



HOMeward
BOUND

the key to ending homelessness

Fiscal Year 2020-2021
Annual Report

***WE SEE
YOU***



OUR MISSION

Preventing and ending homelessness in our community through permanent housing and support.

OUR VISION

We envision an inclusive community where homelessness is rare and quickly resolved for all people.

WE BELIEVE...

We believe in the absolute value and worth of every human being.

We believe that housing is a basic human right.

We believe that homelessness is a solvable problem.

Year in Review

Ended homelessness for 169 individuals



Prevented homelessness for 23 individuals



Ended homelessness for 34 chronically homeless individuals



Homeward Bound uses the best practice Housing First model to end homelessness. Housing First is a homeless assistance approach that prioritizes providing permanent housing to people experiencing homelessness. This approach is guided by the belief that people need basic necessities like food and a place to live before attending to other needs such as getting a job, budgeting, or attending to mental health and substance use issues.

A NOTE FROM OUR LEADERSHIP

We often hear it said that “seeing is believing.” But does that make it true? What does it mean to truly see? And what does it mean to believe?

With this report, we invite you to look closely at the challenges of homelessness in our community and Homeward Bound’s leadership in addressing those challenges head-on. What emotions do you see in the faces here? How do the stories and updates deepen your understanding of the possibilities? Mine the numbers and results to see what answers can be found. What do you believe about this work?



Cindy McMahon, Interim Executive Director

“Seeing is believing” is only half of the quote, which originally came from clergyman Thomas Fuller in the 17th century. He wrote, “Seeing is believing, but feeling is the truth.” It may feel easiest to look the other way when we see folks experiencing homelessness in our home town. Homeward Bound’s mission calls us to bring our full humanity to meet people where they are, look them in the eye, and walk alongside them as they find home.

Thank you for walking with us on this journey and taking the time to truly see.

A handwritten signature in black ink, appearing to read 'Cindy McMahon'.

Cindy McMahon, Interim Executive Director

A handwritten signature in black ink, appearing to read 'Vann Vogel'.

Vann Vogel, Board President

EXECUTIVE COMMITTEE MEMBERS: BOARD MEMBERS:

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Vann Vogel,
Board President

“WHY CAN'T THEY SEE US?”

Our homeless community is visible; we see them in campsites, downtown, and on park benches, but we don't know who these individuals are, really. We don't know where they've been, or why they are here, or what struggles they've been through.

Do we really “see” them?

Homeward Bound's 2021 Virtual Event to End Homelessness focused on the invisibility of people experiencing homelessness and especially those living outdoors.

At Homeward Bound, the individuals we serve are not invisible. SEEING their humanity is who we are. We believe that housing is a basic human right – no exceptions – and the key to helping people achieve stability in housing is trained, compassionate, nonjudgmental staff who care about the people we serve.

2021 Virtual Event to End Homelessness:



Paula Hankey performing “Unseen”, the theme song for the movie “The Life Ahead.”



Tommy lived in the Woodfin Apartments for five years.



Former Executive Director Meredith Switzer at the COVID Shelter at Harrah's Cherokee Center.

“Can we all commit to seeing that which the world has rendered invisible?”
--Nonnie Egbuna



Poet Nonnie Egbuna performing her spoken word poem “In-Visibility”

VOLUNTEERING TO END HOMELESSNESS



Y-Corps applies a new coat of paint to a client's home at Key Commons



AmeriCorps member helps with a client move-in



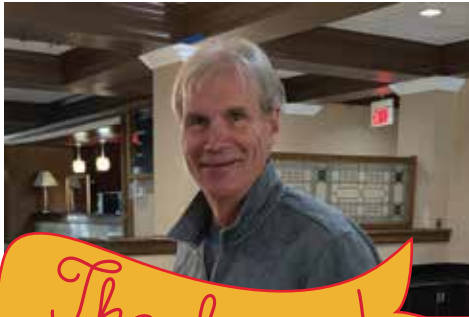
Adrienne Crowther volunteers at AHOPE

Volunteering during Fiscal Year 2020-2021 included many challenges and triumphs. Renovation of AHOPE and the COVID-19 pandemic halted most of our volunteer opportunities. Volunteers who were able to work throughout the pandemic and the renovation project share that conditions were challenging. However, these conditions and sacrifices allowed Homeward Bound to receive a remodeled AHOPE with ample room for our clients, volunteers, and staff to gather. Stations like the mailroom, kitchen, and basement now have more storage options and space in general for volunteers and staff to address client needs.

