



Shangri-La
Enriching Lives Together



ANNUAL REPORT

July 2023 - June 2024

TURN THE PAGES

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Achievements

CEO NOTES

from Janet Yousey

As we look ahead to the final year in a three-year vision cycle, I want to reflect on all we accomplished this past year. Recognizing the importance of community, adventure, and friendships, we focused on growth in key areas this year. Specifically, we grew our in-person day service program to support 30 additional people. We are very close to opening two additional Residential Treatment Homes, which will serve ten people experiencing severe and persistent mental illness. Furthermore, we set the stage to complete several large projects this coming year, including an all-employee professional development conference in October and a partial remodel of our Salem administrative office, which will provide a large training space, day service landing pads, and more secure parking. I'm so proud of the team we have built and our work together. I am hopeful for the year ahead. Thank you for being a part of our journey!



Mission: the reason we exist

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



AT OUR
CORE

September 2023

Shangri-La celebrated the 7th and final year of the Capital City Cornhole Classic fundraiser. A record year with 91 teams, 40 lanes, and 189 players, the tournament raised over \$17,000 to support home repair and beautification projects.



2023-2024

A LOOK BACK

Highlight Reel

June 2024

Shangri-La welcomed neighbors, employees, and community partners to tour two new residential treatment homes (Arcadia RTH and Greenhill RTH) set to open late summer 2024.



March 2024

Around 100 cars made their way through the Accessible Spring Festival drive-thru event which featured community resource booths and spring-themed games.

October 2023

Ghosts and goblins, princesses and superheroes, gathered for a 'Trunk or Treat' event and costume dance at Shangri-La's Salem Office.



December 2023

Shangri-La released "Greg's Story: A Lifetime of Care", the second in a series of short videos about Shangri-La's history and the people it has supported over the years.



Watch the video at:
[youtube.com/
@shangrilaoregon](https://youtube.com/@shangrilaoregon)



February 2024

Social Club attendees sang their hearts out at the first Social Club event of 2024 -- a Valentine's Day themed karaoke event.

March 2024

Over 40 businesses participated in the Yellow Napkin Project and helped distribute 20,000 napkins featuring five disability awareness messages.

BY THE NUMBERS

PARENTS WITH BARRIERS TO SELF-SUFFICIENCY

- 649 program participants.
- 221 parents obtained employment.
- 3 teen parents received support/GED assistance.

649

INDIVIDUALS EXPERIENCING MENTAL ILLNESS

- 44 individuals received recovery supports in a residential treatment home setting.
- 36 people received rental assistance and case management.
- 366 individuals received outpatient mental health services.
 - 6,148 instances of mental health supports provided.

446

273

INDIVIDUALS WITH DISABILITIES

Primarily with an intellectual or developmental disability (IDD) diagnosis

- 101 individuals received residential supports.
- 24 individuals and 7 families received housing assistance and case management.
- 59 individuals participated in day services.
- 67 individuals received employment supports.
 - 32 individuals are employed at a community business.

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

Average Monthly Revenue
\$2,250,749.70

Program Revenue - 93%

- IDD Residential, 52%
- MH Residential, 25%
- Homeless Services, 3%
- IDD Employment Services, 3%
- Youth and Family Services, 3%
- Outpatient Mental Health Clinic, 4%
- IDD Day Services, 2%
- Low Income Housing, 1%

Revenue from Investments - 4%

Grants and Donations - 2%

Other Revenue - less than 1%
(Sale of assets, rental income, etc.)



Average Monthly Expenses
\$2,106,489.77

Wages and Benefits - 80%

Between July 1, 2023 and June 30, 2024, Shangri-La employed approximately 471 people.

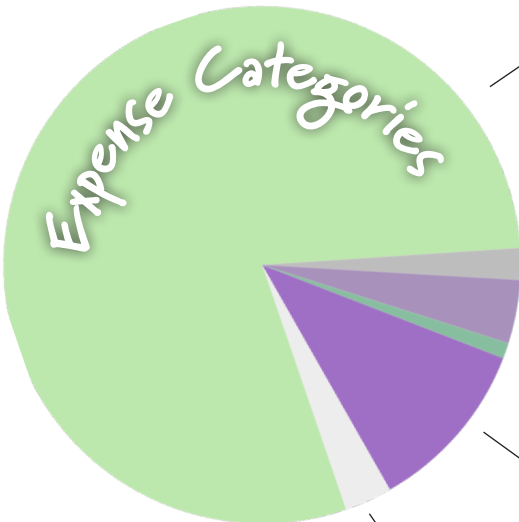
Consulting - 2%

Supplies - 4%

Training - less than 1%

Occupancy - 11%

Transportation - 3%



Numbers are rounded to full percents; rounding may result in total over 100.
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.



