

COLLABORATING
WITH THE COMMUNITY
TO SERVE THOSE
WHO ARE HOMELESS
OR AT-RISK
OF HOMELESSNESS.





Message from the Board Chair

FOR MORE THAN 28 YEARS, WELCOME HOUSE HAS PROVIDED QUALITY SERVICES AND CARE TO THOSE IN OUR COMMUNITY WHO ARE MOST IN NEED. THROUGHOUT HER HISTORY, WELCOME HOUSE HAS WITHSTOOD MANY CHALLENGES AND WILL CONTINUE TO WITHSTAND THE CHALLENGES WE ALL NOW FACE DUE TO UNCERTAIN ECONOMIC TIMES. THANKS TO THE FORWARD-THINKING AND PROACTIVE LEADERSHIP OF ITS EXECUTIVE DIRECTOR, THE PASSION AND COMMITMENT OF ITS STAFF AND THE DEDICATION AND SUPPORT OF THE BOARD OF DIRECTORS, VOLUNTEERS AND THE COMMUNITY AT LARGE, WELCOME HOUSE IS CONTINUING TO GROW AND TO MAKE A DIFFERENCE IN THE LIVES OF MANY IN OUR COMMUNITY.

During 2010, Welcome House began construction on the King's Crossing project located at 1132 Greenup Street in Covington. When the construction is completed in 2011, Welcome House will have additional office space and will also have eight housing units which will be handicapped accessible. What a joy it will be for the eight families and individuals who are offered the opportunity to live as we all should live: in a safe and healthy environment.

Were it not for the support of this community and the many friends of Welcome House, the advances made through the King's Crossing project, and through all of our programs, would not be possible. On behalf of Welcome House and all of those she serves. I want to express our deepest and sincerest gratitude. With your ongoing support the future is bright for Welcome House.

Emily Hanna 2010 BOARD CHAIR

ERADICATING HOMELESSNESS

Lack of affordable housing is the leading cause of homelessness. With the mission to eradicate homelessness, Welcome House developed the Gardens at Greenup in 1995, a model supportive housing 20 unit apartment project for homeless families with the goal of economic self-sufficiency. While successful, low income housing development presents its challenges – long term sustainability the most significant.

In late 2008 as part of the agency's strategic plan, the Welcome House board of directors committed to launch its second affordable housing development & secure needed space for services. The facility at 1132 Greenup Street was determined to meet both criteria. Development plans for the facility, now known as King's Crossing, include 8 apartments for homeless individuals and families on the second and third floors and the first floor to house the Employment & Social Security Outreach services of Welcome House.

The building is undergoing a complete renovation to be completed in April 2011. The renovation for the apartments is being funded by three major sources: the Neighborhood Stabilization Program, HOME funds (City of Covington) and a Federal Home Loan Bank grant sponsored by U.S. Bank.

In addition to the housing units, the first floor will house needed space for expanding the Employment & Social Security Outreach services of Welcome House. The two services work together in determining most appropriate avenues for obtaining needed income for households. The space will serve as a hub for assessments, job readiness, training, education, placement and retention. Clients and the neighborhood will benefit from the computer lab, training room and meeting space.

An Open House is planned for June to celebrate the many people in the community that have made this project possible. I hope you will join us.

MY SINCERE APPRECIATION FOR YOUR SUPPORT OF WELCOME HOUSE AND THOSE SHE SERVES.

INDAYOUNG - EXECUTIVE DIRECTOR



WELCOME HOUSE

COLLABORATES WITH THE COMMUNITY TO PROVIDE A CONTINUUM OF QUALITY SERVICES FOR INDIVIDUALS AND FAMILIES WHO ARE HOMELESS OR AT RISK OF BECOMING HOMELESS TO ERADICATE HOMELESSNESS, FOSTER STABILITY, AND PROMOTE A JUST SOCIETY.

