

FY11 United Way Mid-year Report

Program: Emergency Shelter/Transitional Housing/ Child Care
Agency: The Salvation Army - Charlottesville, VA
Date: February 4, 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.

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

This year for the first half of FY 2011, the Emergency Shelter provided 9,936 bed nights of lodging for homeless people in our community which averages to 54 (rounded up) residents per night. Our shelter kitchen provided 32,916 meals to the underprivileged and homeless people in our area as well for the period of July 1 until December 31st. Through the Thrift Store, we were able to issue 203 vouchers for clothing and furniture to help our homeless residents in the shelter. The total items given in the first half of 2010 averaged 131 items a month. It is our goal to continue to provide all the needed services of housing, clothing, shelter, daycare, meals, medical assistance, and rental help to all 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, meals, and childcare 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.

This past year has focused on implementation of a comprehensive revision of intake procedures and program policies with the goal of achieving improved outcomes. Results thus far look 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.

The childcare center's goals continue to be the same: to offer safe, loving, quality childcare at affordable rates. The childcare center's day provides fun, yet educational activities to keep the children engaged. The structure and continuity of the center promotes emotional stability for each child.

The childcare center continues to work with Children, Youth, and Family Services as part of the "Seal of Quality Childcare Program"; "Al's Pals: Kids Making Healthy Choices"; and "Play Partners" programs as well.

The center is currently working with UVA Psychology interns to help evaluate each child's development.

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

Often times a person has to come back to our shelter because of no fault of their own and have to start the process all over again. This resident was living in a house on Madison Street near the Madison House at Uva. Everything was going fine until the resident started having medical problems and the university decided to tear down his place of residence to build more student housing. He looked and looked for new housing but because of his diminishing hours and sickness he was forced to come back to the shelter when he was evicted and with no place to go ended up back in the streets. He checked back in to our facility in August and was suffering pretty bad with his stomach and the pain he was in. He was unable to eat and keep much down and he was not able to work as he had done previously. Finally he and the Director sat down and decided that the best plan of action was to allow him to have the doctor figure out what was causing the problem and to take whatever steps were needed in order to get him well so he can start working full time again and start saving to get a place. As luck would have it he had an appendix burst and was hospitalized to take that out and stayed a few days in the facility at Uva. Together we thought that maybe this had been the problem and he would be able to resume a normal life, but we were mistaken as three days after he was let out he was re-hospitalized in severe pain. At first they thought he was having a heart attack and ran test after test and found nothing. Since being hospitalized they found he was feeling better and set him home. For a couple weeks he lived with constant pain and indigestion and then returned to the doctor. This time they tested his pancreas and found that his pancreas was blocked with stones. He was then put back into the hospital and had the stones removed and a shunt put in. When he didn't get better he went back for more test and they found that his gall bladder was swollen and diseased. They scheduled another surgery and 5 small holes later in his chest and abdomen he was gall bladder free. A couple weeks after his surgery he was feeling better and returned to work full time. He started saving every dime he made again and was soon out and looking for a place. If he had been on the streets he would have never been able to get all three procedures done and be able to get back in the position to get into a new place. Without the Salvation Army and us working with him and his circumstances things may have not worked out so well.

Transitional Housing Narrative

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 an 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 actual names of the clients were changed.

Childcare Center Narrative

Sandra enrolled her daughter, Chanel, into The Salvation Army Childcare Center in April of 2008. Sandra worked with the elderly as a home care provider. Chanel's father, Michael, was a part of Chanel's life, but refused to pay Sandra child support.

To make matters worse, Sandra's mother who had been caring for Chanel while Sandra worked, became very sick. She could no longer care for Chanel.

Sandra went to Social Services to acquire assistance. They could not help Sandra because she made too much money. Sandra was very worried. She could not afford the rates of most childcare programs in Charlottesville, but she had to work to keep her job. Social Services referred Sandra to The Salvation Army Childcare Center.

Within a few days Chanel was attending the program. She had a very hard time adapting to the strangers who were her teachers, screaming when Sandra dropped her off in the mornings. Soon enough, Chanel settled into the program. She even began crying when it was time to leave her new school. Sandra was relieved.

A few months after Chanel enrolled, Sandra came to the Director with a new worry. She could no longer afford the \$90.00 per week tuition she was currently paying. The Director spoke to Sandra about her options. It was at that time the Director realized Michael was not paying child support. The Director referred Sandra to a colleague at Social Services who could give her more information about child support.

Sandra met with the Case Worker at Social Services. Within a few weeks after the meeting, Sandra had Michael in court. Sandra explained to the judge that she did not want Michael's money. She only wanted him to pay Chanel's tuition every week. Sandra knew that she could pay all of her other bills, but childcare tuition was what held her back.