Below: Jim Anderson, mailroom volunteer



Below: David Bailey, longtime volunteer



Thank you!

20/21 VOLUNTEERS

NUMBER OF
VOLUNTEER
HOURS IN
2020/21:
1,944



Barbara Anderson
Jim Anderson
David Bailey
Leila Beikmohamadi
Carolyn Buchanan
Steve Buchanan
Holley Clark
Adrienne Crowther
Virginia Currie
Kathryn Flanagan
Gary Fryar
Carol Gier

Katrina Griffin
Ryan Hand
Ann Hayes
Herb Hildreth Jr.
Molly Hitchcock
Charlie Hull
Carrie Johnson
Rick Johnson
Grant Koehler
Peter Laine
Tara Leitner-Merendino
Debbie Lucas

Julie Lunn
Lauren McKeel
Patsy McNatt
Carin Metzger
Melanie Murphy
Sam Murphy
Morgan Persky
Kelly Pierce
Lawrence Pierce
Lori Resnick
William Sabo
Ed Sacco

Sue Sheehan
Joan Sigsworth
Alan Steinberg
Capuchina Taylor
Irmelin Toftegaard
Andrea Toren
Joshua Truman
Madeline Wadley
Nancy Wallace
Vic Wilfong

FY 20/21 AHOPE Statistics and Assessments

157

Vulnerability assessments performed to determine the level of need for individuals experiencing homelessness

102

Individuals experiencing homelessness visited AHOPE day center daily (on average, with COVID capacity limits)

313

Diversions from homelessness accomplished through contacting friends and family in a client's social network

The number of vulnerability assessments and diversions completed in FY 20-21 is lower than previous years due to limited capacity caused by the pandemic.

AHOPE Day Center Remodel

Homeward Bound's remodeled AHOPE Day Center opened in February 2021. AHOPE, built in 1998 to serve 50 folks a day, grew to serving an average of 176 people every day in early 2020. It was in desperate need of repairs. Homeward Bound engaged architect Carlton Collins and contractor Beverly-Grant, Inc. to lead the facility's design and construction. Generous funders for the renovation include The Cannon Foundation, Buncombe County, Grace Covenant Presbyterian Church, DEPCOM Power, Patricia Simms, Rick and Lynne Noble, and a donor who anonymously contributed \$725,000 to the project.



AHOPE Day Center



AHOPE Ribbon Cutting



Molly Hitchcock works at the AHOPE Mailroom



Renovated Locker Room

5

PERMANENT SUPPORTIVE HOUSING



Zach and Alanna admiring Zach's window garden

"People don't realize that life can change as quickly as putting your shoes on." That's what Zach expressed when asked how he became homeless. Zach was involved in a horrific car accident. He sustained a traumatic brain injury and remained hospitalized for months in tremendous pain. Because Zach was disabled and couldn't work, he lost his job, his home, and soon he was living on the streets. Zach met case manager Alanna, and she moved him into the Woodfin, Homeward Bound's Permanent Supportive Housing apartments, where he is thriving in a community of survivors who were formerly homeless. He will receive case management and supportive services for as long as he needs them. Zach has taken up art and gardening, and is healing from the trauma of being homeless.



Scattered Site Team

It is estimated the community annual cost per chronically homeless person is \$30,000 to \$50,000.



By contrast, the annual cost to provide housing and case management per person is \$13,000.

Housing is Healthcare

When people are homeless their health deteriorates. In their own home, people shift from survival mode to being more proactive about their wellness. They eat better, sleep better, and their health improves.

Dr. Brown's Housing is Healthcare Fund

Dr. Brown Crosby has been an advocate for marginalized members of the community for many years. Crosby was impressed with the work Homeward Bound is doing to end homelessness and made a \$250,000 gift to the organization. The funds support client utility payments, rental arrears, utility arrears, pest control services, prescriptions, keys, box fans and other miscellaneous expenses.

HOME IS KEY



Homeward Bound purchased the Days Inn property on Tunnel Road. Renovations are projected to begin in March 2022, and will turn 127 hotel rooms into 85 efficiency apartments and offices for Homeward Bound administrative and program staff. The acquisition was made possible by funding from the City of Asheville and Buncombe County, Dogwood Health Trust, and an anonymous donor.

When the facility opens, extensive supportive services will be available including on site case management tailored to each resident's needs, 24/7 support staff, behavioral health services, social and educational activities, meals provided by community partners, job training, and a medical clinic.



