

...because our community cares

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Humil ity of Mary Shel ter, Inc.  
Annual Report

July 1, 2009 - June 30, 2010



700 men and 272 women provided emergency shelter

### MISSION STATEMENT

Humility of Mary Shelter, Inc. is an emergency shelter providing temporary housing and services that offer the opportunity for men and women experiencing homelessness to become emotionally, mentally, and physically more stable.

64% made progress on an education goal

### PARTICIPANT RIGHTS

#### **All HMSI participants have the right...**

- To be treated at all times with respect, dignity, and concern for their well-being.
- To not be judged for any behavior they have used to cope with life experiences.
- To refuse services, unless failure to receive services places them at risk of harm to self or others.
- To be treated as collaborators in their own service plans.
- To informed consent before receiving any services.
- To not be discriminated against based on race, creed, color, religion, national origin, ancestry, sex, sexual orientation, gender identity, familial status, marital status, age, mental or physical disability, socio-economic status, or unfavorable discharge from military services.

62 homeless adults and their families

27% of participants employed at departure

41 survivors of domestic violence

72% entered housing of their choice at departure

52% of participants accessed mental health services

12% accessed drug and alcohol services

## Our Services Include

- Emergency Shelter for adult men and women with 70 beds (37 beds for men, 16 beds for women and 17 beds for veterans).
- The shelter is open 7 days a week, 24 hours a day, 365 days a year.
- Computer Lab - open to participants and the public for classes, job searches and resume building

Day Shelter is open from 7am - 6pm Monday - Friday.

The Day Shelter provides both participants and community members with a safe place to come in from the cold or heat.

### Service Coordination

At the core of all HMSI programs is the philosophy of Service Coordination. HMSI Service Coordinators work with program participants to develop individual service plans with goals for increasing self-determination, increasing skills and income, and



obtaining and remaining in permanent housing. Participants and Service Coordinators work as partners to assess the

**participant's strengths, obstacles,** and resources, and use that

information to help the participant achieve their goals.



### Shelter Service Coordination

Our Shelter Service Coordination program serves homeless adults staying at the Humility of Mary Shelter. This thirty-day program helps participants to address the most urgent issues that led them to experiencing homelessness, including needs for identification documents, transportation, mental and physical health, and income.

### Transitional Housing Program

The Transitional Housing Program provides a three-month period of Service Coordination and housing to homeless persons with a disability or other special need that has made it more difficult for them to find



appropriate housing. Participants benefit from bi-weekly program meetings, support groups, and mental health counseling.

#### Veterans Transitional Program

The 17-bed Veterans Transitional Program provides Service Coordination and housing to homeless veterans for up to 24 months. Working with the local Veterans Affairs Homeless Outreach Center, the program allows qualifying veterans to take advantage of services such as case management, education, job training, crisis intervention and counseling.

#### Permanent Housing Program

Our Permanent Housing Program assists homeless persons who also have a disabling condition which impedes their ability to live independently. Eligible participants may include those experiencing challenges with severe and persistent mental illness,



persons in recovery from drug or alcohol dependence, and persons with chronic illness or physical disabilities. Participants live in their own apartment, pay a portion of their income for rent, and work with their Service Coordinator on long-term goals.



#### Housing First Program

Our Housing First Program is the only program of its kind in the Quad Cities. Housing First breaks the cycle of homelessness by placing some of the most vulnerable and at-risk chronically homeless individuals into permanent housing. Participants pay a portion of their income for rent, and engage in Service Coordination, counseling, and other supportive services which help them remain in stable housing.





# Night at the Shelter



The community's overwhelming support played a vital role in the development of Humility of Mary Shelter, Inc. It is this support that will ensure the continuation of shelter services to the homeless men and women in the Quad City Area well into the future. Night at the Shelter is our year round fundraising campaign that was developed to maximize our efforts and to encourage community support.

It is a simple idea that will make a huge impact on the services that we are able to provide our clients. Here is how it works - currently our shelter has 70 beds. We are asking members of the community to give \$10 a night for each bed, or \$700 a night for all 70 beds, in which case they would be supporting a Night at the Shelter. Donors may support as many beds as they would like. Our goal is to find a sponsor for all 70 beds for each night of the year.

Ten dollars subsidizes the shortfall for support services, a connection to community resources, and the peace of mind for participants and assures they will have a safe place where they may sleep through the night without the threat of injustice. \$700 a night for the full year will raise \$255,500 which will allow us to fill our gap in funding.

- You can:
- \*Invite 70 of your employees/co-workers to each support a bed with a donation of \$10.
  - \*Invite 35 of your family members to each support two beds with a donation of \$20.
  - \*Invite your church or civic group to raise \$700 and host the entire shelter for one night.

