



Ending Homelessness,
making it rare, brief and one time



Annual Report 2018

Message from the CEO and Board President

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 **C**ommitment, **A**dvocacy, **R**espect, **E**mpowerment, and **S**pirituality – 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.

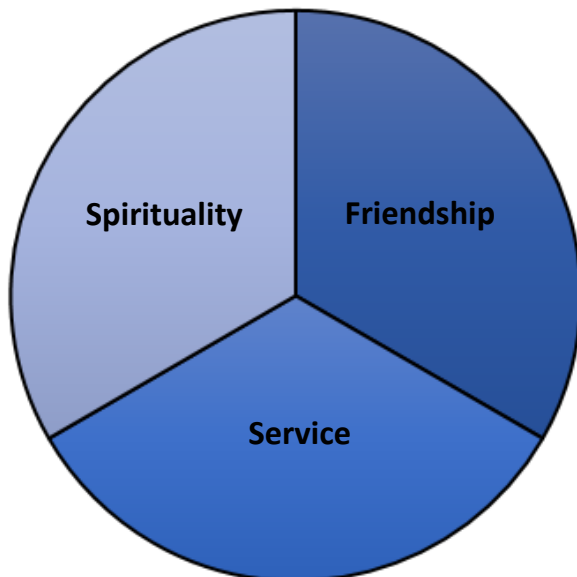
Advocacy: Demonstrated by support for issues affecting those who are homeless or in poverty.

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

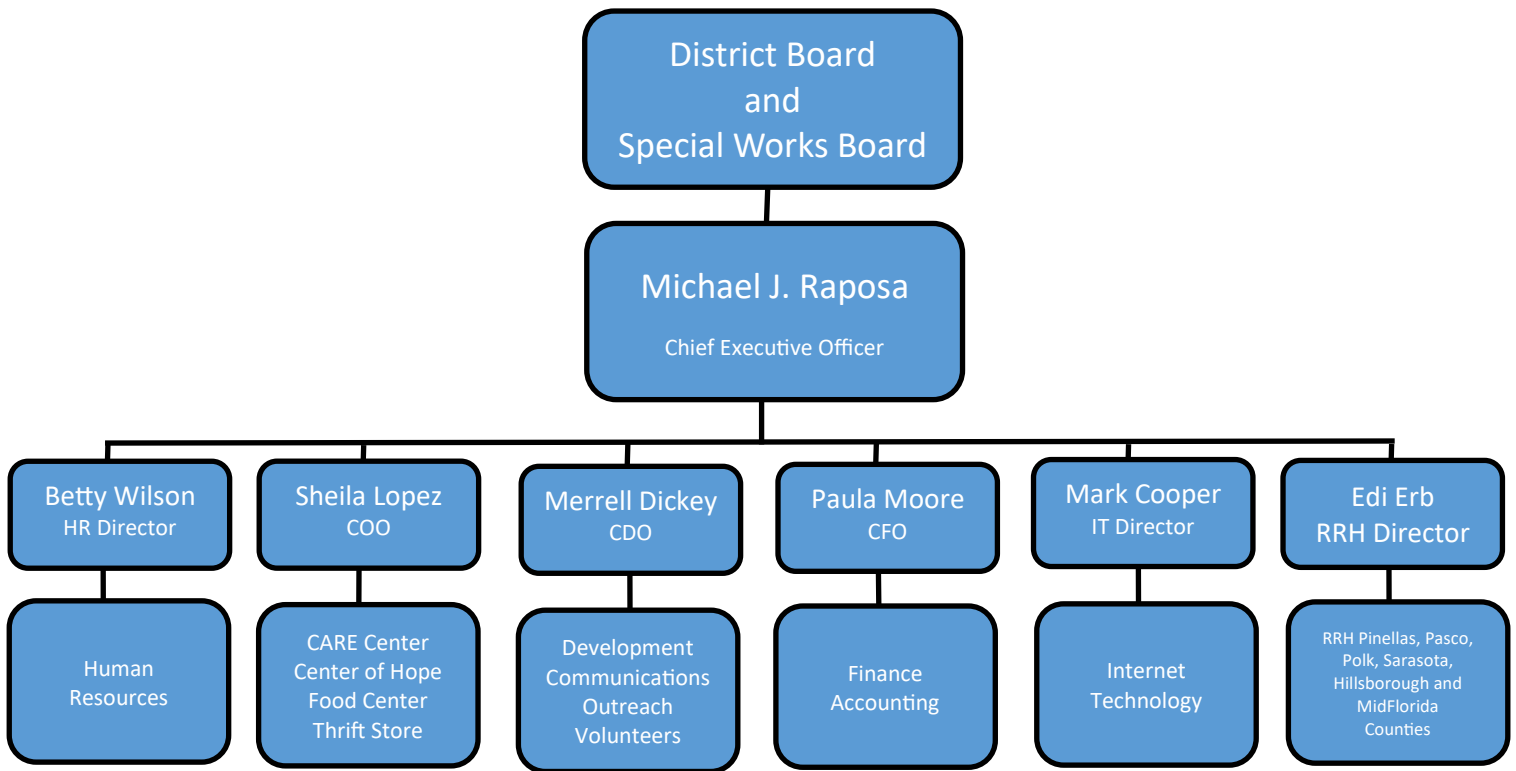
Friendship:

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

Organizational Chart



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.



Volunteers from Publix Serves Day 2018

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.

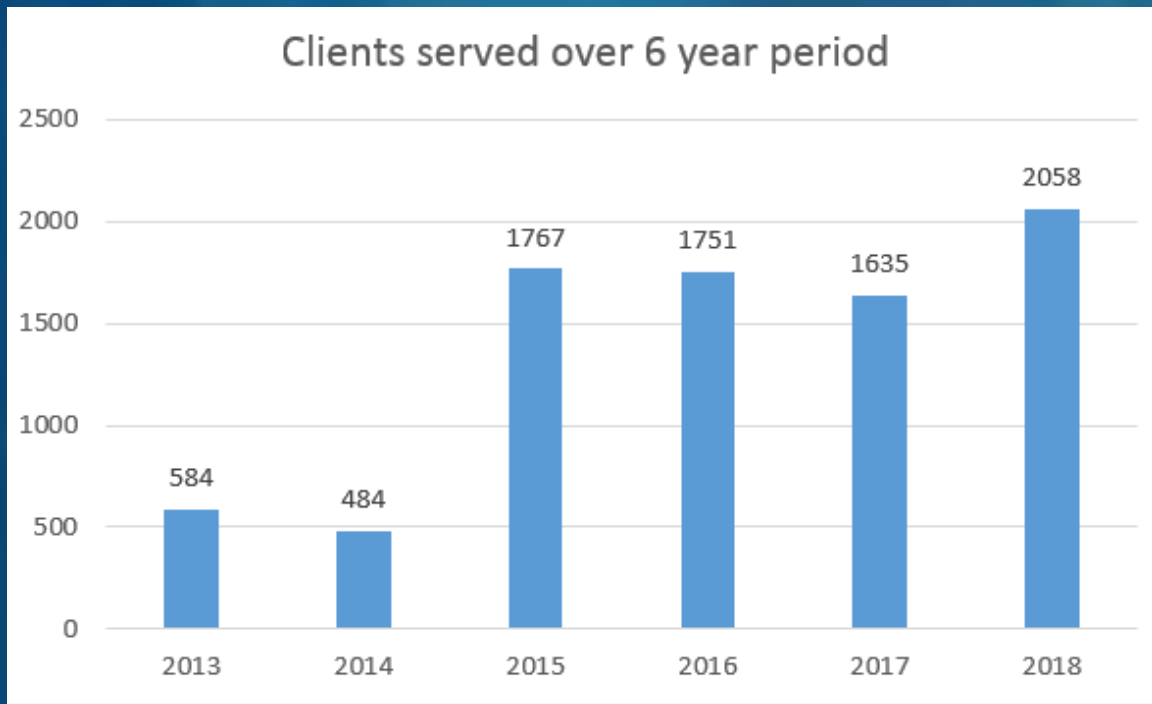
Total Clients Served

SVdP CARES Rapid Re-Housing and Stabilization Services

Total Clients Served							
	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	TOTAL
Prevention	222	124	724	524	264	400	2258
Rapid Re-Housing	362	360	1043	1227	1371	1658	6021
Program Total	584	484	1767	1751	1635	2058	8279

Total Households Served							
	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	TOTAL
Prevention	115	72	356	239	117	185	1084
Rapid Re-Housing	327	314	779	933	787	979	4119
Program Total	442	386	1135	1172	904	1164	5203

Percentage of Total Positive Housing Outcomes							
	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	Average
Prevention	91%	90%	91%	96%	90%	92%	92%
Rapid Re-Housing	78%	81%	82%	83%	83%	82%	82%



