Joseph's House of Camden, LLC 2020 Annual Report

Helping those experiencing homelessness find hope and a future



When the World Health Organization says that for our health and safety, everyone must shelter at home, what if you don't have a home?

What if you are one of nearly 9,000 people in NJ without shelter or a job, who rely on public facilities like libraries and transportation centers for refuge during bad weather or just for comfort when you're having a bad day?

When those resources close, then what?

We've probably never spent so much time in our homes as we did in 2020.

According to the IEA, from March to October, people across the globe were in their homes ten times more than before the pandemic.

Where did those experiencing homelessness spend their time?



JOSEPH'S HOUSE OF CAMDEN 555 ATLANTIC AVENUE, CAMDEN, NJ, 08104 (856) 246-1087 | JHOC.ORG | INFO@JHOC.ORG



Table of Contents

BUSINESS PROFILE

• The pandemic from our guests' perspectives	1
• The scene at Joseph's House	2
ACCOMPLISHMENTS	
• Adapting to pandemic conditions	3
• Keeping guests on the right path	4
• Focusing on health matters	6
• Guest success story	7
SUPPORTS	
• Volunteers rethinking ways to help	8
• HUB partner organizations	9
• 2020 donors	10
FINANCIALS	15
ABOUT US	
• From the desk of Shawn Sheekey	16
Development committee & staff	17
• Officers & Board members	18





"The increased level of assistance we can provide to guests directly improves their chances of attaining permanent housing and other progressions of personal success."

> Shawn Sheekey, Joseph's House Executive Director



The pandemic from our guests' perspectives

Deemed an essential service, Joseph's House remained operable all throughout 2020. At times our capacity was limited, but we were always in line with State COVID-19 regulations and CDC guidelines. As was the case everywhere, the safety and health of everyone was our number one priority.

In the beginning, our guests – people experiencing homelessness and seeking shelter – met the new COVID restrictions with resistance. Having been in close contact with each other all day and sharing items, they didn't understand why they had to wear masks, stay six feet apart, and wash/ sanitize their hands once inside the shelter.

> "I believe the precedent our teams had established before COVID regarding the enforcement of house rules helped our guests greatly. Knowing the ropes, they accepted that Joseph's House was prioritizing their health and safety."

- Night Director Rasheka Ramos



After all, these are people who are already facing one or more significant challenges in their lives: addiction, abuse, physical and/or mental health issues, joblessness, poverty, and so on. Most have little or no contact with family. Some are living without vital medications.

Compared to their everyday problems, the gravity of the coronavirus didn't weigh on them at first the same as it did on most everyone else. From their perspective, what they were seeing was parks being fenced off, public benches being taken, and public bathrooms being locked. At the onset, this was how the pandemic was impacting their world.

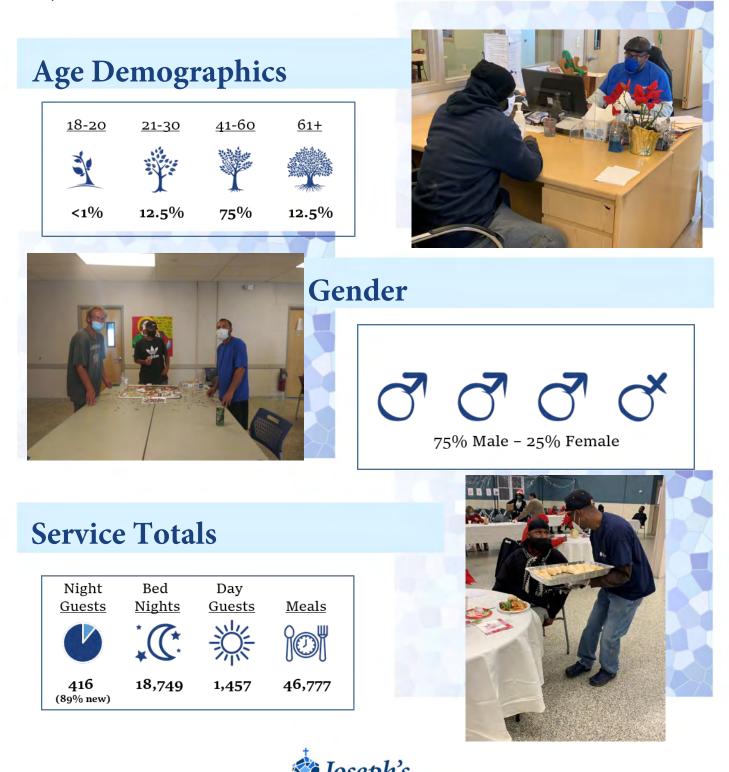
Our strategy relied on our ten years of experience. For one, we made sure PPE was always accessible. Plus our staff was constantly talking with guests about containing COVID. We had nurses talk to them, and then even recruited their peers who were catching on to talk with the last few stragglers about complying. Most importantly, we knew we needed to listen more than we talked, and seeing us take in their feedback helped them see our genuine concern.

