



St. Vincent de Paul CARES 2017 Annual Report



I would like to embrace
the whole world in a
network of charity.

2015

Frédéric Ozanam
SVdP founder and Patron Saint

A message from our CEO and President

Welcome to the 2017 annual report for St. Vincent de Paul South Pinellas. As you will see this has been yet another year of significant growth for our mission, and transformative results for lives of those we serve.

You will notice we have transformed our name to St. Vincent de Paul CARES, or SVdP CARES for short. The CARES is not all caps for emphasis – but, an acronym for our core values of Commitment (to our clients), Advocacy (on their behalf), Respect (for their human dignity), Empowerment (our ultimate goal), and Spirituality (our energy for success).

I hope you enjoy reading about the successes of SVdP CARES in this 2017 Annual Report. I am grateful to the many partners, volunteers, and donors, and to the talented SVdP CARES staff who make this work possible, and are literally helping to end homelessness, and eradicate poverty for thousands of people.

In addition to the stories you will read, some highlights in 2017 include:

- *1126 US Veterans and family members were housed, 293 of whom were children*
- *149,900 meals were served in the Food Center*
- *Ozanam Village phase 1 neared completion – our first permanent supportive housing project, located in Pasco County*
- *An 87.5% success rate of families exiting to permanent housing in Pinellas County through the Returning Home program*

SVdP CARES is deeply committed to its work to effectively end homelessness and eradicate poverty throughout West Central Florida.

We are incredibly grateful to you for helping to make this possible!



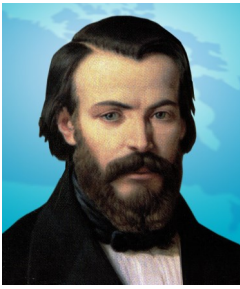
Michael Raposa, Chief Executive Officer



Pat Sullivan, Board President

Our mission is 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.

SVdP CARES 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, Polk and Sarasota 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.

You'll notice in this report and in future communications, the name St. Vincent de Paul CARES, or SVdP CARES. To reflect the organization's growth and expansion of services, the Agency is doing business as SVdP CARES, which recognizes its presence in the other counties served.

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.

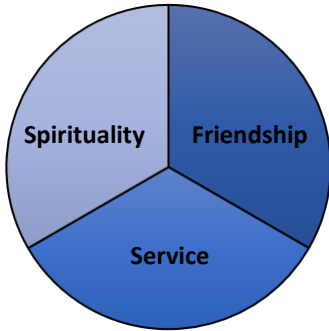
Respect: Demonstrated by the belief that all people have dignity because they are children of God.

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 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 in drawing nearer to the divine model by fulfilling his essential precept, namely, the love of God in the person of others

Service:

To establish a personal contact between Its members and those who suffer, to bring to the latter the most efficacious and charitable aid possible, and to promote self sufficiency

Spotlight



Volunteers from UBS Financial Services

Volunteers!

SVdP CARES 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.

Last year there was a total of 25 volunteers who gave more than 8 hours per week, over 150

volunteers serving meals, 9,364 volunteer hours in the Food Center, and 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.

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

Callee's Bike for Buddies

We welcomed Callee's Bike for Buddies to our campus to deliver an amazing gift of over 40 bikes to St. Vincent de Paul CARES.

In 2011 Callee started Bikes for Buddies to help kids living in homeless shelters get a bike for Christmas. Her donations come from freshly-squeezed lemonade and sometimes homemade sweets. Callee uses all donations to buy new and used bikes and helmets to children that wouldn't otherwise have one. She says, "I think all children should be able to have a bike of their own to ride."

Her passion for the heart of the mission is an example to all. Her gifts ensure the young people living in our homeless shelter have a special Christmas.

Thank you Callee, Kasee, Courtnee, Kelsee and Chris!

Thank you for the bicycles, for making the lemonade, for putting the bikes together, and for your vision.



Thank you Seminole Fire Rescue and Local #2896!

The firefighters and staff of Seminole Fire Rescue and local #2896 held their annual "Fill the Fire Boat" to benefit the children at our Center of Hope. The generous folks that shopped at the Bay Pines Walmart came through and filled the boat! Because of the efforts of the members of Seminole Fire and Rescue and Local #2896, all the families in the Center of Hope received a wonderful Christmas morning.