Our Visionary Mission



MARY, IN HER EARLY 80'S, WAS FOUND WANDERING THE STREETS OF COVINGTON IN DECEMBER BY A COUPLE WHO CALLED WELCOME HOUSE. IT IS BELIEVED SHE BECAME HOMELESS AFTER SOMEONE TOOK ADVANTAGE OF HER (4 PREVIOUS SOCIAL SECURITY CHECKS CANNOT BE ACCOUNTED FOR). MARY HAS DEMENTIA WITH SIGNIFICANT MEMORY LOSS & CONFUSION. SHE HAS NO FAMILY; ONE SISTER DECEASED & ESTRANGED FROM ANOTHER SISTER. MARY IS INTELLIGENT, ARTISTIC, SOFT SPOKEN & COURTEOUS DURING HER BETTER TIMES, BUT RESIDENTIAL LIVING WAS A CHALLENGE. WELCOME HOUSE STAFF BEGAN TO COLLABORATE WITH ADULT PROTECTIVE SERVICES TO GET AN ASSESSMENT OF MARY'S SITUATION. A PLACEMENT WAS SECURED IN AN ASSISTED LIVING FACILITY WHERE SHE CAN GET THE APPROPRIATE CARE THAT SHE NEEDS.

Unfortunately, Mary's story is all too common as we begin to see more & more elderly individuals who are homeless or at risk of homelessness & are seeking help. We thank you for your ongoing support to help combat homelessness in your community!

Father's Day is a special time each year when many people across the country celebrate their dads & reflect on childhood memories. Last year, **Tony** & his children celebrated a very special Father's Day when they moved into their first home.

Tony & his children did not always live a life full of hope. As a young teenager Tony started using a variety of drugs & quickly became an addict. When Tony was 20 he discovered his girlfriend, who was also an addict, was pregnant with their first child. Tony's girlfriend gave birth to a healthy baby girl, but continued in a lifestyle filled with drugs. Three years later, Tony's girlfriend gave birth to their second child; a boy.

It wasn't until the police arrested Tony for possession of cocaine & methadone & he was ordered to drug court that he started to turn his life around. He lived in transitional housing while working on his plan to be clean. During this time Tony & his girlfriend separated & he became determined to regain custody of his children & give them a better life. However, the housing that Tony was living in did not allow children. In order to continue with his plan to regain custody Tony moved into the Welcome House Gardens at Greenup apartments.

Tony & his case manager developed a specific plan for him & his family which included furthering his education, affordable childcare & employment. Although Tony's life circumstances were difficult he chose to keep a positive attitude & focused his energy on being hard working & a dedicated dad.

Today, Tony is only one semester away from graduating with an Associates of Applied Science degree. Furthermore, Tony recently decided to continue his education & will start working toward a bachelor's degree in social work next year.

RECENTLY, TONY MOVED OUT OF THE GARDENS AT GREENUP & IS LIVING WITH HIS CHILDREN IN THEIR FIRST HOUSE. TONY IS EXCITED SINCE HE WILL NOW HAVE A YARD WHERE HIS CHILDREN CAN PLAY. HIS CHILDREN, ON THE OTHER HAND, ARE LOOKING FORWARD TO THE DAY WHEN THEIR DAD WILL LET THEM GET A DOG!

CLIENTSTORIES

WELCOME HOUSE SERVICE AREAS

CASE MANAGEMENT SERVICE AREA

Case Management services include assessment, outreach, case planning, financial education/budgeting and services (including payeeship), housing counseling, and referrals. Staff work with individuals and families to secure sufficient income, foster self-determination and stability, and assist in obtaining and maintaining permanent housing. Welcome House partners with other organizations to provide comprehensive services for the individuals and families served who struggle to sustain their basic needs due to mental illness, domestic violence, chemical dependency, and/or other barriers to plan fulfillment.

TOTAL SERVED IN GAINING ACCESS TO PROGRAMS & SERVICES IN 2010: 464 INDIVIDUALS: (252 ADULTS & 212 WERE CHILDREN), 51% OF THE CHILDREN WERE BIRTH TO 5 YEARS OLD.

