



Fiscal Year 2019-2020 Annual Report

***HOUSING IS
HEALTHCARE***



Our mission is to prevent and end homelessness in our community through permanent housing and support.

We believe in the absolute value and worth of every human

We believe that housing is a basic human right.

We believe that homelessness is a solvable problem.

A Note from Our Leadership

To say that the 2019-2020 year for Homeward Bound was quite a journey is an understatement... it was a tsunami of change, uncertainty, opportunities, and unexpected hope. It forced us to reimagine our delivery of services, partnerships, and projects.

When the pandemic struck our community in March, our firm belief that "Housing is Healthcare" took on even greater importance. We already knew that individuals experiencing homelessness face more significant health risks in general - with a mortality rate four to nine times higher than those in stable housing - due to chronic mental and physical illness as well as violence. Adding the threat of contracting a highly contagious, life-threatening illness only made our work even more urgent. You can't "shelter in place" away from a deadly virus if you don't have a safe shelter.

This year revealed the very best in our committed staff, compassionate volunteers, faithful donors, and supportive community partners. We can't begin to articulate the tremendous impact you have made.

For the direct care staff who serve as heroes on the front line, we are in awe. For the sandwiches and meals dropped off at AHOPE Day Center, we are grateful. For the cases of hand sanitizer and handmade masks delivered to our Welcome Home Donation Center, we are thankful. For the community partners who leveraged relationships and other resources to create an emergency shelter response, we are humbled.

For gifts large and small in support of our mission, we are inspired.

You caring so deeply about preventing and ending homelessness is allowing us to change and save lives through COVID-19 and beyond.

Sincerely,



Meredith Switzer, Executive Director

Dr. Brown Crosby Housing is Healthcare Fund



Kenneth signs his lease with Housing Specialist Alexa. Dr. Crosby's funding will go towards filling the funding gap so folks like Kenneth can move into homes of their own.



Retired Asheville physician and philanthropist 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 the quarter of a million-dollar gift to the organization. Homeward Bound created the Dr. Brown Crosby Housing is Healthcare Fund that will help cover some of the costs associated with housing. The fund will also allow Homeward Bound to better weather the fluctuation in government grant awards.



Estel, who was 78, had been homeless for a year, wrapping himself in plastic at night to keep warm. After someone called to notify Homeward Bound, Case Manager Robert Stevenson found Estel near death with a respiratory infection and sleeping on an abandoned couch in the woods.

By the time Homeward Bound started working to find housing for Estel, winter was approaching and it was feared that he would die if he continued living outside. After three months, Estel was moved into an apartment. Hillary Jones became his Housing Case Manager.

"Hillary was a big help when I was down and out. I thought I was going to die," said Estel.

"She took me to the doctor and got me medicine and saved my life." Since Estel moved into his apartment, his health has dramatically improved.

According to Hillary, "His cough is gone, he's breathing better, he's put on weight and he's back to his favorite hobbies - clogging and singing!"

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.

HOUSING FIRST because ***HOUSING IS HEALTHCARE***

Homeward Bound moves the most vulnerable into newly created shelters during the COVID-19 Pandemic

Homeward Bound, The City of Asheville, and Harrah's Cherokee Center Asheville came together to find a solution for sheltering local citizens who were living outside. **Home is our safe haven even when times are 'normal.'** When you don't have a home, a crisis like COVID-19 can be deadly, especially for the chronically homeless, who, because of the toll it takes from living outside coupled with addiction and mental-health issues, are far more susceptible to illness.



Clients participate in yoga, one of many activities offered at the Red Roof Inn.

63 

people sheltering at the Red Roof Inn



Citizen Times

Nicole Brown

Homeward Bound's Supportive Services for veteran Families program staff moved 30 homeless veterans into motels to keep them sheltered and safe from the coronavirus when the pandemic first hit. The Department of Veterans Affairs is funding the motel shelter program. We implemented a routine where all motel guests are checked on at least twice a day by a program case manager. Our goal is to place each veteran into permanent housing by the end of the shelter program.

Shelter at local Motels

On May 11, Homeward Bound moved 34 individuals who were sheltering at Harrah's Cherokee Center Asheville into motel rooms at the Red Roof Inn. The number of people then increased to 63. Ten Homeward Bound staff are working on-site. The agency's outreach team has been providing case management services to motel residents and everyone has a plan for housing. Staff members are connecting folks with healthcare providers, applying for rental housing, food stamps, assisting with job applications, and advocating alongside participants when needed.

