

**Government Operations Committee Meeting**  
**Homelessness Related Services Summary**  
**January 3, 2021**

Website: [www.bangorareashelter.org](http://www.bangorareashelter.org)

Bangor Area Homeless Shelter – Multiple Services

Executive Director Boyd Kronholm provided overview, along with 2020 Annual Report and a statistics card (attached).

- Bangor Area Homeless Shelter (BAHS) operates many different programs including an overnight shelter, warming center (guests only), food cupboard, and soup kitchen (currently closed due to COVID but offers food through back door) and supportive services.
- Nighttime warming center has 24 chairs and folks are allowed to come and go as they please so long as a chair is available. Rules are similar to the Mansion Church.
  - Allows intoxicated people, so long as they follow the rules. They have had multiple overdose reversals. Work closely with and appreciate BPD and Fire. It was mentioned that substance use has seemingly increased this past year.
  - Works with other shelters and warming centers.
  - The City's Homeless Outreach Coordinator and CHCS PATH team is responsible for connecting these organizations, doing a lot of coordinating and collaborating between all the people. Have a list of all the people outside and know where they are. PATH and Torelin connect people to services.
  - People use places such as Dunkin, MacDonald's, and the library to get out of the cold.
- The Shelter is operating at 89% capacity with 32 beds. Recently housed seven people and moved a few more into treatment centers. A lot of people are severely mentally ill and go untreated and find it difficult to maintain themselves.
- Have zero-dollar food budget. They get food through donations, Good Shepherd, USDA, and Hope for the Homeless. When they receive more than they can accommodate, they share with other community organizations to help distribute.
- Try hard not to duplicate services. Mr. Kronholm shared that one large facility that could house a large population would not be ideal as the community is fairly small and everyone knows everyone and they don't all get along. Fights and other disputes would be difficult to manage in a large setting. Many individuals are criminally trespassed from all centers.
- When asked what the community's biggest need was from BAHS perspective was case management. There are waitlists, some have requirements such as MaineCare, and without such services, things like renewing vouchers becomes impossible.
- Funding is largely donations and government funding (includes Orono and Piscataquis County).

*This document was compiled by the City of Bangor based on information provided at a City meeting. For complete information and for questions related to this agency's services, please contact them directly.*

# BANGOR AREA HOMELESS SHELTER

## 2020/2021 FISCAL YEAR IN REVIEW

### INDIVIDUAL GUESTS:    **MALE   FEMALE   OTHER**

|                   |     |     |     |     |
|-------------------|-----|-----|-----|-----|
| Fiscal Year 19/20 | 373 | 66% | 34% | --- |
| Fiscal Year 20/21 | 250 | 72% | 27% | 1%  |

### BED NIGHTS:

|                   |        |
|-------------------|--------|
| Fiscal Year 19/20 | 11,047 |
| Fiscal Year 20/21 | 6,628  |

### AVERAGE LENGTH OF STAY:

|                   |           |
|-------------------|-----------|
| Fiscal Year 19/20 | 29 Nights |
| Fiscal Year 20/21 | 23 Nights |

Occupancy rate 53% \*Lower due to COVID-19



### ACHIEVED STABLE PERMANENT HOUSING:

|                   |                      |
|-------------------|----------------------|
| Fiscal Year 19/20 | 88 Individuals = 24% |
| Fiscal Year 20/21 | 83 Individuals = 33% |

### WINTER WARMING CENTER:

|                                  |                   |
|----------------------------------|-------------------|
| Fiscal Year 19/20                | 427 Unique People |
| * 4,453 Chair Nights             |                   |
| * Average of 32 People Per Night |                   |
| Fiscal Year 20/21                | 353 Unique People |
| * 3,222 Chair Nights             |                   |
| * Average of 21 People Per Night |                   |

### DAY PROGRAM

#### FOOD PANTRY 2x WEEKLY

#### Fiscal Year 19/20

|              |       |
|--------------|-------|
| Individuals: | 1,769 |
| Households:  | 1,037 |

#### Fiscal Year 20/21

|              |       |
|--------------|-------|
| Individuals: | 1,349 |
| Households:  | 648   |

#### MEALS SERVED\*

#### Fiscal Year 19/20

14,006

#### Fiscal Year 20/21

25,158

*\*Does not include breakfast or dinner served to overnight guests.*



### OUR MISSION

The Bangor Area Homeless Shelter is a dry shelter whose mission is to support and strengthen the community by providing emergency shelter and supportive services to people who are homeless or at risk and to advocate for collaborative, locally driven solutions to end homelessness.

