

generosity community hope charitable *appreciation*



Annual Report 2012

Shelter Guidance Stability



support difference changing lives **FAMILY**



Welcome House collaborates with the community to provide a continuum of quality services for individuals and families who are either homeless or at risk of becoming homeless to eradicate homelessness, foster stability and promote a just society.

THE NEED

Poverty
Unemployment
HOMELESS
meaningful

These are different economic times. The number of U.S. families struggling with poverty despite parents being employed continued to grow in 2011 as more people returned to work but mostly at lower-paying service jobs. More working parents have taken jobs as cashiers, maids, waiters, and other low-wage jobs in fast growing sectors that offer fewer hours and benefits. The result is 200,000 more such working families - the so-called "working poor" - emerged in 2011 than in 2010, based on analysis of the most recent U.S. Census Bureau data.

There are clear patterns in Kentucky's changing job mix. Good-paying jobs historically available to those with relatively low levels of formal education, such as in manufacturing and mining, have been declining. Taking their place are service sector jobs, either those that require more education (such as some professional and business services, or in the education and health care sectors) or those that are typically low wage (including retail and leisure and hospitality). These trends are leading to eroding wages for many low- and middle-income Kentuckians.

Low wages coupled with rising housing costs have devastating results for the working poor. The percent of renters unable to afford a fair market rent (2 BR) is 47% in Kenton county. Extremely cost-burdened renter households (more than 35% of household income) is 35% in Kenton county. KHC State of Housing in KY March 2012. This creates a high demand for subsidized rentals to make ends meet for working poor families. Unfortunately only one in four subsidies are available to meet the need. Wait lists for public housing and Section 8 are from 3 months to 5 years in No. KY.

Another significant factor is level of education. Low-income families with no high school degree/GED is 24% in the state of KY. Children in low-income working families is 39% in KY.

The housing inventory in our community does not align with what working people can afford. Consequently we have increasingly more households that are employed without the means to provide basic needs for themselves and their families. This issue is becoming a reality for a wider range of the population. It is not uncommon to find young college educated individuals without the means to live independently. If not for the support of their parents, they too would become homeless.

The economics of work have changed and it requires leaders in our community to creatively plan and develop solutions to match the needs of the community and a changing economy. There are indicators that suggest that this is a critical issue. Poverty rates have reached the highest levels since 1965. The number of children eligible for the free or reduced cost lunch program has increased from 2008 in most school districts in No. KY. Homelessness especially for families is on the rise.

The outcome of not addressing this issue is huge especially for our children. Low income households cope by living doubled up with family and friends and move frequently. This has devastating results for children. The most significant of which is not getting an education.

Read more about how Welcome House is responding to the need.



RESPONSE TO THE NEED AND OUTCOMES: Shelter

Desperate

Megan came to Welcome House when she was four months pregnant. She lost her job and struggled to regain employment. For most of her adult life, Megan was free spirited and a hard working member of society. But she was faced with an unexpected pregnancy and a difficult breakup with a boyfriend of many years. Megan never lived on her own. Alone, scared, and financially struggling, she turned to Welcome House for help.

She was in a desperate situation knowing she was days away from becoming homeless. She was petrified by the thought of spending a night out on the streets. Megan felt her family didn't support her and she had little confidence in her ability to survive on her own.

Megan moved into the Welcome House Emergency Shelter, which was a difficult decision for her. After several days of crying and in denial, Megan took responsibility for her actions and began to hold herself accountable for her own progress.

Welcome House staff directed Megan to medical resources to address her mental health and her pregnancy. Megan was also assigned an employment specialist to help her find a job. Through Welcome House, she had access to the computer lab and could participate in job readiness classes.

Six weeks after moving into the Shelter, Megan was offered a full-time position and was able to move into her own apartment. Megan loves her job and hopes to one day advance in the company.

The Emergency Shelter provided housing for 319 women and children in 2012. 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 finding affordable housing, employment, childcare, and financial literacy services.

The Employment/Benefits Service Area includes an employment team that assesses clients's working abilities, holds classes to build job readiness, and helps clients obtain and maintain employment. An Education and Life Skills Coordinator supports people working on a GED/certificate while also educating students about financial aid possibilities, computer literacy, and career planning. 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.



Confidence

Future

community

RESPONSE TO THE NEED AND OUTCOMES: Case Management

John had worked a full-time job for years and saved up enough money to buy a house and have a good life for his wife and kids. John was recently faced with a series of challenges that began with his divorce. In the legal proceedings, John lost his home. It wasn't too long after that he also lost his job. Without a place to live, and no income to pay for a new home, he had no visitation rights with his children. John was homeless with nowhere to turn.