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



Supportive Housing Initiatives

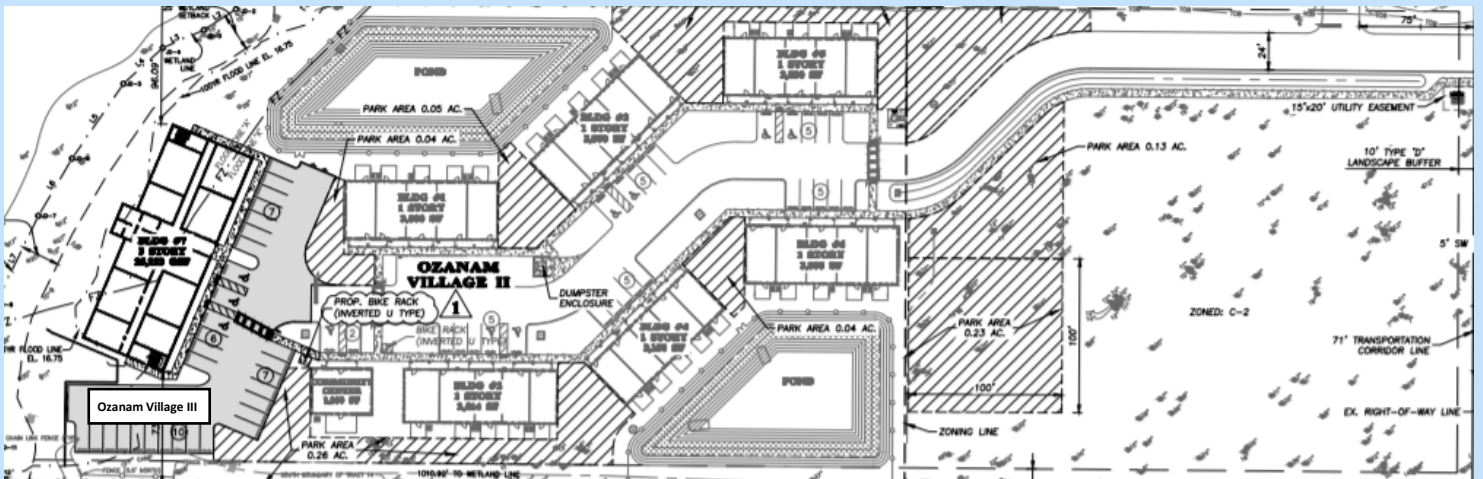
Ozanam Village II

- 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

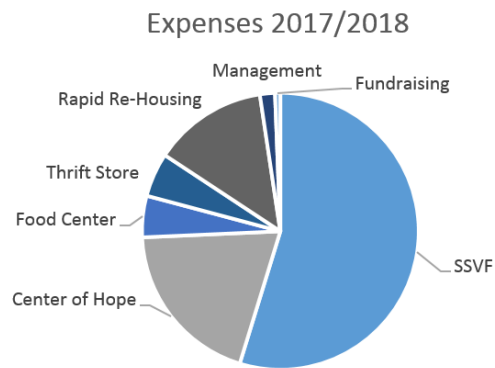
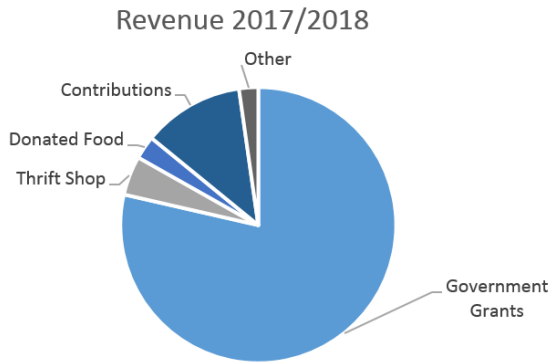
1,562 clothing vouchers fulfilled, 79 furniture vouchers fulfilled to clients through our Community Thrift Store. 100% of clients who received vouchers reported 100% improvement of quality of life.





Revenue	2017/2018		2016/2017	
Government Grants	10,966,181	79%	7,691,708	80%
Community Thrift Store	640,854	5%	667,111	7%
Donated food	380,122	3%	404,199	4%
Contributions	1,626,200	12%	473,270	5%
Other	313,051	2%	409,636	4%
Total Revenue	13,956,408	100%	9,645,924	100%

Expenses	2017/2018		2016/2017	
SSVF	7,122,396	55%	5,489,733	56%
Center of Hope	2,544,133	20%	2,023,456	21%
Food Center	629,825	5%	688,071	7%
Community Thrift Store	668,275	5%	713,356	7%
Rapid Re-Housing	1,737,219	13%	585,463	6%
Management and general	229,041	2%	251,868	3%
Fundraising	79,714	1%	76,822	1%
Total Expenses	13,010,603	100%	9,828,769	100%



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 spot light on a program at all staff meeting to boost staff morale and increase a feeling 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