### OUR VISION

To have achieved our goal where all guests at the Shelter are transitioned into suitable, stable, housing in 30 days or less.

### OUR SERVICES

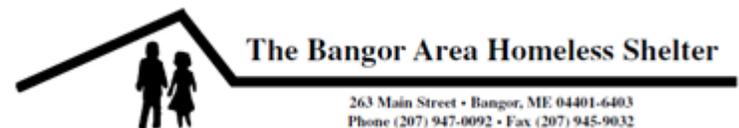
The Bangor Area Homeless Shelter is open 365 days a year, providing Overnight Shelter, Day Services, a daily Soup Kitchen, Food Pantry and an overnight Winter Warming Center

### VOLUNTEERS

Each year numerous volunteers donate their time and talents to the Bangor Area Homeless Shelter helping to prepare and serve meals, clean and organize, pick-up donations, and many other things. During fiscal year 2020/2021, volunteer involvement had to be decreased as a COVID-19 precaution.

**Fiscal Year 19/20 Volunteer Hours: 5,528**

**Fiscal Year 20/21 Volunteer Hours: 1,582**



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# 2020 Annual Report

“ Collaborative, locally driven, solutions to end homelessness



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# A Message from our Executive Director

*Dear Friends,*

What a year 2020 has been. I remain humbled and amazed at the outpouring of support we received from the community during these surreal times. In the middle of March 2020, all 38 beds were full, with an additional 5 mats on the floor in the common room. Our warming center was serving close to 40 people a night, and we were feeding at least that many people in our soup kitchen every day. Then the state of Maine entered a state of emergency.

In response to the state of emergency caused by COVID-19 adjustments had to be made in our facility and we had to find new ways to serve the most vulnerable members of our community. COVID-19 caused our warming center to close two weeks early and we had to decrease our overnight guests through attrition down to 26. We began feeding community members bagged lunches and restricted guests to essential travel only outside of the Shelter and had to add a shift to the staff schedule to keep up with the demands placed on the food pantry. Additionally, our volunteer programs had to be shut down, clothing donations were limited to new items only, and non-staff and non-guests were not permitted to enter the building unless essential.

Then our community stepped up, like they always do. People were buying to-go meals from local restaurants and donating them to the Shelter. People began making bag lunches for us to pass out to people experiencing food insecurity. Landlords and housing voucher providers found creative ways to allow people to move into their own apartments. Monetary, food, and supply donations increased. During all of this chaos, the Shelter staff continued to come to work every day and find creative ways to safely serve our guests. Their professionalism, caring, empathy, and ingenuity allowed us to continue to safely carry on our mission. The outpouring of support in all different facets has been overwhelming. The pandemic, as unpleasant as it has been, has shown the strength and resilience of our community.

While things may be far from over, I have great confidence we will make it through with support from all of you. Thank you for helping us help others during this unparalleled year.



Sincerely,  
Boyd A. Kronholm,  
LSW Executive Director



# A Message from Our President



*Twenty-four years ago, I was homeless...*

Last night, I had a dream – yet again, because I have it so often – that I was homeless again. It’s an experience that never leaves you. Many mornings I still struggle through a brief period between sleep and wakefulness when I am not sure where I am: Do I have a roof over my head? Is it somewhere safe? Is the roof leaking rain onto me while I sleep? Are my children safe?

When speaking about experiencing homelessness, the phrase “there but for the grace of God go I” has come up a lot with people who haven’t experienced it. The year 2020 brought that reality a great deal closer to many, many more people who thought they were safe from it. Businesses were forced to close their doors; jobs were put on hold. People wondered how they would make their rent or mortgage payments. The threat to people’s safety, both health and financial, stalked the community.



But the Bangor Area Homeless Shelter and its supporters did not abandon hope, and they did not abandon the people they love and serve. The pandemic could not rob our people of their compassion, their humanity, and their willingness to share what they have. Supporters continued to give what money they could, and when they did not have that, they gave their time – joining our board or volunteering to collect donations. Restaurants that could not open their doors to customers donated food and meals.

And note this as well: The Bangor Area Homeless Shelter staff and volunteers continued to faithfully show up and do the important work of ensuring as many people as possible would have a roof over their heads. If you follow the Bangor Area Homeless Shelter Facebook page, it updated with inspiring frequency the generous personal and business donations over 2020, and it also highlighted every single time a guest of the shelter found permanent housing. And it was wonderfully frequent.

