



ANNUAL REPORT



2021
JULY-JUNE
2022

REGISTER TODAY



Saturday, September 10
Lawn of the Oregon State Capitol
-- a fundraiser for Shangri-La --
www.shangrilaoregon.org

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CEO NOTE



Janet Yousey

This past year has been filled with significant milestones for Shangri-La. We have navigated another year of the COVID-19 pandemic and the challenges of a global staffing shortage. We also made the heart-wrenching decision to close all residential, employment, and day service programs in Newport and Florence.

As we put last year behind us, I look to the year ahead with excitement. We have purchased a home in Eugene as part of our vision to grow behavioral health services. We know our communities need additional housing opportunities, specifically for people experiencing mental illness, and we plan to be a provider who rises to meet this need.

We are also thrilled to be focusing on rebuilding the human-to-human connection as we support people in reconnecting with their community -- however each person defines community and wishes to participate within it. We are also turning this lens inward and are committed to encouraging team connection for our staff. The last two years have been hard on many, but I'm hopeful for the year ahead.



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.
- Lead change in your corner of the world.
- Don't drive on an empty tank.

2021 | SEPT



The Capital City Cornhole Classic fundraiser hosted nearly 200 cornhole players from around the Pacific Northwest and raised funds to help furnish a new residential treatment home for individuals with mental illness.

DEC



Holiday Wishes Project partners and donors provided holiday gifts to 113 individuals and 6 families (est. value \$3K) who would have otherwise not received holiday gifts.

2022 | MARCH



In partnership with Columbia Bank, Shangri-La launched the Yellow Napkin Project for IDD Awareness Month in March. Featuring disability awareness education, 2,500 of the yellow napkins were distributed by Salem-area restaurants.

MARCH



Tiffani Olsen, Shangri-La's director of residential services for individuals with IDD, was awarded the Leadership Excellence Award by the Oregon Resource Association (ORA).

YEAR IN REVIEW

DEC



Employees and individuals served marched in the annual city of Keizer holiday lights parade. The group handed out disability awareness and accessibility information to parade attendees.

NOV - JAN



Primarily due to on-going staffing shortages, Shangri-La closed its residential, day services, and employment programs for individuals with intellectual/developmental disabilities in Newport and Florence. *Read full releases about closures at: www.shangri-laoregon.org/news*

APRIL



Individuals with disabilities of all ages attended Shangri-La's Accessible Egg Hunt held at Shangri-La's Salem office. The event featured accessible activities that individuals participated in from their vehicle.

MAY



During Mental Health Awareness Month, Shangri-La distributed 1,000 green colored bulbs to community members for the 'Light the Way for Mental Health' campaign. *Learn more at: www.shangri-laoregon.org/lighttheway*

316

INDIVIDUALS SERVED WITH OUTPATIENT MENTAL HEALTH NEEDS

- 9, 856 instances of mental health supports provided.

326

INDIVIDUALS WITH DISABILITIES

Primarily with an intellectual/developmental disability (IDD) diagnosis

- 131 individuals with IDD received daily living supports in a group or personal home setting.
- 21 previously homeless individuals and 7 previously homeless families received housing assistance and case management.
- 57 individuals with IDD participated in life enrichment day services.
- 110 individuals with IDD received employment supports.
- 40 individuals with IDD obtained employment at a community business.

66

INDIVIDUALS WITH SEVERE AND PERSISTENT MENTAL ILLNESS (SPMI)

