

Fiscal Year 2020-2021 Annual Report



#### **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.

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Cindy McMahon, Interim Executive Director

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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



### VOLUNTEERING TO END HOMELESSNESS



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

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





20/21 VOLUNTEERS



Americorps member helps with a client move-in

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



Adrienne Crawther

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

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

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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.











## PERMANENT SUPPORTIVE HOUSING





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.

## 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.

## 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 Heathcare 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.

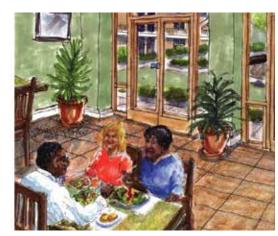




Peer Support Room

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.



Dining Room

# Thank you!

## Campaign Planning Committee

Melissa Duong, Chair David Bailey Lindsay Bnadad Rusty Edwards Megan Findeiss Rick Noble Kelly Pierce Meredith Switzer Vann Vogel Barbara Wright

## RAPID REHOUSING

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

facing homelessness.



Mae moved into to 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.

Rapid Rehousing Team

"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

## LANDLORD PARTNERSHIPS

## 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.



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.

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 Figeuroa and landlord partner

8

## **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.

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

SSVF Team

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

#### 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.





#### 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 poeple 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.



## **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.



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.



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Ann Martin
Mari Stuart

WEAVERVILLE REALTY Anonymous



## 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



Rexel USA Electrical Supplies coordinated a donation drive



## THIRD ANNUAL OPEN YOUR HEART FOR WOMEN AND HOMELESSENSS

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.



PRESENTING & PARTNER iHeart Media Ingles Markets Nest Realty Wicked Weed Brewing Homeward Bound board member Angie Cullen and Nest Realty support the mission to prevent and end homelessness in our community.



HERO AvL Technologies Hometrust Bank JAG Construction JB Haynes Quility Financial PlumDog Financial Ingles has provided delicious meals for all of Homeward Bound's events for years.



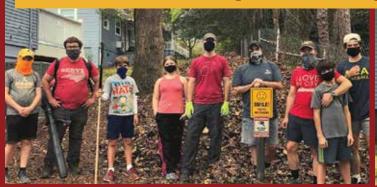
iHeart Radio was our media sponsor for 2020/21.



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 a massive leaf raking project at Key Commons



Elevation Church volunteered several times during 2020/21



First Horizon Bank donated to permanent supportive housing

#### Grants of \$10,000 or more

## 2020-2021 FINANCIAL REPORT

#### **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 Vava 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

39%

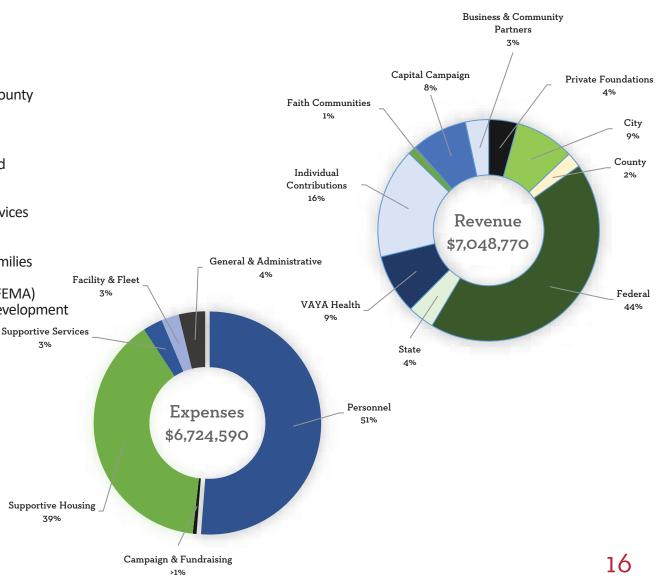
## **Expenses**

#### **Program Expenses**

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

#### **Administration Expenses**

Overhead costs Administrative and Resource Development slaries and benefits **Fundraising costs** 



## THANK YOU

#### friends and supporters FOR YOUR GENEROSITY

#### \$25,000+

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of North Carolina
Ken and Ida Brown
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Community Foundation of WNC
Dogwood Health Trust
Coralea Kiefer
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WNC Bridge Foundation \$10,000 - \$24,999

United Way of Asheville

The Leon Levine Foundation

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NC Coalition to End Homelessness

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Wicked Weed Brewing

\$2,500 - \$9,999

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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 Charles and Sandy Frederick Erin and Dale Freudenberger James and Jill Gibson Grace Christian Fellowship Bernice and Arnold Green Irene Hill Hamly Rena and Bill Henderson Jane and Bob Hite HomeTrust Bank JAG and Associates Construction Duane R. Jarnecke Carrie and Rick Johnson Linda Kinsinger and Russ Harris Jill and Joe Lawrence Robert and Elizabeth Lewis Barbra and Keith Love Julie and Jack Lunn Marquerite Manicone Patsy and Ronnie McNatt Kathie and Tyson Miller Mountain 2 Sea Environmental Neely and Jim Neu New Belgium Brewing Company Lynne and Rick Noble Delia Owens Betsy and Herbert Phillips Kelly and Larry Pierce Pinebrook Farms Social Committee Power Delivery Alliance Gary Skinner Skyland United Methodist Church

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\$750 - \$2,499

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Pam and Doug Starr



Once Housed. Tara was inspired to paint

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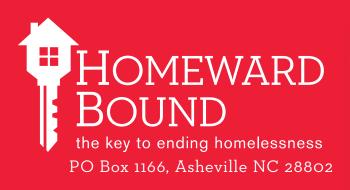
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