Members of this wonderful board found creative ways to help the 25th Annual Hike for the Homeless move forward in a time of social distancing. Jenny Gage chaired this committee and talks about it in this report. Shareen Palmacci hiked four different summits in one day to bring a sense of community to the hike. Dr. Bob (Robert Bach) personifies dedication as he tirelessly fundraised and attended Zoom meetings from ferries and even a stretcher at one point! Spend any time with this group of people - the board, the staff, the volunteers - and you will have found a community who love deeply.

The last few times my dreams of experiencing homelessness have had a new twist: In my dreams, Boyd Kronholm and the staff, volunteers, and board of the shelter have been there, and it has been less scary and more hopeful. And just as my homelessness was once a reality, this hope and community is also a reality for those experiencing homelessness even now.

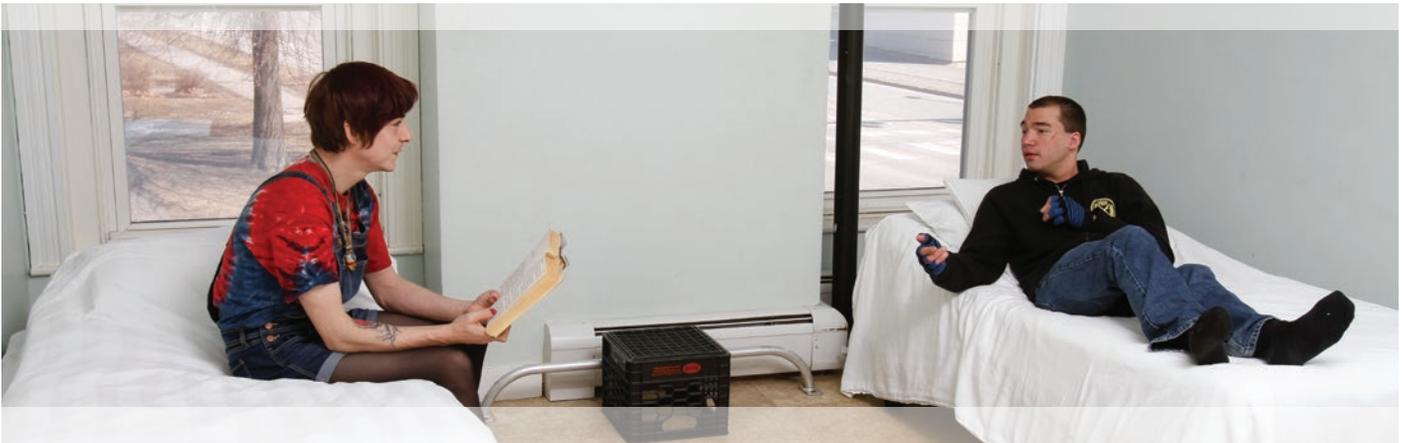
Thank you to every single one of you who has shared your time, your compassion, and your resources through this dark period, and thank you for staying with us as we all continue this work. It is never a futile effort. And it is never forgotten.

Most gratefully and sincerely,

*Lisa M. Shaw*

# Mission

The Bangor Area Homeless Shelter is a dry shelter whose mission is to support and strengthen the community by providing emergency shelter and supportive services to people who are homeless or at risk and to advocate for collaborative, locally driven, solutions to end homelessness.



# Vision

To have achieved our goal where all guests at the Shelter are transitioned into suitable, stable, housing in 30 days or less.





## Memo

*From Boyd Kronholm  
March 16, 2020*

In an effort to control the spread of infection I have instituted the following emergency measures. Please let me know if you have any questions or concerns.

1. The Warming Center is now closed for the season. Please remember we opened it to prevent people from dying in extreme cold temperatures. While it is still uncomfortably cold, there does not appear to be any life threatening cold for the rest of the season. This allows us to redistribute those staff to cover staff illnesses. It also cuts down on the population density in the Shelter. This was a tough decision as we served more than 50 people last night in the Warming Center.

