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# JOURNEY HOME

2017 ANNUAL REPORT 

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## WELCOME

Dear friends and supporters,

We at Journey Home have made incredible progress toward our goal of ensuring a home for everyone, thanks to the dedication and support of our partners, donors, volunteers and staff.

Since 2015, we've seen a 75 percent drop in the number of chronically homeless in Greater Hartford. This remarkable achievement is testimony to the collective efforts of our staff, supporters and friends, local non-profits, businesses, foundations, and government officials and agencies at local, state and federal levels. Together, we have agreed on strategies with proven success. We have created a Coordinated Access Network (CAN) to blend everyone's diverse activities into a common agenda. We communicate continuously with each other. And, Journey Home provides the backbone for this collective effort - mobilizing, coordinating and facilitating the region's efforts.

We have launched innovative and collaborative programs such as CAN, Making a House a Home, the Aerospace Employment Placement Program, Hartford's Housing Choice Voucher Preference Program and the Community Care Team. But there is much left to do.

We are working to expand our success on two main fronts. In 2018, we will expand geographically outside of Greater Hartford to provide backbone support for Central Connecticut's CAN (New Britain, Berlin, Bristol, Plainville, and Southington).

Programmatically, we are working to end homelessness for local families and youth through the Youth Engagement Initiatives.

So thank you to our partners, collaborators, friends, and supporters! Together, we are making an impact that can make us all proud.

With gratitude,

*Dave Doot*

Dave Doot, Board Chair

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## COMMUNITY AND CIVIC ENGAGEMENT

Our move-in initiative supports those transitioning from homelessness to housing by connecting them to donations of household goods and furniture. We match volunteers with specific individuals or families and their case managers. Together we determine their needs and have volunteers gather the needed donated supplies to deliver to the individuals in their new homes. Our goal is to provide not only a home, but also the necessities to help them get started.



Now that we have a full-time staff person for this program, we have expanded beyond our move-in initiative. We now have the resources to set up volunteer opportunities, attend volunteer fairs, research and implement best practices, and expand our delivery capability.

Along with our move-in initiative, we have an adoption program that matches families and other groups with specific individuals or families in need. Working with their case managers, we determine their needs and guide the volunteers in gathering and delivering the needed supplies.

In our new Home Makeover initiative, we match a business with a family that has recently moved in to an apartment. We work with the business to collect donated items and then set a date to clean, organize, furnish and decorate the home. The family is set up with lunch and an activity to keep them busy while our group is sprucing up the apartment.

Over the last 12 months, we have worked with about 150 volunteers to move donated household goods and furniture into the homes of more than 175 previously homeless households. Some of the many benefits of this program include:

- It provides a multi-generational activity that everyone can be involved in
- It answers a crying need within our community
- It offers volunteers the opportunity to do something tangible within the community

We have increased the number of volunteers by about 50 percent thanks to our partnerships with local businesses and word of mouth from volunteers. We have also increased the number of deliveries by about 30 percent and are improving our schedule so we can get out to clients faster and on a more regular basis.

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## GREATER HARTFORD COORDINATED ACCESS NETWORK

Last year marked Journey Home's tenth year of work in the Greater Hartford region. In the last four years, since the start of our local Coordinated Access Network (CAN), we have witnessed a 75 percent decline in chronic homelessness. The progress in this part of the state has been so substantial that we have been asked to expand our CAN work into the New Britain area.



The Central CAN will cover New Britain, Bristol, Southington, Plainville and Berlin. This part of the state received 7 percent of all 211 shelter- and housing-related calls in 2017, and has several different shelter, housing and outreach providers already working together.

Journey Home will be providing backbone support to the Central CAN by helping with local meeting facilitation, data management and systems coordination.

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## AFFORDABLE AND SUPPORTIVE HOUSING INITIATIVES

One of our most effective efforts in ending chronic homelessness has been the Section 8 Housing Choice Voucher Homeless Preference Program (S8HCV). Almost two years ago, Journey Home began coordinating this program for the City of Hartford. Our role includes screening applications for the new chronically homeless preference in the S8HCV program. This preference includes people who were formerly homeless and now live in supportive housing (apartments with social services included). When someone is awarded a voucher through the preference, the old supportive housing unit is freed up for the next person on the list.



This program has had a big impact because it has allowed us to provide homes for more people, it saves significant money and it provides more housing options for those experiencing chronic homelessness.

This program has quadrupled the rate at which we normally increase access to supportive housing each year. Hartford typically adds 20 to 30 units of supportive housing a year. However, through the S8HCV preference, 150 households who were homeless have successfully moved into apartments in less than two years.

With S8HCV, we can also provide our clients with more choices for where they want to live and what kind of assistance they prefer. When people have a voice in deciding where to live and what kind of services they want, it usually leads to better stabilization in housing and a higher quality of life.

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## ECONOMIC SECURITY

Over the last three years, the Aerospace Employment Placement Program (AEPP) has launched 34 careers for Greater Hartford residents. In less than three years, these participants have collectively earned over \$1,530,000 with health benefits and are all transitioning to their own places of residence.



So, what's behind the success? Two words: employer commitment. As we examine the partnership with Belcan and look at best practices, the feeling is that we have created a strong blueprint for future employers to become involved, and with minor customization this program will meet their needs.

The primary responsibilities of the development and execution of the program were to ensure the program's partnerships aligned with Belcan's need. This included participant selection, training and continued on the job support leading to successful employment at Belcan. What makes this program work:

- Developing partnerships with the direct service and education providers
- Serving actively in the program participant selection process
- Monitoring performance during training and at Belcan
- Identifying positions at Belcan once training is completed
- Mentoring associates and providing them with life skills support
- Quantifying that this activity makes good business sense and is the key to sustainability

The program has expanded beyond the walls of Belcan and Journey Home has just begun a new partnership with Cyient, an aerospace manufacturing company with offices in East Hartford. We are excited to explore what is ahead for all of us with this new partnership.

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## FINANCIAL INFORMATION

### REVENUE & OTHER SUPPORT

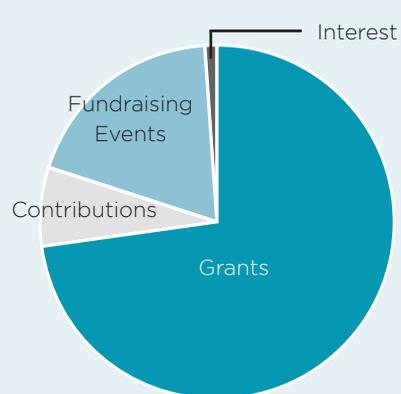
Grants	\$ 721,599	73%
Contributions	71,662	7%
Fundraising Events	191,617	19%
Interest	5,477	1%
Total Support and Revenue	\$ 990,355	100%

### EXPENSES

Programs	850,535	74%
Management & General	197,908	17%
Fundraising	93,796	8%
Total Expenses	\$ 1,142,239	100%

Change in net assets (151,884)

### REVENUE & OTHER SUPPORT



### EXPENSES

