FY 11 United Way Year End Report

Program: **Emergency Shelter/Transitional Housing**
Agency: **The Salvation Army**
Date: **August 5, 2011**

1. For the current funding period, please highlight your program's goals, activities and results, noting any changes to your original plan/proposal. Include any relevant budget and/or financial information. Limit your response to no more than one page.

The Emergency Shelter and Transitional Housing continue to work together to provide assistance to those in great need in our community.

For fiscal year 2011, the Emergency Shelter averaged over 1,520 bed nights of lodging per month for homeless people in our community. This averages out to serving 50 men, women, and children a night. The total bed nights provided for the year was 18,250. The shelter kitchen provided over 4,678+meals a month to the underprivileged in our community as well as the residents of the Emergency Shelter for the fiscal year of 2011. An average of 39 vouchers per month or 585 items per month were issued to assist those with clothing, shoes and furniture. It is our goal to continue to provide all the needed services of housing, shelter, kitchen meals, and HIP rental help to all who are in need in our community at no cost to the benefactors.

The Center of Hope (COH) Transitional Housing Community heavily subsidizes the cost of housing, utilities, and meals, in order to assist motivated families and individuals who have lost their homes to make the transition from crisis to self-sufficiency. COH provides nine apartments to homeless families and individuals participating in our self-sufficiency programs for up to two years. During this time COH provides education in money management, referrals for those needing mental health services, encouragement to those furthering their studies to obtain higher-paid employment, and assistance for those with a wide range of medical, dental, and parental needs. Each week every household works closely with a caseworker attentive to all aspects of encouraging healthy growth in the lives of Community Members.

We are now a year into implementation of a comprehensive revision of intake procedures and program policies with the goal of achieving improved outcomes. Our results, as noted below, look mostly encouraging. Every week, with a particular emphasis every quarter, we assess the effort and ongoing needs of our households to ensure we are successfully assisting our Community Members to achieve personal goals and self-sufficiency. We recognize that people can transform their problems to strengths and that with support, integrity, hard work, discipline, and caring, families and individual can become stronger even in very difficult times.

We are now in the process of reviewing further proposed refinements to our program policies in the hope of furthering the successes we have seen. In particularly the need for further assistance in parenting and money management remains prominent.

2. Please share a success story from your program. We are especially interested in stories that show a long-term impact on a person or family, and stories that show collaborations or referrals with other community programs in meeting a client's multiple needs.

Emergency Shelter
Narrative

One of the many success stories within our Emergency Shelter here at the Salvation Army is the story of a 53 year old single male who was released from jail and came straight to us to try and re-establish himself.

Through help of the Salvation Army and his probation officers he was able to secure work through Labor Ready and to start his way back after a long time in jail. His crimes had occurred in New York and he was sent to a Federal Lockup where he served 5 years in jail.

While here we got him connected with the Literary Volunteers and also a tutor that could help him get his GED. After weeks of study, he passed his GED and continued working 40+ hours at Labor Ready.

His commitment was to work and save, so he could find affordable housing back home near his family. Through the Boothe School of the Salvation Army, he was able to master how to balance a checkbook, deal with future landlords, and how to interview for a better job.

When his hours were cut and he lost his job placement, we continued to encourage him and helped him put in new job applications so that he could work and start saving again.

When he had just about spent his savings that he had accumulated, he found new employment with a long term contract and was hired at $2 more than he was making when he first started working at Labor Ready.

His savings started to build quickly and soon he was looking for housing again. Then he got word that his family needed him back at home. He and I talked at length on what he should do and so he decided to meet with myself (Director) and his probation officer. After a meeting that was sometimes strained and intense, the decision was that the probation people would check into letting him go home.

During this period of time, we continued looking for employment for him in New York and places to rent as well. Finally after weeks of looking, we found him a job doing exactly what he was doing at his job here and an apartment 3 blocks away from the work sight. He continued to work and when his job hours slowed he went back to Labor Ready and signed into a new contract that was for another 4 months.

His savings continued to build and he started to attend church and continued his sobriety. On June 26th 2011, he finally got permission to leave and his probation r would be over four days later. He was leaving us headed to a new job, a place to live, and a place near his family with over $4,000 saved in his pocket.