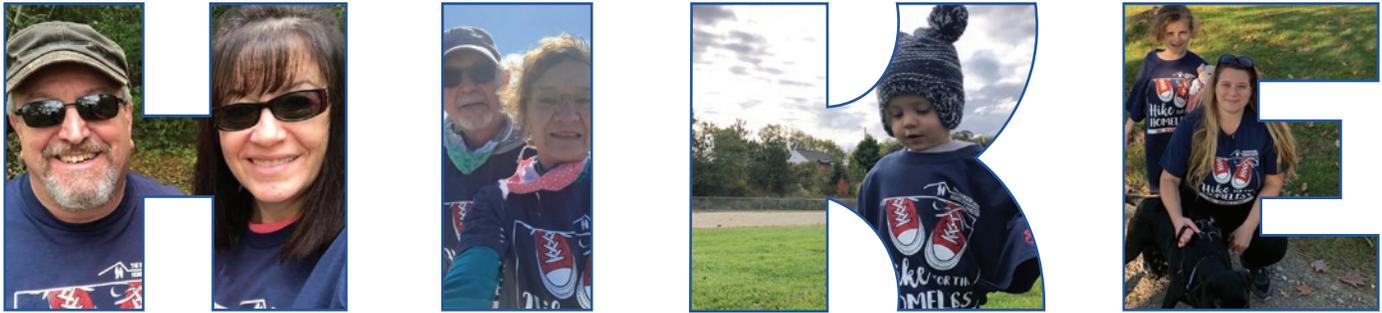
2. As of today, we are suspending our soup kitchen lunch meal for 30 days. We will continue to serve our guests meals. Hope for Homeless will provide us with 30 bag lunches to hand out to non-guests through our back door.

3. Our Day Program will be closed to non-guests.

4. We will run our food pantry through the back door of the kitchen.

5. We have suspended all volunteer services for 30 days.

6. Through attrition, we will decrease the occupancy of any room with more than two beds to two beds for 30 days. This will drop our capacity from 38 to about 24.



# for the Homeless

Planning for the 2020 Hike for the Homeless event began early, as the committee was eagerly anticipating the celebration of 25 years spent hiking to raise awareness about our homeless population in the greater Bangor area. We had big plans for our big event, with goals of increasing sponsorships and participants alike. The popularity of the Hike had increased steadily over the years, beginning with a few dedicated hikers climbing Mt. Katahdin in year one, to the 363 hikers in 2019, who traveled from all over the region to support the cause.

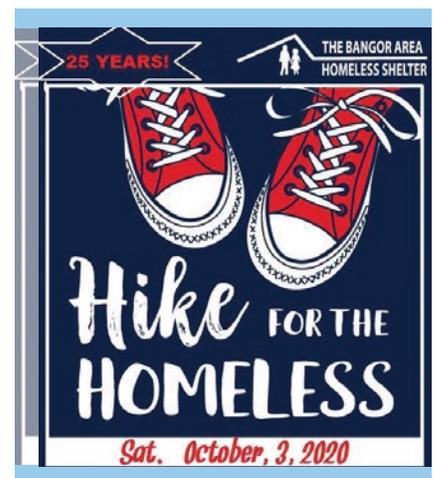
As it did for countless other events, 2020 had other ideas. In Maine, many of us often feel sheltered away from larger world events, but as the COVID-19 pandemic came closer and closer to home, we knew we would need to adjust our plans. After much deliberation and consultation, the committee unanimously agreed to err on the side of safety and postpone

the Hike's typical April date. Our team held a strong commitment to keeping the Hike going and remained hopeful that as the uncertainty surrounding the virus diminished, we would be able to reschedule. As the weeks went by, it became clearer that if we wanted to hold the event in 2020, we would need to get creative.

After joining the world in learning to navigate the virtual world of zoom, the idea to bring the Hike to the virtual world became a possibility as well. #virtualhikeforthehomeless was born! The event itself was rescheduled to October and expanded to a full weekend. The committee was energized by this brainstorm and the creativity blossomed! Social media was incredibly useful in promoting the event and in engaging hikers in sharing their hiking stories. Instead of a raffle on the day of the event, hikers were entered into drawings by sharing pictures of themselves on their individual hikes from all over the state. Committee members participated in live streaming events from mountaintops, promoting sponsors and sharing facts about those experiencing

homelessness along with information about the impact the Shelter has in the community.

Though our initial goals changed and the numbers were lower than in years past, the 2020 Hike for the Homeless remained a huge success thanks to a very dedicated community. What could have been a disappointing year suddenly became a prime example of how we grow and change when faced with adversity, much like the individuals served by the Shelter.



# 2020 Overdrive



## New England School of Communications Shifted into “OVERDRIVE” to Benefit the Bangor Area Homeless Shelter

On Friday, February 6, 2021, the students of the New England School of Communications (NESCom) presented “OVERDRIVE: Full Saturation Benefit Show,” a curriculum-focused concert event.

