Thank you for reading the 2016 Annual Report for the Society of St. Vincent de Paul South Pinellas, Inc. (SVdPSP).

SVdPSP has experienced another landmark year – and, we owe it all to our devoted donors, funders, community partners, and staff! In 2016, we were funded to develop 60 units of permanent supportive housing in Pasco County. The two 30-unit complexes will be named after Frederic Ozanam, founder of the Society of St. Vincent de Paul. Construction should be completed on the initial phase in summer 2017. Additionally, the Supportive Services for Veteran Families program rapidly rehoused 930 households and assisted an additional 239 households in prevention. In total homelessness was ended for 1,169 households in the Tampa Bay area.

SVdPSP is deeply committed to our mission of effectively ending homelessness and alleviating poverty throughout Tampa Bay. We are incredibly grateful to our many supporters for making this possible!

Michael Raposa, Chief Executive Officer
Pat Sullivan, Board President

A message from our CEO and President

To alleviate pain and suffering, in a spirit of charity, justice, and mercy through person to person involvement.
The history of the Society of St. Vincent de Paul is a rich tapestry, woven over the past 175 years by a spiritual bond of its 880,000 members with the Society's founder, Frederic Ozanam, its patron saint, and their mutual love and commitment to the poor.

The Society of St. Vincent de Paul South Pinellas, Inc. (SVdPSP), has served its target population - the hungry, homeless and impoverished people of St. Petersburg - since 1931, when a single SVdP Conference at St. Paul's Catholic Church opened a soup kitchen. Over time, and reflecting the growth of the City and its environs, that lone provider of services has grown to 12 Conferences comprising the South Pinellas District Council, with SVdPSP Incorporating on May 20, 1985, and has been assisting those in dire circumstances through well-managed programs that address their basic human needs for food, clothing and shelter.

SVdPSP is the fifth largest SVdP in the nation and is comprised of 99 employees and numerous volunteers to run its many programs. The agency serves residents of Hillsborough, Pasco, Pinellas and Polk counties regardless of race, color, religion, sex, ancestry, age, national origin, citizenship, physical or mental disability, genetic information, veteran or military status, sexual orientation and gender identity.

Our Values:

- **Commitment**: Demonstrated by our loyalty in service to our mission and values.

- **Advocacy**: Demonstrated by support for issues affecting those who are homeless or in poverty.

- **Respect**: Demonstrated by the belief that all people have dignity because they are children of God.

- **Empowerment**: Demonstrated by helping people be and become their best.

- **Spirituality**: Demonstrated by our faith in God, hope for our future, and love of all people.
Sam came to St. Vincent de Paul’s CARE Center in 2008. He had been homeless for over 20 years. He had been couch surfing for the last ten years and when he came to us he was broke and hungry.

Sam was grateful for the food and shelter and continued to work labor jobs in and around the City of St. Petersburg where he grew up. He had been in and out of shelter programs for years.

Sam confided that he had been eating out of dumpsters and living in the Bay Front Center area for the last ten years.

When the latest time in rehab didn’t work for him he was referred to the CARE Center where the security staff discovered that he was a Army Veteran. Through a referral to Bay Pines VA he was able to get benefits.

With a show of spirit of God’s love and charity and connection to programs through the VA he was able to secure good employment, and a small home where he lives to this day. This was his first stable housing in over 20 years.

Sam still returns here to SVdPSP to thank us from time to time. He contributes his success to our staff and the fact that they never gave up on him. We wish him well with his independence.
**CARE Center**

The Homeless Shelter is open 365 nights a year and has a capacity for 75 mats. The shelter provides men and women a safe place to sleep for the evening when they have nowhere else to go. The Night Shelter also provides showers and grooming supplies to the homeless population on a nightly basis. The Homeless Shelter also opens its doors for a day center to our clients for respite from the environment and staff are available for assistance in applying for benefits and job opportunities.

