

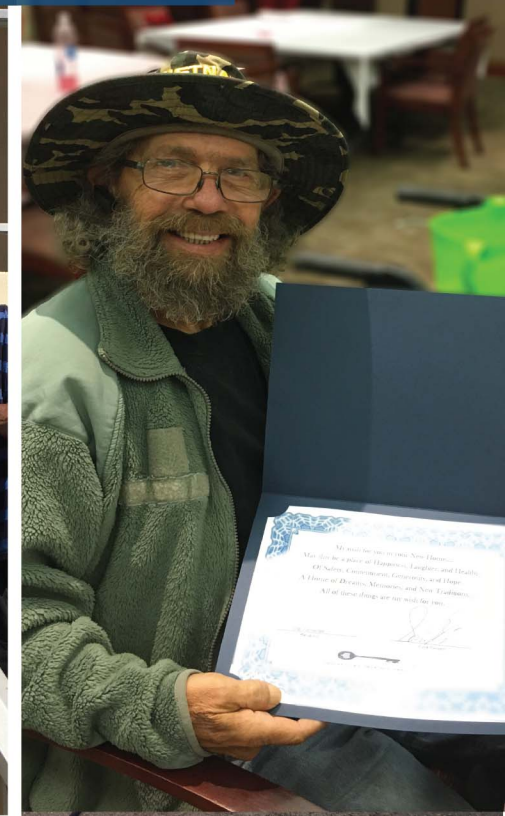


MAKING HOMELESSNESS

RARE. BRIEF. ONE-TIME.

ANNUAL REPORT

— 2019 - 2020 —



CEO MESSAGE

SVdP CARES saw another fiscal year of transformative growth, October 1, 2019 through September 30, 2020. Our service area has been expanded to include Collier, Lee, Charlotte, Hardee and Desoto counties to the south. This additional 4,738 square miles brings the entire service area to 12,416 square miles from Citrus/Lake counties to the Florida everglades.

As the COVID-19 pandemic swept the planet in 2020, the impact on those who are poor and homeless has been catastrophic. The world began to shut down in mid-March, but the work of SVdP CARES increased beyond belief. Our staff, having rapidly learned new methods in safety, came to work each day ending homeless for 334 households and providing supportive services to 1,000+ more. It quickly became apparent that our endeavor to "END homelessness and OBLITERATE poverty" was handed the greatest challenge ever. However, these efforts did not go unrecognized by our local funding partners. SVdP CARES completed the fiscal year with an \$8,864,000 increase in mostly grant revenue and began the current fiscal year with a record-breaking operating budget of \$33.7 million.

The Supportive Services for Veteran Families (SSVF) program is now the largest in the USA. In addition to the expanded service area, SVdP CARES has also been blessed with an intensity of services within the current areas; most notably, a \$4.8 million non-veteran services expansion in Hillsborough County.

The introduction of SVdP CARES' Safer Emergency Housing Alternative (SEHA) program has been heralded for its innovation and is becoming recognized as the new 'best practice' in providing shelter services. The program utilizes existing hotel/motel stock and embraces homeless sheltering as a true short-term intervention of intensive case management. SVdP CARES has already moved >35% of the veterans into permanent housing.

Thank you to all who brought life to the amazing statistics within the 2019-2020 Annual Report! The collective impact on the communities we serve continues to be incredible.