- 76% OF PARTICIPANTS ACCESSED TRANSITIONAL/PERMANENT HOUSING AT TIME OF EXIT
- 43% OF ELIGIBLE PARTICIPANTS ENTERING THE PROGRAM UNEMPLOYED SECURED EMPLOYMENT/INCOME BY THE TIME THEY EXITED THE PROGRAM
- 72% OF PARTICIPANTS INCREASED MAINSTREAM BENEFITS THEY RECEIVED BETWEEN PROGRAM ENTRY & EXIT

TOTAL SERVED HOMELESS SERVICE PROJECT IN 2010; 182 INDIVIDUALS: DIRECT BILL PAYMENT - 53 INDIVIDUALS

- 70% OF THE HSP PROGRAM PARTICIPANTS MOVED FROM HOMELESSNESS TO HOUSING
- 97% ACCESSED THE APPROPRIATE MAINSTREAM HEALTH AND/OR HUMAN SERVICES PROGRAMS
- 59% OF THOSE SERVED IN THE EMPLOYMENT COMPONENT GAINED COMPETITIVE EMPLOYMENT

TOTAL SERVED IN 2010 PROTECTIVE PAYEE SERVICES: 135 INDIVIDUALS

- 100% OF ADULTS WHO PARTICIPATED IN FINANCIAL MANAGEMENT SERVICES OBTAINED HOUSING WITHIN 30 DAYS
- . 85% OF ADULTS WHO PARTICIPATED IN FINANCIAL MANAGEMENT FOR 2 YEARS OR MORE HAD A BALANCE OF \$900 IN SAVINGS, ENOUGH TO RELOCATE TO ANOTHER APARTMENT IF NEEDED
- 94% OF PAYEES IN THE PROGRAM 2 YEARS OR MORE MAINTAINED STABLE HOUSING & DID NOT RETURN TO HOMELESSNESS

Total served at Gardens at Greenup Self-Sufficiency Housing in 2010: 81 individuals (28 adults & 53 children) 54% of the children were birth to 5 years old.

- 100% OF ADULTS DEVELOPED INDIVIDUAL CASE PLANS WITH ESTABLISHED GOALS WITHIN ONE MONTH OF ENTRY
- 100% OF ADULTS WHO ENROLLED IN POST SECONDARY OR VOCATIONAL TRAINING WITHIN SIX MONTHS OF ENTRY
- 23% OF ADULTS WHO COMPLETE POST SECONDARY OR VOCATIONAL TRAINING
- * NOT ALL OF THE RESIDENTS ARE ELIGIBLE TO COMPLETE THEIR TRAINING OR EDUCATION DUE TO TIMING

ASSESSMENT/RESOURCES: PROVIDES ASSESSMENT, APPROPRIATE REFERRALS & SUPPORT FOR PEOPLE WHO ARE HOMELESS OR AT-RISK.

TOTAL SERVED IN 2010: 5,395 ADULTS & CHILDREN. (2,298 HOUSEHOLDS) 40% WERE UNDER AGE 18.

- HOUSEHOLDS INTAKE/REFERRAL SERVICES 1,180
- APPROXIMATELY 2,477 BAGS OF GROCERIES WERE DISTRIBUTED
- AVERAGE MONTHLY INCOME PER HOUSEHOLD WAS \$750

HOUSING SERVICE AREA

The Housing Service area is responsible for all of the facilities of the agency. This includes operation of the Shelter, Gardens apartments & King's Crossing, maintenance & Janitorial for all facilities & affordable housing development. Welcome House provides up to 30 emergency beds/day in the Emergency Shelter for homeless women & children; the Gardens at Greenup, providing onsite support services, has 20 units (an average of 70 individuals/year) of affordable housing for families working toward self-sufficiency; & our latest development, King's Crossing, will have 8 units of affordable housing.

EMERGENCY SHELTER

TOTAL SERVED IN 2010: 319 INDIVIDUALS (235 ADULTS & 84 CHILDREN). 26% OF THE RESIDENTS WERE CHILDREN; 70% OF THE CHILDREN WERE BIRTH TO 5 YEARS OF AGE.

- WELCOME HOUSE PROVIDED 9,690 NIGHTS OF SHELTER
- FOR THOSE WHO STAYED 3 WEEKS OR LONGER 71% OBTAINED HOUSING
- FOR RESIDENTS WHO STAYED 3 WEEKS OR LONGER 86% OBTAINED INCOME ON EXIT IN CONTRAST TO 75% FOR THOSE WHO STAYED LESS THAN 3 WEEKS





