BOULDER SHELTER FOR THE HOMELESS

Annual Report 2014
YOU MEAN THE WORLD TO US. We couldn’t have done any of this without you. We are grateful for your support, the confidence you have in the Shelter, and the passion you had in 2014 for joining us to serve our community’s homeless adults.

As donors, volunteers, and champions, your gifts are investments in the Shelter’s mission and they enable us to plan our spending and to respond with innovative programs that go beyond emergency shelter and help break the cycle of homelessness for good.

To you who, in 2014, helped rebuild hope and potential and open possibilities for our clients, we say:

Thank you.
They showed up early and stayed late.

They drove through snow storms, got here and were cheerful.

They cared for our clients.

They helped ensure a safe shelter for all of us.

They were creative, flexible and fast in the kitchen.

They were willing to learn, ask questions, and connect.

They were always eager to go above and beyond.

...and so much more.
By the numbers, try to imagine the lives you influenced, the stories you altered, and the tomorrows you transformed. Try to imagine the journey YOUR dollar took toward supporting the Shelter’s mission in 2014.

**Our Impact**

- **95,000 HOT MEALS**
- **15,000 MORNING SERVICE CONTACTS**
- **1,204 UNDUPLICATED CLIENTS**
- **3,800 CONTACTS OF STREET OUTREACH (BOULDER COUNTY CARES)**

**2014 OUTCOMES**

- More than 70% of Housing First clients retained housing after two years in the program
- More than 90% of Housing First clients increased skill, income and self determination
- 36% (42 people) of those admitted into the program graduated from the Transition Program into stable housing
- 56% (15 households) of those in the Transitional Housing Program moved into stable housing upon leaving the program

**Bed Nights**

- **39,904 BED NIGHTS OF SHELTER**
- **4,380 BED NIGHTS OF TRANSITIONAL HOUSING**
- **8,000 BED NIGHTS OF PERMANENT SUPPORTIVE HOUSING (IN PARTNERSHIP WITH BOULDER HOUSING PARTNERS)**
Did you know?

In 2014, we offered these services to our clients:

- HIV/AIDS testing
- Bus tokens
- Professional nurse, dental, mental health and legal assistance
- Resident storage space
- Phone service, voicemail, and postal mail
- Washers and dryers for client use
- Clothing vouchers
- Hygiene supplies
- Flu shots
- Sobriety support
- Women's Fun Mondays activity group
- Holiday gifts
- Comprehensive resource list
- Flu Shots
- Clothing vouchers
- Hygiene supplies
- Sobriety support
- Women's Fun Mondays activity group
- Holiday gifts
- Comprehensive resource list

In 2014, to go along with these supportive services, we worked closely with many other agencies, including:

- Boulder Shelter for the Homeless
- Addiction Recovery Center
- Boulder Police Department
- Clinica/People's Clinic
- Mental Health Partners
- Bridge House
- Boulder Housing Partners (BHP)
- Inn Between
- OUR Center
- Center for People with Disabilities
- Emerald Family Assistance Association (EFAM)
- Boulder Outreach for Homeless Overflow (BOHO)
- Classes
- Boulder County AIDS Project (BCAP)
- Boulder County Health Department
- Partnership for Active Community Engagement (PACE)
- RTD
- Integrated Treatment Court (ITC)
- Mental Health Partners
- Boulder County Health Department
- NOA
- Boulder Community Health
1175 Lee Hill, a Boulder Housing Partners project, provides permanent supportive housing for 31 chronically homeless people. On-site case management and support services for the residents are provided by the Boulder Shelter case management team. Construction at 1175 Lee Hill began in October 2013 and the Grand Opening was November 3, 2014.

**HERE’S WHAT’S IMPORTANT:** Thirty-one individuals who now live at 1175 Lee Hill no longer have to call the streets home. Today they have ... somewhere to live, four walls, a door that locks, even a couch and a bed. Something so concrete ... and the support and means they need to live in dignity.
Every person who passed through our doors in 2014 had a story, and you became an important part of each one of them.

At the Shelter, many simply found survival; some found hope and courage. Others successfully made use of the Shelter as a bridge to moving on, reconnecting with family, getting jobs, and planning for the future.
Consider this person, and this brief encounter with an ordinary life unraveled into homelessness. (As told by a Shelter staff person).

“Today a young man arrived at the Shelter for the first time. On an evening in which snow clouds were gathering for a night of record cold, he sat halfway back on a bench in the Shelter’s intake area with his massive backpack on the seat beside him. I introduced myself to him. ‘My name is Charles.’ He smelled bad. In a moment he lifted his head to exhibit the tear-streaked face of a very young man. His grief was real and honest. I asked him, ‘What's going on in your life?’ He said, ‘I am homeless. Tonight will be cold. I do not want to die.’ I had to regroup. I bit my lip and my hand squeezed my knee. The one thing I knew for sure was that he would find relief here at the Shelter, at least for tonight. And sometimes that’s enough.”
“As positive as I was in life before the homeless situation, there were times that I felt like giving up and just letting my disabilities and chronic conditions do me in. During those times of frustration, I would look forward to the weekly counseling and support from my case manager. It was in those sessions that I would regain my will to keep hanging in there. With his empathy and understanding of my feelings about this situation, I would always leave the meeting with motivation and a feeling of normalcy for that moment. He was an inspiration and a rock through the storm of my stay at the Shelter. I am so appreciative for the Shelter being there when I needed it. I would have most likely died if I had to sleep on the streets at night. I am so grateful to all the wonderful people who run and support the Shelter. For their efforts to assist in its existence... so that this support system will be there for those of us who have stumbled into misfortune.”
And, at 1175 Lee Hill, they came the first week to pay their rent and here’s what they expressed:

One woman said, “I am going to sleep straight through for two weeks, and only get up to take a shower, maybe two showers, every day. It has been 5 years since I have had any sleep.”