Homeless Services

CARE Center

The Homeless Shelter is open 365 nights a year and has a capacity for 75 mats, and provides men and women a safe place to sleep for the evening when they have nowhere else to go. The 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.

23,912 mat nights were used on an emergency basis in our CARE Center.

Food Center

SVdP CARES 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. SVdP CARES 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.

149,990 meals were served in our Food Center, averaging 300 per day.

Shower Program

During the day, enrolled clients have access to showers; this unique program is made possible through donations of towels and personal products.

13,119 showers served in the program.



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 supportive services to address the 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 supportive services to its residents to address the various barriers to self-sufficiency and permanency in housing.

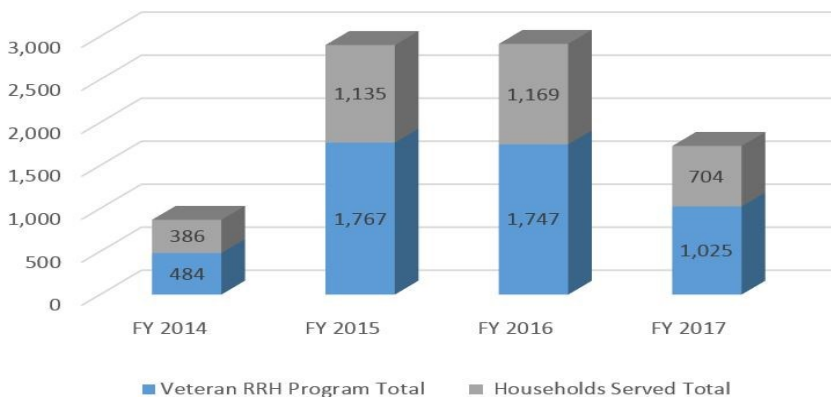
175 people housed through our Transitional Housing Program.

Homeless Persons Storage Unit

The Homeless Storage Units allows our homeless clients a safe place to check their personal belongings.

534 unduplicated clients store their belongings.

Rapid Rehousing / Total Clients Served
 2014 - 2017



Veteran receives free car from SVdP CARES Supportive Services for Veteran Families Program

Danile came to our Pasco SSVF office for help after becoming homeless. He worked with his case manager and staff to end his homelessness. As part of his case management we discovered he did not have a vehicle. A car was donated to our program, with the stipulation that it go to a Veteran in need. Through a lottery system, Danile was awarded the 2004 GMC Denali.

Danile's Army career included 13R Field Infantry, Radar operator out of Ft Campbell KY, 101st Airborne Division 2nd field artillery Detachment. Danile served from 2002-2005, and was in the first wave of deployments to Iraq in February 2003 until February 2004.

If you would like to donate a car to a homeless client, please call (727) 328-2730.

He was dealing with chronic homelessness since getting out of the Army and came to SSVF for help. He is stably housed and has a full time job, where he works over 50hrs a week, sometimes more.

We thank Danile for his service and wished him the best of luck with his vehicle!

Pictured with Danile is our CFO Thomas Taylor and our SSVF Peer Mentor Ellen Crytzer.



Rapid Re-Housing and Stabilization Services

Supportive Services for Veterans Families

SVdP CARES 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 and Polk counties.

This 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, and other related costs.

SSVF uses the Housing First approach, 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.

We started serving Veterans in 2012, last year we served 1476 SSVF clients, 1,126 for Rapid Re-Housing and 350 for prevention. Of the 1,476 clients, 293 were children.

Veteran Rapid Re-Housing Success

Total Clients Served						
	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	TOTAL
Prevention	222	124	724	524	350	1944
Rapid Re-Housing	362	360	1043	1223	1126	4114
Program Total	584	484	1767	1747	1476	6058

Total Households Served						
	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	TOTAL
Prevention	115	72	356	239	134	916
Rapid Re-Housing	327	314	779	930	563	2913
Program Total	442	386	1135	1169	704	3829

Percentage of Total Positive Housing Outcomes						
	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	Average
Prevention	91%	90%	91%	96%	95%	93%
Rapid Re-Housing	78%	81%	82%	83%	83%	81%

Rapid Re-Housing and Stabilization Services

Returning Home

Started in May 2017, Returning Home is a rapid rehousing project 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. This project is in Pasco and Pinellas County.



