Ending Homelessness, making it rare, brief and one time

Annual Report 2018
Welcome to the 2018 Annual Report for St. Vincent de Paul CARES. This has been a year of significant growth, and transformative results for the people served by SVdP CARES.

You will notice the name change to St. Vincent de Paul CARES, or SVdP CARES, which reflects our presence in ten counties. CARES is an acronym for the core values of Commitment, Advocacy, Respect, Empowerment, and Spirituality – the foundation of SVdP CARES.

We hope you enjoy reading about the successes of SVdP CARES in this 2018 Annual Report. It is because of the passionate commitment of many partners, volunteers, donors, and the talented SVdP CARES staff that this work is possible. Because of you, the end of homelessness has become a reality for thousands of US Veterans, and non-Veteran families and individuals. Because of you, the challenges of poverty are alleviated, and people are energized with a renewed sense of hope.

Some highlights in 2018 include:

- 1193 US Veterans and family members were Served, 326 of whom were children
- 160,387 meals were served in the Food Center
- Ozanam Village, named after the founder of Society of St. Vincent de Paul, Blessed Frédéric Ozanam, phase 1 opened 30 units of permanent supportive housing in Pasco County
- Through the Rapid Rehousing Program, an 82% success rate of exits to permanent housing

SVdP CARES is deeply committed to its work to effectively end homelessness and lift people out of poverty throughout the Florida counties where it serves.

In gratitude to you for helping make this possible!

Michael Raposa, Chief Executive Officer
Pat Sullivan, Board President

The mission of SVdP CARES is to alleviate pain and suffering, in a spirit of charity, justice, and mercy through person to person involvement.
Our Mission

To alleviate pain and suffering, in a spirit of charity, justice, and mercy through person to person involvement.

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.

Essential Elements

3 Pillars of Vincentian Values

Spirituality:
To bear witness to Christ and His church by showing them how the faith of Christians inspires them to work for the good of humanity.

Friendship:
To bring together people of goodwill and to assist them by mutual example and true friendship. Thus, drawing nearer to the Divine Model by fulfilling God’s essential precept, namely, the love of God in the person of others.

Service:
To establish personal contact between its members and those who suffer, to bring the most efficacious and charitable aid possible, and to promote self sufficiency.
Volunteers!

SVdP CARES is grateful for the hundreds of volunteers who dedicate their time each year to serving families and individuals in need. Volunteers are indispensable to the ministry and programs of SVdP CARES. SVdP CARES relies on numerous experts to support many of its day to day operations.

- **25** volunteers who gave more than 8 hours per week
- **150** volunteers serving meals
- **9,364** volunteer hours in the Food Center
- **14,124** client volunteer hours at the Care Center and Center of Hope

If you or your organization would like to volunteer contact Volunteers@svdpsp.org.
Street Homeless Services

CARE Center
Point of entry for services to the local homeless population, and working poor
- Open 365 nights a year and has a capacity for 75 mats
- Day center is open to clients for respite from the environment
- Staff are available for assistance in applying for benefits and job opportunities

23,255 mat nights were used on an emergency basis in our CARE Center. 32% Discharged to permanent housing.

Center of Hope
VA Grant and Per Diem Traditional Housing Program
50 single-room-occupancy transitional living facility
- Provides supportive services to address the barriers to self-sufficiency and permanency in housing

Served 201 unduplicated clients.
64% discharged to permanent housing.

VA Emergency Shelter
10 double-room-occupancy that provides housing and support
- Provides supportive services to its residents to address the various barriers to self-sufficiency and permanency in housing

Served 152 unduplicated clients.
44% Discharged to permanent housing.

Food Center
13,500 square-foot Food Center located in downtown St. Petersburg where the vast majority of the homeless and impoverished congregate and live
- Provides a nourishing meal to all who need one, including “street people”, elderly, disabled, and families who are looking for work and whose funds have run out

160,387 meals were served in our Food Center, averaging 300 per day.

Homeless Persons Storage Unit
The Homeless Storage Units allow our homeless clients a safe place to check their personal belongings
470 unduplicated clients store their belongings.

Shower Program
During the day, enrolled clients have access to showers; this unique program is made possible through donations of towels and personal products
13,716 showers served in the program.
Rapid Re-Housing and Stabilization Services

Supportive Services for Veterans Families (SSVF)
- Program services Hillsborough, Mid Florida, Pasco, Pinellas and Polk counties
- 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
- Staff are skilled in landlord outreach and recruitment, home-based case management, including assessment of potential eligibility for mainstream and other community resources
- Temporary financial assistance, security and utility deposits, and other related costs are provided
- Uses the Housing First approach, helping individuals and families access and sustain permanent rental housing as quickly as possible and without precondition
- Facilitates access to needed health care, employment, legal services, and other supports to sustain permanent housing and improve one’s quality of life

In 2018, 1,193 SSVF clients were served, 793 for Rapid Re-Housing and 400 for prevention.