All of the program participants are deeply grateful to Homeward Bound's staff and this unique opportunity to shelter in place during the pandemic.

COLLABORATION IS KEY

Harrah's Cherokee Center Asheville offered their downtown convention center space to Homeward Bound, who created an emergency shelter in just two days. In a collaborative spirit, UNCA provided mattresses, Western Carolina Rescue Mission provided blankets, Mission Hospital provided sheets, and 12 Baskets Community Cafe organized the meals. Dale Fell Health Center screened all who entered the temporary shelter and conducted screenings every morning.



Board of Directors VP Angie Cullen and daughter Helen helped sort supplies



Food donations poured in from the community



Bed and Breakfast Association of Asheville provided meals



6 Solar Suds & Eco-Clean of AVL did daily pick-up and delivery of laundry at a big discount



Wicked Weed's Cultura, YMCA, and Food Connection provided meals

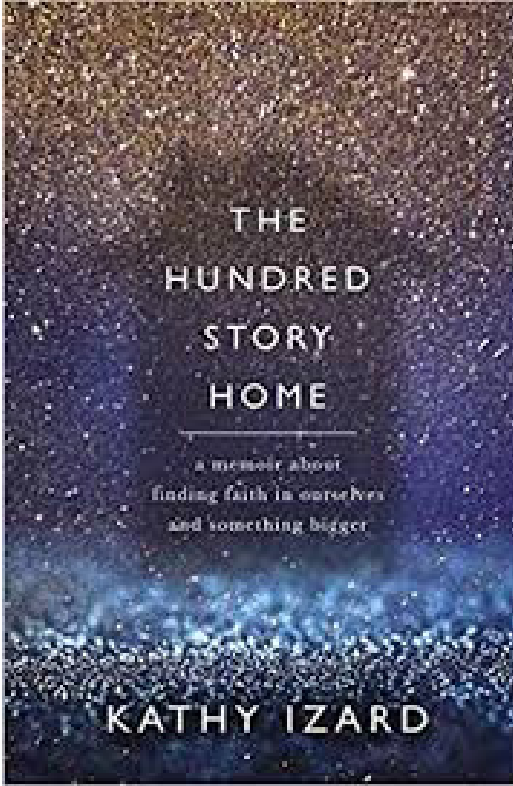


Carolina Hemp Company organized Donation Drives

Kathy IZard Book Signing at Pack Memorial Library

Author and housing advocate Kathy IZard came to Asheville’s Pack Memorial Library for a book signing in August 2019. Her book, *The Hundred Story Home*, details her move from a life as a graphic designer, wife, and mother of four to a tireless and determined advocate for a permanent housing solution for Charlotte’s homeless population. Kathy almost single-handedly led the effort to fund and build Moore Place, Charlotte’s first permanent supportive housing complex. Her presentation was followed by a panel discussion with questions from the audience. The panel included Homeward Bound Executive Director Meredith Switzer and then Program Director Emily Ball.

Homeward Bound’s vision for its Permanent Supportive Housing Project is modeled after Moore Place. We have secured property to provide critically needed permanent housing for our community’s most vulnerable citizens.



Executive Leadership & Board

Vann Vogel, *President*
Angie Cullen, *Vice President*
Chris Youngblood, *Treasurer*
Mae Creadick, *Secretary*
Meredith Switzer, *Executive Director*

Greg Angelo
Donna Ball
Clark Duncan
Melissa Duong
Rusty Edwards
Jo Ikelheimer
Ryan McCullough
Heather Norton
Kelly Pierce
Jorge Redmond
Isaac Rowles
Arthur Salido
Barbara Wright

Executive Director Meredith Switzer recognizes David McCartney for his longstanding Board service. David transitioned off of the Homeward Bound Board of Directors along with Brian Methvin, David Greiner, and Carol Rovello.

Jessica was born and raised in Asheville and enlisted in the Army in 2007. She witnessed unspeakable violence and death, leaving her with severe PTSD which made it difficult for her to keep a job, and as a result she lost her home.

Rather than living on the streets, Jessica moved into a shelter which triggered her PTSD. Her first night there she cried all night, thinking, *"What have I done to my daughters?"* Fortunately, someone who worked at the shelter referred Jessica to Homeward Bound.

"I worked with Wes, Molly, and Miranda from Homeward Bound and I never felt so welcomed."

