

# THE INN-SIDE VIEW

*The Inn-Side View is a publication of Citizens for Adequate Housing, Inc.  
Over 20 years combating homelessness...providing shelter and affordable housing for families.*

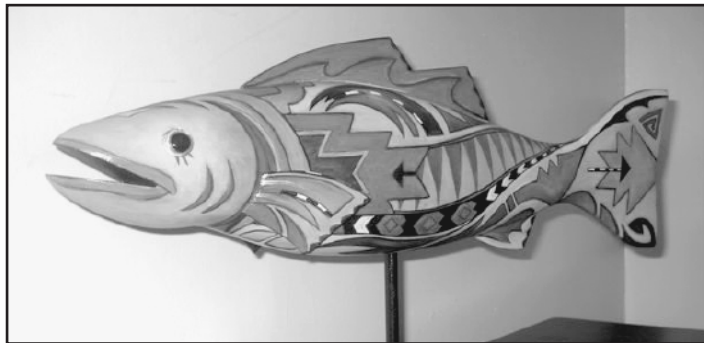
## InnPartnerfish Are Swimming Your Way! Don't Miss the Inn Auction



Sigrid Olsen

“Passion Fish” by artist and fashion designer, Sigrid Olsen. “Rainbow Trout As Seen in Three Feet of Sparkling Clear Lake Water,” the work of Salem’s Racket Shreve.

Perhaps the sweater-attired “Hot Fish” by children’s illustrator Jill Stover appeals to your sense of whimsy. Marblehead artist extraordinaire Don Howard’s fish, “Peace Can Only Come Through Understanding” will surely catch your eye. Don’t miss your chance to bid on these and 11 more spectacular fish, created by area artists especially for the



Santa Fe Fish by Katy Bratun

Inn Auction to benefit CAH. There will be many more fish decorated by the artistic children and mothers at the Inn Between and Inn Transition.

You can see these works of art by visiting them at 15 locations around the North Shore. For details (and photos of

the fish), check our website, [www.shelterandhousing.org](http://www.shelterandhousing.org).

And it’s more than fish! You’ll have the chance to bid for a wide array of fabulous items at this live and silent auction. The Inn Auction will be held on Thursday, November 2nd from 6-

9pm at the Danversport Yacht Club. Billy Costa will auction these dazzling items - a week’s stay in St. Thomas, USVI; an antique roll top desk; and so much more!

For reservations or information, call 978-531-9775.



Tonya painting a small fish at Inn Transition

## Slow and Steady: Equals a Win-Win for Quinones Family

Julia and Angel Quinones radiate warmth and caring sitting in the living room of their former living quarters at Inn Between. In 2001, newly arrived from the Dominican Republic, Julia and her three children found themselves with failed plans for housing. Angel, her husband, was to join them soon. With “an angel sitting on her shoulder”, Julia was directed to the Inn Between (IB) through DTA’s Emergency Assistance Program. Five years later, here’s their story. They thrived staying at Inn Between, and enthusiastically share where life has brought them.

Guided by IB staff, Julia obtained work in the Peabody Schools’ Dietary Department, and a child-care position at Bally’s. Angel arrived, and within one year the family rented a Salem apartment. Later, they moved to Peabody, a city they enjoy.

A Christmas basket from IB included a gift certificate to Classic Faces, a day spa. Julia partook of the services. The resourceful woman spoke to the spa’s owner and was soon working cleaning the spa. At the owner’s encouragement, Julia obtained a license in nail care, and has done nails at the spa for the past 3 years.

Still working in the Peabody Schools, ‘spare time’ finds Julia cleaning houses with her husband. Angel, retired, takes care of things at home. They have a nice apartment, good car, and a new computer for their children.

Julia says, “Imagine, we still find time for us!” She continues, “We will always have a connection to Inn Between. I volunteered there for two years after leaving.” The Quinones’s eldest son, about to enter the US Navy, volunteered at IB helping to watch young children.

“The Inn Between did everything

for us. Life started there,” says Julia. Her fears disappeared once she walked through the doors of IB. “I met the people; it was like family. The IB staff is very special to us. We love them; we stay in good communication.”

The couple feels that people in a similar situation can succeed with no limitation, thanks to IB. “The Inn Between is the way to continue,” states Angel. The Quinoneses haven’t done everything they want - yet. Owning a house is in the future. Laughing, Angel adds, “Our list will be big if we keep talking about the good things at Inn Between.”