**Returning Home is the ultimate goal**

Returning Home is a rapid rehousing project providing supportive services and rental assistance, using Continuum of Care funding (CoC) and other resources. Eligible participants are individuals and families who are staying in emergency shelters or on the street with no other resources or support to end their homelessness. The target population, primarily families, are expected to have little to no income, legal issues, poor rental history, behavioral disorders and other health concerns. This project is in both Pasco and Pinellas County.

**Hope starts at our Food Center**

St. Vincent de Paul is dedicated to feeding the hungry, homeless and working poor in the County’s largest city through its 13,500 square-foot Food Center located in downtown St. Petersburg where the vast majority of the homeless and impoverished congregate and live. The Food Center provides a nourishing meal to those who would not otherwise have enough food for the day. These include: “street people”, elderly, disabled, and families who are looking for work and whose funds have run out. The Food Center averages 300 meals daily.
A new life is realized at the Center of Hope

**VA Grant and Per Diem Traditional Housing Program**

Center of Hope is a 50 single-room-occupancy transitional living facility that provides housing and support for homeless individuals and Veterans recovering from economic, substance, mental and physical issues. It provides an extensive array of supportive services to its residents to address the various barriers to self-sufficiency and permanency in housing.

**VA Emergency Shelter**

The Emergency Shelter consists of 10 double-room-occupancy that provides housing and support for homeless individuals and Veterans recovering from economic, substance, mental and physical issues. It provides an extensive array of supportive services to its residents to address the various barriers to self-sufficiency and permanency in housing.

**Bridging Families Program**

This program works to stabilize families experiencing housing crisis by providing them with a safe environment to reside while they work to secure more stable housing in the community. SVdPSP, in partnership with the Juvenile Welfare Board, Personal Enrichment Mental Health Services (PEMHS), Directions for Living, and the City of St. Petersburg assists families referred by 211.
St. Vincent de Paul Thrift Store
All donations and purchases benefit the homeless of St. Petersburg. The St. Vincent de Paul Thrift Store recycles your donated items for reuse in the community. With your generous donations, our store is able to provide household goods, clothing, furniture and other necessities for free to those in need. This is done through our voucher system, conducted by the Conferences in South Pinellas County that issue these vouchers, enabling clients to purchase furniture and clothing free of charge to meet their household needs. To donate, you can bring the items directly to our store or call (727)328-2730 for pick up.

1,490 vouchers for clothing provided to homeless clients through our Thrift Store.

Homeless Persons Storage Unit
The Homeless Storage Units allows our homeless clients a safe place to check their personal belongings. This year we helped 679 unduplicated clients store their belongings.
91% of unduplicated persons served by SVdPSP have income 30% below area median income

Volunteers!
St. Vincent de Paul is eternally grateful for the hundreds of volunteers who dedicate their time each year to serving the less fortunate. Our volunteers are indispensable to the ministry and programs we offer.

In 2016 we used 9,177 volunteer hours in our Food Center.
If you or your business would like to volunteer contact Maria@svdpsp.org.

Thank you to our volunteers who have donated their gifts of time and talent to our programs and ministries over the last year.

Remember SVdPSP in Your Will
Please consider naming Society of St. Vincent de Paul South Pinellas, Inc. as a beneficiary in your Will, Trust, or Life Insurance Policy. If you wish your bequest to be used for a specific purpose, we would be happy to talk with you confidentially about your plans. Our goal is to be sure that your legacy is carried out exactly as you intend. Once your plans are in place, please let us know so we can include you in the Legacy Society. Call (727)954-7969 for more information.
A Society of St. Vincent de Paul
SSVF Success Story

Robert, an 88 year old World War II Veteran was happily married for 55 years, when his wife became ill and passed away. Robert gave the rest of his life savings to a family member to purchase a home, but through unfortunate circumstances the last of his savings was lost. He was then forced to sleep in his car with nowhere else to go.

He was living in his car when he was found by an SSVF outreach specialist. An SSVF specialist spoke with him and he was taken to the Center Of Hope. Robert was then given a room to live and informed that he would soon be met by a caseworker from the SSVF program who would try to get him into permanent housing. Robert was very weary and asked many questions but was very open to suggestions. Robert stated that he needed time to get his head straight as he was never homeless before and that he wanted to be near his son-in-law and daughter, who were in an area nursing home. Robert would travel the eight miles everyday back and forth to be at his daughters side at the nursing home.