Pasco County- 68 people served (17 households), of those that completed the program, 82% exited to permanent housing.

Pinellas County- 148 people served (51 households), of those that completed the program, 87.5% exited to permanent 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. SVdP CARES, 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.

143 Families were served through this program.

58% of families 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.

A soft start in August of 2017, 12 people (3 households) have been placed in permanent housing.

Hurricane Irma

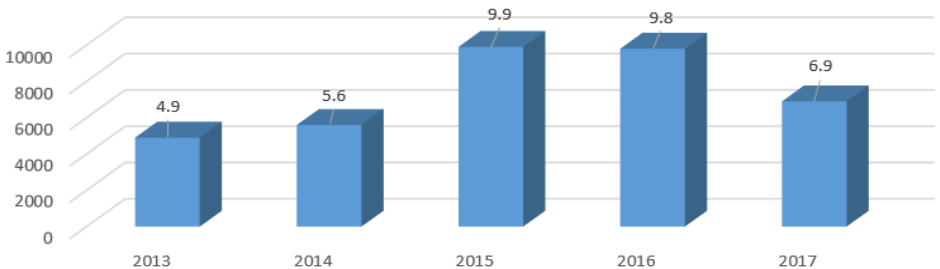
Expecting Hurricane Irma to reach the Tampa Bay Area late Sunday, rapid rehousing program staff reached out by phone and through home visits to everyone that was placed in housing to assess their preparedness. As part of placement in housing, clients are assisted with developing safety plans so most everyone contacted or seen were either safe where they were living or had plans to move to a shelter or stay with friends or family out of the area. The few clients who were unsheltered because they had refused temporary housing were contacted and assisted in accessing the emergency shelters.

After the hurricane, program staff, assisted by other agency staff, reached out to everyone to check on their status and need for assistance. The types of assistance provided included food, water and relocation assistance.

Pictured is Greg Williams our SSVF Assistant Director helping at a crisis center set up to help victims of Hurricane Irma.



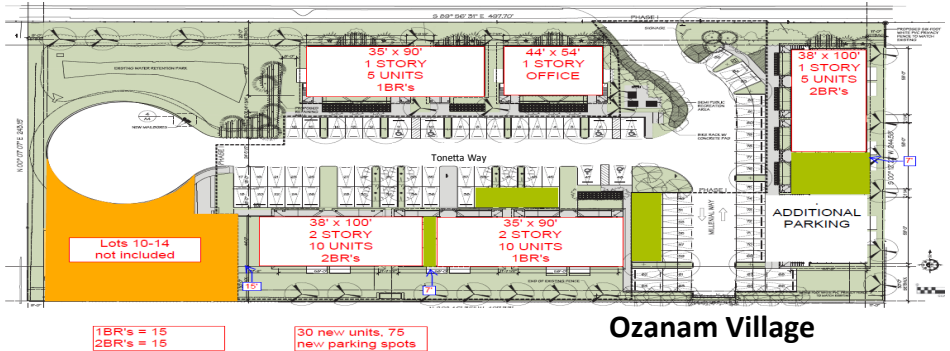
Clients served over a five year period



Permanent Supportive Housing

Ozanam Village

- 30 permanent supportive housing units with 15 one bedroom and 15 two bedroom
- Anticipate completion and Certificate of Occupancy by end of April
- Southwind Management Services, Inc. (our management agent) has advertised the units for rental 90 days before completion as required by Florida Housing Finance Corporation
- 80% of the units will be rented to the "Special Needs" population



Ozanam Village II

- 30 permanent supportive housing units with 15 one bedroom and 15 two bedroom
- Permanent Supportive Housing – as long as tenant complies with lease requirements
- 75% of the units will be rented to the "Special Needs" population
- Firm commitment extended to August 12, 2018

