

ANNUAL REPORT 2011

SHELTER GUIDANCE STABILITY



THE NEED





With the recent economic recession, Northern Kentucky is experiencing increases in families living in poverty. A lack of affordable housing, coupled with high levels of unemployment, has had a profound negative impact on families in our region. At Welcome House there has been a noticeable increase in families with young children staying in Shelter. In 2011, one in three Shelter residents was a child, age 10 and under.

The average working Welcome House client makes between \$7.25 and \$12 per hour. There is little to no housing available for these working families. A renter must make \$14.46/hour to rent a market-rate, two-bedroom apartment in Boone, Campbell and Kenton counties (National Low Income Housing Coalition, 2011). In Northern Kentucky, 66% of workers, or 122,870 people, do not earn a high enough hourly wage to afford a two-bedroom apartment. For those who qualify, options for federally subsidized housing remain limited, with applicants staying on waiting lists for three to five years.

The "gap" between income and the cost of housing for very low-income households has been an ongoing issue for the past 30 years as housing and utility costs continue to escalate. Now more people are falling into this housing gap—from very low-to moderate-income earners.

What happens to people that fall into this housing gap? For many, it means they will not have a safe place to live. It causes families to move frequently, stay doubled-up with friends and/ or family members, or bounce from one motel room to the next. Others end up in homeless shelters or on the street.

Moving frequently makes it difficult for parents to keep a job or pursue an education. The constant search for housing also creates high stress levels. This increases the likelihood of stress-related illnesses for all family members.

Frequent moves cause children to miss school, too. For many children living in poverty, this means missing so many school days they do not receive an education, the most powerful tool to improve their futures. According to the National Center on Family Homelessness (2011), less than 25% of homeless children graduate from high school. By providing affordable housing with services, children stay in school, and parents go to work or enroll in school themselves. The most significant outcome is that children receive the education necessary to break the cycle of poverty.

RESPONSE TO THE NEED AND OUTCOMES HOUSING

Charla is not only a client, but also a volunteer for Welcome House. Charla volunteers two days a week as a receptionist at King's Crossing. She loves working with the staff and clients and one day hopes to find a job working for a nonprofit organization.

When Charla first came to Welcome House, three years ago, she was pregnant and homeless. She was running out of options until a friend told her about the Gardens at Greenup. The program allows Charla to live in an affordable apartment while she goes back to school. Charla had always hated school but was willing to do anything to provide a good home for her child. In 2009, Charla didn't know how to type or use a computer. She enrolled at a local college and obtained an Associates Degree of Arts and earned a Deaf Study Certificate. She didn't stop there. Charla is now enrolled in an online program and is on track to graduate with a Bachelor's Degree in Applied Behavioral Sciences in November. She has loved the online courses because they allow her to spend more time with her young daughter.

Charla is thriving and so is her daughter. She is thankful for Welcome House, her mentors and the opportunity to give back as a volunteer. She hopes her volunteer work will help build her résumé as she develops new skills to be used in her future employment.

Clients can live at the Gardens at Greenup apartments for up to six years. During that time, they must be furthering their education by taking college courses or working to earn a vocational certificate. The Gardens houses 20 families.

Our new housing facility, King's Crossing, opened in the summer of 2011. It consists of eight affordable apartments: 3 efficiency units, 2 one-bedroom apartments and 3 two-bedroom apartments, for people who are homeless and have a disability. The first floor houses Welcome House Employment Services and the Social Security Outreach staff. It also includes a computer lab where clients can put together résumés and search for jobs. There is a training room on the first floor that is used for meetings and classes to provide life skills training.



RESPONSE TO THE NEED AND OUTCOMES SHELTER & EMPLOYMENT



The collaboration of services provided by Welcome House helped a woman and her 9-year-old daughter get back on their feet. Samantha came to Welcome House after she was evicted from her apartment. She provided home care for a woman who passed away, but without the income from that job, Samantha could not keep up with her rent.

