



Shangri-La
Enriching Lives Together

ANNUAL REPORT

2019-2020

Helping individuals
reach their full
potential since 1963.

www.ShangriLaOregon.org



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WELCOME

Hello, and thank you for taking the time to read about Shangri-La's year-in-review. What a year it has been!

The 2019-2020 fiscal year has been an emotion-filled year with many new adventures, and of course, the beginning of a global pandemic. Over the past year, we worked hard to pull ourselves out of a financial downturn, reduced turnover by 7%, revealed new values, and continued our Project Impact work.

As I look towards the future, there is a level of uneasiness due to COVID-19, but there's also hope. Since the pandemic began, the Shangri-La team has excelled at coming together to pivot our services, adapt our approach, and collectively minimize COVID-19 infections.

While I know we're a long way from the pandemic finish line, Shangri-La is as committed as ever

to furthering our mission and vision. Over the next year, we will focus on:

- Furthering our Project Impact work to ensure we are meeting our mission.
- Deepening our commitment to diversity, equity, and inclusion at all levels.
- Energizing our new values and embedding them in every corner of the organization.
- Responding to employee engagement data to ensure a positive and healthy work environment.
- Maintaining strong financial stewardship during a turbulent economic time.

Thank you for continuing to partner with us on our journey towards inclusive communities!

- Janet
Janet Yousey, CEO



AT OUR VERY 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.



by the numbers

395

INDIVIDUALS WITH OUTPATIENT MENTAL HEALTH NEEDS

10,159 instances of mental health supports.

317

PARENTS WITH BARRIERS TO SELF-SUFFICIENCY

45 parents obtained employment.

17 teen parents obtained their high school diploma or GED.

88

INDIVIDUALS WITH CHRONIC MENTAL ILLNESS

55 individuals received recovery supports in a group home setting.

33 people received rental assistance and case management.

374

INDIVIDUALS WITH INTELLECTUAL OR DEVELOPMENTAL DISABILITIES

151 people received daily living supports in a group or personal home setting.

40 previously homeless individuals (29 households) received housing assistance and case management.

57 individuals participated in a life enrichment day program.

126 individuals received employment supports.

32 individuals obtained employment at a community business.

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



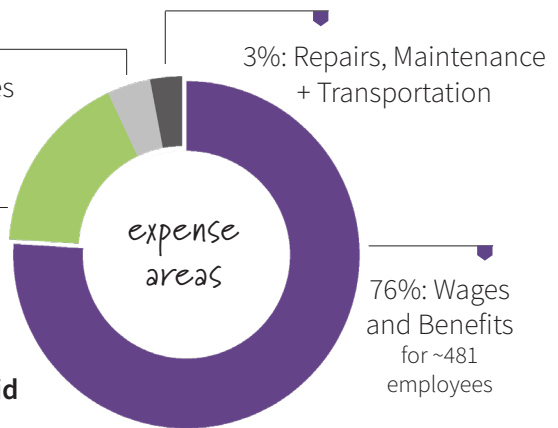
In fiscal year 2019-2020, Shangri-La averaged monthly revenues at ~\$1.96 million, a slight increase over the previous fiscal year.



83%: Program Service Revenue
Revenue collected by billing various entities for services provided

16%: Other Program Related Revenue
Rental income/subsidies, commercial revenue from Shangri-La operated businesses, etc.

1%: Donations
Monetary and in-kind contributions from individuals and businesses, grants, and investment income



76%: Wages and Benefits
for ~481 employees

17%: Occupancy Costs
(rent, mortgages, insurance, etc.)

4%: Administrative Supplies + Employee Training

3%: Repairs, Maintenance + Transportation

Overall, in fiscal year 2019-2020, operational expenses did not exceed revenue.

New Organizational Values Released

After a year-long study of the organization's current culture, new organizational values were announced in June 2020. These four values were identified as key components in leading Shangri-La's future while still honoring the organization's historical foundations.

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

To learn more about these values, visit: www.Shangri-LaOregon.org/mission

Pandemic Response

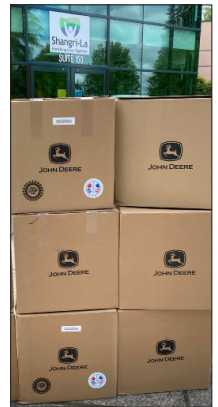
Despite the challenges and unknowns associated with navigating a global pandemic, Shangri-La continued to provide services to individuals served. Residential programs remained open. Other programs either scaled back to meet demand or transitioned services to virtual platforms.

