



# COMING TOGETHER



Meagann (staff) high-fives Sid (Maybelle Center member) in the courtyard between Macdonald Residence and Maybelle Center for Community. The courtyard is a tranquil outdoor oasis for our assisted living residents to gather and a frequent space for events like Wildwood in the City - complete with a petting zoo!



**to serve your neighbors** | where we work | 4

**to end loneliness and social isolation** | what we do | 6

**to serve with her story** | member feature | 8

**to serve with our voices** | program update | 10

**to serve with our presence** | volunteer spotlight | 12

**to serve our community well** | new initiative | 14

## COMING TOGETHER | CONTENTS

**to serve as advisors** | board of directors | 16

**to serve with our hearts and resources** | financial health | 17

**for the health of our community** | what we can do | 18



Wendy, Babs, Vince, Delbert, Jackie, Andrea, Daniel... and so many more. Fellow community members, Dominoes-partners, friends, and choir mates.

Many of our members live in low-income buildings scattered throughout Old Town and Downtown Portland. Most experience poverty and are at risk for social isolation, which is intensified by mental or physical challenges, addiction, or trauma.

And despite so many challenges, every day we are welcomed into community. **For that, our lives are so much richer.**

# COMING TOGETHER TO SERVE YOUR

**Because of your partnership with Maybelle Center, 546 of your neighbors felt the warmth of connection and friendship throughout 2017.**

In 2017, we had relationships with members living in 25 single room occupancy hotels (SRO's) and low-income buildings in downtown Portland. Thanks to you, 546 of your neighbors felt the warmth of genuine connection and belonging all year long.



# NEIGHBORS | WHERE WE WORK



One of the Single Room Occupancy Hotels (SRO's) in downtown Portland where we work. SRO rooms are often the size of parking spaces but fill a critical need as affordable, low-barrier housing options in the midst of Portland's housing crisis.



## MEMBER SERVICES

### Support Services

One-on-one meetings with members to break down barriers to independence and stability.

### Spiritual Support

Counseling and memorials appropriate to each member's faith or religious tradition.



## CONNECTION & COMMUNITY

### Home Visits

Pairs of volunteers visit people living on the margins and at risk for social isolation.

### Community Room

A comfortable space for members to gather during the day. Affectionately called their 'Living Room.'

# COMING TOGETHER TO END LONELINESS



Maybelle Center  
421 members served  
(unduplicated)

**We served 32% more members in 2017**



Macdonald West /  
Macdonald Residence  
(Housing)  
125 members served  
(unduplicated)

Our members, Randy and Michelle, grab a snack and chat.



Community Room  
**5,700**  
INTERACTIONS IN 2017

Maybelle Center member, Michael, opens his home to visiting students.



Home Visits  
**4,261**  
INTERACTIONS IN 2017





## A HEALTHIER COMMUNITY

### Student Education

Nursing student interns witness first-hand the complex health issues related to poverty.

### Donors & Volunteers

Every day you are truly making our community healthier and less isolated.



## AFFORDABLE HOUSING

### Assisted Living

Macdonald Residence has 54 rooms and is one of the only 100% Medicaid facilities in the nation.

### Low-Income Housing

Macdonald West has 42 affordable studio apartments for people who earn 60% or less than the average family median.

# AND SOCIAL ISOLATION | WHAT WE DO

Meagann, our Support Services Navigator, meets with a member one-on-one.



Support Services

**2,594**

INTERACTIONS IN 2017

Our member, Chris, poses for a photo while painting at a Maybelle Center art class.



Spiritual Support

**1,415**

INTERACTIONS IN 2017

Because we are in relationship with our members, there are many interactions with each member that often span multiple service areas.

---

**“This is my story;  
I’m sticking to it.  
If you don’t speak  
up, nothing’s going  
to get done.”**

---

Wendy poses for a photo in front of the entrance to Macdonald West, our affordable studio apartments, where she lived before needing additional caregiving.



## COMING TOGETHER TO SERVE WITH

**Despite having to relive painful memories, Wendy explains why she tells her life story to anyone she can.**

Growing up in an abusive home, loneliness was a frequent companion for Wendy. And while that would be hard enough, things got worse. Wendy endured unspeakable domestic violence that left her homeless and traumatized. She began experiencing seizures as a

result; as many as 30 in one day. Some would wipe out any memory of preceding events, leaving her to piece things together after the fact.