One day while our case manager was visiting him he received a call stating that his daughter had just passed away. Robert just put his head down and cried and stated that now he had no one left. He stated that all he had was SVdPSP and that he left his life in our hands. SVdPSP was there for him. He asked that before we found him a place could he please have some time to mourn for his daughter. He stated he would contact us in a week or two.

True to his word, he called and said that he was ready to review different living options. Our case manager assisted him and he chose an assisted living facility. He stated that he did not realize that they offered so much to their clients. SSVF helped Robert with all of the applications, interviews, doctors appointments and meetings, to get the proper funding in line to pay for the facility.

Robert is now living at an ALF and states “I could not be happier and I thank God for this program and everything it has done for me.”
The Society of St. Vincent de Paul South Pinellas, Inc. was first funded in 2012 by the US Department of Veteran Affairs to provide services for Veterans in Pinellas County. Our program now services Hillsborough, Pasco, Pinellas County and in late 2016 we started servicing Polk County.

The SSVF program is designed to rapidly re-house Veterans and their families experiencing homelessness and to prevent homelessness for those at imminent risk due to a housing crisis.

Critical to our success is having staff skilled in landlord outreach and recruitment, home-based case management, including assessment of potential eligibility for mainstream and other community resources to address identified needs and access to temporary financial assistance to provide security and utility deposits, assistance with rent and utilities, and other related costs.

SSVF success is dependent on the use of a Housing First approach. This proven model focuses on helping individuals and families access and sustain permanent rental housing as quickly as possible and without precondition, while facilitating access to needed health care, employment, legal services, and other supports to sustain permanent housing and improve one’s quality of life.

1,169 unduplicated Veterans enrolled in SSVF in 2016
• 83% of homeless Veterans moved into permanent housing
• 94% of Veterans at risk of becoming homeless were stabilized
• 23% saw positive change in income before exiting the program
• 70% of Veteran Households assisted had extremely low income
  ex: household of four earning $24,250
• 15% of the 1,169 Veteran households assisted were families, including
  350 children
• Over $2,589,870 in temporary assistance was provided
<table>
<thead>
<tr>
<th>Revenue</th>
<th>2015/2016</th>
<th>2014/2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government Grants</td>
<td>8,211,895</td>
<td>7,795,856</td>
</tr>
<tr>
<td>Thrift Shop revenues</td>
<td>700,075</td>
<td>650,240</td>
</tr>
<tr>
<td>Donated food given to clients</td>
<td>391,863</td>
<td>401,228</td>
</tr>
<tr>
<td>Contributions</td>
<td>671,197</td>
<td>309,482</td>
</tr>
<tr>
<td>Other</td>
<td>600,786</td>
<td>504,991</td>
</tr>
<tr>
<td>Total Revenue</td>
<td>10,575,816</td>
<td>9,661,797</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Expenses</th>
<th>2015/2016</th>
<th>2014/2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>SSVF</td>
<td>6,497,322</td>
<td>6,303,174</td>
</tr>
<tr>
<td>Center of Hope</td>
<td>1,778,438</td>
<td>1,596,239</td>
</tr>
<tr>
<td>Food Center</td>
<td>682,194</td>
<td>608,361</td>
</tr>
<tr>
<td>Thrift Store</td>
<td>665,781</td>
<td>585,748</td>
</tr>
<tr>
<td>Management and general</td>
<td>238,451</td>
<td>286,435</td>
</tr>
<tr>
<td>Fundraising</td>
<td>70,070</td>
<td>66,884</td>
</tr>
<tr>
<td>Total Expenses</td>
<td>9,932,256</td>
<td>9,446,841</td>
</tr>
</tbody>
</table>

(*Data represents financial figures for the years 2015/2016 and 2014/2015. Values are in dollars.*)
2014-2017 Strategic Direction
The Strategic Direction and Goals adopted in response to our understanding of what our customer’s value most about the organization, current opportunities, and the challenges for offering a high quality system of support for individuals and families experiencing homelessness and those who are at risk of becoming homeless.