EMPLOYMENT/BENEFITS SERVICE AREA

THE EMPLOYMENT/BENEFITS AREA INCLUDES THE EMPLOYMENT SERVICES & THE SOCIAL SECURITY OUTREACH SERVICES. EMPLOYMENT SPECIALISTS ASSESS, GUIDE WITH JOB READINESS ACTIVITIES AND ASSIST TO OBTAIN AND MAINTAIN STABLE EMPLOYMENT. INDIVIDUALS ASSESSED TO HAVE A DISABILITY THAT PREVENTS THEM FROM WORKING ARE ASSISTED WITH APPLYING FOR SOCIAL SECURITY DISABILITY, WELCOME HOUSE IS A VENDOR FOR THE OFFICE OF VOCATIONAL REHABILITATION TO OFFER INDIVIDUALS SUPPORT FOR EMPLOYMENT. CLIENTS ARE ENCOURAGED TO PURSUE EDUCATION & JOB TRAINING OPPORTUNITIES TO HELP INCREASE THEIR INCOME.

EMPLOYMENT SERVICES

TOTAL SERVED IN 2010: 277 INDIVIDUALS.

- 84% OF INDIVIDUALS PARTICIPATING IN JOB COACHING WERE OFFERED A JOB WITHIN 6 MONTHS
- · 67% WHO WERE OFFERED AT LEAST ONE JOB STARTED WORK
- OF THOSE STARTING WORK, 69% RETAINED A JOB FOR 6 MONTHS OR LONGER

SOCIAL SECURITY/BENEFITS OUTREACH

TOTAL NUMBER OF APPLICATIONS COMPLETED IN 2010: 110 INDIVIDUALS

- APPROVED APPLICATIONS: 82
- · AVERAGE APPROVAL TIME IS 3 TO 15 MONTHS
- 100% OF CLIENTS APPROVED RECEIVED MEDICAID/MEDICARE

VOLUNTEERS AND IN-KIND DONATIONS

VOLUNTEERS & DONATIONS ARE ESSENTIAL TO WELCOME HOUSE. WITHOUT THE ASSISTANCE OF NUMEROUS GROUPS & INDIVIDUALS, WELCOME HOUSE WOULD NOT BE ABLE TO ACHIEVE ALL THAT IT DOES.

VOLUNTEERS PROVIDE INTAKE AND ASSESSMENT FOR EMERGENCY ASSISTANCE, SPECIAL ACTIVITIES FOR FAMILIES IN SHELTER, CHILDCARE, MENTORING, ADMINISTRATIVE SUPPORT, RESEARCH AND PLANNING, PICKUP AND STOCKING OF DONATIONS, FUNDRAISING ACTIVITIES AND FACILITIES MAINTENANCE AND REPAIR.

IN-KIND DONATIONS INCLUDE FOOD AND DONATION DRIVES CONDUCTED BY SCHOOLS, WORKPLACE AND CHURCH GROUPS, AS WELL AS INDIVIDUAL DONATIONS OF FOOD, GIFT CARDS, FURNITURE AND BABY ITEMS VITAL TO ALL OUR SERVICE AREAS.

TOTAL NUMBER OF VOLUNTEERS SERVING IN 2010: 684 (176 YOUTH: 508 ADULTS)

NUMBER OF VOLUNTEERS: 301 DIRECT; 383 INDIRECT

- Number of volunteer hours: 11,700
- · IN-KIND DONATIONS TOTALED \$267,914.34





DONORS & FUNDERS 2010

ALL OF THOSE WHO CONTRIBUTED FINANCIALLY TO WELCOME HOUSE IN 2010 ARE RECOGNIZED IN THE FOLLOWING PAGES, YOUR CONTRIBUTIONS MAKE IT POSSIBLE TO OFFER THE QUALITY AND COST EFFICIENT SERVICES PEOPLE HAVE COME TO EXPECT FROM WELCOME HOUSE. WE ARE EXTREMELY GRATEFUL TO ALL WHO SUPPORT OUR MISSION AND WORK ON AN ONGOING AND COMMITTED BASIS. (THE CONTRIBUTIONS LISTED BELOW ARE FUNDS RECEIVED ABOVE AND BEYOND FUNDS GIVEN THROUGH **GOVERNMENT AGENCIES AND** PASS-THROUGH DOLLARS.)

COMPANIES WITH AN ASTERISK HAVE PROVIDED MATCHING DONATIONS TO WELCOME HOUSE ON BEHALF OF THEIR EMPLOYEES WHO HAVE CONTRIBUTED TO WELCOME HOUSE.