To become a part of the solution or for a tour of the shelter contact Melanie at 563/322-8065.



## Participant Overview

From July 1, 2009 to June 30, 2010, Humility of Mary Shelter, Inc. served exactly 1,000 adults experiencing homelessness in our shelter and housing programs. Of those adults:

- 972 homeless adults - 700 men and 272 women - stayed in our emergency shelter and were provided a total of 23,815 nights of shelter;
- 527 homeless adults participated in the Shelter Service Coordination Program.
- 107 homeless adults participated in the Transitional Housing Program.
- 48 homeless veterans lived in the Veterans Transitional Housing Program.
- 21 homeless adults with disabilities were housed in our Permanent Supportive Housing Program.
- 8 chronically homeless adults were housed in our Housing First Program.

In addition to the participants served in our own shelter and housing programs, 62 homeless adults and their families participated in our Service Coordination program at the Salvation Army Family Service Center and 41 survivors of domestic violence benefited from our Service Coordination program at the Family Resources Domestic Violence Shelter.

Young adults aged 18-22	8%
Adults aged 23-30	15%
Adults aged 31-50	53%
Adults aged 51-61	20.5%
Adults aged 62 and older	3.5%

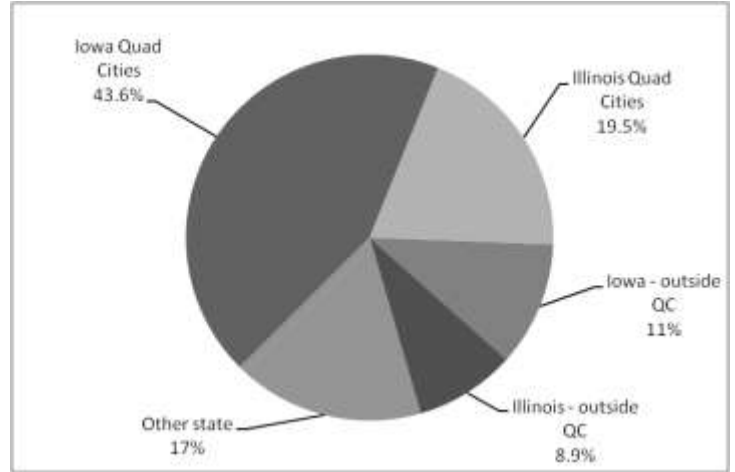
Many participants enrolled in more than one of these programs during this time, advancing from our Shelter Service Coordination program to one of our transitional or permanent supportive housing programs.

Altogether, 665 unduplicated adults enrolled in our service coordination and housing programs. The statistics below describe those program participants.

Age and Gender: Male participants made up 68% of our population, while female participants were 32%. Although most of Humility of Mary Shelter's programs are targeted at single adults, who made up 92% of our program participants, the remaining 8% of our program participants were adults in families with children. Humility of Mary Shelter has served adults of all ages, ranging from young adults who have just turned 18, to senior citizens of 79 years old, with a median age of 42.

Last Permanent Residence: When enrolling in our programs, participants are asked to identify the last place they permanently lived. Of the enrolled participants, a total of 83% had last permanently lived in the states of Iowa or Illinois, with a total of 63.1% coming from the Quad City area. This includes the 43.6% of participants who were from the Iowa Quad City area and the 19.5% of participants who were from the Illinois Quad City area. Another 17% of participants had last permanently lived in another state. (Figure 1)

**Figure 1. Last Permanent Residence of Program Participants**



Race and Ethnicity: Participants are asked to self-identify their racial and ethnic descriptions. In this fiscal year, participants identified themselves in the following ways:

White/Caucasian: 56%

Black/African-American: 35%

Native American & White: 3%

White & Black: 2%

Native American: 1.5%

Native American & Black: 1.5%

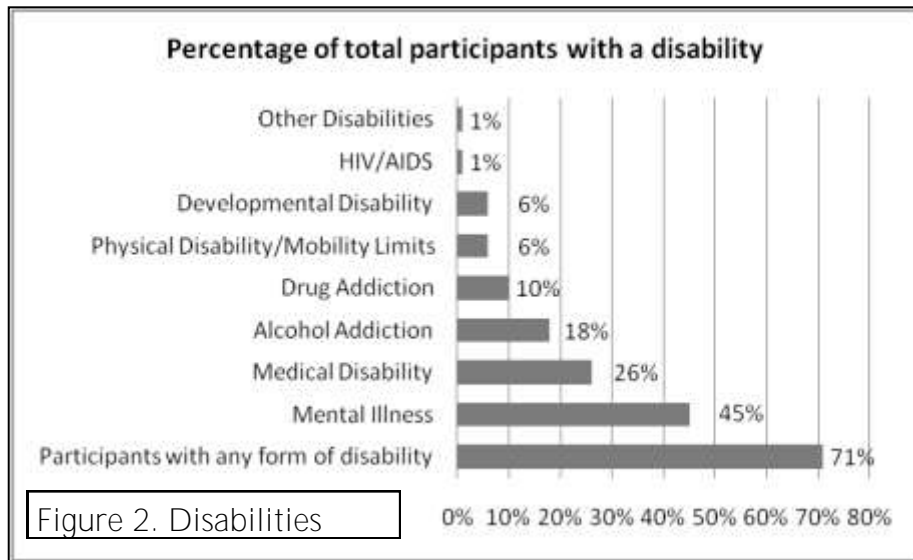
Other multi-racial, Asian, and

Hawaiian/Pacific Islander: Less than 1% each

In addition to race, 9% of participants identified their ethnicity as Hispanic or Latino.

Special Needs: Our programs aim to address the special needs of the various populations we serve. During the reporting period,

- 35% of our participants reported a history of experiencing domestic violence;
- 20% of participants were military veterans; and
- 19% of participants were chronically homeless, meaning that they have a disabling condition and have been homeless for at least one year, or four times in the last three years.





Disabilities: In addition to the special needs described, a total of 71% of our program participants reported having one or more long-term disabilities. (Figure 2)

Of the total number of enrolled participants,

- 45% were coping with mental illness;
- 26% were coping with medical disabilities;
- 18% were coping with or in recovery from addiction to alcohol;
- 10% were coping with or in recovery from addiction to drugs;
- 6% were coping with physical disabilities that limited their mobility;
- 6% were coping with developmental disabilities;
- 1% were coping with HIV/AIDS; and
- 1% were coping with other disabilities.

*Although 38% of participants were employed at program entry, 95% of participants had an income level in the extremely low range.*

Reasons for Homelessness: Homelessness usually occurs as a result of many factors that pile up until a person has exhausted all of his or her resources. The two most common primary or secondary reasons for homelessness identified by our program participants are unemployment (31% of participants gave this reason) and inability to pay rent or mortgage (27%). Other commonly given reasons are divorce/separation/family breakup, eviction, addiction, and domestic violence.

Income: Upon entering our shelter or programs, our participants typically have incomes that are insufficient to support themselves, although 38% of participants reported being employed at program entry. At program entry, 95% of participants had an income level in the *extremely low* range (\$12,950 or less annually for a household of one person); 4.1% had income in the *low* range (\$12,951 to \$21,550 annually for one person); and 0.9% had income in the *moderate* range (\$21,551 to \$34,500 annually for one person).

# Program Outcomes

April 1, 2009 – March 31, 2010

Humility of Mary Shelter, Inc. (HMSI) formally evaluates the program outcomes of the agency on an annual basis. The results of this evaluation are used to improve existing services, distinguish program strengths, identify staff and program needs, justify budgets, and assist in developing long-range agency plans. The outcomes are based on three main goals that include (1) Participants access mainstream and/or self-enrichment resources, (2) Participants with education/job training or employment goals make progress on education/job training or employment goals, and (3) Participants enter housing of their choice at departure.

This report provides summary information on the adult men and women actively enrolled in and departed from HMSI programs between April 1, 2009 and March 31, 2010. Each program participant completed a maximum of three *Outcome Assessment* surveys at program entry, one to three months into the program (depending upon the program), and at program departure, with service coordinators completing collateral assessments at each time point following intake. Completion of the surveys was expected of participants and staff.

## *The HMSI Programs*

Outcomes are measured on four HMSI programs. Two programs involve Permanent Supportive Housing (PSH) for persons with disabilities and Housing First: Permanent Supportive Housing program for persons who are chronically homeless. Both PSH programs are long-term residential support programs. Resident turnover is generally expected to be minimal over the course of a year.

The third program is a Shelter Service Coordination program that provides persons residing in emergency shelter with support services for approximately 30 days. For the Shelter Service Coordination program, HMSI service coordinators provide Shelter Service Coordination services to shelter residents at HMSI and The Salvation Army. The short-term nature of the program allows a higher number of participants to be served over the course of a year.