Peer Support Room



Dining Room

Campaign Planning Committee

Melissa Duong, Chair
David Bailey

Lindsay Bnadad
Rusty Edwards

Megan Findeiss
Rick Noble

Kelly Pierce
Meredith Switzer

Vann Vogel
Barbara Wright

Thank you!

RAPID REHOUSING

Homeward Bound's Rapid Rehousing Program is designed to quickly house people facing homelessness.



Mae moved into the Red Roof Inn when the pandemic hit and stayed there for four months. She kept to herself and mostly stayed in her room. She and her case manager, Flint, submitted applications to five or six different places before she got her current apartment. Mae hopes she never has to move again because her new place feels like home to her. She's enjoying having a place for all of her things, and is hoping to purchase items for donations that will benefit other folks who have or are experiencing homelessness.

"It's very hard to live on the street. I'm a borderline diabetic--I could die out there. If I'm gonna die, I wanna die in my own bed" – Mae

Preventing Homelessness

We served 12 civilian households and 20 veteran households in our Homeless Prevention Programs by providing financial support, budgeting and household maintenance training, and referrals to mental health support and other community resources.



Rapid Rehousing Team

LANDLORD PARTNERSHIPS



Homeward Bound's landlord partner at Pisgah Knoll, LLC built a ramp for a client struggling to enter her home due to mobility issues. Because of this landlord's initiative, the tenant now feels safe in her long-term home.

Our landlord partners are critically important to Homeward Bound's mission of preventing and ending homelessness. In 2020/21, we ramped up the supportive services we offer to provide landlords support with tenant and property management.

In 20/21, we coordinated 75 leases with private landlords and partnered with more than 50 to provide stable housing to those in our community.



Housing Placement Manager Jessie Figueiroa and landlord partner

HELPING UNHOUSED VETERANS

Our Supportive Services for Veteran Families (SSVF) program provides rapid rehousing services (rental assistance and housing case management that ranges from six months to two years) to veteran households. SSVF also provides prevention services with rental assistance and housing case management to veteran households to prevent eviction. The program incorporated a healthcare navigator into the program this year to specifically work with veterans in navigating their healthcare needs and benefits. This program works in close partnership with the local Veterans Administration and other community service providers.

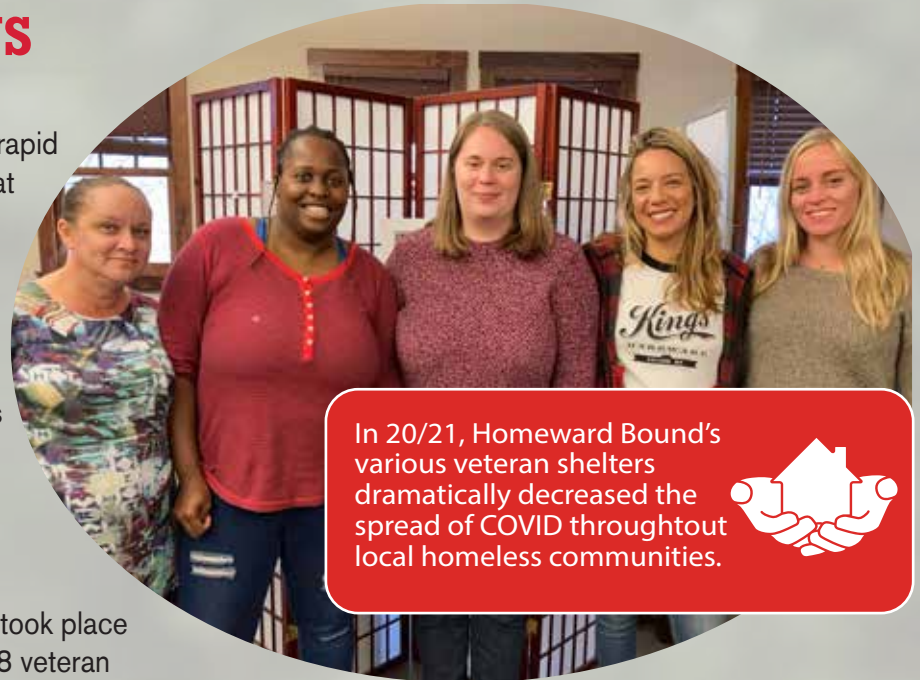
VETERAN SHELTER

Our Supportive Services for Veteran Families emergency shelters, which took place in various motels around Asheville, started in March 2020 and served 118 veteran households. 74 of them were moved to permanent housing.

Many of these veterans and their families would have been living unsheltered without this resource during the pandemic, making it difficult for us to find them, meet with them, and complete paperwork with them to begin the process towards housing. Having various motels for sheltering clients during COVID allowed us to keep veterans safe while working to end their homelessness more quickly.