Three months after entering the shelter, Jessica's case managers found her a home.

Jessica is now attending a paralegal program at South College, and has become a Dean's List student.

A Veterans Story



"They offered me complete encouragement with no judgment whatsoever."

Jessica, veteran and mother of two



Ended homelessness for **35** veterans and their families

Among veterans, women are the fastest growing segment, accounting for **9%** of the total population of homeless veterans.



Prevented homelessness for **34** veterans and their families

44% of people experiencing homelessness in Buncombe County are veterans, compared to **6.5%** nationally.



Homeward Bound makes strides in affordable housing

With the lack of affordable housing available in Asheville and Buncombe County, we knew we needed to become property owners in order to help end homelessness.

Purchasing Key Commons was Homeward Bound's first foray into property ownership. The project, located on Short Michigan Avenue had 11 units and serves those living below 30% of AMI (Area Median Income) and who were previously chronically homeless.

Key Commons is undergoing renovations and remodeling to expand to 13 units.



Facilities and Housing
Director Santiago Cely

Before



After



Photo by High Lake Media

Bringing on Needed Expertise

Santiago Cely, a North Carolina Licensed Contractor and Real Estate Broker with 10 years of affordable housing experience, was hired in January 2020 to manage the Key Commons Project. We are pleased to have Santiago on board as we move forward with future affordable housing plans and projects.

Ingles Markets

Ingles Markets is a champion of Homeward Bound and the cause of ending homelessness. This community market uses the food they make to help vulnerable folks who struggle with homelessness, hunger, and scarcity. Ingles has been a Presenting Sponsor for the Welcome Home Luncheon and also served up meals to folks who were living outside and are now sheltering at the Red Roof Inn. We are fortunate to have the support of such a philanthropic community staple.



Community Partners Pair Food with Love



Wicked Weed

The founders of Wicked Weed support many nonprofits but are especially committed to helping folks in poverty and those experiencing homelessness.

The brewery has sponsored our Welcome Home Luncheon for the past three years, which raises money to move individuals and families into permanent homes.

During the coronavirus pandemic, they delivered healthy meals to our clients who were sheltering in Harrah's Cherokee Center as well as senior citizens, healthcare professionals, children and families in the Asheville area. This Asheville legend gives back to the community in a big way.



Rezaz & Baba Nahm

Brian and Laura Smith, owners of Rezaz and Baba Nahm combined their love of food and their love of helping people and created the First Meal Project. For more than two years the Smiths have ensured that every person that Homeward Bound houses has a delicious meal the day they move into their new home. They also added holiday cheer to the lives of formerly homeless families in Asheville. Homeward Bound case managers worked with the parents to develop a wish list for each of their children who ranged in age from newborn to 18 years old. Brian and Laura gave presents ranging from arts and crafts items, Transformers, bath toys, clothes, sketchbooks and shoes. These restaurateurs have hearts of gold.



Outreach in Downtown Asheville

The City of Asheville funded Homeward Bound's *City Outreach Case Manager*. This position provides street outreach services focused on areas in Asheville frequented by people experiencing homelessness, such as the downtown area. These services include: homelessness diversion, referrals to permanent housing resources, behavioral health and substance use disorder services, AHOPE Day Center, emergency shelters, primary health care, and basic needs services.

Training and education to businesses and residents in areas most impacted by the presence of people experiencing homelessness are also included. Case Manager Robert is working collaboratively with Asheville police and fire departments on deescalating crises and diverting from arrest when appropriate.



In February 2020, Robert helped Steve, 55, one of the most arrested men in Asheville, move into his own home. He had been homeless for more than 10 years and had severe issues with alcohol use. He would only come by AHOPE once every few months and would disappear. As an Outreach Case Manager working closely with the RHA Jail Diversion team, Robert was able to get real-time updates on when Steve was in jail and could visit him much more easily. Once the two had developed some rapport, he shared some of his camping spots with Robert so they could meet outside to complete paperwork. His drinking, memory loss, and disorganization continued to be a barrier but Robert was able to get Housing Authority staff to agree to meet with him in jail and it really made a difference. He's still successfully housed to this day.



Outreach in Buncombe County Libraries

Buncombe County funded Homeward Bound's *Library Outreach Case Manager*. This position serves as a liaison between Buncombe County Library staff and the homeless community accessing library resources. Case Manager Erin is a source of support and guidance to individuals, trained to assist them with identifying barriers to housing and engage in goal planning that aims to link them to the resources and skills that they need to achieve long-term housing.





