

*End of Fiscal Year Report
for
Friend of Inspirica
July, 2016*

I hope this report finds you well, enjoying the summer. For many of us, these months are a chance to be with our families and perhaps take a vacation. The people Inspirica serves are not so fortunate. For them, summer is simply another season to look for a job as they work to exit homelessness and achieve what they seek most in their lives: safety and stability.

June 30 marked the end of Inspirica's 2016 fiscal year. I am pleased to report that once again we had a **very successful year with record results in almost every category, including the most important category: the number of men, women and children we moved into permanent housing.**

As a friend and supporter, it is important that we keep you up to date on the organization and the work that you make possible. This report – which we issue twice per year – will do this. The pages that follow provide highlights from the past fiscal year, including our results and some of our new initiatives.

As always, **THANK YOU** for your investment in us. As you will see, it has yielded a high return. Together, we have radically changed the lives of hundreds of men, women and children who turned to us at their most desperate time of need, moving them from the streets to health, jobs, homes – and dignity.

THE NEED

Despite record results, homelessness in our community remains at or near record levels. Indeed, while homelessness decreased over the past year across Connecticut as a whole, it increased in our community. It may seem counter intuitive that this can happen in one of the wealthiest areas of the nation, but it isn't. The Stamford-Norwalk metropolitan area is now the fifth most expensive housing jurisdiction in the nation. The cost of living has skyrocketed while wages have remained stagnant and in many cases declined. Connecticut is now one of only 10 states in the nation that have not yet recovered the jobs lost in the great recession. We have recovered only 78.8% of the jobs we lost and those jobs that have been recovered are lower-paying than those that were lost.

The polar opposite directions in which the cost of living and wages are moving has not just led to an increase in homelessness, it has changed the face of it. Mental illness, addiction and physical illness still play an outsized role, but homelessness today is increasingly driven more by economics. Over the past year, almost 30% of the people who came to us seeking shelter had jobs

HOMELESSNESS
THE FACTS

Stamford-Norwalk
5th Most Expensive Housing
Jurisdiction in the Nation

Stamford/Greenwich (2015-2016)

Street Homelessness:
35% increase

Total Homelessness:
Stamford/Greenwich – Increase
Connecticut – Decrease

when they arrived. And those that didn't secured employment quickly through our Jumpstart Career Program, but still were not able to exit homelessness, despite salaries that paid a full 22% above minimum wage.

In order to mitigate the crisis we have brewing before us, we must adjust how we address homelessness. We have done this at Inspirica over the past year by providing more robust programming and innovative housing, including deeply affordable housing and rapid-rehousing.

RESULTS

Inspirica is known for its focus on outcomes. While the core of our work is helping people, we continue to believe that metrics about how well we serve them tell an important story. We rigorously track data to ensure our programs operate at 100% efficiency and achieve our mission.

Ending the cycle of homelessness, however, is never a one-night proposition. It requires approaching the problem of homelessness comprehensively. Inspirica is one of only a few organizations in the nation that is able to address both the residential component of homelessness and its root causes in a unique one-stop-shop setting. We have combined wide-ranging residential services with extensive support services on an **end-to-end, integrated platform that eliminates gaps in services, leverages programs against each other . . . and exponentially increases our success rate.** The fiscal year that ended June 30, 2016 attests to this approach.

JOB AND HOUSING PLACEMENT RESULTS

Fiscal Year Ending June 30

Job Placements: 188

Housing Placements: 201

Past Six Fiscal Years

Job Placements: 1,068

Housing Placements: 901

Wages FY16

Average: \$11.74 per hour

Average Hours/week: 32.3

Job Placements: In the past year we made 188 job placements with an average record starting salary of \$11.74/hour (22% above minimum wage). Thanks to our Job & Housing Retention Program, the people we placed in jobs *stayed* employed. **Our one-year rate (meaning people who have held their job for at least 12 months) was 63%.** By way of providing context, the national average at three months is 36%-52%. Not only is our three-month rate double the national average, our one-year rate is significantly higher.

Housing Placements: Our success in making job placements led to a record number of housing placements. **In the past year, we moved 201 men, women and children into permanent homes where they are living safe, stable and dignified lives. Our retention rates were again superb. At one year an almost unimaginable 89% of people remain housed.**

Job and Housing Retention

	Employment Retention	Housing Retention
1 Month	92%	100%
3 Months	76%	97%
6 Months	59%	93%
1 Year	63%	89%

***THESE RESULTS PROVE
THAT WE ARE ACHIEVING
OUR MISSION OF
BREAKING THE CYCLE OF
HOMELESSNESS!***

PROGRAMS

The core of our success is our programs, many of which are groundbreaking in their approach to addressing homelessness. It would be impossible to describe all of them in this report, but what follows are some highlights from the past 12 months.