When the day came for him to move he stopped by and thanked us for all we had done to get him back on his feet. He had completed his time here and completed the plan that he set out on when he arrived. He had paid off all of his debts, paid all of his fines, had sizable savings, obtained a new job, and had found affordable housing. He got his life back and was looking forward to his new start when he got home to New York.

Transitional Housing
Narrative

Story Update:

The story below is the same one you received in February with one notable update. Since this time this couple has found the opportunity to purchase this home from their stepmother who relocated. As a consequence this recently homeless family has now become homeowners! This is, of course, just the kind of happy outcome we hope for. Other encouraging narratives are available for all who are interested.

Our Story:

I am John Barlow. My wife (Mary Barlow) and I were part of the Center of Hope transitional housing program for one and a half years.

When we came to Center of Hope I had a job driving a cab. Soon after we moved in I started having seizures and the doctor I saw told me I could not keep my cab job because it was unsafe for me to drive.

I started having additional health problems at this time. I began seeing a doctor at UVA and she diagnosed me with Crohn's disease, IBS, and other medical problems.

I also started seeing and hearing things that were not there. My doctor recommended that I see a psychiatrist at UVA. I tried to make a psychiatry appointment and, after three months of waiting, was told that they would charge me an amount I could not afford.

I talked to Josh and, with his help, immediately started seeing a psychiatrist at Charlottesville Health Access. I began taking medicine that has helped me.

While all of this was going on I was also filing for disability. After 10 months I was approved for disability on my first attempt to apply (approval on the first attempt is very rare).

Mary and I were simultaneously filing for bankruptcy. Mary, who has worked for Tiger Fuel for a number of years, had almost six thousand dollars in garnishment of her check lined up. Josh connected us with Legal Aid and we were only charged for the court costs to complete the bankruptcy.

The first lawyer we were sent to refused to take the case for unknown reasons. We almost lost hope. However Legal Aid, encouraged by Josh, kept trying to find a lawyer. When they did the lawyers were very nice, answered all of our questions, and started the process. The bankruptcy was discharged and we are continuing to rebuild our credit.

Approval of disability, and the completion of the bankruptcy, occurred at about the same time. This changed our life. We now have two sources of consistent income and no debt. The Center of Hope gave us the opportunity to go from needing help to being able to offer help to others.

When Mary’s stepmother expressed a need for someone to share her home so she could continue to pay her mortgage we realized that we could give back by helping her in a number of ways. We agreed to move into her home.

All in all Josh was a very big help and our time at the Center of Hope was a big success. In addition to addressing the matters above we also completed a period of probation and restitution, dealt with optical and dental needs, and learned about managing life together as a couple.

Thank you very much.

John and Mary Barlow

(The Barlow's are happy to meet with donors if desired.)

**The names of the clients have been changed.

3. Complete the following Outcome Measurement update (based on your application for funding) for the fiscal year to date.

Emergency Shelter:

Projected Number of Intended FY11 Primary Beneficiaries: **644**

Actual Number of Primary Beneficiaries: **591**

Projected FY11 Outcomes	FY11 Indicators Tracked	FY11 Outcome Results (provide specific numbers and percentages)
1. Emergency Shelter residents will follow the case management plan.	1. Percentage of those who follow the case management plan.	1. 57% (338/591)
2. Emergency Shelter residents who leave and move into permanent housing.	2. Percentage of those who move in to permanent housing.	2. 54% (318/591)
3. Resident's finding and keeping employment while in the program.	3. Total residents employed for FY 10 divided by the total units for FY 10.	3. 58% (342/591)

Transitional Housing:

Projected Number of Intended FY11 Primary Beneficiaries: 34

Actual Number of Primary Beneficiaries: **32**

1. Transitional Housing residents will follow the case management plan.	1. Percentage of those who follow the case management plan. (number of households – number of terminations) divided by number of households	1a) 81% 1b) 13/16
2. Transitional Housing residents who leave and move into permanent housing.	2. Percentage of those who move into permanent housing. number who move to permanent housing divided by the number who leave TH	2a) 86% 2b) 6/7

4. **Impact Report**. We are looking for issues and statistics specific to our local area; you are also welcome to include some general issues that set the framework for the local statistics. Under the Actual Results heading, we are looking for impact, especially long-term results, not just numbers served. For the Financial Impact section, have each example highlight a different thing (in other words, don't just multiply the first answer three more times).