Samantha and her daughter moved into the Emergency Shelter. While living at Shelter, she worked with a case manager who helped her figure out how to cover transportation and child care costs so she could focus on finding a job. Samantha worked with the Welcome House Employment Team, who helped her update her résumé and search for open positions. She attended MPOWER classes, which focus and support job skills, and took advantage of Ride N Seek, a program that provides transportation for clients to apply for jobs and interviews. Samantha submitted dozens of applications before she was offered a job at an assisted living facility.

Three months after Samantha came to Welcome House, she was back at work. Two weeks later, she moved out of Shelter and into an apartment. The *Shelter* and *Guidance* Samantha found at Welcome House helped her regain *Stability* for herself and her young daughter.

The Emergency Shelter provides housing for up to 35 women and children. In 2011, one in three residents was a child aged 10 or younger. While at Shelter, residents are given three meals a day, hygiene items, linens and laundry facilities. They work with case managers to develop a plan for income and housing. Most plans focus on finding affordable housing, employment, childcare and financial literacy services.

The Employment/Benefits Service Area includes an employment team that assesses clients' working abilities, holds classes to build job readiness and helps clients obtain and maintain employment. This service area also includes a Social Security Outreach team. These staff members work with homeless and low-income individuals to secure Social Security benefits. Clients in this program have a severe mental and/or physical disability that prevents them from working full time.

RESPONSE TO THE NEED AND OUTCOMES CASE MANAGEMENT

Jim is close to 70-years-old and uses a wheelchair for mobility. He lost most of the sensation in his right hand, but he is able to use his left hand to navigate the chair.

Jim qualifies for disability payments and participates in the Protective Payee Service. As payee, Welcome House staff make sure his bills are paid and manage his finances. Payee services are offered to people who have experienced homelessness and struggle with a mental and/or physical disability.

After the rent, medical bills and utilities are paid, Jim receives about \$25 a week to pay his remaining expenses. At his meeting with his case manager, the conversation turns to his Medicare coverage. Because his medical bills have gone up, his case manager is working to get the payments down. On a fixed income of \$698 a month, Jim needs every penny he can save.

His case manager acts as his liaison with the world—a world he is still not quite capable of navigating on his own. Jim has confidence that his case manager will assist him in times of need—when he may not have enough food for the month. She knows Jim, sees him regularly and can visually monitor his health. This regular contact is so important for clients who participate in the payee program, as many of them live alone and have no one else in their lives. By participating in that program, he has an advocate working to ensure he will not face homelessness again, and he will get the health care he so desperately needs.

Welcome House case managers work with clients to create a plan for income, housing and find stability in their lives.

Case Management hosts a Resource Pantry on the first Tuesday of each month for low-income residents. This provides qualifying individuals hygiene items, cleaning supplies, diapers, paper products and other necessities not covered by food stamps. This support allows clients flexibility to allocate funds to increasing rent, utility costs and other household expenses.



CLIENT THANK YOU

The following is a letter from a Welcome House client who came to Welcome House in September. After a few months, he was approved for housing assistance. He told his case manager his family did not know he was homeless, so he had little support and felt he was alone before coming to Welcome House.

I never thought I would end up homeless at age 54. I had never needed help from anyone before I lost my apartment. I was self-sufficient. I couldn't have even imagined what being homeless feels like.

Becoming homeless has been an eye-opening experience for me. Before I became homeless, I always pictured a homeless man as having a haggard beard and a dirty face; digging through garbage and sleeping under the bridge. Little did I know that I, myself, would be able to see homelessness firsthand every time I looked in a mirror.

Before I came to Welcome House, I had a hard time finding an agency that cared about me as a person. Welcome House has allowed me to grow as a person and learn to appreciate those in need. I realize now that Welcome House works not to provide band-aid services to people, but instead fosters long-term skills to help strengthen that person to conquer their battles, fears, and hardships to maintain a self-determined lifestyle. Without the Welcome House, my battle to get back on my feet may have never been won. Welcome House has helped me feel like me again as a person. Not just as a homeless man, but as a man who is now on the path to success.