Before coming to Maybelle Center, Wendy wasn't getting the care she needed. She was afraid to tell her story and advocate for herself because, "I felt like I was being judged all the time."

Encouraged by a friend who was a Maybelle Center member, Wendy began meeting with our Spiritual Support staff, followed by home visits through our Visitation Program. It was through these meetings that Wendy learned how to

advocate for herself. Wendy says, "You can't make people understand if you don't tell them what's going on... A lot of people say, 'I just don't want to talk to them.' But you know what, I was the same way. I felt like I was being judged all the time. You have to get past that."

And now Wendy says her passion is "to give back to the communities that helped me in the past during my time of need. I've had a chance to share my story with many people and organizations. I want to give hope to those who have experienced similar life stories."



In October 2017, Wendy graduated from Peer Wellness Specialist Training. She says her “long-term goal is to use [their] training to find ways to educate people on how to advocate for their physical and mental health and live prosperous lives without fear of reprisal or judgment.”

For the past seven years, Wendy has been volunteering on various governing and advisory boards like the Multnomah County Public Health Advisory Board and the Adult Mental Health Substance Abuse Advisory Committee.

She educates doctors and other medical providers on the impact of trauma



Wendy snuggles with a goat at our annual Wildwood in the City event. Wendy can't attend our annual all-day excursion to the mountain because of her medical needs, so our city event is a key part of feeling connected.

## HER STORY | MEMBER FEATURE



Maybelle Center members, Allen (left) and Wendy (right), are vying for the title of 2017 Skip-Bo champ in our annual tournament held each year in our Community Room.

and the difference between empathy and sympathy. Wendy says sometimes providers can make big changes by just altering how things are phrased. For example, giving someone ‘support’ instead of ‘help.’

“Because when you tell people you want to ‘help’ them, they feel helpless. So instead, I suggest saying, ‘I want to support you in your healthy decision making.’”

And that’s just the kind of support Wendy receives from our community.

“It’s been 6 or 7 years since I first came to Maybelle Center. I’ve always felt

welcomed. I feel included. There is a sense of community here. That’s what I’ve been looking for all my life.

“They’ve helped me understand who I am and that I count. They’re my inspiration. I can’t even tell you how much this place means to me.”

**Thank you, Wendy, for telling your story – and for teaching so many of us how to tell ours.**

**A song is only  
five minutes.  
But it only takes  
seconds for our  
lives to change  
forever.**

Our community choir was officially launched in early 2016, by our Associate Director Kristrún Grondal and Choir Director, Crystal Akins. Crystal now works full-time at Maybelle Center overseeing our spiritual programming. We sat down with Crystal to hear her thoughts about why the Maybelle Community Singers is so influential in the lives of our members.

**Crystal, why do you feel the choir is so important?**

“I’ve been doing isolation work for 18 years, using music as community service. Many years ago, Kristrún and I launched a therapeutic choir at the Alzheimer’s Association for those with early dementia. And we realized it’s the same with our folks as it is with elders. When people age, their bodies change, their voices are different, and their purpose changes. That makes us ask questions like, ‘Who am I now?’

“The choir is a way of being of service. It gives many folks meaning. Just going out and meeting the other choir

## COMING TOGETHER TO SERVE WITH

**Singing together is  
another thing we  
can incorporate  
into our lives that  
also happens in  
seconds - and  
can change the  
direction of  
our lives.**



Choir Director, Crystal Akins (at left), leads the Maybelle Community Singers in concert at EcoTrust. In 2017, they performed two community concerts at EcoTrust and several smaller, intimate events.

members can be of service. Sharing your story is a huge service. Or sharing your voice.

“The audience thinks, ‘I’m helping you.’ And they are. But it’s our voices and our lives that are really going to create the change. It’s our voices that need to be heard. People start realizing that a song can change a lot of lives.”

### **Crystal, you’ve used the term “therapeutic choir.” What does that mean?**

“Maybelle Center creates access to choir and other spiritual programs that are out of reach for many people experiencing poverty. Singing is a way

## **OUR VOICES**

to learn skills where it’s safe. You can come and be who you are here.

“When you live with constant fear, your body goes into fight or flight. That’s many members’ default. Your body can’t create new pathways in this state. But when you come in and do something like music, art, or other ways of expressing yourself spiritually, you learn by expressing and experiencing creativity.