David, a veteran who experienced homelessness for 20 years, was in Homeward Bound's Veteran Shelter Program for five months before he was moved into his own home right as the Coronavirus began to spread.

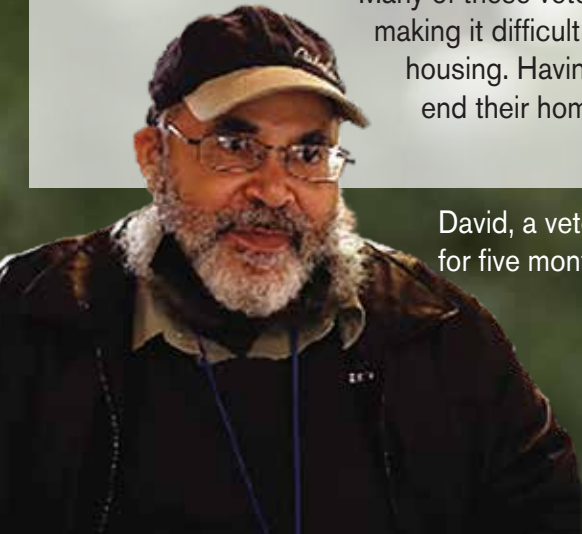
"Even though I haven't had alcohol or drug issues, there was always something holding me back. To this day, I can't put my finger on it. Something in my head, my thoughts, perhaps the way I viewed the world. But having a home is the solution."
– David



In 20/21, Homeward Bound's various veteran shelters dramatically decreased the spread of COVID throughout local homeless communities.



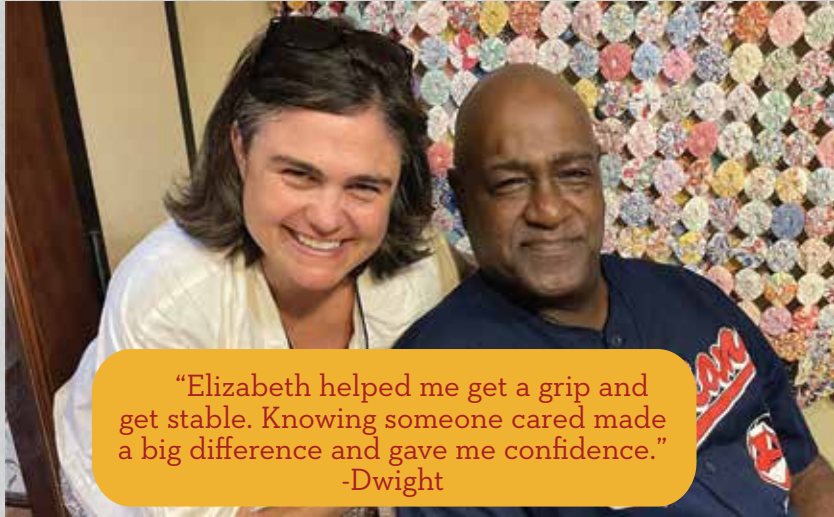
SSVF Team



SHELTERING DURING THE PANDEMIC



From April 2020 to June 2021, Homeward Bound sheltered 166 individuals (beginning at Harrah's Cherokee Center and then transitioning to the Red Roof Inn in May of 2020) and moved 42 of these people into permanent housing. Only one client contracted COVID-19 during that time.



"Elizabeth helped me get a grip and get stable. Knowing someone cared made a big difference and gave me confidence."
-Dwight

WARMING CENTERS PROVIDED RELIEF

It was a bitter winter for people living unhoused. When you don't have a home, your life often revolves around finding places to be during the day—to come in from the cold, to sit and rest, and to use the restroom. Places such as libraries, grocery stores, and shops couldn't allow people to assemble because of COVID-19. Our own AHOPE day center was being renovated, which limited the number of people who could come inside.

Jubilee! Community Church and Central United Methodist Church ran warming centers where people experiencing homelessness could warm up, have a snack, a cup of coffee and socially distanced fellowship.

When Dwight was 17, his mother took his father's life by shooting him. Because of this trauma, Dwight moved around a lot and lived outside for more than six years. He eventually came to AHOPE where the staff enrolled him at the Red Roof Inn to shelter during the pandemic. That's when Dwight met Homeward Bound Case Manager Elizabeth Bowers, who helped him move into a home in December.