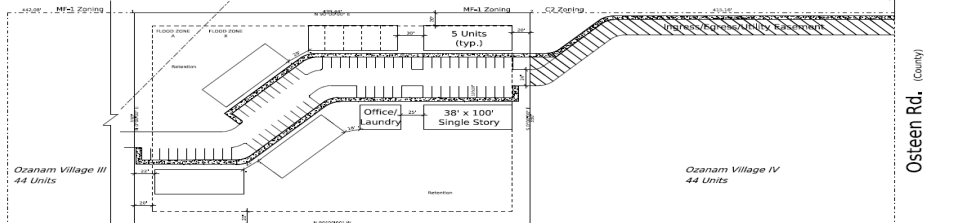
Ozanam Village II

Osteen Rd.
New Port Richey, FL 34653

Conceptual Site Plan
1/25/2016

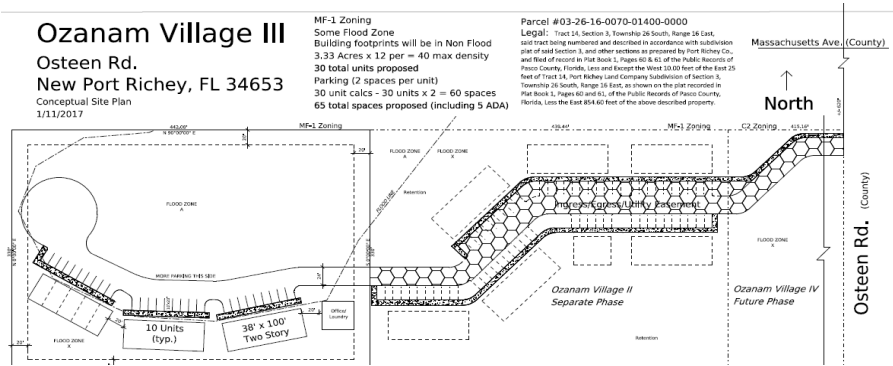
MF-1 Zoning
Some Flood Zone
Building footprints will be in Non Flood
3.33 Acres x 12 per = 40 max density
30 total units proposed
Parking (2 spaces per unit)
30 unit calcs = 30 units x 2 = 60 spaces
65 total spaces proposed (including 5 ADA)

Parcel #03-26-16-0070-01400-0000
Legal: Tract 14, Section 6, Township 26 South, Range 16 East, said tract being numbered and described in accordance with subdivision plat of said Section 6, and other sections as prepared by First Realty Co. and filed of record in the Public Records of Pasco County, Florida, less and except the West 10.00 Feet of the East 25 Feet of Parcel 14, First Realty Land Company, Subdivision of Section 6, Township 26 South, Range 16 East, as shown on the plat recorded in First Book 1, Page 60 and 61, of the Public Records of Pasco County, Florida, less the East 415.16 Feet and Less the West 442.08 Feet of the above described property.



Ozanam Village III

- 30 permanent supportive housing units with 15 one bedroom and 15 two bedroom
- Permanent Supportive Housing – as long as tenant complies with lease requirements
- 75% of the units will be rented to the “Special Needs” population
- Firm commitment extended to August 12, 2018



Remember SVdPCARES in your Planned Giving

Please consider naming Society of St. Vincent de Paul CARES 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) 201-9875 for more information.



St. Vincent de Paul CARES

Thank you for helping SVdP CARES plan for a strong future!

Social Enterprise

St. Vincent de Paul Community Thrift Store

All donations and purchases benefit the homeless of St. Petersburg. 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, bring the items directly to our store or call (727)328-2730 for pick up.

1,338 vouchers for clothing provided to homeless clients through our Community Thrift Store.



Community Thrift Store Renovation and Grand

As part of our strategic plan, SVdP CARES completely renovated the Community Thrift Store located at 180 34th Street N. in St. Petersburg. The store was completely emptied Memorial Day Weekend 2017. New flooring was installed, fresh coat of paint, along with new clothing and display racks, a new cash wrap for check out and brand new fitting rooms. This beautification project was accomplished almost primarily by staff and volunteers!