Deeply Affordable Housing

Inspirica is a national leader in developing “deeply affordable housing:” a nascent form of housing targeted specifically for the extreme-low-income population that is homeless or at risk of homelessness. Over the past 12 months we’ve been working on two exciting projects:

992 Summer Street

In partnership with Charter Oak Communities, Inspirica broke ground this past November on a 48-unit facility at 992 Summer Street in the heart of downtown Stamford. When completed in early 2017, the building will include a mix of subsidized and deeply affordable units for the low-income elderly, a segment of our population that is rapidly falling into poverty.

Opening Early 2017!



72 Franklin Street

Inspirica is also developing a building with 53 deeply affordable units (26 studios for individuals, 17 two-bedroom units for families and 10 3-bedroom units for families) at 72 Franklin Street in the heart of downtown Stamford. The building – which will house 125 men, women and children – is expected to be completed in 2018 and will further include an Early Childhood Education (ECE) Center with six classrooms that bring 58 new ECE positions to Stamford. (A full 40 of the 58 slots will be for infants and toddlers ages 0-3, more than doubling the number of publicly funded positions for this critical age group.) We’re pleased to be developing the building with our partner, the Garden Homes Foundation. We are also pleased to have agreed to terms with Childcare Learning Centers (CLC) to lease the ECE Center at a rate less than 50% of the market rate.



*Clearing the land! (top)
Rendering of building (bottom)*



All Points Home!

Client Navigator Program

In an effort to streamline services, reduce length of stay in homelessness and ultimately increase capacity, in FY16, Inspirica designed and created a Client Navigator Program. The program essentially creates one point of entry for all clients accessing our emergency shelter system. The Client Navigator completes intakes for the Fairfield Coordinated Access Network and conducts assessments for all clients seeking emergency shelter. The Client Navigator also serves as Team Leader of the Stamford Housing First Collaborative. With the goal of closely aligning our “entry” and “exit” efforts – and having them managed by one person so that we can exit some clients almost as soon as they enter the shelter system – we further brought our Housing Placement Program within the Client Navigator Program.

Home in a Hurry

With the same goal of exiting people from shelter as quickly as possible – and minimizing their length of stay – this past year we conceived, designed, built and launched a new “rapid start-up” initiative called *Home in a Hurry*. Inspirica is a complex organization. We offer myriad services. *Home in a Hurry* ensures that within 48-72 hours of coming to us all clients see their case manager, the employment team, the housing team, the children’s services team (if applicable), and have a detailed case plan developed and approved. This approach quickly puts in place a game plan for the duration of their stay with us, it helps set the tone for what we expect of clients. In conjunction with *Home in a Hurry* we also developed a progressive engagement – or tiered – case management system and redesigned our retention and housing protocols.



Early Childhood and Parenting Program (ECPP)

In early 2016, Inspirica launched an innovative Early Childhood and Parenting Program to focus on our youngest clients (0-5) and their parents. Over 240 children came to us last year (a sobering number). They are homeless, they come from broken families, they typically have experienced some type of abuse and they are struggling. In most cases parents were never taught how to be parents. Statistically, these children are likely to experience homelessness again as adults. ECPP intervenes and changes the dynamic. The program builds on child literacy and family literacy. Birth to age 5 is a critical time. ECPP is designed such that children will develop in line with their peers who are not homeless and will ensure that their parents learn essential parenting skills and techniques. ECPP fills a critical gap in our expanded Children’s Services and Family Housing Programs. It fosters and supports positive development, interaction, and socialization to contribute to the overall well-being of the entire family.



*Ready, Set . . . Learn!
Pre-K Room for Children ages 4-5*

Vocational Training

After three years of giving our Jumpstart Café our very best effort, we recognized that it was neither achieving its goal of training enough people, nor breaking even. We shuttered its doors and immediately turned to our next initiative: a **Home Health Aide Training Program**. In launching this program, we collaborated with Home Care Assistance of Southern Fairfield County, the local franchise of the Home Care Assistance network. The unique partnership provides our clients with home health aide education, home health aide certifications, and hands-on experience. What makes the program unique is that HCA of Southern Fairfield County hires our clients upon graduation and matches them with its customers as home health care professionals. As a franchise, HCA of Southern Fairfield is also able to access the Home Care Assistance University, a national online home health care certification program. Generally, our participants struggle when learning online. We have removed this barrier by hosting courses in our computer lab and pairing the original online curriculum with an instructor to create a hybrid instructed class. To ensure that clients understand the curriculum, we have further created apprenticeships within HCA of Southern Fairfield County through which they shadow current home health aides and receive experience that can only be acquired on the job.