Ronnie and Case Manager Alanna Kinsella

Ronnie grew up in several different orphanages until he aged out at 18 and he returned to live with his mother. They experienced many episodes of homelessness until they parted ways and Ronnie ended up living on the streets until he was 50. During this time Ronnie struggled with alcohol and substance use issues.

Ronnie came to Homeward Bound and was initially moved into a trailer owned by a private landlord. This housing placement was not right for Ronnie and he eventually was evicted. He needed more structure, support, and to be part of a community. Ronnie's next housing placement was the Woodfin Apartments. There he became an integral part of their community. He had access to Case Manager Alanna, who he knew from AHOPE, and came to her when he needed to problem-solve or discuss better ways to handle difficult situations.

Ronnie thrived in this community environment and became a role model and a leader in the three years that he lived there. He often helped the other residents clean their apartments, do laundry, mediate disagreements, and at any given time, Ronnie could be found cooking meals for a half dozen of the other residents.

Ronnie graduated the program a few months ago and is living in an apartment. He has no housing issues whatsoever; he pays his portion of the rent on time, gets along with neighbors, and has a great relationship with his landlord.

People who have experienced homelessness for at least a year while struggling with one or more disabling conditions are considered chronically homeless according to U.S. Department of Housing and Urban Development. These individuals typically need a higher level of support due to their complex and long-term health conditions such as mental illness, substance use disorders, and physical disabilities, and need extra support to stay in housing. Homeward Bound has a proven solution to ending chronic homelessness—permanent housing combined with supportive case management services.

Permanent Supportive Housing



Homeward Bound staff with a Woodfin resident

Coronavirus Pandemic Leads to Expected Rise in Homelessness

Homeward Bound Housing Specialists work with our partner landlords who provide apartments and other rental options for our clients. Most of these landlords want to help their tenants and will consider payment plans or other solutions.

Homeward Bound clients are fortunate and most were not affected by the eviction on moratoriums. Our housing specialists work hard to negotiate any problems with landlords so that our clients stay secure in their homes.

Economists and housing advocates project that homelessness could increase by 40% in the coming year. Lifting the eviction moratorium will only make matters worse. AHOPE is experiencing an increased number of calls from folks concerned about losing their homes.



Homeward Bound Case Managers are diligent in helping clients pay their rent portion in order to keep them safely housed and to keep an eviction off their record. An eviction can negatively impact their ability to rent in the future.

2019-20
IN REVIEW

88



PEOPLE PREVENTED
FROM BECOMING
HOMELESS

90



PEOPLE MOVED FROM
HOMELESSNESS INTO
HOUSING

2,141



INDIVIDUALS, FAMILIES,
AND VETERANS MOVED
OUT OF HOMELESSNESS
SINCE 2006

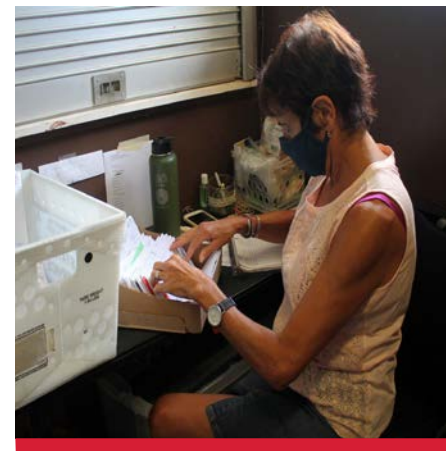


Volunteers make it possible!

While many of our regular volunteers were unable to serve at AHOPE Day Center and our Welcome Home Donation Center due to COVID-19, a small but mighty team of volunteers continued to provide support throughout the pandemic. We deeply appreciate the volunteers that checked mail, served coffee, assisted in the move from the Cherokee Center to the Red Roof Inn, prepared AHOPE for renovations, organized move-in boxes, collected and sanitized donations, and made sandwiches and baked goods over the past five months.

In the early days of the pandemic, many new volunteers joined us through Hands On Asheville-Buncombe, and we are inspired by our community's eagerness to support Homeward Bound during this uncertain time. We could not have continued this vital work without your help!

To our longstanding volunteers: we miss you, and really look forward to having you back!