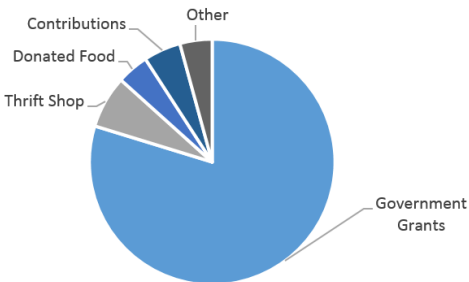




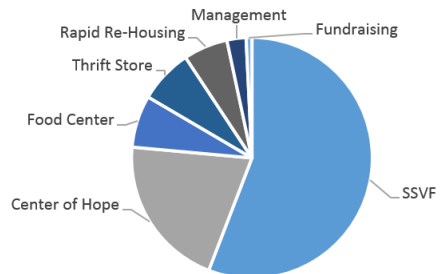
Revenue	2016/2017		2015/2016	
Government grants	7,691,708	80%	8,211,895	7%
Community Thrift Store revenues	667,111	7%	700,075	7%
Donated food given to clients	404,199	4%	391,863	4%
Contributions	473,270	5%	671,197	6%
<u>Other</u>	<u>409,636</u>	<u>4%</u>	<u>600,786</u>	<u>6%</u>
Total Revenue	9,645,924	100%	10,575,816	100%

Expenses	2016/2017		2015/2016	
SSVF	5,489,733	56%	6,497,322	65%
Center of Hope	2,023,456	21%	1,778,438	18%
Food Center	688,071	7%	682,194	7%
Community Thrift Store	713,356	7%	665,781	7%
Rapid Re-Housing	585,463	6%		
Management and general	251,868	3%	238,451	2%
<u>Fundraising</u>	<u>76,822</u>	<u>1%</u>	<u>70,070</u>	<u>1%</u>
Total Expenses	9,828,769	100%	9,932,256	100%

Revenue 2016/2017



Expenses 2016/2017



Partnerships

The Food Center relies heavily on its partnerships with area restaurants, grocery chains, other faith-based organizations, and citizens of Pinellas County who are responsible for much of the food distributed and used in meal preparation. Partners include Winn Dixie, Chipotle, Starbucks, Bonefish Grill, Frida's Café and Bakery, Caspers Company McDonald's Restaurants and La Casa Del Pane. The United Methodist Cooperative Ministries is a critical partnership, as they are responsible for recruiting the majority of the volunteers serving the meals offered through the Food Center.

Among the agencies collaborating with SVdP CARES are, Bay Area Legal Services, Boley Centers and CareerSource Pinellas and Tampa Bay, employment services providers, Directions for Living, Humana, and Magellan, offering access to mental health services, Mobile Medical Unit, and Operation PAR and WestCare Foundation, offering recovery services.

Public Partnerships and 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 * Google
and thank you to our many donors!

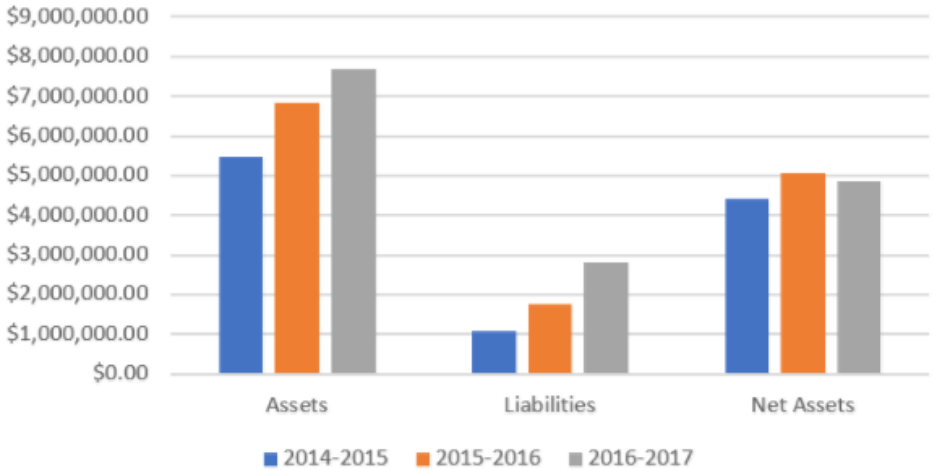
2018-2021 Strategic Direction

The Strategic Direction and Goals adopted in response to our understanding of what our stakeholders 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.