VOLUNTEERS



VOLUNTEERS & IN-KIND DONATIONS

Volunteers and donations are essential to Welcome House. Without the assistance of numerous individuals and groups, Welcome House would not be able to achieve all that it does. Volunteers provide 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, to name a few.

Total number of volunteers in 2011: 540 (397 adults, 143 children)
Number of volunteers: 229 Direct Service, 311 Non-direct Service
Number of volunteer hours in 2011: More than 10,780 hours (worth \$230,271.48)

In-kind donations include non-financial gifts, including: baby products, hygiene items, household items, cleaning supplies, and gift cards. In-kind donations in 2011 totaled \$376,927.56.

THE FUTURE

A Response to the Need...the Future

With the recent economic recession, regions such as Northern Kentucky are experiencing increases in families living in poverty. A lack of affordable housing, coupled with high levels of unemployment, has had a profound negative impact on families living in our region. One of the outcomes is an increase within the homeless population, particularly among women and their families. This past year, Welcome House has experienced a noticeable increase in families staying in Shelter; to date, as many children as adults occupied beds.

Families cannot sustain themselves with paychecks from low-skill jobs. With inadequate income, more families have to choose between paying rent, paying utility bills, providing food and managing medical care costs. For many low-income families living on a tight budget, any unexpected expense can lead to a crisis situation, such as homelessness.

There is a huge responsibility knowing what this need is and how devastating it is for so many. Welcome House can provide the most effective, efficient services possible, but if there is no housing that is affordable for people to maintain, they have their limitations.

With this in mind, the Welcome House Board made the decision to make affordable housing development a priority. We have been blessed with the support of people who understand that a person making \$10/hr. cannot afford market-rate rental housing, let alone home ownership. In partnership, we focus on affordable housing so people can place their energy and efforts toward better-paying jobs and education. Most importantly, by doing so, provide hope and a chance for a better future for children living in poverty.

As a community do we believe people should be able to access housing that is affordable and safe? At Welcome House we not only believe, **we think it is possible**. It will take the will and creativity of people to develop housing models that are affordable for all income levels. Partnerships of corporate and nonprofit, government and private, social services and landlords, etc. have developed housing projects that work and are financially sustainable.

What is impossible is trying to keep your family together when, even though you work hard, you cannot earn enough to pay basic expenses and provide a stable place to live. We invite you to join in the effort to create sustainable housing in our community so people can place their energy and efforts toward jobs and education rather than constantly trying to do the impossible. You help us provide *Shelter Guidance* and *Stability* for families and children living in poverty.

I thank you who are believers and who support the mission of Welcome House. You support the passion, drive and solutions for a thriving community for all.

Many blessings to you, Linda

LETTER FROM BOARD CHAIR

Dear Friends of Welcome House,

The past year at Welcome House has been one of significant changes and accomplishments. First, we opened King's Crossing, a combination facility consisting of needed office space and apartments for low-income/disabled clients. Second, with the guidance of Linda Young, we've expanded and strengthened our staff and organization structure. This has helped us increase the quality and efficiency of services for our clients. Third, we developed and implemented a multiyear strategic plan. This helps the Board and Staff focus on the goals we identified for the mission of Welcome House. I am pleased to report that we are on target in meeting these goals. Also, we introduced a new tag line—"Shelter Guidance Stability"— to reinforce our mission. You will be seeing this in our promotional literature.

2012 will be another exciting and active year for us. We are celebrating thirty years of service in the community. We are developing plans to expand our offering of low-income housing to add stability in the lives of more of our clients as they move out of the cycle of homelessness.