The fourth program is a Transitional Housing (TH) program that provides persons in emergency shelter with structured programming and support services for approximately 90 days. HMSI service coordinators provide **TH services to HMSI residents (separate programs for the general population and the military veteran's population) and to Family Resources' Domestic Violence shelter residents. Because this program is also** shorter-term, a higher number of participants are served over the course of a year

The current report includes descriptive statistics for all program participants; however, most comparative statistics will focus primarily on Shelter Service Coordination and/or TH program participants due to the minimal turnover rates of participants in the PSH programs.

#### *Outcomes: Success Criteria*

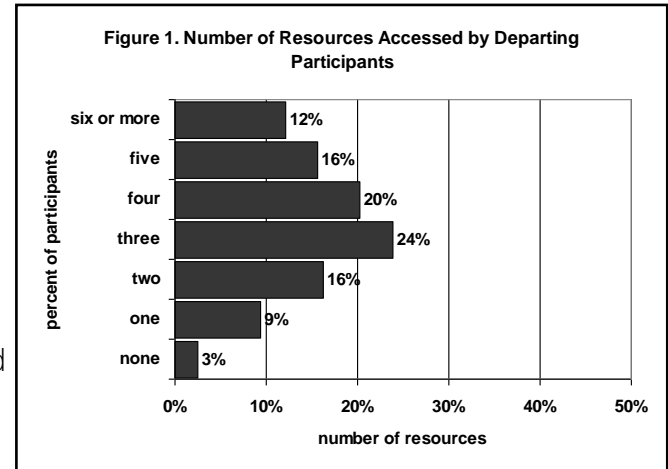
Success of each outcome was determined as follows: For the first outcome goal, success was indicated if at least 65% of participants accessed mainstream and/or self-enrichment resources. For the second outcome goal, success was indicated if at least 50% of participants with education, job training, or employment goals made progress on those goals and if at least 19% of all participants were employed by program departure. For the third outcome goal, success was indicated if at least 65% of participants entered housing of their choice at departure.

## Participant Overview

Between April 1<sup>st</sup>, 2009 and March 31<sup>st</sup>, 2010, 962 participants had exited an HMSI program, with 77% using the emergency shelter's Supportive Services Only program, 22% using the Transitional Housing program, 1% using the Permanent Supportive Housing program, and less than 1% using the Housing First for persons who were chronically homeless program. Prior to program entry, participants were in an emergency shelter (30%), living on the streets (9%), in domestic violence situations (5%), living doubled-up (34%), living in a psychiatric facility, substance abuse treatment, or hospital setting (4%), jail (3%), rental housing (9%), or some other situation (6%). Fifty percent of participants had no income at program entry; of those with income, the median was \$606. Approximately 61% of program participants exited because they had completed the program; 14% of participants had reached the maximum time allowed in the program and were required to exit before program completion. The outcome goals below report on all departing participants on (1) accessing mainstream or self-enrichment resources, (2) demonstrating progress on education, job training or employment goals, and (3) obtaining housing of choice at program departure.

Outcome goal #1: Participants will access mainstream or self-enrichment resources.

Ninety-eight percent of participants accessed at least one mainstream or self-enrichment resource while in an HMSI program (Table 1). Ninety-three percent of participants received case management services, 12% alcohol or drug services, 52% mental health services, 1% HIV/AIDS-related services, 5% life



skills, 38% other health care services, 6% educational services, 36% housing placement, 29% employment services, 57% transportation assistance, 1% childcare services, 8% legal services, 8% housing cost assistance, and 6% other services. The percentage of participants signed up for Medicare increased significantly from 7% at program entry to 13% at program exit. Participants accessing food stamps also increased significantly, with 153 persons who had not accessed food stamps upon program entry accessing food stamps at program exit. No differences were found between the Supportive Services Only program and Transitional Housing program on resources accessed with three exceptions: Significantly more participants in the Transitional Housing program utilized alcohol and drug services, employment assistance, and legal services compared to the Supportive Services Only program. Overall, the majority of participants accessed at least three or more of mainstream or self-enrichment resources (Figure 1; min=0, max=14).