AHOPE Volunteers

Chris Alexander
Jim Anderson
Barbara Anderson
David Bailer
Karen Baker
Phil Blythe
Emily Clark (Weaverville
UMC Youth)
Kristin Cox
Adrienne Crowther
Virginia Currie
Pam Eveland
Gary Fryar
Javier Garcia
Karen Gary
Kat Griffin
Patricia Hayes

Cynthia Heil
Herb Hildreth
Judy Hoffman
David Johnson
Codi Justice
Jean Klinger
Peter Laine
Lorraine Lane
Judy Li
Greg Mayer
Paul McDowell
Carin Metzger
Sherra Mills
Jim Morris
Steve Nelson
Jennifer Pacheco
Annissa Piper
Michael Poulos
(Asheville Youth
Mission)

Ed Sacco
Kathryn, Joe, & Ben
Scott
Sue Sheehan
David Sherwood
Chris Simmons
Wilson Sims
Rachael Smith
Alan Steinberg
Jennifer Tedder
Robert Thomas
Kasandra Tomboc
Andrea Toren
Timothy Ward
(Elevation Church
Asheville)
Bob Wise
Debbe Wombwell
Lori Wyrick
Ted Zoller

Welcome Home Donation Center Volunteers

Steve & Carolyn
Buchanan
Debbra Docsa
Rick & Carrie Johnson
Patsy McNatt
Sam & Melanie
Murphy
Lynne & Rick Noble
Larry & Kelly Pierce
Joan Sigsworth
Irmelin Toftegaard

Civic Center Volunteers

Marti Boyles

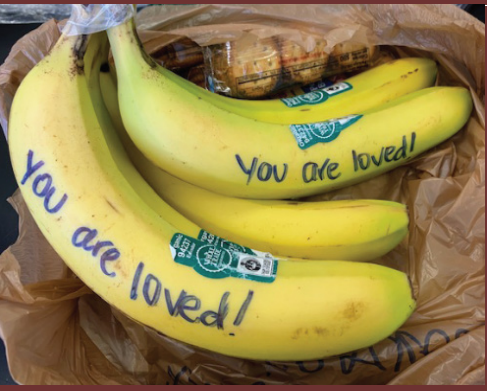
Angie & Helena Cullen
Charlotte Destino
Hana Dosa
Micah Floyd
Kristie Godin
Clair Greear
Francois & Julie Gros
Kimberly Hensley
Charles Hill
Raymond Ignizio
Melissa Johnson
Carole King
James McDonnell
Karen Noel
Carroll Oursler
Kendra Penland
Susan Pressman
Kimberly Roe
Arthur & Tiffany Salido
John David Short

Vann Smith
Suzanne Straub
Maui Vang
Xamul Vang
Amanda Wilde
Stacie Wilson

Welcome Home Donation Center receives vital supplies and furnishings



The Donation Center accepts items including toilet paper, bedding, and kitchen supplies to provide a complete and comfortable home.



Observations During the Pandemic from Terry Fields, Welcome Home Donation Center Coordinator

"It has been a busy week of move-ins, delivering supplies and being here when the community is dropping off needed items. Today a young man called and said he had some food items for our clients. I opened the bags of handmade peanut butter and jelly sandwiches, crackers, and muffins, and then a bag of bananas with notes on them. I cried the moment I saw them. It is so amazing that this young man wanted to reach out to help in some way during a time of distanced love. I can't thank you all enough for letting me be a very small part of this work and what you do."

\$219,000

Value of furniture, household goods, cleaning supplies and toiletries that are provided to Homeward Bound clients

• • • • •



\$14,815

• • • • •



Worth of consumables like toilet paper, cleaning supplies, trash bags and toiletries given to clients without income

• • • • • **114**

Move-ins from homelessness and relocations for clients



The Welcome Home Donation Center has always provided the household furnishings that make our clients feel at home. During the coronavirus pandemic, Welcome Home became the distribution center for community donations of necessities such as food and clothing as well as camping gear, blankets, disinfectant, hand sanitizer, and other essentials for folks at AHOPE, Harrah's Cherokee Center and those living outside. To protect our vulnerable housed clients, we began delivering these items to them so they would not have to leave the safety of their homes.

Open Your Hearts for Women and Homelessness



Jill

“Since then I have been forever grateful, every day, to have my own house, my own stuff...I got a job, I see a doctor, see my family. I’ve been through a very lot but Homeward Bound is a good thing because they don’t pressure you... They just listen.”