The judge agreed to Sandra's offer. Michael was to pay \$90.00 per week for Chanel's tuition. Sandra was so relieved. She was no longer in the same position she had been in before Chanel began preschool.

Chanel has moved on to public school now. The staff of The Salvation Army Childcare Center miss her, even though she visits from time-to-time. This family's story is one that we all keep in our hearts.

2. 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: 290 **Actual Number of Primary Beneficiaries:** 322

Projected FY11 Outcomes	FY11 Indicators Tracked	FY11 Outcome Results (provide specific numbers and percentages)
<ol style="list-style-type: none"> 1. Emergency Shelter residents will follow the case management plan. 2. Emergency Shelter residents who leave and move into permanent housing. 3. Resident's finding and keeping employment while in the program. 	<ol style="list-style-type: none"> 1. Percentage of those who follow the case management plan. 2. Percentage of those who move in to permanent housing. 3. Total residents employed for the first half of FY 11 divided by the total units for the first half of FY 11. 	<ol style="list-style-type: none"> 1. 50% (160/322)(rounded up) (have savings,decent employment and housing when they leave) 2. 50% (162/324)rounded up-housing for another 35 is unknown so numbers and percent could be higher. 3. (156/322) 48%

Transitional Housing:

Projected Number of Intended FY11 Primary Beneficiaries: 34 **Actual Number of Primary Beneficiaries:** 25

<ol style="list-style-type: none"> 1. Transitional Housing residents will follow the case management plan. 2. Transitional Housing residents who leave and move into permanent housing. 	<ol style="list-style-type: none"> 1. Percentage of those who follow the case management plan. (number of households – number of terminations) divided by number of households 2. Percentage of those who move into permanent housing. number who move to permanent housing divided by the number who leave TH 	<ol style="list-style-type: none"> 1a) 85% 1b) 11/13 2a) 80 % 2b) 4/5
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Childcare:

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

95

**Actual Number of Primary
Beneficiaries:**

32

<p>Child Care Parents maintain Employment</p>	<p>1. Number of parents served during the United Way calendar year.</p> <p>2. Number and percent of parents of all childcare parents who maintain employment for the period they are in childcare.</p>	<p>1) 32</p> <p>2) 21 67 %</p>
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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 and locating permanent housing.

- 29 of 54 current residents in the shelter have found employment. That is 51% of our residents are employed.
- 3.7% are homeless with dependent children currently out of our 54 cases in the shelter. (We have 1 homeless families with dependent children.)
- 44% of our current residents (24 of 54) have been homeless for less than a year
- 20% (11/54) of our residents have been homeless for less than one month
- A minimum wage worker(\$5.55) in the City of Charlottesville must work 133 hours per week to afford a two bedroom apartment at the area's Fair Market Rent." Per TJACH site 01/31/11

According to the Thomas Jefferson Area Coalition summary of facts for the Homeless (TJACH) site of January 2009 it is very difficult to move 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 the first part of calendar year 2011, The Salvation Army averaged providing 54 shelter beds per night (and taking in any person off of the street out of the cold and allowing them to occupy our sofas for the night. We have kept 22 people since starting to keep the number that we are allowing to stay and occupy our couches. The Salvation Army also served 179+ meals per day to homeless and hungry as well as our children in child care as well. (SA monthly statistics)

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 26, 2010) revealed the following information:

- an increase in the number of people identified as homeless. 274 people were found to be homeless on January 26, 2010. 219 homeless adults with 28 dependent children were residing in emergency shelters, or transitional or permanent supportive housing. (There were 191 sheltered adults and 27 children in 2009). Schools, which use different reporting criteria, reported 394 children homeless: in shelters, doubled up, in motels, or in substandard housing (327 in 2009).
- an increase in the number of homeless individuals who report being unsheltered. 27 people were unsheltered in 2010, compared to 14 in 2009. 28% of survey respondents reported having difficulty accessing emergency shelter or transitional housing in the past year.
- 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 reported having a job. Not surprisingly, unemployment was identified as the primary cause for people losing their last housing arrangement.
- shelter problems increase in the warmer months when the People and Congregations Engaged in Ministry (PACEM) shelter is not open.
- The homeless individuals and families seeking services in this community are our neighbors with nearly 70% reporting a local hometown.
- Job training and placement was the most frequently identified unmet need on the survey with 42% of the responses. Dental services (38%), eyeglasses (39%), emergency shelter and transitional housing (28%) and emergency financial assistance (26%) were also identified by many participants.
- Source: TJACH - <http://www.thehavenatfirststandmarket.org/tjach/service-provider-council/point-in-time-homeless-census/>,

Housing:

- In Charlottesville, the Fair Market Rent (FMR) for a two-bedroom apartment is \$903. In order to afford this level of rent and utilities, without paying more than 30% of income on housing, a household must earn \$3,010 monthly or \$36,120 annually. Assuming a 40-hour work week, 52 weeks per year, this level of income translates into a Housing Wage of \$17.37.