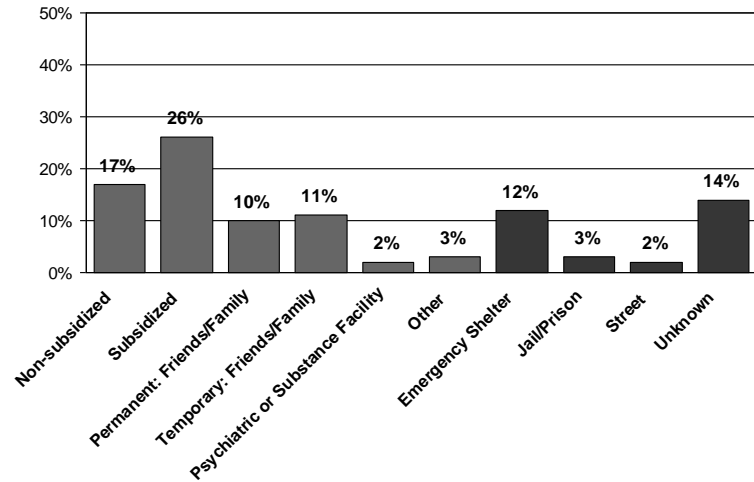
*Outcome goal #2: Participants with education/job training or employment goals make progress on education/job training or employment goals.*

Seventy-six percent of all participants reported an education/job training goal (22%) or employment goal (72%), with 64% making progress on their goals. Participants with education/job training goals were enrolled in GED courses, a certificate program, vocational school, or college. Participants with employment goals were involved in preparing resumes, submitting applications, obtaining interview clothing, role playing/practicing interviews, interviewing, etc. Nineteen percent of those with employment goals obtained new employment while in the HMSI program and 27% of participants were employed at program departure (Table 1). Overall, program participants experienced a significant increase (34%) in monthly income from entry to exit.

Participants not choosing an education/job training goal or employment goal were significantly more likely to

have an income at program entry ( $x^2 = 13.22$ ,  $p < .005$ ), a significantly higher income at program entry ( $t = 5.73$ ,  $p < .005$ ), and were significantly less likely to have their income come from employment ( $x^2 = 32.49$ ,  $p < .005$ ) compared to participants with the education/job training or employment goals. Participants not choosing an education/job training or employment goal were also more likely to have accessed physical health care services during program participation ( $x^2 = 5.07$ ,  $p = .02$ ) compared to participants with the education/job training or employment goals. Thus, it might be reasonable to assume that most participants not choosing an education/job training or employment goal were not good candidates for the goal. For these participants, locating adequate, affordable and appropriate housing was likely a more reasonable goal.

**Figure 2. Housing after program departure**



*Outcome goal #3: Participants enter housing of their choice at departure.*

Of all exiting participants, 72% entered housing of their choice at program departure, including non-subsidized housing (17%), subsidized housing (26%), permanent move with friends or family (10%), temporary move to friends or family (11%), psychiatric or substance use treatment facility (2%), and other (3%).

Table 1. Comparison of Target and Actual Goals	HUD Target (%)	Our Target (%)	Actual (%)
<i>Outcome goal #1: Participants access mainstream and/or self-enrichment resources</i>	-	65	98
<i>Outcome goal #2: Participants with education/job training or employment goals make progress on education/job training or employment goals</i>	-	50	64
<i>Participants with education/job training goals</i>	-	*	22
<i>Participants with employment goals</i>	-	*	72
<i>Participants employed by program departure</i>	19	19	27
<i>Outcome goal #3: Participants enter housing of their choice at departure.</i>	63.5	65	72
*Obtaining baseline data to develop target goals for next year			

### Summary

Participants of HMSI successfully achieved the targeted outcomes goals between April 1, 2009 and March 31, 2010 (Table 1). During this time, 962 participants had exited an HMSI program, with 77% using the emergency shelter's Shelter Service Coordination program, 22% using the Transitional Housing program, 1% using the Permanent Supportive Housing program, and less than 1% using the Housing First for persons who were chronically homeless program. Ninety-eight percent accessed mainstream and/or self-enrichment resources, with the majority of participants accessing at least three or more resources. Of the 76% of participants with education/job training or employment goals, 64% made progress toward their goals. Finally,

72% of participants entered housing of their choice by program departure.

### *Conclusion*

Humility of Mary Shelter, Inc. (HMSI) is an emergency shelter providing temporary housing and service that offer the opportunity for men and women experiencing homelessness to become emotionally, mentally, and physically more stable. HMSI outcomes are based on three main goals that include (1) Participants access mainstream and/or self-enrichment resources, (2) Participants with education/job training or employment goals make progress on education/job training or employment goals, and (3) Participants enter housing of their choice at departure. The current report indicates that HMSI successfully achieved the targeted program outcome goals for the year. Results of this evaluation underscore the determination of the men and women in the HMSI programs and the continuing quality and effectiveness of the services provided by HMSI. Data collection for **next year's program outcomes evaluation has already begun in order to continue providing valuable information to those parties interested and involved in HMSI's programs for men and women experiencing homelessness.**

Program Outcomes analyzed by Julie Williams, PhD, ACSW, LMSW

## \$50,000 MATCH

The Community Foundation of the Great River Bend announced on December 1, 2009 that they would match gifts to the shelter through June 2010 up to \$50,000. With the outstanding support of our great community we were able to accomplish this match within the first 30 days!!

