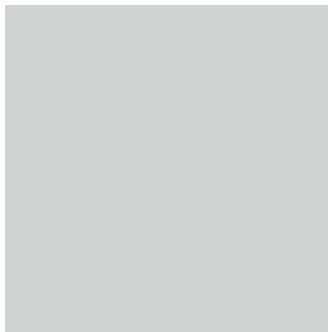
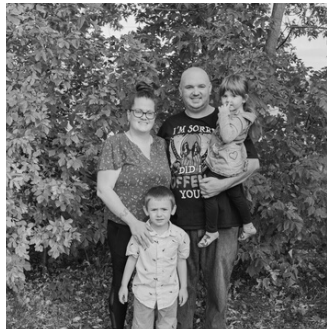
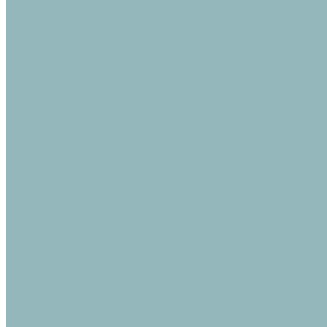


Annual Report 2023



Volunteer and Community Partner of the Year

Each year, Pillars honors a volunteer and a community partner to recognize their dedication and service to Pillars' mission. This award honors those who have gone above and beyond in sharing their time, talents, and passion for Pillars' mission and our clients.

Volunteer of the Year Volunteer Leads Team

This year's Volunteer of the Year award recognizes a team of dedicated volunteers who went above and beyond in 2023. While Pillars was searching for a Volunteer Manager, these individuals went above and beyond to cover the duties of our full-time staff position in addition to their regular duties. These volunteers serve Pillars as Front Desk Assistants, Dinner Providers and Servers, Office Assistants, Shelter Assistants, and Van Drivers, but stepped up to another level of "Volunteer Leads" during our time of need.

Bill Cudnowski, Michael Mailand, Lisa Geiger, Colleen Ebben, Pam Garman, Tressa Campbell, Fawn Groothoff, and Jessica Drews were instrumental in the success of Pillars' volunteer program in 2023. Because of their commitment to selflessly serving others both on the front lines and behind the scenes, we are proud to honor them as our collective Volunteers of the Year.



SCAN ME

Scan the QR code to learn more about our 2023 Volunteer of the Year recipients.

Community Partner of the Year City of Appleton

Pillars' 2023 Community Partner of the Year is the City of Appleton. The City has worked alongside Pillars to address the housing crisis and homelessness. Several of their departments invest meaningfully in our community's collective response in meeting the needs of our most vulnerable neighbors.

Between the Mayor's Office, Appleton Police Department, Community and Economic Development, and Public Health, the City makes a strong impact. They seek, share, and coordinate financial support to fund collaborative efforts with Pillars, Salvation Army, ADVOCAP, and Harbor House. They manage a centralized hub to connect people experiencing homelessness to housing solutions. When the need for expanded services was identified, the City took swift action and awarded two-year funding for service expansion. The list goes on.

As a human services organization addressing homelessness and housing insecurity, Pillars relies on community collaboration to make a lasting impact. The City has been a hands-on partner and strong advocate of Pillars' mission, earning the honor of Pillars Community Partner of the Year.



Highlights

These highlights are from Pillars' Fiscal Year 2023, which ran from October 1, 2022, to September 30, 2023.



October 2022 Winter Shelter Overflow Program

Thanks to funding from the City of Appleton, Pillars extended shelter capacity to house an additional 132 people from October 2022 to April 2023. The overflow program provided safe, temporary shelter and basic needs for individuals and families while they waited for a spot at one of Pillars' emergency shelters. This is a critical program during Wisconsin's coldest months.



December 2022 Seven Days of Service at Pillars Adult Shelter

The City also funded expanded hours of operation at Pillars Adult Shelter to include daytime hours on the weekends. This filled a gap in services providing basic needs and a place of respite seven days a week for adults experiencing homelessness.