Source: National Low Income Housing Coalition -

<http://www.nlihc.org/oor/oor2010/data.cfm?getmsa=on&msa=1487&state=VA>

Age of Children	Average Weekly Rate of Childcare In Charlottesville	Weekly Tuition Cost At The Salvation Army Childcare Center
2-3 years	\$138.35	\$90.00
4-5 years (Not yet in school)	\$132.35	\$90.00
5-10 year (and in school)	\$80.00	\$54.00

The above information was obtained from Children, Youth, and Family Services which uses the NACCRA Ware Software.

Issue Our Program Addresses	Our Program's Solution that United Way Community Impact Funds Support
Children have social and emotional delays, which hold them back in school.	Early childhood programs return more to society in benefits than they cost, by allowing youngsters to lead more successful lives and be less dependent on government assistance in the future. We try to give the children at our center a foundation in which to build their educational and social experiences. We do this with our age-appropriate, planned daily activities. Each child is evaluated to determine social/emotional issues that need to be addressed at an early age. Then the center will refer children to the appropriate organization for intervention.

The above information was obtained from the Children, Youth, & Family Services, Inc. website (www.cyfs.org).

Issue Our Program Addresses	Our Program's Solution that United Way Community Impact Funds Support
Children identified for reading intervention services have significantly decreased in Albemarle County and the City of Charlottesville since 1999.	The Salvation Army Childcare Center continues to educate the children enrolled in our program. We help each child develop reading readiness, as well as a love for reading.

The above information was obtained from December 2009 Stepping Stones at www.ccfinfo.org

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

The Salvation Army supplies to any requesting agency or persons leads for housing. This includes rental leads from the private sector, real estate agents and other agencies with housing vacancies for all family sizes. The Salvation Army provides affordable, low cost clothing for the community at large as well our own residents. The residents in our local Emergency Shelter are given vouchers for free clothing and accessories to fill their clothing needs and also to look presentable for job searches, job placement and job interviews. These items of clothing are provided at no cost to the resident. 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 as well. The shelter works hand in hand with PACEM to make sure we are getting as many people in need of shelter off the streets every night. The shelter provides training through our Booth School in money management, financial management, legal screenings, rental problems, HIV screenings and medical screenings to find and deal with problems our shelter residents encounter. We also work closely with the Uva Hospital, Martha Jefferson Hospital, Free Clinic and The Charlottesville Health Department to make sure the indigent and homeless population have the ability to get flu shots and health care.

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.

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, working with landlords and making referrals out for specific health, mental health, and substance abuse problems.

The Salvation Army helps provide housing coordination and leads for housing for workers and clients of The Charlottesville DSS, Region 10, our local mental health agency (Case Manager Rob Hall), and for The PACEM Shelter (Director Colleen Keller) Our services of every department are open to the community to help break the cycle of homelessness

In the Childcare Center, scholarships are provided to the low-income working families. These scholarships provide care for the children for the working parents

thus allowing them to retain their jobs. The center offers the children not only fun experiences, but educational experiences to better ready them for school.

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 rental difficulties in the Charlottesville area). Our emphasis is on serving families whose most obvious need is affordable housing. 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 connections to a network of social service professionals who enhance the existing skills and resources of our Community Members.

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.

In the Childcare Center, scholarships are provided to the low-income working families. These scholarships provide care for the children of working parents, allowing them to retain their jobs. The center offers the children not only fun experiences, but educational experiences to better ready them for school.

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

For the first half of FY 2011 in the Emergency Shelter, unduplicated cases were successful(having savings,decent employment and then found affordable housing) 50%, of the time by following the the case plan developed to assist them in becoming self sufficient. For the residents who left and found housing at exit, it was at a rate of 50% for the first half of calendar year 2011(July 1 through 12/31/2010). For residents who found and kept employment while they were in the shelter the numbers were at 48%.

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 thus far the percentage of those who successfully followed their case management plan was 85% while those who moved into permanent housing was 80%. Please see the Barlow's success story as an example. (We are also delighted to report that the parents in the family featured last year remain self-sufficient and fully-employed. Their two children are also doing well.)

Thus far in this funding period we have served 13 households. All of our families have continued to learn money management skills and have been taking steps toward proper financial responsibility. Two adults have began college classes. All parents participated in parenting classes and two households will participate 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 four out of five 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. In addition our recent programmatic changes are the result of extensively surveying best practices at other transitional housing programs.

In the Childcare center, 21 of the 32 (67%) parents with children enrolled in the program maintained employment. There were 38 children (ages 2-12 years old) enrolled in the program for the FY 2011 thus far, and were provided stable childcare.