2023-2024 Outcomes

Annually, Shangri-La sets objectives and action plans based on organizational health indicators, employee engagement survey results, and Project Impact data.

Objectives

- Increase annual revenue to \$26 million.
 - Outcome: Achieved \$25.7 million in annual revenue.
- Contain monthly operating expenses at or below revenues.
 - Outcome: Met this goal 10 out of 12 months.
- Maintain employee turnover under 35%.
 - Outcome: Maintained turnover at 32.91%.

Major Outcomes

- Grew participation in day and employment services programs for adults with intellectual/developmental disabilities.
- Purchased and remodeled two Residential Treatment Homes.
- Increased Project Impact scores in several intended impact areas including feeling safe, healthier, and more independent.
- Supported manager development through regular trainings.

employee engagement INSIGHTS

In March 2023, 215 employees (3+ month tenure) participated in an annual employee engagement survey. (~69.8% participation rate)

Celebrate & Enhance

Top strengths

- I get a sense of accomplishment from the work I do.
- My job makes good use of my strengths and abilities.
- My coworkers and I have a good working relationship.

Acknowledge & Learn

Greatest areas for improvement

- Effective communication and cooperation between depts.
- There are enough people to handle the workload.
- My manager has taken action on feedback from the last survey.

2024-2025 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 monthly revenues to over \$2.25 million.
- Contain monthly operating expenses at or below revenues.
- Maintain staff turnover under 35%.



Action Plans

- **Financial Stewardship** Open two new Residential Treatment Homes. Complete Salem office remodel. Achieve financial imperatives for each program. Increase grant and legislative funding support.
- **Employee Engagement** Offer manager leadership training. Launch wellness committee. Host all-employee conference.
- **Project Impact** Research and pilot an organization-wide training program to help support individuals served with decision making, ethical dilemmas, and self-advocacy.



In January 2024, 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 like I have more choice.

Acknowledge & Monitor

Greatest areas for improvement

- I participate in activities that are important to me.
- I am better at managing conflict.
- I am working on expanding my skills.
- I feel comfortable/confident in the community.

better
TOGETHER
achievements

Complete kitchen remodel at Northview Terrace in Keizer.



New flooring and furniture at Danebo RTH in Eugene.



Shangri-La completed improvement projects at 18 program locations and offices -- an investment of over 1.8 million dollars. These projects were made possible by grant funding and reinvested service revenue dollars. Fundraising efforts provided furnishings for some of the new spaces.

Executive Leadership Team

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

Holiday Wishes Project gift recipient.



Holiday Wishes Project donors and tree hosts fulfilled 221 wishes for 84 individuals and 45 families supported by Shangri-La.

A \$455,000 grant from the Oregon Department of Human Services helped return employment and day services for adults with intellectual/developmental disabilities to pre-pandemic levels, including the return of in-person day services and increased capacity for employment supports.

Day program participants at science museum.



BottleDrop Can-Tributors have raised over \$3K!

Donate your cans. Sign-up at: bit.ly/slabottledropgive

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*

Brian Kalar
*Cyber security
director, Nike*

Rae Reynosa
*Business manager,
Chemawa Indian School*

James Kimsey
*Owner, Oregon Mobility
Solutions*

Winifred Skinner
*Policy analyst, Oregon
Youth Authority*

Bri Gridley
*Technical service manager,
Oregon State Treasury*

Rashmi Joshi
*Data engineer, Salem
Health*

Maribel Mendez
*Speech pathology, Salem
Health*

Ryan Tribbett
*Founder and president;
Pac/West Lobby Group*



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 of 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

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

CONNECT

community@shangrila-or.org
Facebook: @ShangrilaCorp
Instagram: @ShangrilaOregon



THANKS
and take
care