When Outreach Case Manager Robert found Jill’s tent she had been homeless for nine years. Jill, as with many other women who are homeless – at least 50% -- was a victim of domestic violence. Jill was both emotionally and physically abused by her boyfriend, “He stole from me, he abused me and ruined my life and I had no resources. I didn’t know where to turn. I had everything when I met him and there I was with nothing and no help.”

With the support of a Homeward Bound Case Manager, Jill was able to heal and move into housing.

Jill now has a job, regularly attends church, and loves having her own home with a key to keep her safe.

The intersection of domestic violence and homelessness was explored on Valentine’s Day, when Homeward Bound hosted its second annual Open Your Heart to Women and Homelessness Lunch and Learn, which raised more than \$12,000.

Thank you to Barbra Love, Nancy Maher, Holly Fairbairn, Millie Elmore, Carrie Johnson, Terry Davis, Leah Broker and Hedy Fischer for providing a \$6,000 gift match that inspired many others to give!



Panel of Experts

Nicole Brown, Homeward Bound Homeless Services Director

Shanita Jackson, Writer, activist, cultural worker with lived experience

Jerry Kivett-Kimbrow, Homeward Bound Housing Program Manager

Kris Ray, Peer Support Specialist at Dale Fell Community Health Center



Thank you sponsors!



Lisa Green, CFP



Domestic violence is consistently identified as a significant factor in homelessness for women and their children. 92% of women who are homeless report having experienced severe physical or sexual violence at some point in their lives, and upwards of 50% report that domestic violence was the immediate cause of their homelessness.

One of the greatest opportunities we've had during the coronavirus crisis is getting to "re-imagine" the scope and impact of Homeward Bound's Room in the Inn program, "RITI." With the restrictions that COVID-19 placed on the faith community hosts, we had to quickly restructure the program and began sheltering our 12 RITI ladies initially at AHOPE. Within a couple of weeks, we moved three of them into apartments and the remaining ladies transitioned safely to emergency shelter at either Haywood Street Congregation or our site at Harrah's Cherokee Center. They then made a final transition to the Red Roof Inn for even greater safety and privacy.



Sharon Blythe, Room in the Inn Coordinator and Volunteer Engagement Director, retired after 10 years of dedicated service to Homeward Bound. Sharon's presence and humor are missed!



Kate Brown, a former Homeward Bound Outreach Case Manager, became the Room in the Inn Coordinator and managed the Red Roof Inn shelter.



Room in the Inn participant Melissa J. moved in her new townhome in east Asheville in April. She is enjoying collecting houseplants and spending time in her very own garden. She lives near a wooded area and says she can see rabbits, turkeys, squirrels and birds from her front porch.

This year we found homes for 10 RITI ladies. We have a housing plan for the rest and hope to have them in housing soon.

Room in the Inn is re-imagined

Thank You to all our RITI Coordinators and Volunteers!

Presenting Sponsor

ingles
LOW PRICES...
LOVE THE SAVINGS!™

Partner Sponsor



Champion Sponsors



Supporter Sponsors



Advocate Sponsor



Meredith Switzer

Executive Director, Homeward Bound



Spoken-word poet Shanita Jackson

Singer-songwriter David LaMotte



Homeward Bound's virtual edition of our annual Welcome Home Luncheon, also known as The Event to End Homelessness premiered live on May 20th. The video featured inspirational performances by spoken word poet Shanita Jackson, singer-songwriter David LaMotte, and Katie Damien's documentary, *Housing is Healthcare*.

More than 250 people tuned-in the day of the luncheon and more than 550 have watched it to date! The event is still streaming on YouTube and will be available for viewing indefinitely. The event raised was more than \$300,000! A big thank you goes to Ken and Ida Brown for their matching gift challenge and to Dr. Brown Crosby for starting the Housing is Healthcare Fund.

"They said we're all in the same boat, but that really isn't true. Cause some boats have big motors and some have wooden oars and some folks are in the water trying to make it to the shore."