Gratefully Yours,

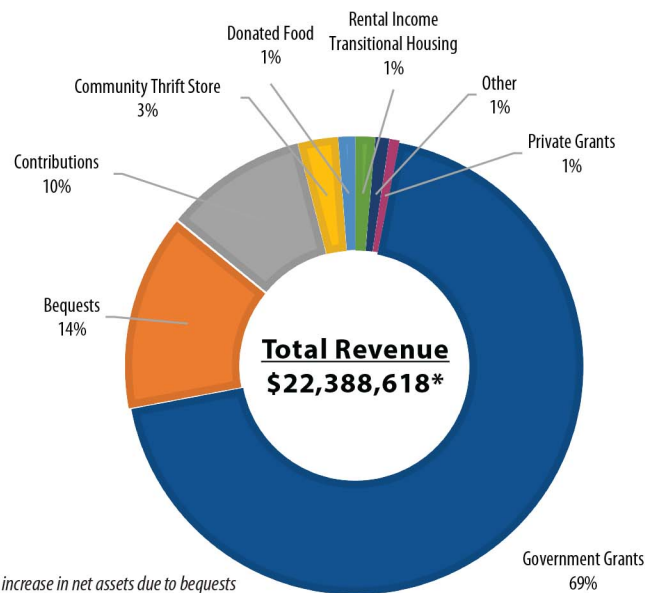


Michael J. Raposa, CEO

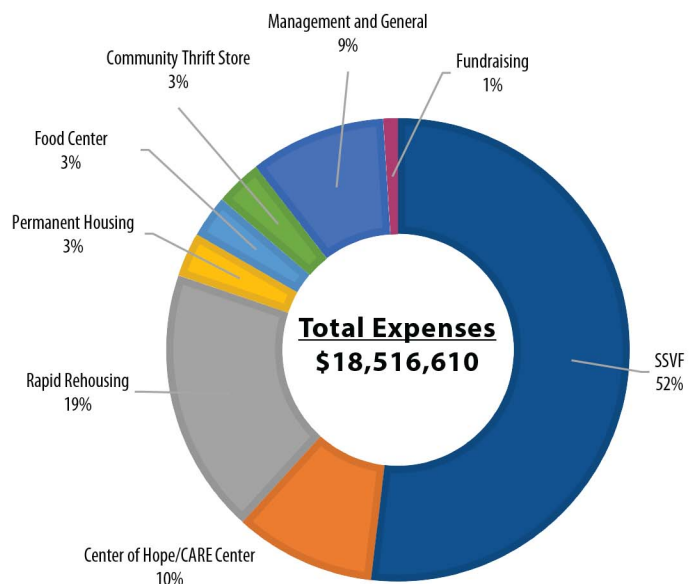
PERFORMANCE QUALITY IMPROVEMENT

- A **development plan** was created to engage the private community and raise additional support to end homelessness.
- SVdP CARES created a **PQI plan to transform its volunteer program** and achieved volunteer recruitment and placement goals for its Food Center and Community Thrift Store.
- SVdP CARES acquired an 8-unit complex in Pasco County for **Permanent Supportive Housing** to end homelessness for people with special needs.
- We highly value the wellness of staff and individuals we serve and are proud to report that SVdP CARES **decreased the number of critical incidents** by 22%.
- To help each person served achieve their fullest potential and receive the best care possible, SVdP CARES completed a **targeted case review audit** with a 94% compliance rate ensuring their rapid stable housing.

2019-2020 FISCAL YEAR IN REVIEW



*\$2.4 million increase in net assets due to bequests



ENDING HOMELESSNESS

All SVdP CARES programs are built on the belief that everyone has the right to live in dignified and affordable housing. With “Housing First” principles at the core, we have a healthy disregard for all community perceived barriers to housing including employment history, criminal/credit background, mental health, addiction, or religious practices. SVdP CARES works to rapidly house those experiencing homelessness within 30 days and concurrently connect them to stabilization support services to assist their needs. Stable housing is the only solution to ending homelessness.

RAPID REHOUSING



80% Positive Housing Outcomes



1,851 Individuals Served
1,183 Households



858 Veterans
700 Households



993 Non-Veterans
443 Households



PERMANENT SUPPORTIVE HOUSING

Ozanam Village, in Pasco County, provides 30 units of affordable permanent supportive housing with access to case management. In the 2020-2021 fiscal year, SVdP CARES will add 60 units to this project, with 8 additional units at the Rosalie Rendu Residences.

Permanent supportive housing is key to helping end homelessness for those needing special care that live with mental and emotional challenges. It is SVdP CARES vision to build more permanent supportive housing in the future.

CARE CENTER

The point of entry for homelessness services, open year-round, that includes a shower program, storage lockers, and assistance in applying for benefits and job opportunities.



661 Individuals stayed
99 were veterans



10,324 Showers provided



35% Transitioned to permanent housing
Shelter only



463 Stored belongings
15,987 visits to lockers

FOOD CENTER

Provides nourishing meals, 365 days a year, to all who are hungry and homeless. The pantry offers vouchers for food boxes.



134,869 Meals served



1,758 Individuals assisted with food boxes

CENTER OF HOPE

Emergency living facility that supports US Veterans and families who seek to transition to permanent and stable housing.



106 Families served



158 Veterans served



64% Positive housing outcome



62% Positive housing outcome

COMMUNITY THRIFT STORE

Profits from the Community Thrift Store support homeless services. Vouchers provide free household goods, clothing, furniture and other necessities to those being housed by SVdP CARES programs.



1,123 Vouchers provided
1,033 clothing, 90 furniture



\$633,604 in sales

It is knowing that we are able to bring the security of a home to those we serve that keeps me going even when I'm exhausted. It is why I love my job, no matter how hard it gets - Teresa, SVdP CARES Housing Specialist

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.

2019-2020 BOARD OF DIRECTORS

BOARD OFFICERS

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Penny Simone, *Vice President*

Bill Condon, *Treasurer*

Susan King-Dwyer, *Secretary*

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EX-OFFICIO MEMBERS

Rev. Kevin Mackin

Michael J. Raposa, *CEO*

"I'm working but my husband was laid off because of COVID, and we didn't make enough money for most housing complexes. St. Vincent de Paul CARES stepped in and helped us into a great place, just like that! Thank you. Thank you. Thank you. My family is forever grateful."

**Thank you SVdP CARES donors,
partners and champions. You make
homelessness rare, brief, and
one-time.**



St. Vincent de Paul CARES

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