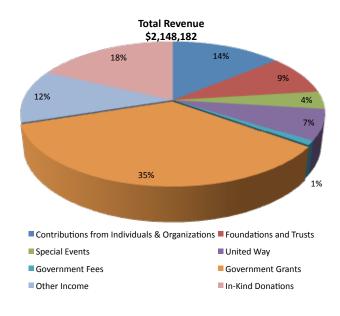
There are so many individuals and groups who contribute to the success of Welcome House it is impossible to recognize them all. By contributing volunteer time, donating goods and services, making financial contributions, or simply spreading the word about Welcome House to your friends and business associates, each of you is making an irreplaceable contribution.

Thank you for all you do for Welcome House.



Joe Creaghead Board Chair

FINANCIAL STATEMENT







Total Expenses

80% Program Expenses \$1,707,877 10% Management \$220,290 10% Fundraising \$206,509

DONATIONS

All of those who contributed financially to Welcome House in 2011 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 in 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 provided matching donations to Welcome House on behalf of their employees who contributed to Welcome House.

Every attempt was made to include any individual or group who made gifts to Welcome House from January to December 2011. Please forgive any inadvertent omissions or misspellings.

HERITAGE DONORS

GIFTS ABOVE \$25,001 **Greater Cincinnati Foundation** The Health Foundation of **Greater Cincinnati**

United Way of Greater Cincinnati

Welcome House Outreach

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

*GE Foundation Robert M. Krolage **Kroger Company** Northern Kentucky **Restaurant Association** The Butler Foundation The Daniel & Susan Pfau Foundation The Spaulding Foundation

HOPE GIFTS

GIFTS OF \$5.001-\$10.000 Anonymous

Apartment Assoc. Outreach, Inc. Blessed Sacrament Church Henry & Elaine Fischer Mother of God Church James & Beth Redwine

ANGEL GIVING 2011

Welcome House founded the Angel Giving Network to allow donors the opportunity to invest in Welcome House and be more connected with the agency and the clients we serve.

The Angel Giving Network has three different giving levels for

-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

Anonymous Jack and Sandy Kenkel Beth Redwine Joshua and Vivienne Spoerri

LIFE DONORS

Dan and Nancy Back Devin and Amanda Bennett Brian Berning Steven and Tracy Codell Joseph and Ellen Creaghead Ada Garrett Joseph and Barbara Haas Charles and Diane Hammond Tom and Elizabeth Heist David & Patricia Quast Jerry & Katherine Warner Melody Weil

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Prior to the Angel Giving Network, Welcome House had a group of individuals who pledged a financial commitment to the agency for 5 years. We give our thanks and gratitude to those who pledged their support to the agency for five years. Gerald and Linda Benzinger Terry and Cindy Carl Joseph and Mary Jo Cleves Congressman Geoff and Patricia Davis Steve and Mary Ellen Elsbernd Mary Goldsberry Margie Hardebeck Paul and Jennifer Jacobs Cheryl Johnson and Jerry Rapien Gerry Kreutzjans Greg and Mary Land

David Quast Beth Redwine Brent and Judy Rouse Jerry and Katherine Warner Rosie Wilcox

SPIRIT GIFTS

GIFTS OF \$1,001-\$5,000

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ESTEEM GIFTS

GIFTS OF \$501-\$1,000

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STABILITY GIFTS

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All of the individuals and groups who made in-kind donations to Welcome House from January to December 2011 are recognized in the following list. In-kind donations include food and donation drives conducted by schools, workplaces and church groups, as well as individual donations of food, household and hygiene items, gift cards, furniture, and baby items.

Wilbert Ziegler

Karen Zornes

Colleen Zirkelbach

Every attempt was made to include any individual or group who made in-kind gifts to Welcome House from January to December 2011. Please forgive any inadvertent omissions or misspellings.