“With the choir, our members are learning skills in a space of energetic joy, feeling loved and accepted. Then new pathways are created.”



Gary (left) clowns around with fellow choir members after the Maybelle Community Singer’s choir concert at Ecotrust.

## **PROGRAM UPDATE**



### **“The choir is so much more than singing.” In her typically animated style, Crystal recounts how the choir is impacting our member, Gary:**

“Did you see what I did?” exclaimed Gary, after our concert at Ecotrust.

“Gary was having a lot of anxiety about having a solo before the concert. ‘I can’t do this!’ he declared. ‘You’re going to have to hold the mic for me. Because I’m going to drop it.’

“And I said, ‘You’re going to hold the mic, and I’m going to stand right next to you. And if you drop the mic, I’m going to pick it up.’

“Gary didn’t drop the mic. He did everything he set out to do just like he practiced it.

“Afterward, Gary said, ‘Crystal, I did it.’ And after a pause, ‘You did that. The choir did that.’

“I couldn’t help but smile. ‘No, you did it Gary.’ I retorted. ‘We just believed in you.’

“That’s what this is all about. I believe in our members. I love them. That goes a long way.

“Gary still has anxiety of course. But he knows he can work through it because of his experience with music.

“Now when Gary’s in a place where something is really hard, he can think back to the time in choir when he had courage, and he made it through.

“That’s what we do in community, in our choir. Singers talk about it all the time. They talk about how music is more than learning a musical skill. You’re learning coping skills that will transfer to other areas of life.

**“We’re creating these moments of success so that we can tap into them when things get hard.”**



In mid-2017, we hired a full-time Volunteer Coordinator to focus wholly on recruiting and supporting volunteers. Kerry Linhares comes to us with a background in microbiology, public health, and AmeriCorps service. Though a Missourian at heart, Old Town has quickly grown on Kerry, just like it does for many of our volunteers.

“Getting to go on the visitations and constantly hearing amazing stories people have to tell is the best part of the job. I love that,” Kerry says. “It’s not uncommon to hear stories from volunteers about how the visitations are impacting their lives as much as the members.”

## COMING TOGETHER TO SERVE WITH OUR

**Thanks to the Collins Foundation and other donors, we can now ask prospective members, “Which day would be best for visits?” Instead of replying, “I’m sorry, we don’t have anyone to visit your building right now...”**



Kerry (left), our new Volunteer Coordinator, stops to pose for a photo with our member, Andrea (right), at our annual excursion to Wildwood Recreation Area. You can read Andrea’s powerful story of resilience on our blog: <http://www.maybelcenter.org/blog/andrea/>

Volunteers are a vital part of our community. In 2017, 293 individuals invested a total of 9,178 hours. Whether visiting members, volunteering at events, or chatting with members in our Community Room, their service touches our lives and strengthens our neighborhood.



Maybelle Center volunteer, Steve Connolly (right), delivers a Christmas gift to our member, Larry (left), an annual holiday tradition at Maybelle Center. Volunteers purchase and wrap personalized presents for each member, which are distributed at our Christmas party or delivered to members' homes.

## PRESENCE | VOLUNTEER SPOTLIGHT

“I have been involved with Maybelle Center since retiring three years ago, both as a member of its Board of Directors and as a volunteer every Wednesday afternoon. I have been able to build, through the Maybelle Center’s Visitation Program, genuine friendships with eight individuals living under the

burden of poverty in single room occupancy hotels (“SROs”) in Old Town. “I can’t wave a wand and make their lives better, but I care about them and can offer friendship and support. They are good folks just trying to deal with the challenges of day-to-day life with the cards they have been dealt. And

believe it or not, having just one friend visit them means the world to them.”

**Steve Connolly,**  
Maybelle Center volunteer  
and board member

## Owning our own story, personally and in the community

We believe that every person has inherent worth and dignity. It's one of our core values. But what does this mean on a practical level? Simply put, it means that our staff and volunteers honor the personal journeys and lived experiences of our members and peers – even though they may be very different from our own.

But what about our own personal journeys and experiences? How much thought have we put into how they've shaped who we are today? We can't help but view the challenges of others through the lens of our own experience. These unconscious stereotypes are part of being human.

We look forward to the day when all of us in our neighborhood - white and black, brown and Asian, and so many others – are all treated with the same dignity.