## Basic Needs Met

With a \$25,000 grant from United Way of the Quad Cities Area we were able to provide individuals utilizing services at shelter with basic need supplies. Such items included soap, shampoo, toothpaste, toothbrushes, special sized clothing, shower shoes, combs/brushes, deodorant, and more.



## Donor Honor Roll

Humility of Mary Shelter, Inc. acknowledges the following individuals, businesses, grantors and foundations for their financial contributions received between July 1, 2009 and June 30, 2010. These generous contributions allow us to provide temporary housing and services to men and women experiencing homelessness in the Quad City Area . Every effort has been made to make the following Donor Honor Roll complete. If you note an error, please notify us so we can correct our records and give proper credit to those who deserve it.

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<u>\$25,000 +</u>	Margaret Stutsman	Area Welcome Club
Community Development Block Grant		Emergency Food and Shelter Board
Community Foundation	<u>\$9,999 - \$5,000</u>	Estes Construction
Department of Veteran Affairs	Arthur N. Johnson Fund	First Presbyterian Church, Davenport
Emergency Shelter Grant Program	Charles B Preacher Foundation	Kevin/Mary Ford
Housing and Urban Development	Congregation of the Humility of Mary	Terry/Mary Gahagan
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Diocese of Davenport		Matt Corporation
Iowa Department of Elder Affairs	<u>\$4,999 - \$1,000</u>	Modern Woodmen
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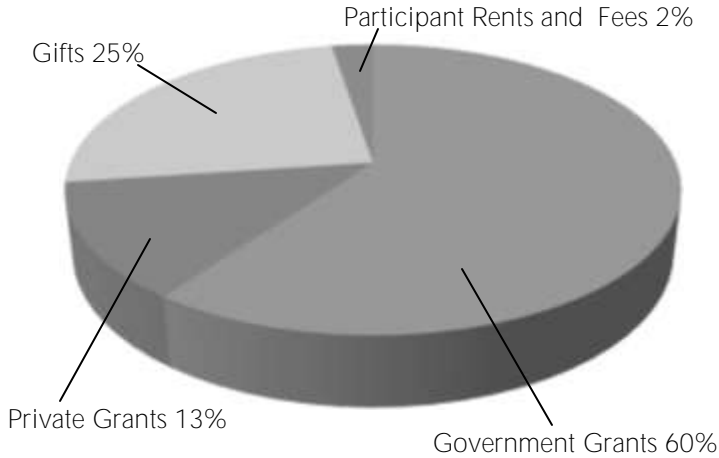
Dr. Blaine Washington II  
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# 2010 - 2011 Project

The Scott County Regional Authority (\$17,000) and the Scott County Housing Council (\$20,826) have promised support towards making the empty lot on the corner of 5th and Vine Streets a parking lot. The current parking lot close to the building accommodates twelve vehicles, five of which are reserved for staff and volunteers who are working evening shifts. The additional parking lot will accommodate employees, volunteers, and participants.

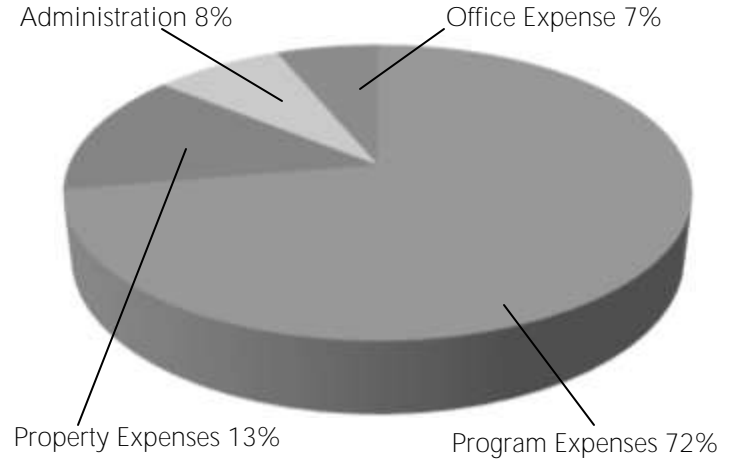


# Financial Summary for Fiscal Year 2010



Income - \$1,048,141

Government Grants	\$628,333	60%
Private Grants	\$135,134	13%
Gifts	\$257,488	25%
Participant Rents and Fees	\$27,186	2%



Expenses - \$959,575

Program Expenses	\$694,416	72%
Property Expenses	\$129,119	13%
Administration	\$75,853	8%
Office Expense	\$60,187	7%

Volunteers are an essential part of Humility of Mary Shelter, providing crucial support services that are vital to the shelter and the well-being of our participants. Every day, willing volunteers donate their time and energy so that HMSI can fulfill its mission of providing temporary housing and services to the homeless.