Community Needs or Issues Your Program Addresses -- **please include at least 3 local issues/statistics and cite your source**

The shelter and transitional housing programs addresses the issues of homelessness, sobriety, employment, and locating permanent housing for the homeless and indigent in our community region. "In January 2010, there were 274 people located in the Thomas Jefferson Planning District who met the definition of homeless. Point of Time statistical estimates suggest the total number of those homeless in the region is at least 274 (245 adults and 29 children in a one night count). Realistically the numbers are probably 10-15% or more light.

- 30% of homeless adults were currently employed nationally (while in our shelter where having employment is a requirement to stay we had 58% of our residents who kept employment once they got it while in the shelter)
- 12% were homeless with dependent children(while in the shelter only 1% are homeless with dependent children)
- 54% had been homeless for less than a year (In the shelter currently the percentage of homeless less than a year is 66%,which is a bit alarming that there would be that many new cases that are homeless)

- 11% had been homeless for less than one month (In the shelter 7% had been homeless for less than a month)
- A minimum wage worker in the City of Charlottesville must work 118 hours per week to afford a two bedroom apartment at the area's Fair Market Rent earning the minimum wage."

*The source of this information is the Thomas Jefferson Area Coalition for the Homeless (TJACH). This simplified summary of area facts points to the difficulty of moving a low wage earner from homelessness to permanent housing. Aside from any personal obstacles a resident may have in his/her life, the problem of finding affordable housing is daunting in itself.

In 2011, The Salvation Army Emergency Shelter averaged providing 50 beds per night in the shelter program. The Salvation Army also served 153+ (this doesn't count emergency meals when someone comes in off the street and has missed a meal, and we provide them with food) meals per day to homeless and indigent people in our community. (SA statistics for fiscal year ending June 30, 2011)

Homelessness:

While recent declines in the local housing market have decreased some costs of ownership and rental housing, these markets remain out of reach for many – particularly those with low credit scores (see below).

The below summary of area facts point to the difficulty of moving a low wage earner from homelessness to permanent housing. Aside from any personal obstacles a Community Member may have in his/her life, the problem of finding affordable housing is daunting in itself.

The Salvation Army, as a member of the Thomas Jefferson Area Coalition for the Homeless, participates in an annual count of homeless individuals in Charlottesville. This count produces the best local data about the homeless population we serve.

The most recent count (January 27, 2011) revealed the following information:

- Our data revealed that fewer homeless individuals benefitted from employment in the last year than in the year before, reflecting the national unemployment trend. 58% of people surveyed in 2009 reported having some form of employment and only 30% of the people surveyed for 2010 and 2011 reported having a job. Not surprisingly, unemployment was identified as the primary cause for people losing their last housing arrangement.

- 253 people were found to be homeless on January 27, 2011. 201 homeless adults with 34 dependent children were residing in emergency shelters, or transitional or permanent supportive housing.

- 37% of survey respondents reported having difficulty accessing emergency shelter or transitional housing in the past year.

- 76% of survey respondents reported being in the area for more than six months and 46% identified Charlottesville as their hometown.

- Dental services (28%), job training and placement (25%), emergency shelter (20%) or transitional housing (21%), and eyeglasses (19%) remain the most frequently identified unmet need on the survey.

- *Source: TJACH - http://www.thehavenatfirstandmarket.org/tjach/service-provider-council/point-in-time-homeless-census/*

Housing:

- In Charlottesville MSA, the Fair Market Rent (FMR) for a two-bedroom apartment is $931. In order to afford this level of rent and utilities, without paying more than 30% of income on housing, a household must earn $3,103 monthly or $37,240 annually. Assuming a 40-hour work week, 52 weeks per year, this level of income translates into a Housing Wage of $17.90.

- In Charlottesville MSA, a minimum wage worker earns an hourly wage of $7.25. In order to afford the FMR for a two-bedroom apartment, a minimum wage earner must work 99 hours per week, 52 weeks per year. Or, a household must include 2.5 minimum wage earner(s) working 40 hours per week year-round in order to make the two bedrooms FMR affordable.

- *Source: National Low Income Housing Coalition - http://www.nlihc.org/oor/oor2011/data.cfm?getmsa=on&msa=521&state=VA*

Your Program's Solutions that United Way Community Impact Funds Support

The Salvation Army provides shelter for homeless families and individuals. The Salvation Army provides 3 meals per day 7 days a week to residents and walk-ins as well as free day care for the homeless residents and discounted day care to the needy community at large. The Salvation Army also helps with small utility bills, deposits and rent through the HIP program and food bags to those in need of food from our pantry.