We took several measures to protect our staff, volunteers, and guests. This included applying for COVID-specific grant opportunities to access plastic screens, face masks, PPE, and other resources.



The scene at Joseph's House

If there's one thing that can be said about the guests of Joseph's House, it's that they are survivors. Maybe more than most people would give them credit for, they adapt to changing -- often deteriorating -- conditions. They become each other's family, and they do care for one another.



Caring for God's Presence in Our Mids

Adapting to pandemic conditions

We have two types of adult guests at Joseph's House:

- 1. Rostered overnight guests.
- 2. Un-rostered day program guests.

Because of COVID-19, we could only allow 50 overnight guests, whereas 80-85 would normally be accommodated.

With the smaller group, Service Team Member **Ernest "Radio" Lindsay** took advantage of being able to spend more time with each guest, better engaging with them to understand their needs and earn their trust.

LESSON LEARNED

Radio is grateful this opportunity allowed him to sharpen his interviewing skills to



"I walked in their footsteps. I want them to walk in mine."



- Service Team Member "Radio" Lindsay

produce more thorough guest profiles. With more knowledge about a guest's situation, Joseph's House can be more effective in helping guests get jobs and regain housing.

Thanks to the generous support of donors, Joseph's House was able to also extend this support to any community members who needed help, not just guests.

For example, one day a neighborhood father caring for his daughters humbly asked for food. In addition to referring him to the South Jersey Food Bank, we were able to send him home with a few bag lunches for his family.

Even the Camden Board of Social Services was telling Camden residents that Joseph's House was available as a resource for needs beyond homelessness. Our strong and dedicated team gladly took on the extra volume in order to guide them.

We were given many opportunities to demonstrate our compassion and services, and now, those unexpected guests can refer others to us for the help they need.



Keeping guests on the right path

Most people experiencing homelessness need the same basic tools to get back on a path to housing: an ID (birth certificate, social security card or driver's license) and a job. To help them with this, the service navigators at Joseph's House guide guests through working with three major organizations.

Camden-Based Organizations

- The New Jersey Motor Vehicle Commission
- The Social Security Administration
- The Camden Unemployment Office

ReferralsBoard of Social Services943Official Identification540State Health Insurance542Medical478Mental Health217

"We didn't stop. When everyone else pumped the brakes, we rolled up our sleeves." - Denise Mattia – Service Team

For the majority of 2020, these other Camden-based organizations and facilities were closed or working at limited capacity. Without access to these resources, our guests struggled to obtain official documentation and gain ground on addressing their needs.

Fortunately, the service team continued to meet with guests face-to-face while at a safe distance to address their individual needs. Our staff was able to help facilitate on-line meetings and communications between guests and our partner agencies.

-		
Referrals		
Housing		318
Legal		186
Employmen	nt	184
Addiction		182
Social Secu	rity	126
Veterans P	rograms	27



Guests still had access to self-help resources in the Joseph's House computer lab.

Other major agencies that the service team help guests navigate are the Camden County Board of Social Services and the Camden courts.

Before COVID, our team might put together letters for the guests to present to officials when they arrived at these facilities. Sometimes the guest and/or the letter wouldn't make it there, or the guest would forget to hand over the letter once there.

Then in their conversations with staff, they might forget pertinent details about their situation or become intimidated by the process and not speak up.



In either case, they could be missing out on the fairest treatment or an important opportunity.

An upside to the changes in procedures during COVID actually improved these outcomes for Joseph's House guests. Thanks to the implementation of video conferencing verses in-person meetings, Joseph's House Service Team Member **Denise Mattia** was able to sit in on many meetings and provide any details the guests may have omitted.

Surprisingly, being "in the middle" made Denise's job more efficient. Even though this was an additional step she didn't have before, being able to speak and act on guests' behalves made these one-time meetings so effective that the guests' requests were being processed thoroughly and correctly the first time.

The Service Team also assisted current and former guests in applying for their stimulus checks and helped them budget their finances to set goals for how to best utilize that source of income.