Whether they are sorting donations, doing laundry, answering the telephone, providing computer classes, doing yard work, painting or filing, Humility of Mary Shelter volunteers know that their work makes a difference. During this reporting period 97 volunteers provided 2,395 hours of service.



Moon Villalobos of Healthy Habits and Nancy Ferkel during Bike Repair Day.

Paul Allen	Sue Coch	Tom Harris	Jensyn McKinney	St. Ambrose
Augustana College	College Presbyterian	Erin Helfin	Joel Meier	University
Gabbie Baharke	Church, Aledo, IL	Mason Higgins	Chris Motto	St. Patrick's
Jody Barber	Terry Collins	Chris Hill	Claire Motto	Catholic Church,
Bettendorf Christian	Rose Compton	Paige Hiller	Mary Ohland	Andalusia, IL
Church - Love	Paul Elias, PhD	Jenna Iwanski	QC Parrotheads	DeEtte Tally
Project	Nancy Ferkel	Ashlie Justice	Sonja Rekers	Western Illinois
Bob/Nancy Boutelle	Thomas J Grady	Steve Kalber	Margaret Ristau	University
Tata Breitbach	Billie Greenwood	Tasha Koring	Meghan Scott	Reggie White
Nikki Calkins	Bernie Hansen	Sarah Markle	Rose Mary Sibley	Youthworks
Marisa Coch	Karen Harris	Dennis McDonald	Dorothy Spiess	Moon Villalobos

## Accomplishments on HMSI Property:

Funding from the I-Jobs Public Service Shelter Grant allowed us to remodel the basement. The existing offices were remodeled into private shared offices and two additional private meeting spaces were built, which give our participants the confidentiality they deserve. The basement was also re-carpeted, painted, and the water leak problems were fixed. In addition, the I-Jobs grants funded the renovations of our men's and women's bathrooms, which included new floors, new walls, new shower doors, new dividers, new toilets and new tile on the floors. On the first floor, we created an additional private meeting space as well as an office used by our Mental Health Counselor. The entryway was not only re-floored with tile but painted as well by volunteers. Target's SuperStore donated a new large Christmas tree and dozens of red chairs for use in our commons room and throughout the building. Outside we finished getting the flower beds all mulched. This year's iris garden bloomed beautifully due to several volunteer groups who worked to get the bulbs separated last fall and then replanted. We built a new storage shed outside thanks to Royal Neighbors, plus added fencing along the west side of the building. With the help of a grant from the Scott County Housing Council our surveillance system is functional at Shelter and all our Permanent Housing Properties. St. Ambrose University's Student Government Association provided funding for storage containers with lids so that all participants have sturdy containers for their belongings as they stay at shelter. These containers are the perfect size to fit underneath the bunk areas and pull out easily when the floor needs to be cleaned. We had our second annual bike repair day with Healthy Habits who repaired every bike and wheelchair in Shelter by replacing tires, spokes, and using the truing wheel. La-Z-Boy had the second annual Share the Comfort Sale where we benefited with donations of usable couches, recliners and some miscellaneous furniture. This program allows us to replace sofas and chairs in apartment units without cost.



## Making a Difference...one life at a time

A Domestic Violence participant was having a terrible time finding housing for her and her 1 year old son. Her exit date was approaching quickly and she had two evictions along with a criminal background, so time was not on her side. Her service coordinator decided to go with her to view an apartment and after speaking with the landlord and vouching for the participant; the landlord approved her for the apartment . The participant stated that there was no way she could have done this without the help and support of her service coordinator.

"Thanks for finding the help that I needed. Now I will be entering treatment and on the way to sober living"

**"I came to Davenport from Galesburg, Illinois when the shelter was still John Lewis Property. I acquired a job at Goodwill and an apartment through the staff at the shelter because I get depressed at times. So at this time in my life I am really thankful of the staff at Humility of Mary Shelter for caring about the problems I have and helping me deal with depression."**

~ Donald Denton, Permanent Housing Resident

"Nobody else has helped me like the shelter did. You guys stood by me through everything that I went through."

**“Humility of Mary Shelter helped me get my life back. Humility of Mary Shelter helped me with physical needs, shelter, food and clothing. And more importantly the staff helped me get my self esteem back and showed me I am worth something. They pointed out the good in my life when I only saw the bad.”**

~ Tracy Boring, Permanent Housing Resident

“Thanks for helping me get my naturalization certificate - it took over a year but we got it done!”