David LaMotte, lyrics from his performance of *Here for You*

The Event to End Homelessness, a Virtual Luncheon



\$49,000+
raised from sponsorships,
events, and REACH Agents
this year

40+
REACH Agents
regularly donate 1% of
each commission to end
homelessness

53
Businesses donated
to the live and silent
auction

REACH Agents

Asheville Downtown Association

Atlantic Bay Mortgage
Cody Fox

Berkshire Hathaway Home Services
Rachel Brown

Beverly-Hanks and Associates
Cheryl Dalton
Millie Farmer
Gaia Goldman
Janet Gregg
Gregory Hnatin

Bobbi Holland
Tricia McCorkle
Neely Neu
Tracey Novak

Century 21 Mountain Lifestyles
Kristin Taulbee

Go Prime Mortgage, Inc.
Zach Adams

HomeTrust Bank

Independent Supporters
Buna Mandell Allstate
Agency
Anonymous
Shelley Basnight

Calloway & Associates Law Firm, PC
Clement Law Firm, PLLC
Jennifer Dintsch
Athena Elmore
Rachel Helton
Zeno Lancaster
Lancaster Law Firm, PLLC
Law Office of John K. Urban Orchards Cider Company
White Jr. PLLC
Jody Whitehurst

Keller Williams
Vicky Blanche-Young
Joanna Baker
Ramona Melvin

Wendy Lee Wilson

Keller Williams, The Allen Team
Irene Lopez de Carrizosa

Lusso Realty
Jamie Michele Jones

Mortgage Bankers Association of WNC INC

Mosaic Realty
Vanessa Byrd
Carol Marin

Nest Realty
Ryan McCullough
Angie Cullen

Ginny Lentz
Ann Roth

Northwestern Mutual
Austin Pullicin

Premier Sotheby's
Randi Beard

Prime Lending
Charlotte Fitzpatrick

Trillium Properties
Bonnie Gilbert

REACH Fund: Real Estate Agents Combating Homelessness

AHOPE Day Center

The Point-in-Time homeless count for 2020 was 547 persons, down 6% from 2019. The City of Asheville reported that this year's decline was consistent with effective homeless and housing services that have been able to prevent an increase in the scale of homelessness despite a tightening housing market.

AHOPE Day Center is where the housing process begins and where people who are homeless can access basic services such as a shower, a cup of coffee, a new pair of socks and hospitality provided by compassionate and caring staff members and volunteers.

2,609 people came through the doors of AHOPE last year. When COVID-19 struck, our doors stayed open and our frontline staff worked seven days a week to keep folks living outside as safe and secure as possible.

You can't shelter in place when you have no shelter.



Renovations have been underway at AHOPE since June. This is the first major renovation since the AHOPE Day Center opened in 1992, and should allow us to assist more clients than ever before.

PATH Outreach

The PATH team assisted a total of 109 individuals, connecting them with valuable mental health and medical resources. Case management resources such as goal plans, ID cards, disability income, gear, transportation and more were provided for 46 individuals and 22 folks were housed thanks to PATH.

2019-2020 Financial Report

Grants of \$10,000 or More

* asterisk indicates additional grant funding awarded in response to the COVID-19 pandemic.

Foundations

Anonymous Foundation
Bank of America Charitable Foundation
Community Foundation of WNC *
Community Foundation of WNC –Women for Women
Dogwood Health Trust
Duke Energy Foundation *
First Horizon Bank
Henri Landwirth Family Endowed Fund
The Leon Levine Foundation
TD Charitable Foundation *
United Way of Asheville and Buncombe County
Wells Fargo Foundation *
Walnut Cove Members Association *

Local and State Grants

Asheville Alcoholic Beverage Control Board
City of Asheville
Buncombe County
State of NC Health & Human Services
VAYA Health

Program Expenses

Overhead Costs
Personnel Costs**
Supportive Housing Client Costs

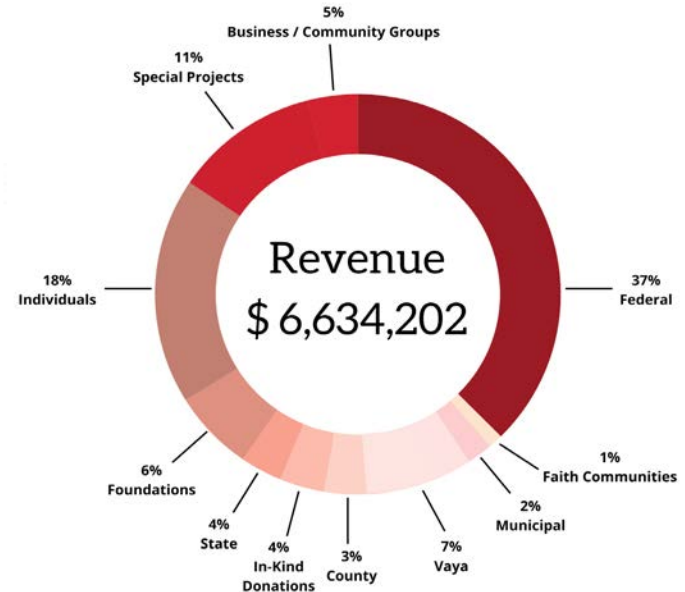
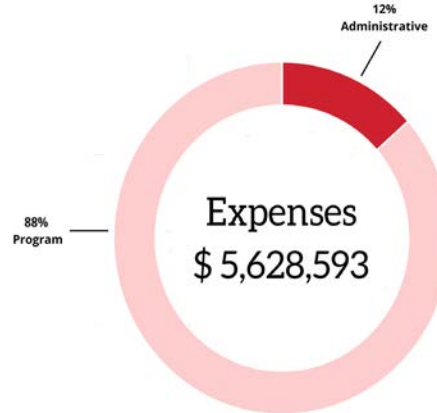
Administrative Expenses