CAPITAL IMPROVEMENTS AND OTHER PROJECTS

Some of the things we did this year were less public, but underscore how strong Inspirica is deep into its core. They go to the heart of our values: to provide safe, stable, dignified place to house people, including those who are homeless and transitioning to permanent housing as well as those who are living in our own permanent supportive and deeply affordable housing.

Capital Projects

This year, we completed myriad capital/maintenance projects that cost just shy of \$2,000,000. The number of projects we completed are too numerous to include here, but a few highlights include:

- **Franklin Campus – 141 Franklin Street**

Our Franklin Campus is home to Family Housing Program, Early Childhood & Parenting Program, Children’s Services Program (including our afterschool Youth Center), Jumpstart Career Program and much more. This year we installed new interior and exterior doors (improving safety and energy efficiency), renovated bathrooms, installed new ceilings and lights in much of the

building, built a new Job & Housing Retention Center, built our new ECPP Center (including an Infant/Toddler Room, Pre-K Room and dining room), renovated the parking lot (including improving lighting and safety), and renovated many residential suites.





- **Woodland Campus – 8 Woodland Place**

Home to our emergency shelter for single women and some of our support programs, 8 Woodland Place is a magnificent historic building. Damaged during Hurricane Sandy, the building required extensive repair. This year, we invested close to \$700,000 in required renovations and improvements, including re-siding the residential portion of the building, sealing the cedar-shingle roof and renovating the historic chapel portion of the building.

- **Woodland Campus – Gilead House**

Gilead house is home to our transitional house of persons living with mental illness. This year we replaced the sidewalk around it (improving safety), renovated all of the windows and completed significant interior renovations.

- **Woodland Campus – McKinney House**

McKinney House serves people living with HIV/AIDS. Their health is often compromised. Maintaining a safe, stable environment is critical at all times. When the neighborhood loses power, it's not only an inconvenience for the residents of McKinney House, it can be life threatening especially if the temperature drops. Recognizing the need to be extra vigilant, this year we installed a generator at McKinney House, ensuring that when we lose power, the house will remain warm in winter and cool in summer. We also rebuilt the back porch, sealed the exterior of the building, and bought new appliances.



- **Woodland Campus – Colony Apartments**

Colony Apartments is home to 28 single men and women who live in permanent supportive housing (efficiency/studio apartments). This year we updated numerous units and rebuilt the entire parking lot, improving drainage (and avoiding flooding). The project also opened the building more fully to other buildings at our Woodland site, creating the feeling of a true campus.

- **Atlantic Park Apartments**

Home to 27 units of permanent supportive housing for single men and women, Atlantic Park is a historic building. This year we updated numerous units and spent in excess of \$120,000 repairing the roof and upper windows.

Other Projects

- **Overnight Warming Center**

As noted earlier in this report, homelessness continues to increase. Our beds are filled to capacity all year. That creates a dangerous – life threatening – situation in winter when we have no more room to take people in. To address the problem, last year we worked with the City of Stamford to create the city’s first and only Overnight Warming Center where homeless people who were on the streets and unable to find room in a shelter can come out of the cold, sleep for the night, shower and have a hot dinner and breakfast. This year, we again operated the Warming Center from December 15 to March 15. And, once again, it was filled with 5-15 people almost every night.



A safe place, warm shower and hot meal



*Gobble, Gobble, Gobble!
Turkey baskets – over 800
and counting!*

- **Holiday Safety . . . and Cheer**

The holidays are a time for celebration. For many, however, they are a time to slip into depression. This is especially true for people who are homeless. Even those in our permanent housing facilities feel the most alone or abandoned during the holidays. Our counselors are attuned to this and provide extra support during these times. We also try to make the holidays feel as “normal” as possible. Several years ago, we started giving turkeys and baskets filled with stuffing, pies, yams, cranberry sauce and other goodies to our clients on Thanksgiving. Word spread to the entire neighborhood. This year, we handed out over 800 turkeys and goody baskets to the people we serve and residents in Stamford’s South End. Our *Holiday Gift Collection* – now over 25 years old – similarly provided support over the holiday season. This past December, we gave 6,000 toys to 3,000 children from more than 30 not-for-profit organizations throughout the county. Without them, most wouldn’t have received a gift all year.

IMPACT FAIRFIELD COUNTY



Thank you to Impact Fairfield County for awarding Inspirica its top \$100,000 award this past year. We are deeply honored and humbled to have been selected from 64 not-for-profits to win this prestigious award in its inaugural year.



CLIENT SUCCESS STORY

FL (34) is a single mother of five children. Life has never been easy for her. A victim of repeated sexual abuse at age 13, she had two children before she was 15. Eventually, she escaped, motivated by one factor: she wanted a life for her children that was different than hers. Eventually, she ended up in New York where she worked odd jobs. She met her future husband, married, but, again, was a victim of domestic violence. And again, she was forced to escape. Living on her own, she was able to manage her family's expenses until her husband stopped paying required child support. It wasn't long before she was evicted from her apartment.