Returning Home
- A rapid rehousing project serving Pinellas & Pasco counties, providing supportive services and rental assistance, using Continuum of Care funding (CoC) and other resources. Individuals and families who are staying in emergency shelters or on the street with no other resources are assisted 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

Pasco County— 73 clients served, of those that completed the program, 76% exited to permanent housing.
Pinellas County— 41 clients served, of those that completed the program, 72% exited to permanent housing.

Bridging Families 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
- 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 2-1-1

145 clients were served through this program.
60% of households exited to permanent housing.

Pinellas Rapid Re-Housing Collaborative
- Aligned with the principles of housing first, the target population is expected to have little or no income, legal issues, poor rental history, disabilities and other health concerns, felony convictions, and may have a history of experiencing family violence
- These individuals are not generally considered desirable tenants; and as a result it may be more difficult to find a suitable, affordable housing unit in an area close to transportation, shopping, services, and schools

In 2018, 381 clients served, 80% of households exited to permanent housing.

Suncoast Rapid Re-Housing Program
- Aligned with the principles of housing first, the target population is expected to have little or no income, legal issues, poor rental history, disabilities, or other health concerns. These individuals are not generally considered desirable tenants; and as a result, it may be more difficult to find a suitable, affordable housing unit in an area close to transportation, shopping, services, and schools.

54 clients have been enrolled in our Suncoast Rapid Re-Housing Program in Sarasota since April 2018. Since then, 27 households were placed in permanent housing.
SVdP CARES Rapid Re-Housing and Stabilization Services

### Total Clients Served

<table>
<thead>
<tr>
<th></th>
<th>FY 2013</th>
<th>FY 2014</th>
<th>FY 2015</th>
<th>FY 2016</th>
<th>FY 2017</th>
<th>FY 2018</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prevention</td>
<td>222</td>
<td>124</td>
<td>724</td>
<td>924</td>
<td>204</td>
<td>400</td>
<td>2258</td>
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<tr>
<td>Rapid Re-Housing</td>
<td>362</td>
<td>360</td>
<td>1043</td>
<td>1227</td>
<td>1371</td>
<td>1658</td>
<td>6021</td>
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<tr>
<td>Program Total</td>
<td>584</td>
<td>484</td>
<td>1767</td>
<td>1751</td>
<td>1635</td>
<td>2058</td>
<td>8279</td>
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</tbody>
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### Total Households Served

<table>
<thead>
<tr>
<th></th>
<th>FY 2013</th>
<th>FY 2014</th>
<th>FY 2015</th>
<th>FY 2016</th>
<th>FY 2017</th>
<th>FY 2018</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prevention</td>
<td>115</td>
<td>72</td>
<td>356</td>
<td>239</td>
<td>117</td>
<td>185</td>
<td>1084</td>
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<tr>
<td>Rapid Re-Housing</td>
<td>327</td>
<td>314</td>
<td>779</td>
<td>933</td>
<td>787</td>
<td>979</td>
<td>4119</td>
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<tr>
<td>Program Total</td>
<td>442</td>
<td>386</td>
<td>1135</td>
<td>1172</td>
<td>904</td>
<td>1164</td>
<td>5203</td>
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### Percentage of Total Positive Housing Outcomes

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<tr>
<th></th>
<th>FY 2013</th>
<th>FY 2014</th>
<th>FY 2015</th>
<th>FY 2016</th>
<th>FY 2017</th>
<th>FY 2018</th>
<th>Average</th>
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<tbody>
<tr>
<td>Prevention</td>
<td>91%</td>
<td>90%</td>
<td>91%</td>
<td>96%</td>
<td>90%</td>
<td>92%</td>
<td>92%</td>
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<tr>
<td>Rapid Re-Housing</td>
<td>78%</td>
<td>81%</td>
<td>82%</td>
<td>83%</td>
<td>83%</td>
<td>82%</td>
<td>82%</td>
</tr>
</tbody>
</table>

### Clients served over 6 year period

<table>
<thead>
<tr>
<th>Year</th>
<th>Clients</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>584</td>
</tr>
<tr>
<td>2014</td>
<td>484</td>
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<td>2015</td>
<td>1767</td>
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</tr>
<tr>
<td>2017</td>
<td>1635</td>
</tr>
<tr>
<td>2018</td>
<td>2058</td>
</tr>
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</table>
Permanent Supportive Housing
Provides affordable housing to the extremely low income population and provides ongoing supports via case management.