IN-KIND GROUPS

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Cracker Barrel Creation Museum

Crescent Springs Tobacco Shop Crestview Hills Town Center

Crossroads Crossroads Elementary

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Freedom Center Frontgate Ft. Mitchell Baptist Gangsters Dueling Piano Bar **Gateway Community College** Gieoma Arbor Girl Scout Troop 372 Girl Scout Troop 406

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Insurance Group **Greater Horizons**

Green Mountain Coffee Roaster **Guardian Savings Bank** Hallmark

Harmony Arbor HealthSouth Heritage Arbor Highlands High School Hinsdale Elementary **Hocking Hills Canopy Tours** Holmes High School Holy Cross Elementary School **Huff Realty** Immaculate Heart of Mary Cinti

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Kelly Elementary

Kenton County Airport Board Kenton County

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Kentucky Speedway Klingenberg Hardware **Know Theatre**

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Lakeside Christian Church Lakeside Presbyterian Church Lakeside Presbyterian

Preschool Lee Chapel AME Church Linamar

Little Red School House Lofts of Prospect Pointe Longbranch Elementary

LPK Macy's Inc. Maize Music

Marvin Lewis Community Fund Mary Queen of Heaven Mary Queen of Heaven School

Mi Salon and Spa Mill Creek Arbor Molly Maid Montgomery Inn Mother of God Church National College

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Nicholson's Tavern & Pub Nielsen Northern Kentucky Health Department

Northern Kentucky University Northern Kentucky

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Notre Dame Academy Novacare

NTEU Oak Ridge Baptist Church Ockerman Middle School Ockerman Elementary

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St. Barnabas Church

St. Catherine of Siena Church St. Catherine School

St. Elizabeth Hospital St. Gertrude Church St. Henry Church

St. Henry District High School St. John the Baptist Parish

St. Joseph Academy St. Joseph Parish

St. Mary Elementary School

St. Mary's Cathedral St. Patrick Altar Society

St. Patrick Church St. Philip

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St. Timothy Parish Stampin' Up Starbucks Starfire Council

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WELCOME HOUSE OUTREACH



WELCOME HOUSE OUTREACH

Flappers and Fedoras

More than 300 guests danced and dined to raise funds for Welcome House programs at the Welcome House Outreach event, Flappers and Fedoras. The event, held last August and emceed by *Local 12 News* Anchor John Lomax, included great live music from the 20s and 30s, a variety of foods served from nine local restaurants, a silent auction, live auction, a photo booth, and much more. Auctioneer Marty Kamer offered live auction packages ranging from autographed Reds memorabilia to a once-in-a-lifetime Indy Car ride-along experience. The event raised over \$50,000 for Welcome House Service Areas. The following companies and individuals helped tremendously in making the event a success.

Those listed contributed a minimum of \$1,500 in support of Flappers and Fedoras.

Charleston Sponsor:

Direct Express

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The Bank of Kentucky

PNC

The David J. Joseph Company

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Republic Bank Strategic Advisers Thomas More College John & Juanita Griffin

WISH LIST

WELCOME HOUSE WISH LIST

Household items

Kitchen towels and wash cloths

Bath and hand towels

Shower curtains and liners

Sheets—twin, full and queen

Blankets

Bed pillows

Pots, pans and skillets

Dishes

Glasses

Cooking utensils

Can openers

Toasters

Microwaves

Fans

HYGIENE ITEMS

Toilet paper

Shampoo and conditioner

Hand and body soap

Deodorant

Toothbrushes and toothpaste

Feminine hygiene products

Lotion

Hand sanitizer

CLEANING SUPPLIES

Multipurpose cleaner

Liquid dish soap

Laundry detergent and laundry baskets

Toilet bowel cleaner

Mops, buckets and sponges

Kitchen garbage cans and garbage bags

FOR KIDS

Diapers—all sizes

Wipes

Cribs, bassinets

Pack N Plays

Backpacks

Strollers

GIFT CARDS

Groceries

Discount shoe and department stores

Restaurants

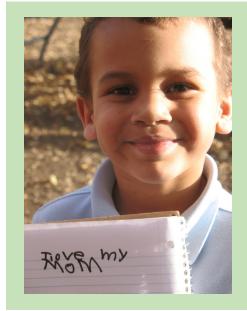
TRANSPORTATION

Passes and tickets for public transportation





205 West Pike Street Covington, KY 41011





www.welcomehouseky.org







