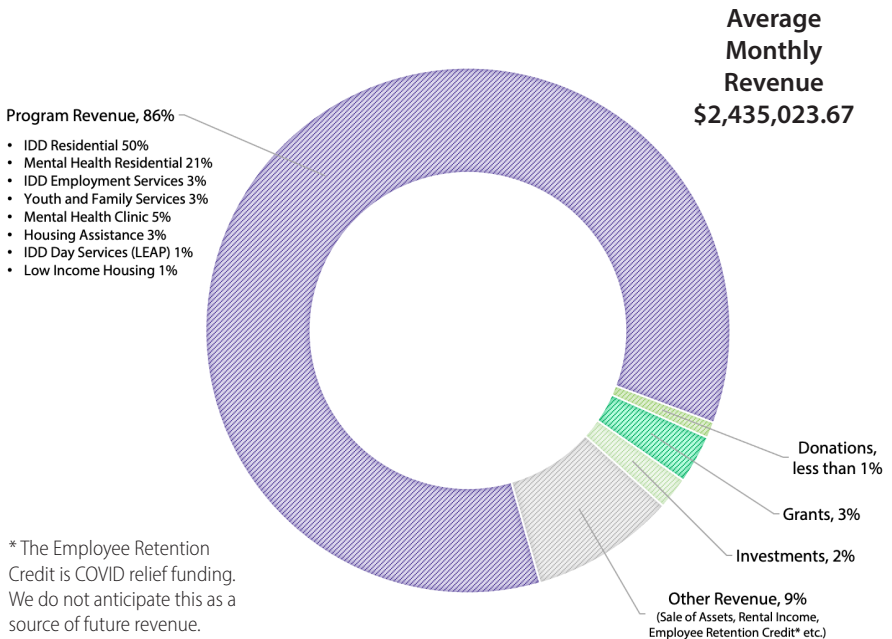
308

# NUMBERS and charts

## INDIVIDUALS WITH DISABILITIES Primarily with an intellectual or developmental disability (IDD) diagnosis

- 112 individuals received residential supports.
- 34 previously homeless households (60 people) received housing assistance.
- 52 individuals participated in day services.
- 84 individuals received community employment supports.
  - 23 individuals obtained employment at a community business.

## REVENUE SOURCES\*\*



\* The Employee Retention Credit is COVID relief funding. We do not anticipate this as a source of future revenue.

\*\* Numbers rounded to full percents; rounding may result in higher total.

*Some individuals participate in multiple service lines and therefore may be counted multiple times in these totals.*

577

**PARENTS WITH BARRIERS TO SELF-SUFFICIENCY**

- 577 program participants
  - 171 parents obtained employment.
  - 5 teen parents received support/ GED assistance.

79

**INDIVIDUALS WITH SEVERE AND PERSISTENT MENTAL ILLNESS (SPMI)**

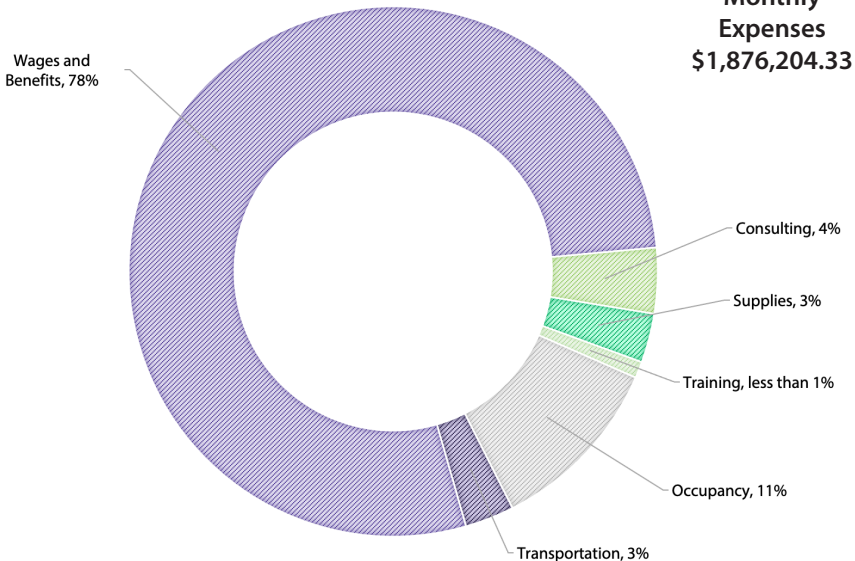
- 48 individuals received recovery supports in a residential treatment home setting.
- 31 people received rental assistance and case management.

419

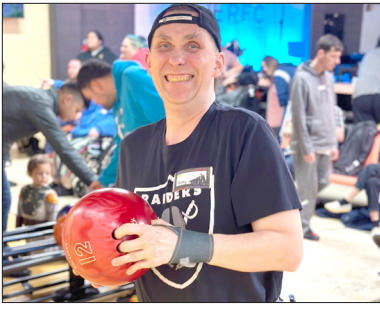
**INDIVIDUALS WITH OUTPATIENT MENTAL HEALTH NEEDS**

- 419 individuals received services.
  - 12,046 instances of mental health supports provided.

**EXPENSE CATEGORIES**



*This financial data is from unaudited financial statements compiled by Shangri-La's accounting department. Audited financial reports are not available until later in the year.*



# PROGRESS & plans



## 2022-2023 Objectives and Outcomes

### Objectives

- Increase monthly revenue from \$2.14 million to \$2.17 million.
  - Outcome: Exceeded revenue goals by ~\$2.4 million dollars.
- Contain monthly operating expenses at or below revenues.
  - Outcome: Met this goal 11 out of 12 months.
- Decrease staff turnover from 46.5% to 42%.
  - Outcome: Turnover decreased to 32.67%.