The Salvation Army over the past 15 years has worked within the community to put together housing leads from various renters and rental management agencies to help the indigent and homeless find affordable housing. These services are open and available to any person or agency within our region. This includes rentals and agencies with vacancies for all family sizes. These leads are provided to us through our own research, through over 26 rental agencies and private persons in our area who have rental properties and who are looking for dependable people to rent to. The Salvation Army also provides clothing for the community at large, for the indigent and

needy and the residents in our local Emergency Shelter. While here our residents receive food, clothing, shelter and day care free at no cost to those who reside here. Our shelter makes referrals and works with local eye doctors to help clients and the residents of our shelter to get and receive eye exams and glasses at no cost to them. The Emergency Shelter works with a group of doctors and nurses (Medical Program at the Haven) to provide medical screenings at no charge to any of the people who use this service. The shelter is also home to one of our local AA/NA meetings on Wednesday night as well. The shelter provides life skills training in our Booth School at the shelter in money management, financial management, legal matters, dealing with medical issues and other problems within the lives of our residents. It is the hope of the Director that in fiscal year 2010 that we can continue working hand in hand with PACHEM to make sure as many people as we can locate can find shelter and be out of the elements and the cold.

The Salvation Army provides services to assist residents with employment and permanent housing. Services include training for finding a job, managing money, parenting children, making wise decisions, how work with landlords and realtors in securing good housing and referring out specific medical, mental health, and substance abuse problems.

The Salvation Army helps provide housing coordination and leads in housing for workers and clients of The Charlottesville DSS (Diane Cooknio) Region 10, our local mental health agency (CM Rob Hall), and for The PACHEM Shelter. Our services in every department are open to the community to help break the cycle of homelessness. Any of our Boothe School classes for developing life skills are open to the public as well.

The Center of Hope Transitional Housing Community serves families and individuals who are among the working homeless in the Charlottesville area (note local data in response above describing the reality of housing difficulties in the Charlottesville area). Our emphasis is on serving families whose most obvious need is affordable housing. While homeless men, women, and children in the Charlottesville area have basic needs of food, clothing, and shelter these individuals and families also need to be linked to existing services to deal with the issues that are causing them to be homeless. Besides the provision of shelter, food, and clothing, linkage to parenting resources, medical services, mental health services, substance abuse services, legal services, employment opportunities, quality childcare, life skills training, transportation services, housing counseling, and other services are needed.

Our Community Members are resourceful and seek self-sufficiency after having sustained their households through many challenges. They need housing in order to take the next steps in reordering their lives. Our staff facilitates educational opportunities, new habits, and connections to a network of social service professionals who enhance the existing skills and resources of our Community Members.

Actual Results - based on your stated outcomes; please use percentages and numbers served to help show outcomes

For fiscal year 2010 in the Emergency Shelter, out of the 566 unduplicated cases there was a 53% success rate for those following the case plan developed to assist them in becoming self sufficient when they left the shelter. This means they had sizable savings, had dealt with issues like metal health and drug problems that had brought them there and were leaving with decent employment and affordable housing. For the residents who left and found housing at exit, it was at a rate of 60%. For residents who found and kept employment while they resided in the Shelter, the rate was 63%. These outcomes show that the Salvation Army is a vital link in our fight against homelessness.

Center of Hope Transitional Housing works because many of those leaving the program have found permanent housing, met the goals in their case management plan, paid off debt, started savings, and continued their education. In FY11 the percentage of those who successfully followed their case management plan was 81% while those who moved into permanent housing was 86%. Please see the Barlow's updated success story as one example of outcomes for five of the families that have graduated from the program this year.

Thus far in this funding period we served 16 households. All of our families have continued to learn money management skills and have been taking steps toward proper financial responsibility. Two adults have begun college classes. All parents participated in parenting classes and two households participated in intensive parenting courses this spring. Three families participated in in-home counseling through a local community services board. One of the adults received a job promotion.

In this period we have had six out of seven households move into permanent housing. Our hope is that a number of these families and individuals will be able to maintain self-sufficiency and give back to the communities that have supported them. We intended to follow up with residents who have departed COH to gather data about long-term outcomes.