



WINTER RELIEF REPORT

2013 – 2014 SEASON

On October 14, 2013, the Arundel House of Hope Day and Resource Center opened its doors to welcome the first guests of the Winter Relief program for our 22nd sheltering season. This season of Winter Relief has been unique for many reasons, has brought many challenges, and even more successes. A Special Thank You to Light House Shelter for their continued partnership for the Winter Relief Emergency Shelter.

A Heart-Felt **THANK YOU** to All Winter Relief 2013 – 2014 Partners

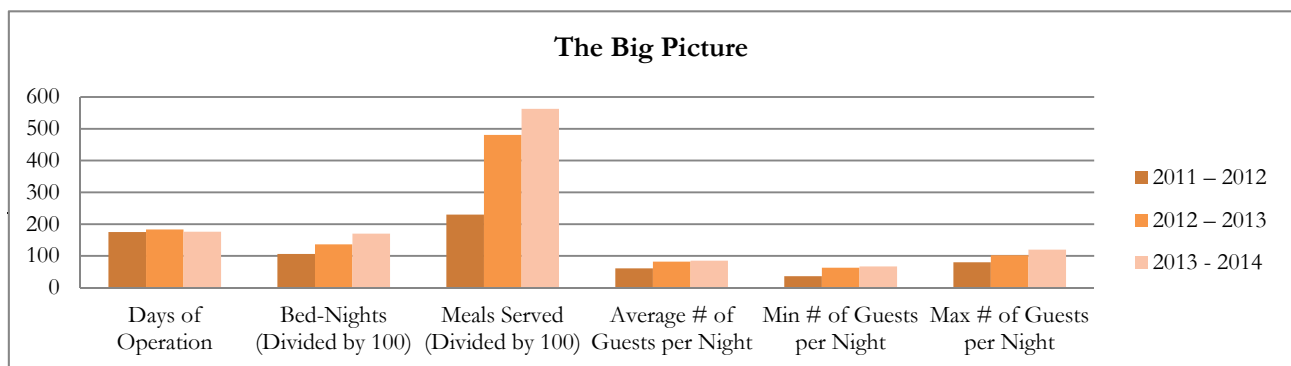
1st Baptist	Church of the Crucifixion	Light House Shelter	Severn Run
Abundant Life	Eastport UM	Linthicum Heights	Severna Park UM
Annapolis EP	Emmaus Center	Magothy UM	St. Andrews BTB
Ark & Dove Presbyterian	Faith Baptist	Mount Olive	St. Anne's
Arundel Christian	Ferndale UMC	Mt. Zion	St. Bernadette's
Asbury Annapolis	First Baptist Edgewater	Nichols Bethel	St. Christopher's
Asbury Arnold	First Christian	Our Lady of the Chesapeake	St. Joseph's (Odenton)
Asbury Broadneck	First Presbyterian	Our Lady of the Fields	St. Margaret's
Asbury Towneck	Glen Burnie UM	Our Redeemer Lutheran	St. Martins
Bay Area Christian	Gloria Dei	Our Shepherd	St. Mary's
Beacon Light SDA	Good Shepherd	Pasadena Assembly	St. Paul's Lutheran
Broadneck Baptist	Harundale Presbyterian	Pasadena UM	Temple Beth Shalom
Calvary	Holy Family	Peace Lutheran	Trinity UM
Calvary UM	Holy Trinity	Riva Trace	Woods Memorial
Cape St. Claire UM	Jenkins Memorial	St. Elizabeth Anne Seton	
Community UM	John Wesley UM	Severn Christian	

THE BIG PICTURE

This shelter year resulted in improved quality of services, as we planned and strategized for a great service experience for our guests and partners. AHOH's newest program, the Community Recovery Center (CRC), aided in the increased efficacy of services offered. The CRC functioned as an extension of the Day Center, helping to service guests during the check-in process, and providing guests with opportunities for active engagement in recovery support services.

Days of Operation (Glen Burnie) 176
Days of Operation (Annapolis) 155

	2011 – 2012	2012 – 2013	2013 - 2014	2013 – 2014 Percent Change
Days of Operation	175	183	176	-4%
Bed-Nights (Graph = #/100)	10,621	13,637	17,010	25%
Meals Served (Graph = #/100)	22,992	48,041	56,280	17%
Average # of Guests per Night	61	82	85	4%
Min # of Guests per Night	36	63	67	6%
Max # of Guests per Night	80	102	120	18%



This year produced a similar pattern of guests served to last year. The guests came to our shelter from incredibly fragile and poor situations, but situations that fit patterns from previous years; during this shelter year, a shift in trend is the increased number of guests who engaged in supportive services for reintegration into independent living. Information on this year's guests is contained below.