# COMING TOGETHER TO SERVE OUR

**Embarking on a new journey requires us to take a posture of vulnerability as an organization and become comfortable with the unknown**

## **OUR JOURNEY TOWARD EQUITY & INCLUSION BEGINS 2016**

- In late 2016, our management team began a relationship with the Center for Equity and Inclusion (CEI) to begin exploring how our organization might best serve each of our members and the larger Portland community through equity and inclusion.

## **2017**

- An organizational equity team (e-team) was formed, including

employees from Maybelle Center and Macdonald Residence to champion and begin embedding equity and inclusion within our organization.

- The e-team participated in year-long equity training with CEI to begin exploring our individual role around undoing racism personally and within our organization.
- Our entire staff (Maybelle Center and Macdonald Residence) attended a two-day training on equity to learn about our corporate history and reflect on our personal experiences.



To do that, we must become aware of our own backgrounds, biases, and beliefs, and educate ourselves on our collective history. In doing so, we can better honor the lived experiences of our members, neighbors, and colleagues of color.

Thank you for joining us on this journey. Because we know that you believe as we do, that every person is worthy of dignity and deserves to live life to the fullest.



More than 70 Maybelle Center members, staff, and volunteers gathered for games, s'mores, nature walks, lunch, and laughs at our annual excursion to Wildwood Recreation Center in July. Most of our members don't own a car, and many have physical challenges that make getting out into nature almost impossible. Thanks to you, many members say Wildwood is the highlight of their year!

## COMMUNITY WELL | NEW INITIATIVE

### 2018+

- We know that training is just the beginning of the journey. The real work begins as we develop procedures to apply our social equity lens across our organization. Ultimately, a more diverse and inclusive organization will allow us to more fully live out our core value of treating everyone with inherent worth and dignity.

### WHAT WE'VE LEARNED

- We knew it would mean asking

questions to which we didn't have answers. And while we know that vulnerability is the bedrock of healthy and flourishing relationships on an interpersonal level, applying this on an organizational level requires us to walk on unfamiliar ground – and that can sometimes feel intimidating.

- We just dipped our toe into building healthy relationships across organizational divisions (Maybelle Center vs. Macdonald Residence) with our combined training. There are some structural differences that make bridging-the-gap challenging.

It's going to require more intentional work in the future.

- We've seen intentional dialogue around how to approach the culture and work that Maybelle Center does, long after the trainings. This is one early sign that we're committed to equity and inclusion for the long-haul.
- Sometimes approaching our work with a social equity lens requires us to slow down our decision-making. But it's worth it. Ultimately we will better serve our members and the larger Portland-community.

Board Member, Carol Mitchell (right), chats with members, Jackie and Diann, on our annual Wildwood excursion. Carol is a regular volunteer with Maybelle Center.



**We believe every person has inherent dignity and worth.**

## COMING TOGETHER **TO SERVE AS ADVISORS** | BOARD OF DIRECTORS

### **MAYBELLE CENTER BOARD OF DIRECTORS** as of 7/2018

MARY SHORTALL  
Board President

DAVE DEMOTS  
Board Vice-President

PETE CRAVEN  
Board Treasurer

STEVE CONNOLLY  
Board Member

JON HOFMEISTER  
Board Member

DAVID HOUGLUM, PH.D.  
Board Member

NICK KNAPP  
Board Member

CAROL MITCHELL  
Board Member

KELLEN NORWOOD  
Board Member

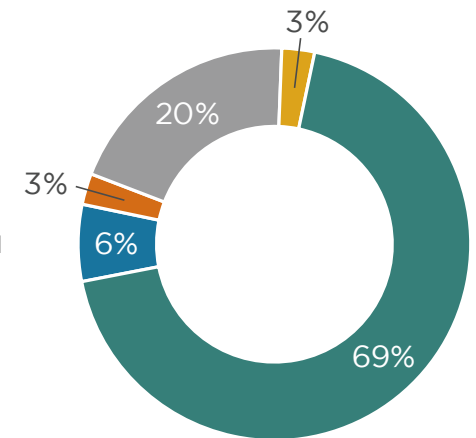
KEVIN O'BRIEN  
Board Member

HOLLIE PACKMAN  
Board Member

**We believe no one deserves to live in isolation.**

● Cash & cash equivalents <sup>2</sup> (6%)	\$1,106,008
● Other current assets (3%)	\$447,911
● Investments (20%)	\$3,457,604
● Other non-current assets (3%)	\$471,715
● Land, buildings, other fixed assets - net of depreciation (69%)	\$12,003,922
<b>Total Assets (as of 12/31/17)</b>	<b>\$17,487,160</b>