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**Inn Between  
Program to Serve  
3 More Families**

Shelter staff scurried last month, cleaning and arranging furniture to make three vacant rooms at the Inn Transition available to homeless families participating in the Inn Between's emergency shelter program. The Inn Between could not

accommodate these new families in its building. The new residents have arrived, and the Washington Street shelter is bustling with eleven moms and 23 children ranging in age from 8 months to 18 years old. The place is hopping!

The number of homeless families on the North Shore is rising, so CAH was asked to expand to accommodate them. The hope is to keep homeless families out of motels by increasing the number of shelter beds available statewide.

**Keri's Story**



Upon my arrival at the Inn Between shelter, I had many different feelings going on inside of me. I was 22 years old and pregnant. And boy, did I feel all alone! However, I met all the families and it wasn't so bad. Like anything though, it took some getting used to.

Soon after I arrived, my daughter was born. Thankfully she had a room to come "home" to. My daughter, Alysia, is two weeks old now. We're both waiting for a home that we can call our own. Thanks to the Inn Between, that task will be a whole lot easier.



**Nancy Crowder  
Executive Director**

When I read about the Hewlett-Packard board of directors spying on its members, I laughed. It seemed like such an absurdity. Yet, it certainly demonstrates a lesson to managers

on honesty in the workplace.

We always keep you informed about our programs and our clients, but you seldom hear about the devoted and talented staff members who work with the families and keep this agency operating smoothly. One of the things I am most proud of at CAH is a healthy work atmosphere. Everyone - administration, direct care and board of directors - all must support the same philosophy in order for any system to be successful.

It is an easy system, yet I am shocked when I hear how other businesses treat their staffs or, in the case of HP, their board.

CAH's approach consists of 7 guiding principles:

- Each person is as important as the next. Our incomes may vary based on our responsi-

**From the Executive Director**

bilities and expertise, but without each employee doing their job well, CAH does not thrive.

- Racism is just not part of our culture. CAH supports training for all staff. We maintain an anti-racist atmosphere and continue to teach each other if we stray.

- We are in this together. Each voice is powerful in the ongoing process of designing and implementing the programs. Together we discuss our health insurance coverage or our response to funding cuts. The program staff is empowered to adapt their schedules or programs based on their wisdom, observations and client feedback.

- We take care of families and must role model by taking care of ourselves and our own families. Employees' families come first before "the job". A difficult balancing act at times, but with a team effort can be accomplished.

- Complaining "in the back room" is allowed for 24 hours in order to vent anger and exasperation. Then staff must come forward and deal with the issues, preferably with the person with whom there is a problem. We offer mediators if assistance is needed. Staff members feel safe because honesty and integrity are the norm.

- When hired as a 20 hour/week or a 40 hour/week employee that is what you are expected to work. Yes, there are always times when more hours are needed, but the overall picture is that you stick to you schedule. This prevents major burn-out. And a vacation is a vacation - no phones/emails. The remaining team members are competent to take your place.

CAH's full-time staff average length of employment is over 9 years. For our part-timers it is almost 3 years. These averages are way above the norm in human services. This dedication has continued through years of level pay, sometimes 2-3 years in a row. Sometimes staff must leave in order to increase their income. However the majority return because they learn that honesty, safety and dignity often are more important than dollars.

Lastly, as these guidelines affect the individual employee, they then prompt the employee to care for the families we serve with the same dedication to dignity, safety and integrity. Once initiated, the circle of decency continues by its own momentum. What more could any business want?

# Extreme Makeover “Mitzvah Project” at Inn Transition

Dan Sherman, a young and caring 13-year-old, made a definite statement about his becoming a Bar Mitzvah – taking a literal translation of the word “mitzvah” or “good deed” and making it real for a family at the Inn Transition. He and his family and girlfriend gave of their time, energy, and caring to do an “extreme makeover” to one of the units where the residents of Inn Transition reside. What a team effort it was!

Dan, his mother Loretta, dad Warren, brother Neal, sister Holly, and girlfriend Jessica came in for an entire weekend recently and did “soup to nuts” changes in the unit. They painted, tiled, shampooed rugs, added new curtains, new bed details, re-stained furniture, and even added small touches to the display of towels and other accessories. It was their effort, their joy to create a “welcome mat” when one opened the door to the unit.