### Major Outcomes

- Opened Harlow House Residential Treatment Home (RTH) in Lane County and received grant funding to open two additional RTHs.
- Relaunched Social Club programming for individuals served.
- Funded employee team building and appreciation efforts.
- Outlined and clarified organizational communication channels.

## employee engagement INSIGHTS

In March 2023, 247 employees participated in an annual employee engagement survey. (~75% participation rate)

### Celebrate & Enhance

Top strengths

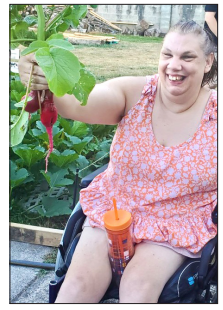
- I am proud to work at Shangri-La. (92.9%).
- I get a sense of accomplishment from the work I do. (91.1%)
- My coworkers and I have a good working relationship. (88.4%)

### Acknowledge & Learn

Greatest areas for improvement

- Effective communication and cooperation between depts. (50%)
- Someone other than my manager has invested in my development. (52.2%)





## 2023-2024 Areas of Focus

Shangri-La's board of directors and executive team will focus on the following objectives and action plans in the upcoming fiscal year.

### Objectives

- Increase annual revenue to over \$26 million by 6/30/24.
- Contain monthly operating expenses at or below revenues by 6/30/24.
- Decrease staff turnover from 32.67% to 30% by 6/30/24.

### Action Plans

- **Financial Stewardship** Grow homeless services. Open two additional residential treatment homes. Purchase service continuity home.
- **Employee Engagement** Enhance manager training. Prepare to relaunch employee conference. Examine trainings and career tracks.
- **Project Impact** Grow day and employment services. Expand Social Club programming. Continue to refine Project Impact survey.

In January 2023, 284 individuals served by Shangri-La participated in a survey to help identify how services are achieving Shangri-La's four intended impacts.

project  
impact  
**INSIGHTS**

### Celebrate & Enhance

Top strengths

- I understand the importance of meeting my basic needs.
- I feel safer.
- I feel comfortable asking for help.
- I feel more independent.

### Acknowledge & Monitor

Greatest areas for improvement

- I exit unhealthy relationships.
- I participate in community activities that are important to me.
- I work on expanding my skills.
- I participate in activities that bring me joy.

## Executive Leadership

Janet Yousey  
*Chief Executive Officer*

Andre Veillet  
*Director of Finance*

Jean McCormick  
*Director of Human  
Resources*

Ashley Erb  
*Director of Community  
Engagement*

James Lindekugel  
*Director of Employment  
and Day Services*

Bradley Leland  
*Director of Behavioral  
Health*

Tiffani Olsen  
*Director of I/DD and APD  
Residential Services*

Robin Winkle  
*Director of Operations  
and Homeless Services*

*Shangri-La is a 501c3  
non-profit human services  
organization; tax ID  
93-0509414. If you no  
longer want to receive  
communications, please  
email: [community@  
shangrila-or.org](mailto:community@shangrila-or.org)*

better  
**TOGETHER**  
moments



A grant from the **Marie Lamfrom Foundation** supported the installation of eight permanent emergency generators at residential programs.



215 holiday gift wishes were fulfilled by donors during the **Holiday Wishes Project** which provides gifts for individuals served by Shangri-La who would otherwise not receive a holiday gift.



**Willamette Career Academy** students participated in several activities with Shangri-La throughout the year to learn about the direct support professional career path and to engage individuals served by Shangri-La. The students also filled the thousands of eggs used at the Accessible Egg Hunt.



Over 30 businesses and organizations participated in Shangri-La's **Yellow Napkin Project** to help distribute over 10,000 yellow napkins featuring disability literacy messages to the community during Developmental Disability Awareness Month in March.

## Board of Directors

Michael Kemry  
*Owner; Four Rivers  
Realty Group*

Jake French,  
*Speaker and Author;  
Jake French Inspires*

Jan Frank  
*Accountant and tax  
consultant*

Nick Bender  
*Project Manager;  
Bonneville Power*

Winifred Ju  
*Medical Consultant,  
Oregon Disability  
Determination Office*

Rae Reynosa  
*Business Manager,  
Chemawa Indian School*

James Kimsey  
*Owner, Oregon Mobility  
Solutions*

Winifred Skinner  
*Policy Analyst, Oregon  
Youth Authority*

Bri Gridley  
*Technical Service Delivery  
Manager, Oregon State  
Treasury*

Brian Kalar  
*Cyber Security  
Director, Nike*



# Shangri-La

Enriching Lives Together

Founded in 1963, Shangri-La is a 501c3 nonprofit human services organization dedicated to serving individuals with disabilities and families with disadvantages so they may recognize and achieve their full potential.

Services are provided in Marion, Polk, Yamhill, Linn, Benton and Lane Counties.

## Be Better Together.

We truly are better together. Connect with us to learn how you can support current needs or invest in building an inclusive future for people with all abilities.

### GIVE ONLINE

Make a one-time contribution to help Shangri-La's current greatest need or join the Better Together Giving Community with a monthly investment starting at \$10/month.

[www.shangrilaoregon.org/give](http://www.shangrilaoregon.org/give)

### GIVE BY MAIL

Shangri-La  
Attn: CET  
4080 Reed Road SE #150  
Salem, Oregon 97302

### JOIN THE TEAM

Shangri-La is a place for bright minds, kind hearts, learners and leaders.

View current career opportunities at:

[www.shangrilaoregon.org/careers](http://www.shangrilaoregon.org/careers)

### CONNECT

[community@shangrila-or.org](mailto:community@shangrila-or.org)

Facebook: @ShangrilaCorp

Instagram: @ShangrilaOregon