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

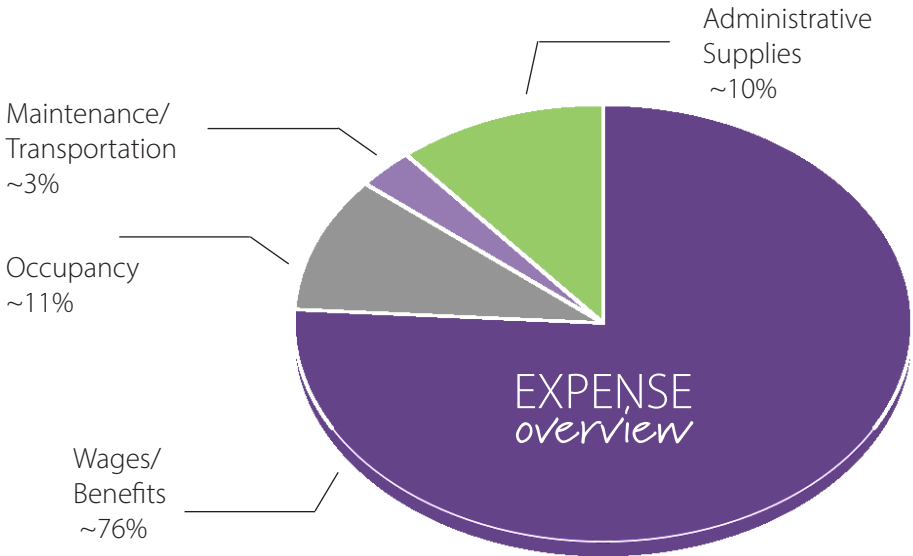
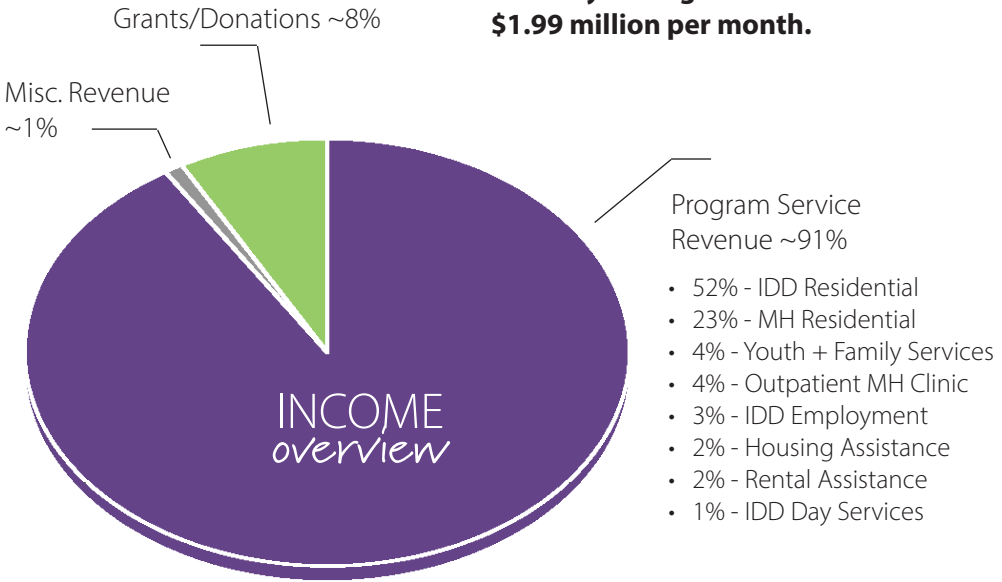
497

PARENTS WITH BARRIERS TO SELF-SUFFICIENCY

- 104 parents obtained employment.
- 5 teen parents received support including GED assistance.

Some individuals served receive supports through multiple programs and may be counted multiple times in these totals.

In 2021-2022, Shangri-La's monthly average revenue was \$1.99 million per month.



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 AND PLANS

2021-2022 Objectives and Outcomes

- Increase monthly revenue from \$1.78 million to \$1.84 million.
12 of 12 months showed revenue over \$1.84 million.
- Contain monthly operating expenses at or below revenues.
11 of 12 months showed expenses at or below revenues.
- Decrease staff turnover from 39.8% to 39%.
Turnover increased from 39.8% to 46.5%.

Major Outcomes

- Purchased a new residential treatment home in Lane County; sold closed homes in Newport and Florence.
- Started installation of emergency generators at strategic locations; renewed emergency preparedness training.
- Completed Project Impact survey with individuals served.
- Implemented 401K retirement plan and aligned employee wages to market.

EMPLOYEE ENGAGEMENT SURVEY OUTCOMES

In March 2022, during Employee Appreciation Week, 214 employees participated in an annual employee engagement survey.