LESSON LEARNED

Denise established important relationships with people at the agencies – they'd give her their personal cellphone numbers. Now she has direct lines for questions, help with issues, and so forth.

This tag-team approach is one process improvement that grew during COVID and will continue to contribute to productivity for Joseph's House and our guests.



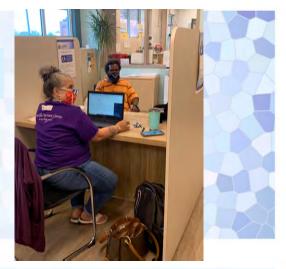
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Focusing on health matters

The introduction of video conferencing improved how the Joseph's House team supports guests' health needs. For example, Project Hope, Rutgers Behavioral Health, and other agencies provided tele-health appointments and support groups for Joseph's House guests.

LESSON LEARNED

Our social worker Amy Sperling learned that staff efficiency was improved by using telephone and on-line options for guests to obtain health insurance and food stamps.





Community Support

In 2020, Joseph's House supported the Camden community with COVID testing and vaccinations.

- 330 COVID tests administered
- December 31: began on-site vaccinations

Health Partners

Sincere thanks to these partners who supported our vaccination efforts:

- Virtua Hospital
- The Camden County Health Department
- The NJ Department of Health
- Project HOPE





Guest success story

When Jamal Bey-el came to Joseph's House in September 2020, we learned of his myriad of health issues, and that his disability benefits were his only income.

We also were impressed to learn that he takes care of his well-being by watching what he eats and upholding the principles he learned growing up on a farm. He put it this way for us:

"If you need water, you must pump it. If you need firewood, you must cut it."

Jamal often shared his wisdom for responsibility and self-reliance with guests over a cup of coffee. For this, our guests repaid him with love and respect.



Jamal celebrated his 70th birthday with his Joseph's House family this past January, and in February, he moved into a boarding house, where he enjoys the comfort of his own bedroom.

When leaving Joseph's House, Jamal left us with this sentiment:

"I am fortunate for having been part of this community. I will always remember my time here."



We're happy to continue to support Jamal with his medical needs.

- Scheduling doctor appointments, tests, procedures, etc., and giving him reminders as those dates approach.
- Arranging transportation with ModivCare, Uber, or bus passes.
- Sitting in on conference calls for aftervisit follow ups, results, and questions.



Volunteers rethinking ways to help

We're fortunate to have so many dedicated and talented volunteers. Even during the pandemic, they didn't forget about us.

Beth McGinnis, a retired social worker, began volunteering a few years ago and routinely served dinner three out of four Fridays a month.

During the pandemic, sparked by a request from Kevin Moran, Volunteer Coordinator, to support the Joseph's House wish list, she organized a donation drive in her community. Her intent was to focus on just a few local churches, a scout group, and a neighborhood social group.

Word spread fast! The pandemic found people wanting to contribute to a better life



for others. Soon she found herself borrowing a box truck from a neighbor, and it filled up fast. "Like the loaves and fishes," Beth said.

As she was pulling down the rear door of the truck, someone asked, "Are you going to do this again?"

Beth and her team are now on their fourth drive, and one of her contributors has become a regular on-site volunteer himself. (Beth is also back to serving dinner on Friday nights.)

LESSON LEARNED

The effort Beth put into coordinating the donation drive inspired others to help as well.

In November, volunteer fundraising leader **Phyllis Sanders** coordinated and facilitated the First Annual Joseph's House 5K Walk/Run event, albeit virtually. This was in conjunction with Hunger and Homelessness Awareness Week.



Despite the event having to be conducted virtually, we came pleasingly close to the \$15,000 goal with \$14,000.

SAVE THE DATE The Joseph's House Second Annual Walk Saturday, September 18, 2021 Cooper River Park



HUB partner organizations

The 2019 facility improvements at our 555 Atlantic Avenue home included the creation of our services HUB with workspace for these organizations to more easily interact with service navigators and guests.