This live-streamed music festival was a student-led collaborative effort involving students and faculty from every major offered at Husson University’s New England School of Communications. This included students enrolled in the live sound production, video/film production, entertainment production, marketing communications, journalism, graphic/visual design and audio engineering programs



The concert event was live-streamed from Husson’s Gracie Theatre and featured popular musical artists from the Bangor area. Half of the performers were Husson students or staff. Talented musicians affiliated with Husson University who performed at the festival included Nate Ellsworth, Mikey B, and the musical groups “D.W.D.” and “Spaced.” The other half of the performers included the bands “Otis” and “Midnight Breakfast.” Musical styles varied from group to group. Jazz, punk, rock, and rap were just a few of the musical styles the audience had the opportunity to enjoy during the event.

A unique part of the 2021 OVERDRIVE event was the establishment of a GoFundMe page created by student Nicole Majewski and her peers. The page was designed to help raise funds for the Bangor Area Homeless Shelter. “We wanted to do something to help others in need by putting the ‘fun’ in fundraising, during this difficult time,” says Majewski. Thirty donors contributed \$2000.00, exceeding the students’ goal by \$500.



# Staff

---

**Boyd A. Kronholm, LSW**  
*Executive Director*

**Archie Curry**  
*Program Manager*

**Alicia Mayhew**  
*Office Manager*

**Betty Dietz**  
*Financial Manager*

**Wendy Leighton**  
*Housing Manager*

**Jim Batchelder**  
*Shelter Aide*

**Jim Fleming**  
*Shelter Aide*

**Mary Foster**  
*Shelter Aide*

**Ben Hatch**  
*Shelter Aide*

**Dennis Pegues**  
*Shelter Aide*

**Linda Murch**  
*Shelter Aide*

**Chantle Trafton**  
*Shelter Aide*

**Colleen Fagan**  
*Shelter Aide*

**Devin Leighton**  
*Shelter Aide*

**Elysha Sunday**  
*Shelter Aide*

**Jamie Longworth**  
*Shelter Aide*

**Laurie Gauthier**  
*Shelter Aide*

**Maria Horodeski**  
*Shelter Aide*

**Noelle Connolly**  
*Shelter Aide*

**Teena Weston**  
*Shelter Aide*

**Tim Nichols**  
*Shelter Aide*

# Donors

\*Stephen & Tabitha King  
Foundation

\*Hannaford

\*John T. Gorman Foundation

\*Maine Community Foundation

\*Bangor Savings Bank

\*Harris Matthews Charitable  
Foundation Inc

\*Darling, John and Deborah

\*United Way of Eastern Maine

\*James M. Cohen

\*Barbara Cassidy Foundation

\*Greater Bangor Association of  
Realtors

\*Hope for Homeless

\*Lawrence Family Fund

\*Darling Family Foundation

\*Edward & Mary-ellen Darling

\*Lois Gauthier Charitable Trust

\*Carmella Bear

\*Beth El Congregation

\*All Souls Congregational Church

\*Jeff Kirlin

\*Brooks Family Foundation

\*Dr. Franklin Bragg