Celebrate & Enhance

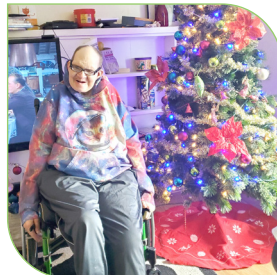
Metrics with the highest scores

- I understand how my work impacts the mission and vision. (97%)
- I am determined to give my best effort each day. (95%)
- Shangri-La's work positively impacts people's lives. (94%)

Acknowledge & Monitor

Metrics with the lowest scores

- I am satisfied with Shangri-La's retirement plan. (51%)
- I believe my compensation is in line with the market. (53%)
- I am satisfied with healthcare-related benefits. (56%)





2022-2023 Areas of Focus

Using data from the employee engagement and Project Impact surveys along with input from Shangri-La's board of directors and executive team, Shangri-La will focus on the following objectives and action plans in the upcoming fiscal year.

- Increase monthly revenue from \$2.14 million to \$2.17 million.
- Contain monthly operating expenses at or below revenues.
- Decrease staff turnover from 46.5% to 42%.

Action Plans

- Secure funding for two additional residential treatment homes.
- Explore expansion of IDD supported living services.
- Provide opportunities to embed organizational values and encourage reconnection after isolation of pandemic; re-establish Social Club for individuals served.
- Further refine Project Impact survey.
- Improve employee engagement with organizational communications.

PROJECT IMPACT SURVEY INSIGHTS

In February 2022, 226 individuals served participated in a survey to help Shangri-La leadership understand the impact of Shangri-La's services on their lives.

Celebrate & Enhance

Metrics with the highest scores

Since being part of Shangri-La,

- I feel safer. (95%)
- I feel healthier. (90%)

63% said they are feeling optimistic, happy, hopeful about their future.

Acknowledge & Monitor

Metrics with the lowest scores

Since being part of Shangri-La,

- I am committed to exiting unhealthy relationships. (51%)
- I feel like I am part of my community. (65%)
- I feel comfortable asking for help before it becomes a bigger problem/crisis. (66%)

BETTER TOGETHER MOMENTS

Board of Directors

Michael Kemry, President
Realtor; BST Realty, LLC

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

Jan Frank, Secretary
*Accountant and tax
consultant*

Nick Bender, Treasurer
*IT Project Manager; Bonneville
Power Administration*

Lorissa Addabbo,
Member
CEO; Hope Orthopedics

Winifred Ju, Member
*Medical Consultant, Oregon
Disability Determination
Office*

Rae Reynosa, Member
*Business Manager, Chemawa
Indian School*

Eileen Wolfe, Member
*Training Manager,
Department
of Human Services
Self-Sufficiency Unit*

James Kimsey, Member
*Owner, Oregon Mobility
Solutions*

With support from Shangri-La donors and the Oregon Health Authority, Shangri-La purchased a new residential treatment home in Eugene -- Harlow House. The home will open late 2022.



Mid Valley
Quilt Guild
donated several
handmade quilts.
The quilts were
included in
Holiday Wishes
Project gift
packages.

GRANTS OVERVIEW

- Coronavirus State Fiscal Recovery Fund (ARPA Funds): \$100,000 for workforce stabilization.
- Office of Developmental Disability Services for:
 - \$593,478 for workforce stabilization and COVID-19 relief (24-hour IDD programs)
 - \$90,000 for workforce stabilization (IDD supported living programs)
 - \$63,000 for \$500 bonuses for IDD direct support professionals
 - \$84,504 for workforce stabilization and COVID-19 relief (day/employment programs)

OnPoint Community Credit Union contributed \$5,000 to purchase a high-quality, 8-person, dining room table and chairs for the new Harlow House Residential Treatment Home.



After many delays due to the COVID-19 pandemic, several barrier-free bathroom projects were finished. Thank you to the donors that helped fund these projects.

Executive Leadership

Janet Yousey
Chief Executive Officer

Andre Veillet
Director of Finance

Holly Pharms
Director of Human Resources

Ashley Erb
Director of Community Engagement

James Lindekugel
Director of Employment and Day Services

Mike Norman
Director of Behavioral Health

Tiffani Olsen
Director of I/DD and APD Residential Services

Robin Winkle
Director of Operations and Homeless Services

- Marie Lamfrom Charitable Foundation: \$25,000 for emergency generators.

- Oregon Health Authority:

- \$259,605 for workforce stabilization and work environment improvements
- \$590,211 for workforce stabilization (HB4004)
- \$935,217 for residential treatment home start-up



Grant funds purchased several recruitment yard signs. If you'd like to display a sign in your yard, call 503-581-1732, x318



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

GIVE BY MAIL

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

CONNECT

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

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