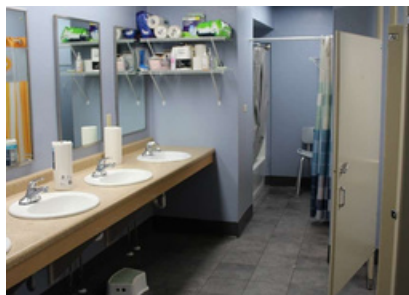
March 2023 New Vision Statement

Pillars' new vision statement encourages a creative, compassionate community that collaborates to ensure episodes of homelessness are rare and brief, and that everyone has a place to call home. The change takes a noticeable shift from being Pillars-focused to community-focused. This collaborative approach is necessary to address the housing needs in our community.



May 2023 321 Office for Street Outreach

Additional office space was created to provide the Pillars Street Outreach team the ability to work in a central downtown location. This location is key to meeting clients where they are at. Access to public transportation and other community partners makes it an optimal place for Street Outreach to operate.



June 2023 Adult & Family Shelter Bathroom Updates

Pillars received funding through the Wisconsin Housing and Economic Development Authority (WHEDA) to rehabilitate three bathrooms in Pillars Adult & Family Shelter. The project began in February and ended in June, repairing severely damaged floors and showers. These repairs gave Pillars clients a clean, safe environment to utilize on their journey to stable housing.

Stay Connected

Stay updated on what's happening at Pillars by following us on social media!

Facebook



Pillars, Inc.

Instagram



@pillars_inc_fox_cities

YouTube



@PillarsIncFV

LinkedIn



Pillars: Shelter,
Support, Solutions

2023 IMPACT

Statistics were taken from Pillars' Fiscal Year 2023, which ran from October 1, 2022, to September 30, 2023.

1,909

1,909 is the unduplicated number of people served by Pillars in 2023.



ADULT SHELTER

256
ADULTS

ADULT & FAMILY SHELTER

422
ADULTS
136
CHILDREN

RESOURCE CENTER

644
ADULTS

17,334

hours of volunteering were completed throughout

4,584
volunteer shifts.

46,067

SAFE NIGHTS OF SLEEP PROVIDED BETWEEN PILLARS ADULT SHELTER AND PILLARS ADULT & FAMILY SHELTER

PREVENTION

223

ADULTS

184

CHILDREN

STREET OUTREACH

89

CLIENTS

SUPPORTIVE HOUSING

119

ADULTS

74

CHILDREN

The Pillars Winter Shelter Overflow Program Sheltered an additional

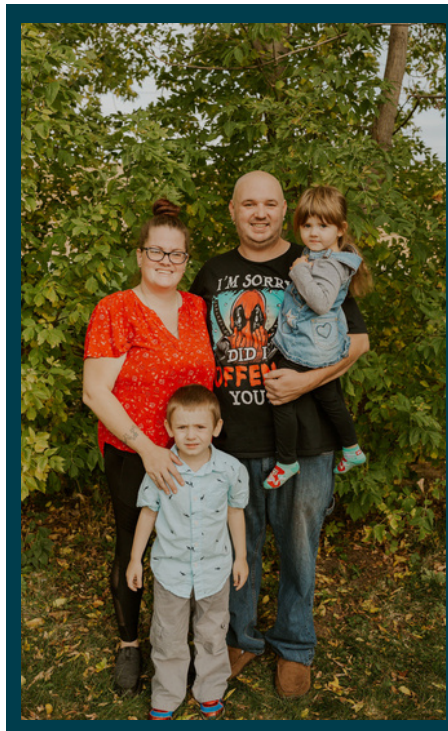
64

adults

&

69

children.



STABLE HOUSING

173

ADULTS

134

CHILDREN



Pillars owns and operates 140 units across 40 properties.



Ascend served 19 young adults in 2023.

LEARN MORE ABOUT OUR SERVICES AT PILLARSINC.ORG



OUR PEOPLE ARE OUR PROGRAM

A NOTE FROM EXECUTIVE DIRECTOR LISA STRANDBERG

Do you know what love looks like? For our neighbors facing homelessness, community members' love often takes the form of socks and blankets. They're cozy and tangible. They convey a sense of care.

Items like these help people get through today. Our Crisis Housing advocates and team of case managers lead folks facing homelessness to a better tomorrow. **Our people ARE our program.** Day in and day out, the Pillars staff bear the weight of our community's care for those experiencing homelessness in the Fox Cities. **It's a burden that's grown heavier with rising unsheltered, elderly, and family homelessness. You make it lighter when you work alongside them.**

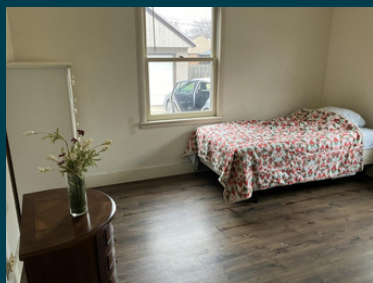
How do you do that? You invest in them, and they become the conduit of your compassion. You get behind the belief that they deserve a living wage. You join them as you're able, providing or serving a shelter meal or greeting our clients as a front-desk volunteer.