A Shelter Service Coordination participant came into shelter having been recently released from prison. His strong motivation coupled with HMSI’s structure enabled him to return to school, obtain work and regain full custody of his son. He is now getting certified to become a Renewable Energy Specialist, is enjoying fatherhood and lives independently in his own apartment.

Statement from a Domestic Violence participant after being referred and accepted in a Transitional Housing Program, **“I am going to use this opportunity to better my life for a better future”.**

**“HMSI and its hardworking, caring staff has helped me with where I am in my life and it's wonderful.”**

~ Kevin Younge, Permanent Housing Resident.

**“I want to say thank you. It’s amazing how helpful people can be and you don’t know how important it is until you need it. Everyone, all the staff here has been wonderful. Everyone seems like they genuinely care and want to help us.”**

After a long illness one of our Shelter Service Coordination participants became unable to pay for his apartment and he came to HMSI. His Service Coordinator helped him apply for an assisted living apartment complex. Within two weeks of being at shelter, he fell sick again and was admitted to the hospital. During this time he was denied by the apartment complex due to his credit having fallen due to his hospital bills. His service coordinator and the social worker from the hospital helped him appeal the decision. He was successful and is now happy in his new home where he is being cared for properly.

**“Thank you for your support and guidance. Humility of Mary is helping me save money to start a new life.”**

**“The Shelter saved my life. I had no place to go. It gave me the opportunity to rebuild my life by giving me support to get back on my feet, get disability, and get my own apartment. The support through the Transitional Housing program and the Transitional Support Program gave me what I needed.”**



## SCOTT COUNTY CONTINUUM OF CARE

As the Lead Agency for the Scott County Continuum of Care, Humility of Mary Shelter manages four grants from the US Department of Housing and Urban Development. These Supportive Housing Program grants fund supportive services, transitional housing, and permanent supportive housing programs provided by HMSI and the other Partner Agencies in the Continuum of Care.

HMSI would like to welcome our newest Partner Agency, Bethany For Children & Families, which opened its Transitional Housing for Homeless Youth (THY) program in May 2010, serving young people aged 14-21. THY provides comprehensive services that address the most pressing needs homeless youth have: a safe, stable home; income adequate to meet their most basic needs; and assistance and direction in overcoming the problems that interfere with their ability to live independently. The program encourages self-sufficiency by giving young people opportunities to exercise leadership and responsibility, build skills, and get involved in their communities.

Bethany fills a vital part of the Continuum of Care, joining Community Health Care, DeLaCerde House, Family Resources Domestic Violence Shelter, Humility of Mary Housing, Humility of Mary Shelter, The Salvation Army Family Service Center, and Vera French Housing Corporation in providing critical services to area individuals and families experiencing homelessness.



## HELPING SOME OF THE MOST VULNERABLE

HMSI's Mental Health Team was created as a means to tackle the issue of supporting some of the Quad Cities most vulnerable and mentally ill individuals coming through the shelter. This team began by bringing a variety of mental health professionals together to discuss the significance of mental illness among the homeless population and to assist HMSI staff in identifying strategies to best manage and provide services to these individuals. Members of the team provide support groups for participants twice a week with topics including stress management, conflict resolution, **medication concerns and various other issues.** "I think the groups provide an opportunity for people to explore their needs and concerns in a safe environment and receive support from one another. The trust that develops in the group can be reassuring in the unpredictable shelter environment," says Steve Kalber, a psychiatric nurse. "Participants also gain knowledge about health and medication and learn strategies to navigate the complex healthcare system. The group also teaches the relationship between thoughts and feelings and ways to recognize and challenge irrational negative thoughts." These groups assist participants in dealing with their current situation as well as the day to day stressors of the shelter environment. Members of the Mental Health Team include Kathleen Collins LISW, Paul Elias PhD, Yolanda Ezeugwu LISW, Cindi Gramenz , Steve Kalber RN MSN, Christa Orfitelli LISW, and Lynn Meineke-Wohlens LISW.



### EQUAL OPPORTUNITY STATEMENT and NON - DISCRIMINATION POLICY

Humility of Mary Shelter, Inc. does not discriminate in the acceptance of participants, employment of personnel or in any other respect on the basis of race, color, religion, national origin, ancestry, sex, sexual orientation, age, gender identity, disability, creed, familial status, marital status or unfavorable discharge from military services. HMSI is in compliance with the Americans with Disabilities Act.

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