- Amerigroup
- Camden Area Health Education Center (AHEC)
- Camden Coalition of Healthcare Providers



- Rutgers Health Services
- South Jersey Behavioral Health
- Taylor Care Adult Behavioral Health
- Volunteers of America



- Camden County Board of Social Services
- Center for Family Services Living Proof Recovery Center
- Maryville Addiction Treatment Centers
- Project HOPE





FOUNDER - \$10,000+

- Camden County
- Camden County CARES
- Campbell Soup Foundation
- Catholic Human Services Foundation
- Community Foundation of New Jersey
- Connelly Foundation
- Domenica Foundation
- FEMA Camden County
- FEMA Gloucester County
- Gloucester County
- Holman Enterprises
- Housing and Community Development - Network of New Jersey
- MKM Foundation



- Mr. & Mrs. William P. O'Neill, Jr
- Santander Bank, N.A.
- Mr. & Mrs. Shawn Santanello
- Mr. & Mrs. William M. Slaven
- State of New Jersey
- Subaru of America Foundation
- The David and Marilyn Krupnick Foundation
- The Joseph Fund, Inc.
- The Michael and Maryann Camardo Foundation
- The Philadelphia Foundation
- The Sisters of St. Francis of Philadelphia
- Mr. Gregory J. Webster
- Anonymous (3)

A very special thank you to the following donors who made extra effort to support Joseph's House during the pandemic:

- The Connelly Foundation and Domenica Foundation each reached out to provide extra support with COVID-related expenses.
- The State of NJ and Camden County provided COVID-specific grants and funds.
- Holy Redeemer Home Care, Empire Diner, and Simply Soups each sponsored fundraisers to help with COVID-related expenses.
- Roseanne Andaloro made and sold masks and donated the proceeds to us.



STEWARD - \$5,000+

- Ms. Roseann Andaloro
- Camden Coalition of Healthcare Providers
- City of Camden
- Cooper University Health Care
- Mr. & Mrs. Gerard Fasano
- FischTank PR
- Mr. Scot Fisher
- Dr. Roberta Lynch
- Mildred R. Davis Charitable Foundation
- Mr. & Mrs. Joseph C. O'Neill
- Mr. & Mrs. Thomas Pagano
- People For The Poor
- Mr. & Mrs. Frank Robertson
- Mr. Peter Trentacoste
- Mr. & Mrs. Dominic Vallone
- WSFS Community Foundation
- Anonymous (1)













LEADER: \$2,500+

- American Water
- Mr. & Mrs. J. Mark Baiada
- Mr. Craig Bickel
- Mr. & Mrs. Douglas Clark
- Mr. John D'Anastasio
- Ms. Kathleen D'Anastasio
- Diocese of Camden
- Dolfinger-McMahon Foundation
- Mr. & Mrs. Adel Ebeid
- First Presbyterian Church of Haddonfield
- Mr. & Mrs. Eric Fischgrund
- Holy Eucharist Parish, Cherry Hill, NJ
- International Raw Materials Ltd.
- Mr. & Mrs. Jeffrey Meli
- National Time Systems, Inc.
- Ms. Mary Nettleman
- Mr. Lawrence O'Neill
- Mr. Paul Rosenthal
- Mr. & Mrs. James P. Steinitz
- The Italian Open
- Anonymous (1)

Nearly 90% of our cost is payroll for direct service staff who support Joseph's House overnight and day program guests.



PARTNER - \$1,000+

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- Mr. & Mrs. Edward Borden
- Mr. & Mrs. Frank Boyle
- Broken Knuckle Fingerboards
- Mr. Gerard Campbell
- Mr. Anthony P. Catelli, Jr.
- Central Metals, Inc.
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- Mr. & Mrs. Christian McGrory
- MidMarket Capital Advisors, LLC
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- National Alliance on Mental Illness
- Mr. & Mrs. Donald Nigro
- Mr. Carl Ning
- Rev. Robert Nolan
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- Ms. Colleen O'Neill
- Our Mother of Consolation Catholic Church, Philadelphia, PA
- Mr. & Mrs. Thomas Rodgers
- Rutgers University-Camden
- Safety Research, Inc.
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- Sandmeyer Steel Co. Foundation
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- St. Teresa of Calcutta Parish
- The Drs. Calvin & Orsula Knowlton Foundation
- Mr. & Mrs. Shawny Tocco
- Mr. James Treanor
- United Way of Greater Philadelphia and Southern NJ
- Mrs. Mary Valiante
- Mr. & Mrs. Anthony Volpe
- Mr. & Mrs. Jerry Warner
- Whole Foods Market, Cherry Hill, NJ
- Mr. & Mrs. Stanley Witkowski
- Mr. & Mrs. Brian Wojciechowski