Our team are amazing people. YOU are amazing people. When you and they work together, so much love results - **the kind of love that can overcome all, even an intractable challenge like homelessness.**

Thank you for sharing your love with those we serve, and with those who serve.



Marty's Story



A glimpse of Marty's new home.



Marty* first came to the Adult and Family Shelter in February 2023 and resided there until May 2023 before moving to the Adult Shelter. She struggled with finding a job. She put in all the effort she could to find employment but was continuously unsuccessful.

In July of 2023, Marty was diagnosed with breast cancer. Somehow, she was able to keep her chipper mood despite her diagnosis. Marty's resilience in enduring chemotherapy while navigating housing instability was an inspiration to all. She worked with her Pillars case manager to get on SSI while still looking for employment. In late November of 2023, Marty's Social Security claim was approved.

Recently, Marty filled out an application for a Pillars Supportive Housing program, Single Room Occupancy (SRO), and was accepted. With the help of her case managers, Marty moved into her new home at the end of February 2024. Marty was extremely appreciative of the staff and stated that her case managers moved mountains for her. When leaving the shelter, Marty began to cry and expressed how grateful she is to have Pillars' case managers in her corner.

Her story perfectly encapsulates Pillars' value of collaboration. Pillars Adult Shelter, Stable Housing, and Supportive Service teams all collaborated to best support Marty as she moved into her new home. Pillars is grateful for our collaborative community partner, St Vincent de Paul, who supported Marty in making her room feel more like home with furnishings and décor.

Marty first came to Pillars with nothing. Now, Marty has a stable income, employment, a place to call her own, and a network of ongoing support as she continues her fight against cancer.

*While the client in the story is real, their name has been changed to protect their identity.

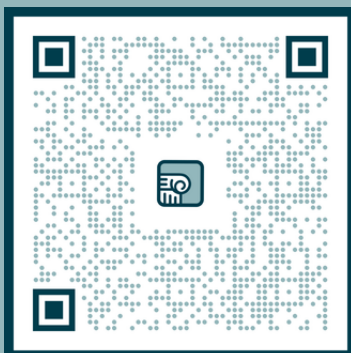
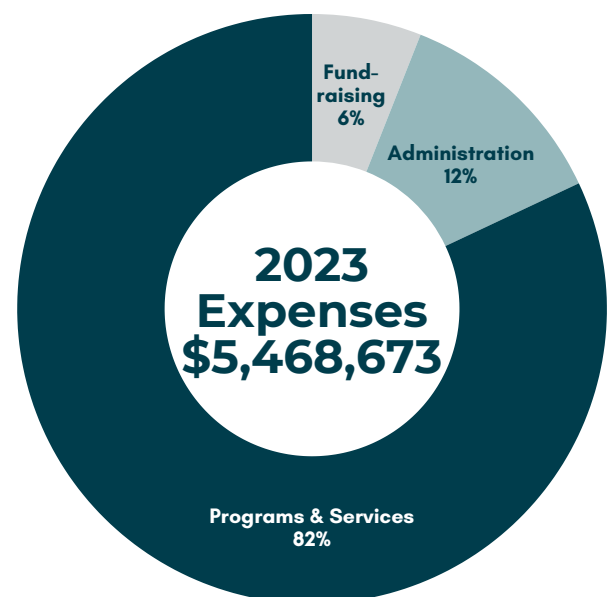
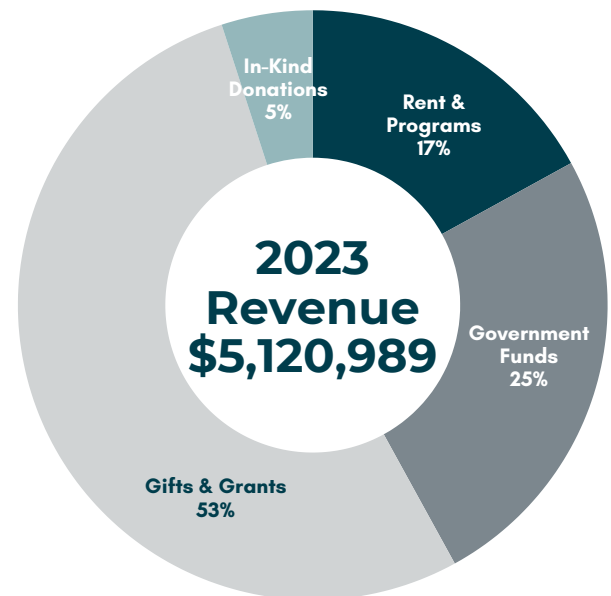
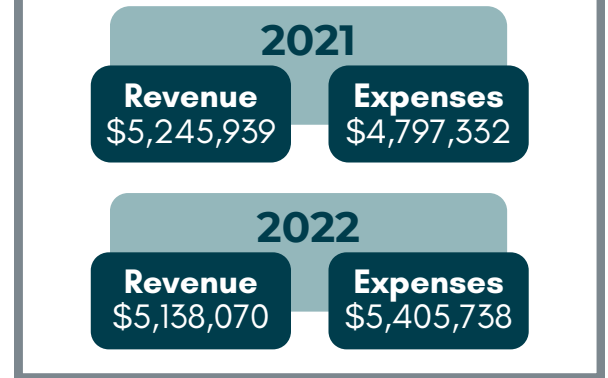
2023 Financials