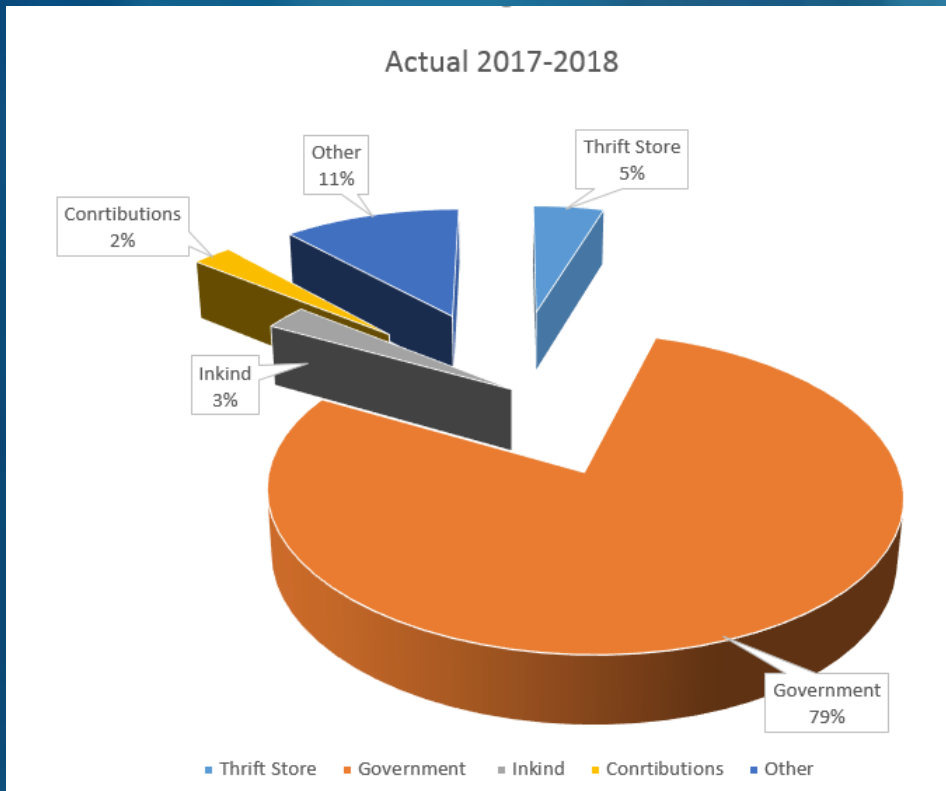
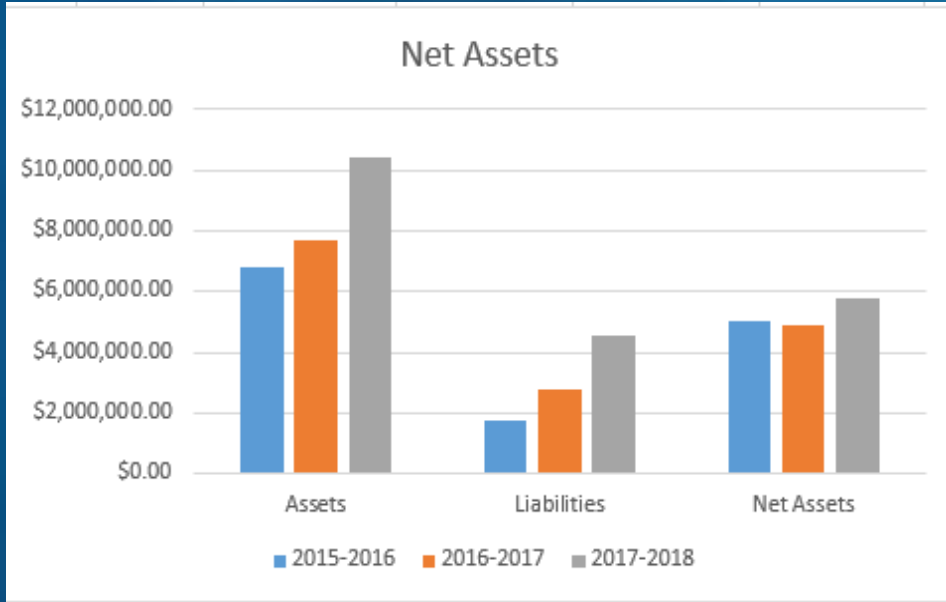
- ✔ Updated sections of the IT Plan
- ✔ Increased technical skills for end user by establishing IT on-boarding process
- ✔ Installed Solo Protect for Case Workers and Navigators. This software solution provides lone worker support and affords peace of mind for all staff level
- ✔ Installed hardware and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





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

St. Vincent de Paul CARES

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