EVERY ATTEMPT HAS BEEN MADE TO INCLUDE ANY INDIVIDUAL OR GROUP WHO MADE IN-KIND GIFTS TO WELCOME HOUSE FROM JANUARY TO DECEMBER 2010. PLEASE FORGIVE ANY INADVERTENT OMISSIONS OR MISSPELLINGS.

HERITAGE DONORS GIFTS ABOVE \$25,001

Anonymous THE HEALTH FOUNDATION OF GREATER CINCINNATI UNITED WAY OF GREATER CINCINNATI

LIFE GIFTS GIFTS OF \$10,001-\$25,000

KROGER COMPANY-GENERAL OFFICE DANIEL & SUSAN PFAU FOUNDATION NORTHERN KENTUCKY REST. ASSOC. ROBERT H. REAKIRT FOUNDATION. PNC BANK TRUSTEE THE BUTLER FOUNDATION TRANSITIONS, INC. THE ECONOMIC SECURITY GRANT OF THE WOMEN'S FUND OF THE GREATER CINCINNATI FOUNDATION & THE CHARLOTTE R. SCHMIDLAPP FUND THE JOHN A. SCHROTH FAMILY CHARITABLE TRUST THE SPAULDING FOUNDATION

HOPE GIFTS GIFTS OF \$5,001-\$10,000

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WELCOME HOUSE FOUNDED THE ANGEL GIVING NETWORK TO ALLOW DONORS THE OPPORTUNITY TO INVEST IN WELCOME HOUSE & BE MORE CONNECTED WITH THE AGENCY & THE CLIENTS WE SERVE. THE ANGEL GIVING NETWORK HAS THREE DIFFERENT GIVING LEVELS FOR DONORS.

 THE LEGACY DONOR HAS PLEDGED TO GIVE WELCOME HOUSE A GIFT OF \$5,000 FOR THE NEXT THREE YEARS.

 THE LIFE DONOR HAS PLEDGED TO GIVE WELCOME HOUSE A GIFT OF \$1,000 FOR THE NEXT THREE YEARS. THE HOPE DONOR HAS PLEDGED TO

GIVE WELCOME HOUSE A GIFT OF \$500 FOR THE NEXT THREE YEARS.

LEGACY DONORS

JACK & SANDY KENKEL BETH REDWINE

LIFE DONORS

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PRIOR TO THE ANGEL GIVING NETWORK, WELCOME HOUSE HAD A GROUP OF INDIVIDUALS WHO PLEDGED A FINANCIAL COMMIT-MENT TO THE AGENCY FOR 5 YEARS. WE GIVE OUR THANKS & GRATITUDE WHO PLEDGED THEIR SUPPORT TO THE AGENCY FOR FIVE YEARS.

GERALD & LINDA BENZINGER TERRY & CINDY CARL JOSEPH & MARY JO CLEVES CONGRESSMAN GEOFF & PATRICIA DAVIS STEVE & MARY ELLEN ELSBERND MARY GOLDSBERRY MARGIE HARDEBECK PAUL & JENNIFER JACOBS CHERYL JOHNSON & JERRY RAPIEN GERRY KREUTZJANS GREG & MARY LAND DAVID QUAST BRENT & JUDY ROUSE JERRY & KATHERINE WARNER ROSIE WILCOX