\*St. John's Episcopal Church

\*Roderick Pinkney

\*Bangor Steel Service Inc

\*Machias Savings Bank

\*Maine Fire Protection Systems

\*Bangor Federal Credit Union

\*Epstein Properties

\*First National Bank

# Board

**Lisa Neal-Shaw**  
*President*

**Pat Kimball**  
*Vice-president*

**Shareen Palmacci**  
*Treasurer*

**Carolyn Dorfman**  
*Secretary*



**Maulian Dana**  
*Member*

**John Hamer**  
*Member*

**Robert Bach**  
*Member*

**Dan Saunders**  
*Member*

**Jenny Gage**  
*Member*

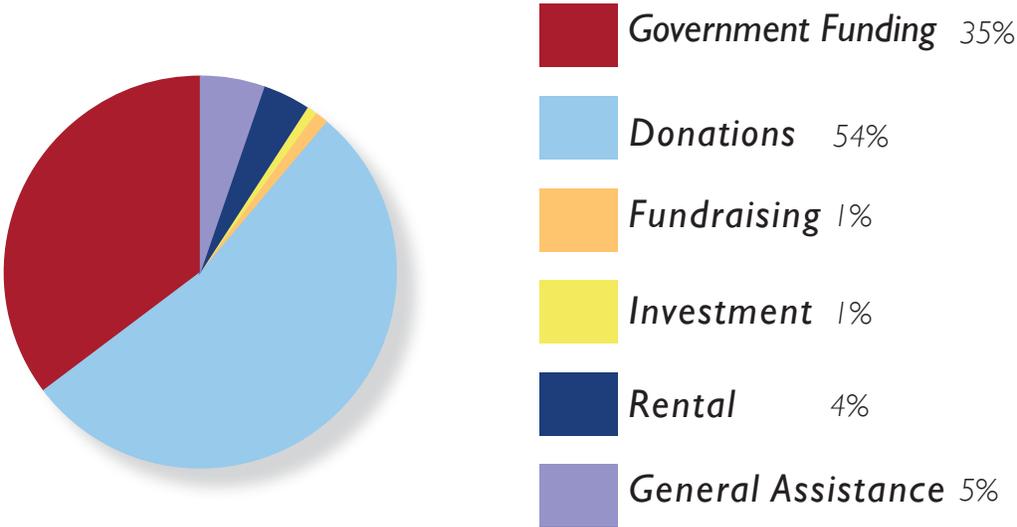
**Jason Bird**  
*Member*



# Financial Statement



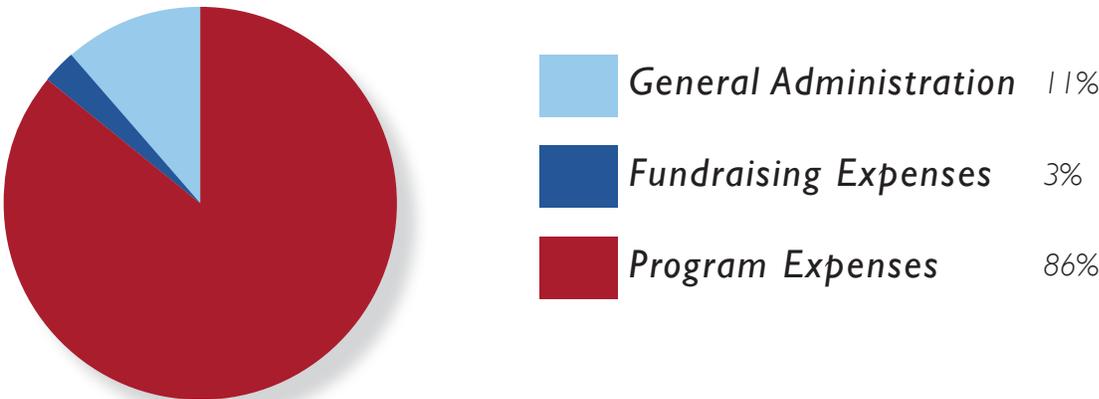
## Support & Revenue



For the fiscal year ending June 30, 2020, the Shelter received 60% of its revenue from the support of the Community and Municipalities. The Shelter would not function without the dedication of its staff and volunteers. The Community support is ever apparent in the values presented in the annual financials. The Shelter was able to return 86% of overall support back into the life-changing programs such as the Warming Shelter and transitioning guests to stable housing.



## Functional Expenses



# Thank You!

*To Everyone Who Helped Us Out This Unforgettable Year*



“

When we hear the word resurrection most of us think of Easter morning. But earthly life is full of small resurrections, moments of rising and rebirth. The Bangor Area Shelter is not just a place that provides shelter and food. It is a place where lives are nurtured and often start anew. The shelter's staff puts people back on their feet, counsels, encourages, and finds homes and jobs. To me they are angels who do the daily hard work of lifting others onto paths toward new beginnings. The following poem tries to capture the small resurrections that we take for granted.

**Resurrection**  
**By Robert Bach**



When there is a sunrise  
after a long dark night  
When a caterpillar becomes  
a butterfly  
When a bulb  
blossoms  
When an acorn  
sprouts  
When the valley  
in your life  
becomes  
a mountain top  
When a little kindness  
creates a relationship  
When your pet becomes  
a soul mate  
When rejection turns into  
acceptance  
When a “homeless” becomes  
a person  
When love conquers  
hate  
When forgiveness  
dissolves a grudge  
When education  
brings enlightenment  
When humor resolves  
an argument  
When diversity is seen  
as a blessing  
When the self loses itself  
In the common good  
When an oppressed culture  
finds equality  
When an individualist  
experiences solidarity  
When your soul  
becomes alive  
by Someone else’s  
sacrifice

**Find Us** 

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**Contact Us** 

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**Website**



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