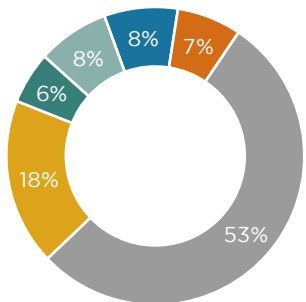
## ASSETS<sup>1</sup>



<sup>1</sup> Total liabilities are \$0.5M, and net assets are \$17M as of 12/31/17.

<sup>2</sup> Cash balance as of 12/31/17 includes \$350K earmarked for 2018 elevator modernization in the Macdonald Residence. Also includes reserves for future building repairs/maintenance.

## TO SERVE WITH OUR HEARTS & RESOURCES | FINANCIAL HEALTH



## INCOME

● DHS Contract (Macdonald Residence) (53%)	\$2,301,035
● Macdonald Residence Rents (8%)	\$344,158
● Macdonald West Rents (7%)	\$301,167
● Contributions (individual/business, foundation & grant) <sup>1</sup> (18%)	\$779,358
● Investment Income (8%)	\$335,615
● Special Events (6%)	\$242,918

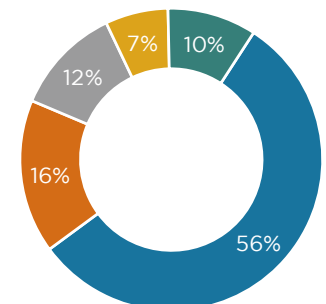
**Total Income (2017) \$4,304,251**

<sup>1</sup> Visit [www.maybellecter.org/donors](http://www.maybellecter.org/donors) for a complete list of donors partnering with us in 2017.

● Macdonald Residence Assisted Living (56%)	\$2,412,273
● Macdonald West Affordable Housing (16%)	\$712,192
● Maybelle Center for Community Programs (12%)	\$500,821
● Fundraising (10%)	\$411,791
● Management & General (7%)	\$291,050

**Total Expenses (2017) \$4,328,127**

## EXPENSES





Carmela has partnered with Maybelle Center since her son, Bristol, volunteered at Maybelle Center when he was in high school. Recently, Carmela included Maybelle Center in her estate plan. She says, “I’m so pleased to know that, even after my death, Maybelle Center will continue to receive my support and carry on the important work they do every day.”

## COMING TOGETHER **FOR THE HEALTH**

### **The benefits of connection and community at Maybelle Center**

#### **For Our Members**

- A deep sense of belonging
- The safe harbor of our Community Room
- Lessening social isolation improves mental and physical health!

#### **For You & I**

- Richer lives for interacting with members
- Deeper understanding of how integral meaningful relationships are in our own lives
- Building a stronger social fabric in an increasingly fractured world!

**A heartfelt thank you** for every single expression of support. Last year, 602 individuals, organizations, and foundations came together and invested over \$779,358 in building a stronger community here in Portland. **We believe the health of a community can be measured by how its members care for each other.**



**TOGETHER  
WE CAN END  
ISOLATION IN  
OLD TOWN &  
DOWNTOWN  
PORTLAND**

## **OF OUR COMMUNITY** | WHAT YOU CAN DO

### **Creative ways to increase your power of community:**

- Give a gift in honor of someone (birthday, anniversary, special occasion)
- Check with your employer about corporate matching
- Become a monthly donor (your gift goes farther)
- Leave a gift in your will
- Donate appreciated stock
- Sponsor our annual gala event, Hope in the Heart of Portland on October 4<sup>th</sup>
- Volunteer each week or just for special events

**Other ideas? Let's brainstorm together. You can reach Michelle at 971-202-7452.**



**MAYBELLE**  
CENTER FOR COMMUNITY

121 NW Sixth Avenue  
Portland, OR 97209  
503.222.5720  
[www.maybellecter.org](http://www.maybellecter.org)

**We invite you to step  
inside to celebrate 2017  
and experience the magic  
of community that  
unfolds every day at  
Maybelle Center.**

MAILING BLOCK