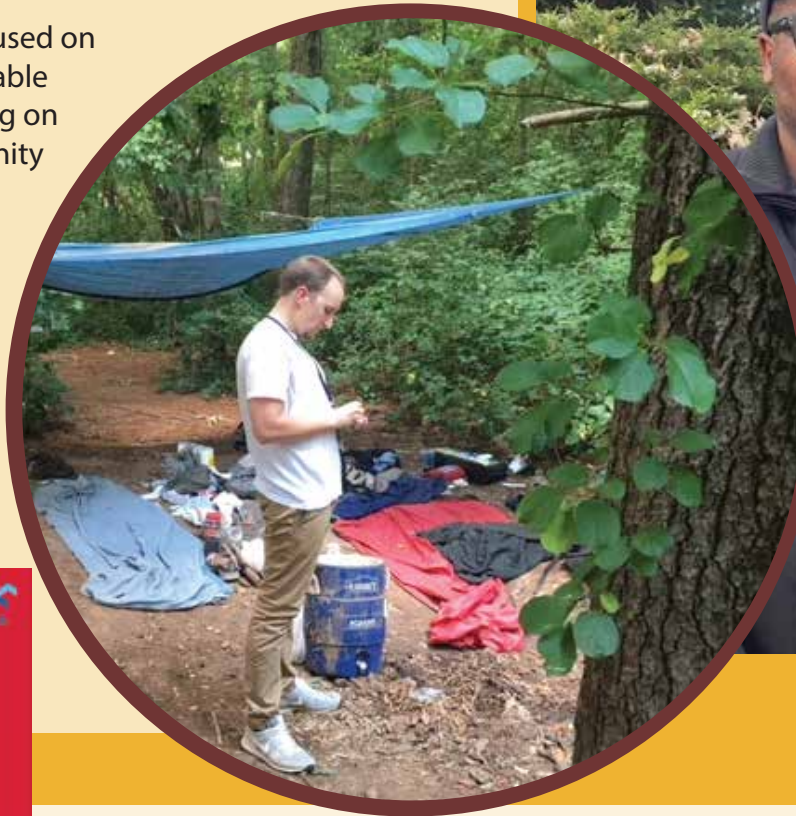
Thank you to donors, faith communities, civic groups, and businesses that made financial contributions, provided meals, services, and volunteer hours.



Zachary Russow and his dog Jesus

OUTREACH

The Outreach Team is focused on reaching the most vulnerable homeless individuals living on the streets of our community to connect them with permanent supportive housing, healthcare, disability income, and community mental health services. We meet people where they are: in the woods, under bridges, and on the street.



*Christian Chambers and Hillary Jones,
Outreach Case Managers*

Robert Stevenson, Outreach Manager

DWELLING Podcast



Homeward Bound is proud to present Dwelling, a new podcast series where staff, volunteers, and community partners discuss current events affecting homelessness, homelessness solutions, and more. Homeward Bound clients share their experiences moving from homelessness to having a home. Listen wherever you find your favorite podcasts. Dwelling is generously sponsored by HomeTrust Bank.



REACH - Real Estate Agents Combatting Homelessness

Since the inception of REACH three years ago, 76 Realtors and allied professionals, along with 159 REACH supporters, have raised close to \$156,000. REACH members have been instrumental in providing 155 comfortably furnished homes where residents have achieved housing stability.

Brokers giving a portion of each commission receive commemorative cards to use at closing, recognizing that a gift has been given in honor of the buyer.



ALTAMONT PROPERTY GROUP
Anonymous

ASHEVILLE AREA REALTY
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BEVERLY-HANKS
Cheryl Dalton
Rachel Helton
Neely Neu
Tracey Pullan-Novak
Andrew Pulsifer
Danielle Thuot

BHHS LIFESTYLE PROPERTIES
Laura Taylor

FATHOM REALTY
Wanda Lapointe

HEARTWOOD REALTY
Alan Wray

KELLER WILLIAMS
Joanna Baker
Irene Lopez de Carrizosa
Chris Gragtmans
Ramona Melvin
Katherine Prendergast
Wendy Lee Wilson

LEGACY LIFESTYLE
PROPERTIES
Sarah Lashlee

MOSAIC REALTY
Gus Mujica

NEST REALTY
Ginny and Matt Barker
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Bobbi Holland
Ryan McCullough

PREFERRED PROPERTIES
Ashley Dotson

PREMIER SOTHEBY'S
Randi Beard
Janet Whitworth

RE/MAX EXECUTIVE
Tricia McCorkle

TOWN AND
MOUNTAIN REALTY
Athena Dygert
Jody Whitehurst
Ann Martin
Mari Stuart

WEAVERVILLE
REALTY
Anonymous

Thank you!