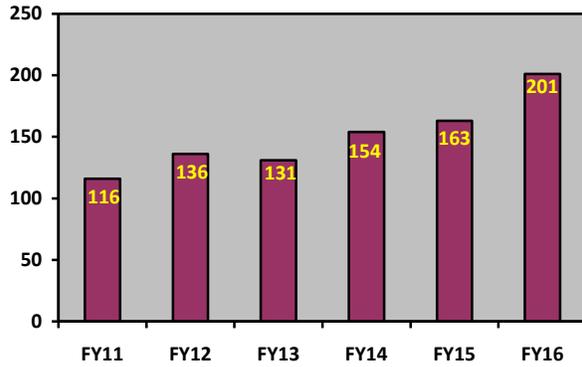
Although seemingly impossible, things got worse from there. Two of her children developed serious medical conditions. On a cold winter night when things seemed especially bleak, however, her luck began to change. She found herself at Stamford's only overnight warming center, located at Inspirica. From there, she was able to access Inspirica's Family Housing Program where she and her five children found safety. During her time at Inspirica, FL and her family received the help and support they needed, including medical care for her children. With them well taken care of in our Children's Services programs, FL was able to focus on furthering her education, including earning a Home Health Aide certificate through our JumpStart Career Program. Her hard work and determination helped her to achieve the stable and dignified life always dreamed she and her children might have. This month, FL received the keys to her own apartment. She and her children don't have the words to express how they feel. She keeps saying, "Inspirica helped me save the life of my children."

INSPIRICA'S PROGRAMS

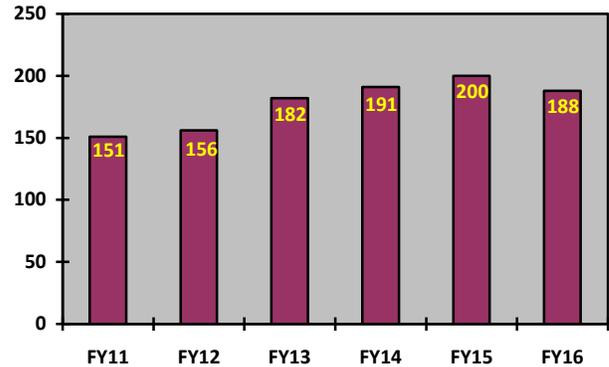
<u>RESIDENTIAL</u>	<u>SUPPORT SERVICES</u>
EMERGENCY SHELTER <ul style="list-style-type: none">• Emergency Shelter for Single Women – 25 beds• Family Shelter for Families – 42 beds	CHILDREN'S SERVICES & EARLY CHILDHOOD AND PARENTING <ul style="list-style-type: none">• Foundational Support• Educational Support• Psychological/Developmental Support• After-school Youth Center• Early Childhood and Parenting Program (in partnership with Childcare Learning Centers and Saint Joseph Parenting Center)
TRANSITIONAL HOUSING <ul style="list-style-type: none">• Transitional Housing for Families – 63 beds• McKinney House – 10 beds• Gilead House – 16 beds	JUMPSTART CAREER PROGRAM <ul style="list-style-type: none">• Jumpstart Vocational Training Home Health Aide Training Program• Jumpstart Education 13 weeks of workforce education• Jumpstart Employment Agency
PERMANENT SUPPORTIVE HOUSING <ul style="list-style-type: none">• Colony Apartments – 29 beds• Atlantic Park Apartments – 27 beds• Metcalf House – 10 beds• Rose Park Apartments – 6 beds• McKinney House – 5 beds• McKinney Fairfield – 4 beds	HOUSING PLACEMENT
DEEPLY AFFORDABLE HOUSING <ul style="list-style-type: none">• 24 Woodland Place – 18 beds• 26 Woodland Place – 11 beds• 992 Summer Street – 48 beds (forthcoming)• 72 Franklin Street – 125 beds (forthcoming)	JOB & HOUSING RETENTION
RAPID REHOUSING <ul style="list-style-type: none">• Short- and long-term subsidies to rapidly rehouse individuals and families	CLINIC @ WOODLAND – health care (in partnership with Optimus)

RESULTS
A HIGH RETURN ON INVESTMENT

**901 HOUSING PLACEMENTS
OVER SIX YEARS**



**1,068 JOB PLACEMENTS
OVER SIX YEARS**



Housing Retention Rate



Employment Retention Rate



EARNED INCOME

Avg. Starting Salary
\$11.74 per hour
22% above minimum wage

Avg. Hours Worked Per Week
32.3 hours

% of Placements by Wage Level