Shangri-La received assistance from the Payroll Protection Program, which enabled Shangri-La to pay its essential workers hazard pay, cover increased overtime costs, and retain the majority of its workforce. An \$8,000 grant from the **SAIF Worker's Safety Fund** helped offset some personal protection equipment (PPE) expenses.



*Volunteers produced hundreds of fabric face masks for Shangri-La. Many thanks to our largest donors: **Mid Valley Quilt Guild** and **Stacy Erb**.*

***John Deere** donated 1,000 protective face shields to Shangri-La. John Deere pivoted shortly after the pandemic declaration to produce these shields for essential workers across the nation.*





Project Impact *Outcomes* and Next Steps

In early 2019, Shangri-La programs defined intended impacts and completed self-studies of mission impact rooted in scientific inquiry. As next steps in the process, during the past fiscal year, Shangri-La moved to define organization-wide intended impacts and an interview protocol that will be used in future organization-wide, not program-specific, mission impact studies.

Organizational Intended Impacts

1. Individuals can meet their basic physical, mental and environmental needs.
2. Individuals are learning or refining skills that contribute to personal growth and are participating in opportunities that help them develop or express their individuality.
3. Individuals are establishing support systems and are engaging in healthy relationships.
4. Individuals have a purposeful presence in their community.

Despite the COVID-19 pandemic derailing plans for continued data collection, many Shangri-La programs made progress towards Project Impact adjustments in 2019-2020.

Recovery From Financial Downturn

After experiencing a gradual financial downturn between 2017-mid 2019, which resulted in program closures and operational adjustments, Shangri-La showed steady improvements to its financial picture in 2019-2020, including rebuilding organizational reserves and the financial health of all programs.



year in review

2019

AUG 11

SEPT 7



Shangri-La hosted a community-wide Accessible Hour for individuals with disabilities at **Caesar the Llama's** 5th Birthday party.



One of the largest cornhole tournaments in Oregon, the 4th annual **Capital City Cornhole Classic** fundraiser, hosted a record 139 players from the Pacific Northwest and raised nearly \$11,000 to support Shangri-La programs.

FEB

MAR 18



The **Siletz Tribal Charitable Contribution Fund** awarded \$3,078 for portable Hoyer lifts. In May, another \$5,000 was awarded to support housing for homeless individuals.



COVID-19 declared pandemic; Shangri-La adjusts and keeps moving forward.

Nearly 300 essential workers continue to provide daily supports.



After closing their campus due to COVID-19, **Chemawa Indian School** donated their remaining perishable foods to Shangri-La homes.

NOV 15



Donors funded the installation of a ramp to help ensure the safety of participants in Shangri-La's Life Enrichment Activities Program.

NOV/DEC



GivingTuesday and year-end giving funded a nutrition and meal planning software pilot at 6 homes. Since the start of the pilot, 7 individuals have moved towards a healthier lifestyle.

DEC 14



Willamette Town Center hosted an Accessible Hour with Santa for individuals with disabilities in the Shangri-La community.

MAY 10-16



Shangri-La quickly pivots the Better Together Luncheon to a virtual event that raises over \$17,000 for barrier-free home remodels.

JUNE



Direct support professionals (DSPs) are thanked via appreciation drive-ins for continuing to show up during the pandemic.

2020



The Janice Team puts the finishing touches on their fireplace art -- a reflection of the vibrancy and resiliency alive at Shangri-La.

BETTER TOGETHER BRIEFS



all of this {and so much more} made possible by these 100% donor supported funds

Louise's Shoe Fund

\$3045

helped **39 individuals** with medical, personal care, household, job-readiness, and transportation costs.

Everyday Wishes Fund

\$2079

helped with equipment, supplies, event support, and special programming opportunities which impacted **38 individuals.**

Holiday Wishes Gift Fund

\$2653

in in-kind contributions fulfilled holiday gift wishes for **78 individuals** and **8 families.**

E3 Fund

\$964

helped **65 individuals** participate in educational, cultural, or community access opportunities.

this is how we meet and go beyond basic needs



LEADERSHIP

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**Join Shangri-La's Better Together Giving Community
with a \$10 monthly contribution.**

www.ShangriLaOregon.org/give



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, Lane, and Lincoln Counties. Shangri-La employs approximately 500 people.

Give. Activate. Join.

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

www.shangrilaoregon.org/give
Join the Better Together Monthly Giving Community with a monthly gift of just \$10.

CONNECT

Phone: 503-581-1732
Email: community@shangrila-or.org
Facebook: @ShangrilaCorp
Instagram: @ShangrilaOregon

GIVE BY MAIL

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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