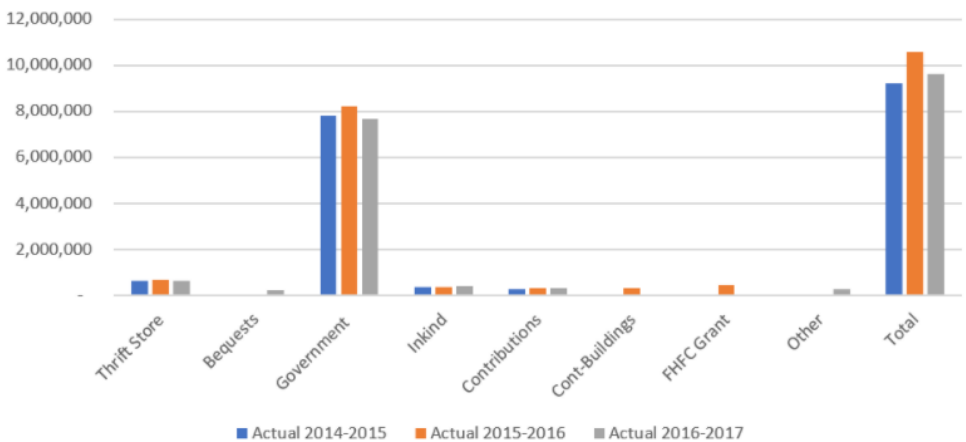
- Improve all internal and external relationships
- SVdP CARES will sustain the agency's financial viability and maintain good stewardship of our resources
- Secure long-term sustainability of SVdP CARES
- SVdP CARES will work to end homelessness making it rare, brief and non-recurring; and reduce poverty
- Broaden board engagement
- Become a model high performing organization in service to our mission
- Establish effective agency processes with sustainable infrastructure

Our Financial Growth

Net Assets



3 Year Revenue Breakdown



Performance and Quality Improvement

Initiatives implemented this year:

Financial Stability

Increased Assets.

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 Financial Report for FY 2017 and published on our website.

Cross-trained fiscal staff to increase efficiencies in Finance and close by the 25th of the month.



Human Resources:

Developed training for each job category in SSVF.

Revised Personnel Handbook and reviewed with all staff.

Developed and distributed employee satisfaction survey through third party vendor.

Developed action plan to positively impact staff retention.



Information Technology

Inventoried hardware and software.

Developed plan for replacement or upgrade.

Implemented Microsoft 365 Teams.



Risk Management and Health and Safety

All incidents involving medication are reviewed through the PQI process.

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.

Facility Managers were re-trained on how to complete the Facility Observation List.

Fire Drills were in 95% compliance in evacuation time at all facilities.

- Facility Observation Checklist target is 95% compliance for all programs. Facility checklists were completed monthly at all facilities with a 98% compliance rate, 3% above target.
- Revised aggregate report of incidents to automatically calculate by category and program.

Incidents reported in FY 2017 were 98% less than the prior fiscal year. Insurance broker was engaged to assist in performing a third party risk assessment.

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



Accomplishments

- Awarded \$5,000,000 for 30 additional units of new construction of Ozanam III for permanent supportive housing in Pasco County for disabled Veterans and homeless
- Renewal of SSVF Program funding for \$3,888,042 in four counties
- RRH restructuring 4 segments of agency—SSVF, Pinellas Rapid Re-Housing Collaborative, Returning Home and Bridging Families Program
- We began serving breakfast every morning to clients in the CARE Center
- Community Thrift Store refurbishment
- Ground breaking for Ozanam I
- Developed Strategic Plan for FY 2018-2021
- Developed robust IT Department
- Hired Chief Development Officer
- Culture of Philanthropy instituted agency wide
- Established SSVF in Polk County
- Awarded Pinellas Rapid Re-Housing Grant

St. Vincent de Paul CARES

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District Office: 727-823-2516 Toll Free: 844-727-HOPE www.svdpsp.org