WELCOME HOME DONATION CENTER

The Welcome Home Donation Center is Homeward Bound's facility where furniture and household goods are collected from the community and distributed to individuals and families who are moving out of homelessness and into housing. Our goal is for every client to move into a comfortably furnished home. Creating a home is key to Homeward Bound's 92% housing retention rate.



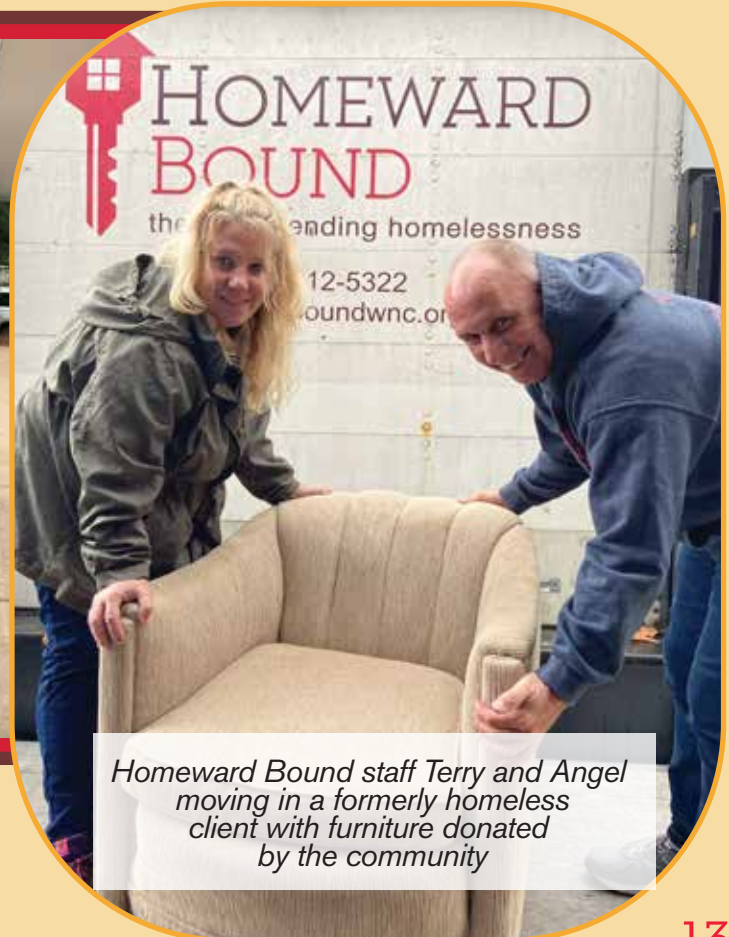
*Patsy McNatt,
11-year volunteer
at Welcome Home*



*Kelly Pierce,
board member
and volunteer
at Welcome Home*



*Rexel USA Electrical Supplies
coordinated a donation drive*




*Homeward Bound staff Terry and Angel
moving in a formerly homeless
client with furniture donated
by the community*

THIRD ANNUAL OPEN YOUR HEART FOR WOMEN AND HOMELESSNESS

Nearly 60% of women experiencing homelessness cite domestic violence as the direct cause of their homelessness, and we know that number is low because intimate partner violence is not always reported.

On February 12, Homeward Bound hosted its *Third Annual Valentine's Open Your Heart for Women and Homelessness Lunch and Learn* exploring the intersection between domestic violence and homelessness. A panel of experts included Helpmate and Homeward Bound staff.



"Don't give up on people who are homeless," advises Bronya. "Just because you're homeless doesn't mean you're not somebody. You just fell on hard times. There's more to a person's story than just that." - Bronya



Country music stars Joe Lasher and Kaitlyn Baker performed during the Open Your Heart event.



Panel of Experts: Homeward Bound Program Administrators Alanna Kinsella, Liz Sanford, and Nicole Brown were joined by Helpmate Counselor and Case Manager Dori English

Bronya finally escaped the cruelty and violence of the man she was involved with for more than a decade. She suffered constant beatings and verbal abuse, and her self-esteem was destroyed. Bronya's life was never easy but being homeless was the worst. It was lonely and scary. When she lived outside, she had to watch out for copperheads and other wild animals. Coyotes came so close to her tent that she could hear them breathe. Listening to the eerie growl of bobcats was terrifying. Homeward Bound moved Bronya into housing in October and she graduated the program in March 2021.