* Improve existing services and develop new opportunities to serve people in need and fill gaps
* Increase public awareness of SVdPSP’s mission and services
* Secure the financial future of SVdPSP
* Improve SVdPSP’s organizational structure to promote efficiency and effectiveness
* Enhance SVdPSP’s programs and explore opportunities for collaboration

The number of unduplicated clients served grew to over 10,200 in 2016 and represents a 105% increase since 2013.

Grants
City of St. Petersburg * City of Tampa * Florida Housing Finance Corporation
Juvenile Welfare Board * Pasco Continuum of Care * Schaeneman Foundation
Pinellas Continuum of Care * Pinellas County Health & Human Services
Supportive Services for Veteran Families * United Way of Pasco County
U.S. Department of Agriculture * U.S. Department of Veteran Affairs
and thank you to our many donors!
Performance and Quality Improvement

Initiatives implemented this year:

Financial Stability
Increased assets.
Lowered administrative costs.
Annual audit completed 3 months after the close of the fiscal year with no findings.
A balanced budget was approved by the Board before the start of the new fiscal year.
Assessed the return on investment (ROI) for fundraising efforts through analysis of the costs and benefits of projected and actual activities.
Developed Annual Financial Report and published on our website.
Conducted a physical inventory of assets over $2,500.

Human Resources:
All personnel files were reviewed for completion before the COA site visit.
Level II background checks were implemented for all employees.
TB testing was implemented for all employees.
Initiated volunteer orientation.
CPR and First Aid Training was conducted for all residential staff and offered to other interested staff.
Developed and held Annual Volunteer Recognition.
All-Staff meetings were held.
HR Director received Non-Abusive Psychological and Physical Intervention (NAPPI) Training with the intent to regularly train staff in standardized behavioral management techniques.
Staff training needs assessment was conducted.
**Information Technology**
Installed new server and network infrastructure.
Developed data collection and reporting system for case review and satisfaction surveys.
Enhanced client computer labs.
Upgraded Thrift Store phone system.

**Risk Management and Health and Safety**
*Contract Compliance with Program Regulations* - Reviewed all contracts and listed due dates and milestones for reports.

*Staff and Client Safety* - Fire drills were conducted monthly at all facilities with at least one per quarter occurring after midnight at CARE Center and Center of Hope.
*Staff and Client Safety* – Created efficiency in reporting critical incidents by developing a drop box on the agency’s internal secure network with limited access for review by Managers and Directors.
*Staff and Client Safety* – Developed medication review process for Center of Hope programs and identified volunteer nurse to assist with training.

*Organizational Safety and Risk* - Developed clear tracking process for licensing reviews.

*Facility Observation Checklist* target is 85% compliance for all programs. Facility checklists were completed monthly at all facilities with an 88% compliance rate, 3% above target.

*Incidents* reported in FY2016 were 32% less than the prior fiscal year.

*Fire Drills* were in 99% compliance in evacuation time at all facilities.
Accomplishments

- Achieved four year national accreditation through the New York-based Council on Accreditation (COA). Organizations pursue accreditation to demonstrate the implementation of best practice standards in the field of human services. COA accreditation demonstrates accountability in the management of resources, sets standardized best practice thresholds for service and administration, and increases organizational capacity and accountability by creating a framework for ongoing quality improvement.

- Awarded $5,000,000 for 30 additional units of new construction for permanent supportive housing in Pasco County for disabled Veterans and homeless.

- Renewal of SSVF Program funding for $3,888,042 in four counties.

- Adopted “Housing First” as a strategy for all SVdPSP programs.

- Acquired five Town homes in Pasco County for affordable housing.

- Awarded ten additional shelter beds from Veterans Administration.

- Awarded $20,000 from Community Development Block Grant in Tampa to provide emergency housing for homeless Veterans.

- Received support to provide lunch every Saturday at the Food Center.

- Established goals/housing stability plans for all CARE Center clients.