Dan chose this project as a way of giving, of saying how lucky they are as a family, and of

helping another family with their luck and outlook. Dan is the oldest child in his family. Citizens for Adequate Housing is not new to the Sherman family. His mother says that as they outgrew strollers and car seats they gave them to Inn Transition.

“Being poor knows no race or religion. I was trying to instill in Dan how lucky we are,” says the mother and nurse. “It makes you feel so good to be able to help”.

The family agrees that Dan’s project was very well worth it. Mrs. Sherman says, “If I had another \$1,000 I’d do even more at Inn Transition. In fact”, she adds, “one day it would be wonderful to buy a new ceiling for the place!” To add a little food for thought, the family brought pizza and salad for all of the residents to enjoy on Monday.

A thoughtful and caring teen, whose Bar Mitzvah occurred earlier in September, Dan shared how he felt about the weekend project.

“It was amazing how much we could do in one weekend. I couldn’t believe we could do all that! My parents have been donating to Inn Transition for years, and my parents suggested it (my mitzvah project) be here.”

The Shermans set a wonderful example for others. Their hearts are in the right place. And, as Dan said with gusto, “I’m pretty proud of what we did!”



## Two Sisters: Each on a Great Path

Two sisters – ages 16 and 17, one a junior at Brighton High School and the other a senior at English High in Jamaica Plain – are on quite a road to accomplishing their goals in life. Both young women are residents with their mother at Inn Transition, having come to reside here as the school bells are about to ring.

Both love their mother very much, and would not have moved from homelessness to IT were it not for her. The older of the two sisters is insightful beyond her years. “After being homeless for four years, I learned to change my negative events into something positive,” she says, and continues, “I was able to do that because of the love I have for my family. I just looked at everything as a life-changing experience which I learned from.”

This past August was the fourth year that the trio had been homeless. Their mother completed a recovery program, and they found out in June they’d be moving to Peabody. The Hyde Park residents were coming to a new place in a new city. The older sister says, “As long as we were in Boston I’d be fine for school, for my job; but now we were going to Peabody. I had to

change my job – I am comfortable where I work in Peabody now, but at first heads turned. I’m starting to get to know people, but it was uncomfortable at the beginning. Wanting to continue at their respective Boston schools it takes the teens 1 1/2 to 2 hours in each direction on public transportation to get to their destinations from Peabody. The senior then has about an hour to do homework on some days before going to her job.

The young women and their mother have lived in four different shelters in the past 2 1/2 years. Says the 17 year old, “It’s a hurting feeling, but it’s something we have to learn from. If I felt negative I wouldn’t be the person I hope I am. It is the love for each other and the grace of God that helps us stick together.” Her grandmother always said, ‘a family that prays together, stays together’. The high school senior believes in that. “I will go see my grandmother in Boston this week. I work extra hours so I can have money in my pocket”, she says. The teen likes to write, and has written several stories, but with all the moves can’t find her treasured words that she put on paper. “We’ve gone through thick and thin. It’s been me, my sister and my mother; nobody else.”

They want to continue their education at their respective schools in the Boston area, but have a dilemma – how to get to school on time

from Peabody. Transportation is a very serious issue, but would resolve itself with the help of some donors stepping up to the plate. Here’s what each has immersed herself in at school.

The articulate teen, a junior at Brighton High School, is involved in a radio station called GIRLS Radio sponsored by Boston’s Mayor Menino. It is a paid position. The station presents interviews, delves into community issues, and plays music that is NOT degrading to women or uses inappropriate language. Currently the station has a Boston-based audience only, but hopes to broaden its reach. With English as her favorite subject, this poised young lady wants to become a lawyer or family therapist. She just received an award for “strength of character” from the radio station.

The older sister is a senior at English High in Jamaica Plain. She is in her 3rd year as a member of ROTC. She would like to go into the military to pursue a field in the area of child psychology, and as a second career pursue marketing or finance. Math is her favorite subject. She babysits and works at a local market, when not in school, to earn extra money. She was recently given an award by ROTC for “most improved” and “most involved”.

These dedicated teens have a goal - to finish school at their current locations, and to make a positive impact on society.



# CAH Citizens for Adequate Housing, Inc.

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