Ozanam Village—Located at 6638 Tonetta way, New Port Richey, FL 34653
- Opened in the summer of 2018, providing 30 permanent supportive housing units
- 80% of the units are designated to the “Special Needs” population
For rental information call the Southwinds Management Co., at (727)443-3251 or email at: gm@southwinds.us.com
Ozanam Village II

- 30 permanent supportive housing units (15 one, and 15 two bedroom)
- 75% of the units are designated to the “Special Needs” population
- Construction begins summer 2019

Ozanam Village III

- 30 permanent supportive housing units (15 one and 15 two bedroom)
- 75% of the units are designated to the “Special Needs” population
- Construction begins summer 2019
St. Vincent de Paul CARES Community Thrift Store
Located at 180 34th Street N. St. Petersburg, FL 33713
- Provides household goods, clothing, furniture and other necessities for free to those in need. This is done through our voucher system, which is conducted by the conferences in south Pinellas County who issue these vouchers
- All proceeds of the Community Thrift Store are used to support the work of SVdP CARES
- Donations are accepted at the store or call (727)328-2730 for pick up

1,562 clothing vouchers fulfilled, 79 furniture vouchers fulfilled to clients through our Community Thrift Store. 100% of clients who received vouchers reported 100% improvement of quality of life.
Public partnerships and grants
City of St. Petersburg * City of Tampa * Florida Housing Finance Corporation * Homeless Coalition of Polk County
Juvenile Welfare Board * Pasco Continuum of Care * Pinellas County * Pinellas County Homeless Leadership Board
Pinellas County Health & Human Services * Suncoast Partnership to End Homelessness (Sarasota)
Supportive Services for Veteran Families * United Way of Pasco County * U.S. Department of Agriculture
U.S. Department of Veteran Affairs

Private partnerships and grants
BB&T * Foundation for a Healthy St. Petersburg * Franklin Templeton
Publix Supermarkets Charities * Schoen Foundation * Transamerica * USAA

SVdP CARES thanks its many private partners, business and individual donors!
Performance and Quality Improvements

Financial Stability

- Increased assets
- Annual audit completed 3 months after the close of the fiscal year
- 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 Financial Report for FY 2017 and published on our website
- Closed by the 25th of the month

Development

- Create culture of Philanthropy throughout agency

Human Resources

- Strengthened online training systems by contracting with Convene LLC for monthly webinars for staff development
- Increased efficiency of onboarding process by changing to every two weeks (extended if added IT training for onboarding)
- Implemented employee tenure recognition and spotlight on a program at all staff meeting to boost staff morale and increase a feeling of connectedness
Continued...

**Complaints and Grievances**

- Staff: No grievances were filed FY 2018
- Client: Consistent with our values, we honor the voice of the client and their family; therefore, providing us another opportunity to improve services. Four formal grievances were filed. Resolution was reached at the Director level

**Information Technology**

- Updated sections of the IT Plan
- Increased technical skills for end user by establishing IT on-boarding process
- Installed Solo Protect for Case Workers and Navigators. This software solution provides lone worker support and affords peace of mind for all staff level
- Installed hardware and software to afford more security at all office entrances

**Risk Management and Health and Safety**

- Facility Managers were re-trained on how to complete the Facility Observation List.
- Facility Observation Checklist target was 95% compliance for all programs. Facility checklists were completed monthly at all facilities with a 96% compliance rate, 1% above target.
- Fire Drills were 100%. In compliance for evaluation times at all facilities
- Designed and completed Disaster Cards for all facilities
- Trained staff in Disaster and Closure Attendance
Our Financial Growth

Net Assets

<table>
<thead>
<tr>
<th></th>
<th>2015-2016</th>
<th>2016-2017</th>
<th>2017-2018</th>
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<tbody>
<tr>
<td>Assets</td>
<td>$8,000,000</td>
<td>$6,000,000</td>
<td>$4,000,000</td>
</tr>
<tr>
<td>Liabilities</td>
<td>$2,000,000</td>
<td>$4,000,000</td>
<td>$6,000,000</td>
</tr>
<tr>
<td>Net Assets</td>
<td>$6,000,000</td>
<td>$2,000,000</td>
<td>$8,000,000</td>
</tr>
</tbody>
</table>

Actual 2017-2018

- Government: 79%
- Thrift Store: 5%
- Inkind: 3%
- Contributions: 2%
- Other: 11%

The pie chart shows the distribution of income sources for the years 2017-2018.
Ending Homelessness, making it rare, brief and one time

Accomplishments

- Opened Ozanam Village (30 Unit Apartment Building Pasco)
- Awarded $2,000,000 for Rapid Re-housing for non-Veterans in Sarasota
- Digitized fleet management
- Awarded $20,000 for funding support to include: building a culture of philanthropy, diversifying funding, securing long-term financial sustainability to end homelessness and obliterate poverty
- Awarded $83,567 for 5 additional GPD per diem shelter beds
- Awarded $50,000 for case management and operations from Schoen Foundation and hired first case manager at CARE Center
- Awarded $137,000 for case management and shelter from Challenge Grant
- Implemented SoloProtect (emergency notification) for employees performing direct service in the field
To support SVdP CARES, go to www.svdpsp.org/donate/
Consider SVdP CARES in your planned giving, call (727) 201-9875