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CLYDE & BETTY CORKEN	GREGORY & MARGARET ENGELMAN	DENISE GRIFFIN	HOLLY HSU	HERMAN & MARGARET LAUER	
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Public Schools	LOUIS & MARILYN ESSELMAN	JOSHUA GRUBBS	BERT & JIM HUFF	GARVIN & DIANE LECLAIRE	
COVINGTON TURNERS SOCIETY	REGINA ESTES & ANDREW WOODS	LEO & VIRGINIA GUBSER	LEO & VICKIE HUGENBERG	THELMA LEE	
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THOMAS & LISA COX	EVOLVED	H & K SALES & MARKETING, LLC	CAROLYN HULLA-MEYER	BARBARA LEONARD	
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CINCINNATI OPERA CINCINNATI PLAYHOUSE IN THE PARK	HUNTINGTON NATIONAL BANK IKEA	RYLE HIGH SCHOOL SABLEUX	BECKY ARNOLD	JIM & SANDI GAINES THOM & KAREN GAMEL
CINCINNATI SHAKESPEARE CO.	IMMACULATE HEART OF MARY	SCALLYWAG TAG	DANIEL & NANCY BACK BILL BAHRING & PEGGY MARTIN	JENNIFER GARDNER
CINCINNATI SYMPHONY ORCHESTRA CINCINNATI ZOO	CINTI	SCARF IT UP	Shawn Baker	Ada Garrett
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COVINGTON CLAY COVINGTON INDEPENDENT	KENTON COUNTY AIRPORT BOARD	SPRINGER SCHOOL	DAVID & ALICIA BEZOLD	SANDY GRIEME
PUBLIC SCHOOLS	KENTON COUNTY PUBLIC LIBRARY KENTON COUNTY REPUBLICAN	ST. AGNES CHURCH ST. BARNABAS CHURCH	PATRICK BIRRER ANTHONY & KELLY BITTER	CHRIS & BROOKE GRIFFIN JOHN & JUANITA GRIFFIN
COVINGTON PPD CPS	WOMEN'S CLUB	St. Catherine of Siena Church	PAULA BONFERT	ROBERT & CAROL GRIFFIN
CRESTVIEW HILLS TOWN CENTER	KENTUCKY SPEEDWAY KENWOOD COUNTRY CLUB	ST. ELIZABETH HOSPITAL ST. GERTRUDE'S CHURCH	ANGIE BONHAUS	Paul & Linda Groen Michael & Doreen Grontkowsko
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Financial Statement 2010

2010 ANNUAL REPORT

MANAGEMENT

FUNDRAISING

PROGRAM EXPENSES

CONTRIBUTIONS CONTRIBUTIONS \$104.913 ANNUAL FUND 128,822 CLUBS & ORGANIZATIONS 36,368 RESTRICTED INCOME 1.584.000 TOTAL CONTRIBUTIONS* (51%) \$1,854,103 **FOUNDATIONS & TRUSTS TOTAL FOUNDATIONS (5%)** \$176,199 SPECIAL EVENTS (5%) 168,539 UNITED WAY (4%) 165,000 GOVERNMENT FEES (1%) 28,200 GOVERNMENT GRANTS (18%) 646,159 OTHER INCOME (9%) 346,251 **In-KIND DONATIONS (7%)** 249,435 TOTAL REVENUE (100%) \$3,633,886 REVENUE INCLUDES A ONE-TIME RESTRICTED GIFT EXPENSES

GOVERNMENT FIES

FOUNDATIONS AND TRUSTS

UNITED WAY

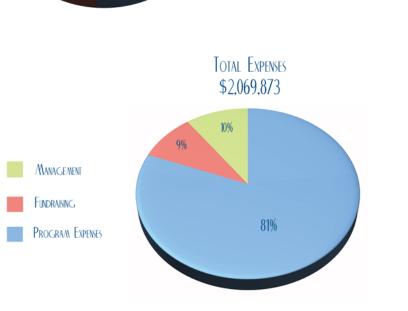
SPECIAL EVENTS

10%

9%

81%

TOTAL EXPENSES \$2,069,873 TOTAL REVENUE \$3.633.886 9% CONTRIBUTIONS FROM INDIVIDUALS & ORGANIZIONS In-Kind Donations OTHER INCOME 18% 51% COVERNMENT CIRANTS





1% 4%

5%

Board of Directors & Staff 2010



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SHEETS - TWIN, FULL & QUEEN
BLANKETS
BED PILLOWS
POTS, PANS & SKILLETS
DISHES
GLASSES
COOKING UTENSILS
CROCK POTS
CAN OPENERS
TOASTERS
MICROWAYES

LOTION
MOPS, BI
TOILET B
MULTI-P
DISH SON
LAUNDRY
KITCHEN
GARBAG
EVERYD
ELECTRIC

HYGIENE ITEMS

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SHAMPOO & CONDITIONER
HAND & BODY SOAP
DEODORANT
TOOTHBRUSHES & TOOTHPASTE

FEMININE HYGIENE PRODUCTS LOTION HAND SANITIZER

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MULTI-PURPOSE CLEANER
DISH SOAP
LAUNDRY DETERGENT
LAUNDRY BASKETS
KITCHEN GARBAGE CANS &
GARBAGE BAGS

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