Pillars relies on multiple funding sources to sustain its mission. This diversity helps minimize the impact of changes outside our control. In fiscal year 2021 and 2022, Pillars received an influx of COVID-19 response funding. That revenue helped support added services and growing expenses put in place to meet the community's need.

Fiscal year 2023 saw COVID-19 response funding diminish. In addition, a challenging labor market caused higher than normal staff turnover. To keep pace with the market and inflation, Pillars increased compensation for frontline employees. While impacting our budget, this was a necessary decision. It is important that staff receive fair compensation for the challenging work frontline roles demand.

The 2023 deficit was covered by multi-year restricted gifts, proceeds from Pillars' endowment, and financial reserves strategically set aside from the surplus in fiscal year 2021. Pillars' leadership team and board of directors are at work to address the deficit and are planning ahead for future years. Your continued support is more important than ever as we look for new, collaborative ways to sustain this vital work.

Previous Years



Scan the code with your smartphone for a list of those honored or remembered with a gift to Pillars this year.

Board of Directors

Steve Williams
President
Aon

Amy DeHart
Vice President
SECURA Insurance

Amy Van Straten
Treasurer
Fox Valley Technical College

Tim Kruse
Secretary
Miller Electric

Pamela Franzke
Director
Appleton Area School District

Tom Klister
Director
FORE Development + Investment

Joel Kuplack
Director
Festival Foods

John Nygaard
Director
Community First Credit Union

Rebecca Kent
Director
McCarty Law, LLP

Miles Sutter
Director
Community Volunteer

Amy Van Harpen
Director
Community Volunteer

Connie Raether
Director
Community Volunteer

Heather Willner
Director
Ascension

Ignacio Enriquez, Jr.
Director
Ascent Consulting

Leadership



Lisa Strandberg
Executive Director



Anne Muller
Organizational
Development Director



Rachel Youngquist
Stable Housing
Director



Matt Malm
Community
Engagement Director



Jennie Moore
Client Services
Director

Operational Supporters

- United Way Fox Cities
- J.J. Keller Foundation
- Amcor Cares Foundation
- Hetzel Long Family Foundation
- Basic Needs Giving Partnership
- U.S. Venture/Schmidt Family Foundation, Inc.
- Menasha Corporation Foundation
- The Wallace Family Foundation
- WHEDA Foundation
- SECURA Insurance Companies Charitable Fund
- Otto Bremer Trust

Locations

Pillars Adult Shelter
1928 W College Ave.
Appleton, WI 54914

Pillars Adult & Family Shelter
400 N Division St.
Appleton, WI 54911

Pillars Resource Center
129 S Mason St.
Appleton, WI 54914

Main Office
605 E Hancock St.
Appleton, WI 54911

Ascend Initiative
990 Apple Blossom Dr.
Neenah, WI 54956