Overhead Costs
Administrative and Resource Development costs**
Fundraising Costs

**Including salary and benefit costs

Federal

US Department of Health and Human Services
US Department of Homeland Security–Federal
Emergency Management Agency
US Department of Housing and Urban Development
US Department of Veterans Affairs



Special Projects indicate funding for AHOPE and Key Commons Renovations

THANK YOU

For Your Generosity

\$25,000+

Jack Webb
Anonymous
Ken and Ida Brown
The Cannon Foundation Inc.
Roseann and Douglas Cioce
Community Foundation of WNC
Brown Crosby
Dogwood Health Trust
The Leon Levine Foundation
John and Letitia McKibbin
No Name
Pasquale and Rose Procacci Charitable Foundation
United Way of Asheville and Buncombe County
Walnut Cove Members Association
Wells Fargo Foundation
Women for Women

\$10,000 - \$24,999

Anonymous
AvL Technologies
Bank of America
Bank of America Charitable Foundation
Louise Cate
Duke Energy Foundation
East Fork Pottery, LLC
First Baptist Church of Asheville
First Horizon Bank
Jody Guokas
Rick and Denise Guthy
Molly and Dan Hitchcock

JAG and Associates Construction
Gary and Theresa Landwirth
Henri Landwirth Family Endowed Fund
Jill and Joe Lawrence
Marguerite Manicone
Larry and Joanne Manofsky
PNC Foundation
Provident Benevolent Foundation
Prestige Subaru
Susan Shanor
Patricia Sims
TD Charitable Foundation
Jennifer and Vann Vogel
Linda and Marc Voorhees
Wicked Weed Brewing

\$2,500 - \$9,999

Joel and Marla Adams
Bernard and Holly Arghiere
BMW of Asheville
The Beattie Foundation
Elliott and Yvonne Berv
Beverly Hanks and Associates, Inc.
The Biltmore Company
Pat and Irene Bishop
David and Laura Bourne
Esther Burstein
Katie Button Restaurants
NE (Buzzy) Cannady and Melissa Moore
Central United Methodist Church
Elizabeth and Bob Cook
Combined Federal Campaign
Angie and Glenn Cullen
Garvin Deters
Tom and Pam Diener
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A Call for Change

We believe in the absolute value and worth of every human being-- no exceptions. Everyone must live without fear of oppression or persecution. Whether homeless or housed, each individual has the right to be who they are and to be treated with dignity and respect.

We condemn the murder of George Floyd and the numerous other black individuals and persons of color whose lives have been senselessly taken from us. We condemn institutional racism and bigotry and the generations of killing and violence that continue today. We condemn the agitators who are disrupting the peaceful protests and hurting our community. We condemn the brutality of thought, word, and action that people of color live with every day. We condemn the judgment passed by people who can't accept those who look, live, and believe in a way that is different from their own.

We stand for humanity, racial justice, diversity, equity, inclusion, compassion, freedom, hope, and love. We stand for peaceful protests and community action. We envision a day when all people will be treated with dignity, compassion, and decency.

As individuals, we must have honest conversations, inward reflection, and empathy toward all people. We must embrace diversity, see the value in every individual regardless of their circumstance, and the beauty of a community that is not all the same.

Our law enforcement must be well trained in de-escalation and crisis intervention with regard to behavioral health, cultural competency and compassionate behavior.

Our legislators must support this training financially and legislatively, and declare racism a public health crisis.

We call for change. As a community, we must do the work to end racism, hate, violence, and judgment. As an agency, we commit to doing this work.

Meredith Switzer, Executive Director