Women make up 25% of the homeless population in Asheville and Buncombe County. 23% are chronically homeless.

COMMUNITY is the KEY to Ending Homelessness

Wicked Weed Brewery, a partner sponsor, raised money to move people into homes.



Homeward Bound board member Angie Cullen and Nest Realty support the mission to prevent and end homelessness in our community.



Ingles has provided delicious meals for all of Homeward Bound's events for years.



iHeart Radio was our media sponsor for 2020/21.



PRESENTING & PARTNER

iHeart Media
Ingles Markets
Nest Realty
Wicked Weed Brewing

HERO

AvL Technologies
Hometrust Bank
JAG Construction
JB Haynes
Quility Financial
PlumDog Financial

ADVOCATE

Insurance Service
of Asheville

CHAMPION

The Biltmore Company

SUPPORTER

Brunk Auctions
Harrah's Cherokee
Casino Resort

YOU are the key to ending homelessness



A volunteer team from Fellowship Asheville completed



Elevation Church volunteered



First Horizon Bank donated to permanent supportive housing

Grants of \$10,000 or more

Foundations

Community Foundation of WNC
The Leon Levine Foundation
NC Coalition to End Homelessness
Sisters of Mercy of NC Foundation
The Beattie Foundation
United Way of Asheville and Buncombe County
WNC Bridge Foundation

Local and State Grants

Asheville Alcoholic Beverage Control Board
Buncombe County
City of Asheville
NC Department of Health and Human Services
Vaya Health
U.S. Department of Veterans Affairs -
Supportive Services for Veterans and Families
U.S. Department of Homeland Security -
Emergency Food and Shelter Program (FEMA)
U.S. Department of Housing and Urban Development