Another man came in and asked to be shown how to fill out his money order. He said he had not done that in 5 years and he had forgotten how. He said, with teary eyes, “I just can’t believe this is happening for me. I feel lucky. Now, maybe I can take care of my health problems. It’s hard to be well when you are living in the street.”

One man came in with his money order, said he didn’t know exactly how much it was supposed to be, but wanted to make sure we had his money. He said he didn’t want to mess anything up because he was so grateful to have a place to live that was so nice that it had a real bed to sleep in, and a kitchen so he could fix something to eat. Eat and sleep, anytime he wanted to.
The Brain Behavior Clinic at CU continued to provide free assessments for Shelter clients with brain injuries. Clients whose cognitive disabilities are documented have a much better chance of qualifying for benefits, Medicaid/Medicare, and other vital services. The Shelter partners with the Clinic in its yearly grant application process to help obtain the funds that support the work.

Homeless clients participating in a Vivitrol-based alcohol addiction recovery program at the Addiction Recovery Center were guaranteed a Shelter bed.

Addiction-based offenders in the Integrated Treatment Court were able to reside at the Shelter for up to nine months during their probation in order to focus on stability and sobriety. This very successful program was recently expanded to five beds. Discussions with other jail and probation anti-recidivism programs are underway to explore additional partnerships.

The Shelter began a program with Boulder Community Health to accept homeless patients discharged from the hospital into a reserved Shelter bed to facilitate the safest and fastest recovery period possible.

The Shelter partnered with Mental Health Partners and the Transitional Housing program wherein the Shelter supplied two rental units for MPH voucher recipients. This helped to mitigate MPH’s challenges such as clients with limited rental history and a lack of time to place the vouchers.
Designated funding from Boulder County enabled the Shelter to staff two positions focused on benefits acquisition and referrals for clients:

The Shelter's Benefits Coordinator was dedicated to providing outreach and enrollment services for homeless individuals applying for disability benefits throughout Boulder County.

The Shelter's Resource Specialist assisted clients in navigating the social service safety net.

The Neighborhood Shelter Action Group (NSAG) met regularly in 2014, with the aim of strengthening and nurturing a healthy relationship between the Shelter and our North Boulder neighbors. This group included Shelter board members, Shelter staff, and representatives from the surrounding neighborhoods.

During 2014, the Shelter joined Bridge House and Boulder Outreach for Homeless Overflow (BOHO) in discussions on how the three homeless service organizations could better coordinate services to the homeless population in Boulder. With assistance and support from the Community Foundation Serving Boulder County, the group initiated a third party review of the adult homeless services offered in Boulder, Colorado, and then crafted common mission, vision, and value statements and created a first draft of a work plan. The group has been coined the Boulder Homeless Service Collaborative. The BHSC intends to improve the efficiency and effectiveness of its inter-related programs of emergency and transitional services to homeless adults.
$118,637 worth of in-kind donations—including food, blankets, towels, toiletries, and other supplies—was generously donated by the community in 2014.

In 2014, Shelter revenue slightly exceeded expenses, operating on a $1.8M budget. Revenue growth is attributed to a strengthening economy, solid local governments support and increased income from alternative revenue sources. This revenue growth allowed for a record level of service provision to the poor in our community.

Your gifts are combined with the support of other donors, foundations, business and government partners, and Foothills United Way. In 2014, here’s where our funding came from:

Revenue ($1,833,003) | Expenses ($1,798,686)

Thank you for supporting the Boulder Shelter. We value your investment in our mission, and we ensure that every penny of support helps improve the lives of the men and women we serve. In 2014, here’s how we spent our money:

FY14 Total End of Year Net Assets: $6,222,029
The Shelter ended its 2014 fiscal year on September 30, 2014. It was a record setting year in terms of clients served and services provided.

The year started out with the Shelter opening for winter services several weeks early. This was due to a major flood in Boulder which left many homeless people without belongings or campsites. We were pleased we could quickly respond to assist our community during this natural disaster. The year ended having provided almost 40,000 bed nights and over 95,000 hot meals to 1,200 men and women in need. Financially, we ended the year slight in the black on a budget of about $1.8M.

Although it officially opened in our 2015 fiscal year, the Shelter and Boulder Housing Partners began leasing apartments at 1175 Lee Hill in early November 2014. This facility consists of 31 apartments for chronically homeless people. This is permanent housing for these individuals, all of whom have some form of disability. We are very excited that 31 people are off the streets for good.

In 2015 we are planning to completely rework the Shelter’s 5-year strategic plan, work even more closely with our sister agencies and continue to develop alternative funding streams.

Of course none of this would be possible without the generous support from people like you. Your continued support helps to make all of these services for the less fortunate a reality. Thank you.

Greg Harms
Executive Director
LAST YEAR, YOUR COMPASSION AND GENEROSITY TRANSFORMED LIVES.

THIS YEAR YOU CAN DO EVEN MORE.

» Join the Shelter’s volunteer team.
» Give money for food and shelter by adopting a night of winter sheltering.
» Support our year-round self-sufficiency programs by joining the Home Team.

» Meet us on Facebook
» Follow us on Twitter

BOULDER SHELTER FOR THE HOMELESS
ANNUAL REPORT 2014
PAGE 15