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- Mr. & Mrs. Patrick Cashio
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- Chubb Charitable Foundation
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- Mrs. Chris Sheehan
- Mr. & Mrs. Shawn Sheekey
- Ms. Donna Sherman
- Society of St.Vincent De Paul Saint Teresa of Calcutta Parish, Collingswood, NJ
- St. Joseph the Worker Parish Hands of St. Francis, Haddon Township, NJ
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- Mr. Daniel Stromberg
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- The Catholic Crusade
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- Ms. Mabel Valladares
- Mr. & Mrs. David Walsh
- Mr. & Mrs. Leonard Wood
- Mr. James Worstall
- Mr. & Mrs. Donald Zitto



FRIEND - \$250+

- Amazon Smile
- Mr. & Mrs. James Anzide
- Ms. Catherine Asaytuno
- Mr. & Mrs. Joseph Aumenta
- Mr. & Mrs. Raymond Baraldi
- Mr. & Mrs. Christopher Baxter
- Mr. & Mrs. Kenneth Bossong
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- Construction and General Laborer's Union Local 172
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- Mr. & Mrs. Joseph Johnson
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- Rev. James King
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- Knights of Columbus Holy Name Council 12503

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- The Bryn Mawr Trust Company
- Ms. Roseanna Thomason
- United Way of Massachusetts Bay and Merrimack Valley
- USS New Jersey Lodge 62
- Mr. & Mrs. Andrew Weidl
- Willow Brook Homeowners Association, Basking Ridge, NJ
- Mr. & Mrs. Roman A. Wojenski
- Ms. Meresa Yager
- Zamora Court No. 135



Financials

January 1, 2020 – December 31, 2020

Revenue	Opera	Operating Activities	
Private (individuals, businesses)	\$	461,239	
Public / Government Grants	\$	951,915 *	
Foundations	\$	437,915	
	\$	1,851,069	
Expenses			
Program	\$	1,212,428	
Fundraising	\$	62,002	
General & Administrative	\$	173,770	
Depreciation	\$	86,833	
Interest	\$	19,927	
	\$	1,554,960	
Change in Net Assets*	\$	296,109	



Financial Condition: At December 31, 2020, total assets were \$3,357,795 (including \$1,053,786 cash), total liabilities were \$702,628 (including \$279,324 of debt eligible for forgiveness per NJDCA) and net assets of \$2,655,167.

* Includes effect of PPP1 loan proceeds of \$249,500 as revenue since same amount was forgiven.





From the desk of Shawn Sheekey

No one will disagree that 2020 was quite a year.

Relying on the advice of health officials, we all strived to wear masks, socially distance, and sanitize everything. That's tough to do when you're working and living in a group setting.

There was no playbook for COVID-19 at overnight emergency shelters, family shelters, domestic violence shelters and unattended youth shelters. We all had to pivot, and pivot quickly.



Like the other shelters, Joseph's House had to reconfigure nearly every operational aspect in order to comply with the restrictions that would safeguard the health of our guests, staff, and partners. That included reducing our overnight guest capacity.

Fewer beds meant at times we had to turn away people. This was frightening for not only our guests, but also our staff.

Beyond that, with so many city facilities closed, it was difficult for our Board members and staff to stop thinking about our less fortunate brothers and sisters with no access to basic services.

Despite the challenges, we were driven each day knowing we could help others in addition to people experiencing homelessness. Therefore, we opened our doors to anyone needing the basics: bagged lunches, bottled water, or access to showers. In our parking lot, we deployed hand washing stations and portable toilets.

As I look back on all the efforts of the Joseph's House staff, our Board members, and our guests in 2020, I couldn't be more proud. Now emerging from this crisis, we see more opportunities for Joseph's House to continue our critical mission.

I'm excited that we continue to offer a higher level of support for our guests as we strive to further expand our operation to provide 24-hour services. The increased level of assistance we can provide to guests directly improves their chances of attaining permanent housing and other progressions of personal success.

To achieve that, we are in greater need of support for our day-to-day operations. Therefore, our fundraising efforts are focusing on spreading awareness and encouraging donations relative to our daily operating expenses. We are also continuing many of the operating efficiencies found during the pandemic.

After seeing the number of people who sought our support during the pandemic, we realize the possibility still looms of many more new homeless due to evictions and foreclosures.

I want to thank the people and organizations that continue to believe in the Joseph's House mission. Knowing we have the backing of such great supporters encourages us to persevere and gives us the freedom to imagine new ways to serve the people in our neighborhoods experiencing homelessness. Your generosity and continued support makes this possible. Thank you.

Sincerely,

Shawn Sheekey Executive Director



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- Patricia Clark
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- Prosper Delle
- Jazmine Gonzalez
- Joseph Harris
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