Expenses

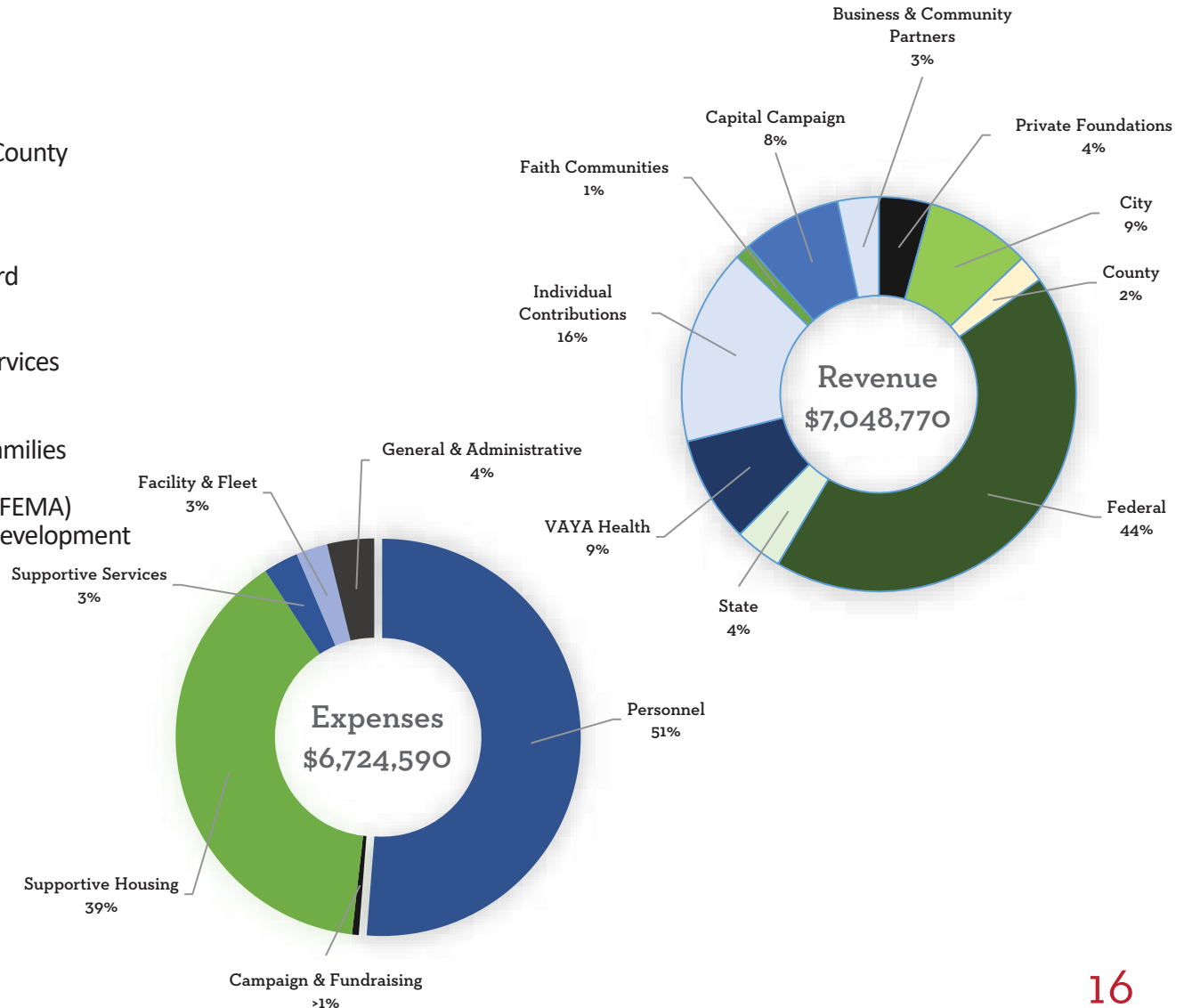
Program Expenses

Supportive Housing Client Costs
Professional and Insurance Fees
Personnel costs including salaries
and benefits

Administration Expenses

Overhead costs
Administrative and Resource
Development salaries and benefits
Fundraising costs

2020-2021 FINANCIAL REPORT



THANK YOU

friends and supporters FOR YOUR GENEROSITY

\$25,000+

Anonymous (4)
BlueCross BlueShield
of North Carolina
Ken and Ida Brown
Roseann and Douglas Cioce
Community Foundation of WNC
Dogwood Health Trust
Coralea Kiefer
Ann Mojonnier
Pasquale and Rose Procacci
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WNC Bridge Foundation

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The Beattie Foundation
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\$10,000 - \$24,999

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AvL Technologies
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Pamela Culp
Courtney and John Davis
Michael and Libby de Caetani
Elevation Church
Tom and Carolyn Fehsenfeld
First Baptist Church Asheville
HCA Healthcare / Mission Hospital
Robert L. Hollis
Emily Tynan McDaniel
NC Coalition to End Homelessness

Individuals who gave \$1,200 or more in a
12-month period are members of the
Key Society Giving Circle.



First Presbyterian Church Asheville
Foundation for the Carolinas
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Erin and Dale Freudenberger
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Grace Christian Fellowship
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Kathie and Tyson Miller
Mountain 2 Sea Environmental
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Lynne and Rick Noble
Delia Owens
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Pinebrook Farms Social Committee
Power Delivery Alliance
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Skyland United Methodist Church

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St. Mark's Evangelical Lutheran Church
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Chris and Courtney Youngblood

\$750 - \$2,499

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"Sally's Whim" of Horizons Foundation
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Altamont Property Group
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Benevity
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Presbyterian Church
Blue Mountain Pizza
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*Jenny Moffat, Director of
Permanent Supportive Housing*

Howard and Barbara Fiedler
First Horizon Bank
Hedy Fischer and
Randy Schull
Adrienne Crowther and
John Posey
Walt and Kay Curl
Katie Damien
Davie Community Foundation
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Jeffrey and Jan Dektor
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Sharyne Donfield
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Melissa Duong
Earl & Bettie Fields Automotive
Group Foundation, Inc.
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Episcopal Church of the
Holy Spirit

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Gombroon Benevolent Fund
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Barbara Heller and
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Pat Peterson and Bill Ashe
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Junior League of Asheville
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Gary MacPeck
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Mena Kates
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Tony Rolando
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Little Acorn Fund - M
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Billie Lofland and
Judy McAfee
Lawrence Lordi
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Jim Lowder and
Jerene Broadway
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Nancy and Tom Maher
Chris and Rick Manheim
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Earl Thompson
Clarissa and Ryan Marshall
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Annette Mayfield
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Jeanne and Jim McGlinn
Melissa, Garry, Wilson
& Martin Brown
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David Joe Miller and
Robin Sanchez
Holly and Don Millsaps
Len and Lou Moffatt
Barbara Morgan
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Sarah Oram and
Stephen Grabenstein
Judy Ott
Kern Parker and
Betsy Wilson

\$750 - \$2,499

Pfizer Foundation

Matching Gift Program

Becky and Bob Pitts

Adrienne Crowther

and John Posey

Dick and Mibs Powell

Suzy and Ed Rankin

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*Arthur Myers with the keys
to his new apartment.*



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“The hope of a secure and livable world
lies with disciplined nonconformists who
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- MLK Jr.