John learned of Welcome House through a friend he met while living in the woods. When he first came to Welcome House, he was sleeping under a bridge in Newport and hadn't showered in weeks. John worked with his Welcome House case manager to get into a shelter. He then began working with an employment specialist at Welcome House to find a full-time job. Within a week, John found full-time employment and began saving money to get a place of his own.

John worked hard at his job and after several weeks, he had saved enough money to get an apartment of his own. After a few months in housing, John was able to get weekend visitations with his children at his own apartment.

John reports that his life is going great and he's thankful for the help Welcome House provided in his time of need.

Welcome House case managers work with clients to create a plan for income, housing, and stability in their lives. Case Managers worked with 731 men, women and children in 2012. Our Case Management Program includes Protective Payee Services, which served 114 individuals in 2012. Of the payees in the program for at least two years, 96% maintain stable housing and do not return to homelessness.

Case Management also hosts a Resource Pantry on the first Tuesday of each month for low-income residents. The Pantry provides qualifying individuals with hygiene items, cleaning supplies, diapers, paper products, and other necessities not covered by food stamps. This allows clients flexibility to allocate funds to increasing rent, utility costs, and other household expenses. In 2012, 3,604 adults and children were served through the Pantry.



Challenges

support

Determination

Stability

RESPONSE TO THE NEED AND OUTCOMES: Housing

Recovery

hope

Family

grateful

4



After battling drug addiction for years, Laura credits her 3-year-old son with helping her get her life back on track. Laura was arrested dozens of times for different drug charges. The most recent arrest was when she found out she was pregnant with her child. She became determined to provide a better life for him.

In the four years since finding out about the pregnancy, Laura has worked with several social service agencies to get sober. She came to Welcome House a little more than a year ago, when she moved into the Gardens at Greenup. The Gardens is a transitional housing facility for families working towards self-sufficiency. While living at the Gardens, parents work on furthering their education. Laura is enrolled in Gateway Community College and on schedule to graduate in the summer of 2013 with an Associate Degree. She hopes to use her degree to obtain a career in the mental health field.

Laura says her Welcome House case manager was her "backbone". Her Case Manager helped her enroll in a program allowing her to work around her school schedule. The Case Manager helped Laura develop a budget that allowed Laura to save money for her own place.

We are thrilled to report Laura bought her own house in the Fall of 2012 and is now living on her own. She secured the money for her new home and a family member agreed to be a co-signer on her loan. She has been sober for more than four years and continues to attend meetings to help in her recovery. She and her son love their new neighborhood!

Clients can live at the Gardens at Greenup apartments for up to six years. During that time, they must be furthering their education. In 2012, 26 adults and 52 children called the Gardens "home".

King's Crossing is a Welcome House property that 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 resumes 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.

From Shelter to Medical School: A Story of True Thankfulness

Written By: Kayla Kinker

Kayla Kinker spent her senior year of high school in the Welcome House Emergency Shelter. She graduated from Berea College in 2011. She currently serves on the Welcome House Board of Directors.

Kayla is headed to medical school at the University of Kentucky in the fall of 2013.

I have no idea why the world has seen fit to be so incredibly kind to me. I am an ordinary hard-working person. Although I have experienced tough times, it is becoming increasingly more evident that there is a higher power looking out for me and ensuring my efforts are rewarded. This is exactly what the Welcome House did for me and continues to do for all of our clients. This organization made me self-sufficient. It taught me how to fish, so to speak. Thanks to all of their help and resources, I was able to graduate from high school, attend an outstanding college, and have recently been admitted to medical school at the University of Kentucky. This is all possible thanks to the employees, volunteers, and donors who have made such an incredible difference in my life and the lives of other Welcome House clients. Without their generosity and support, I could not be the woman I am today. I have built a life largely dependent on the motivation and drive that was fostered in me by the challenges I have encountered. More importantly however, I have been made a more compassionate community member committed to serving those in need. Not only is this organization directly responsible for my success, but it is their tireless efforts that have inspired me to commit my life to helping those in need. This calling is a result not only of the gifts of food and shelter, but of the unwavering sense of hope that everyone in this organization had in me, and I now have in myself and our community.



GENEROSITY

difference

Self-Sufficiency

Compassion

VOLUNTEERS

Kindness

community

support

generosity

Welcome House celebrated its 30th year of service in Northern Kentucky in 2012. Each year we are reminded of the wonderful community in which we are located. In the Spring, we were touched by a local fifth grader who was determined to help the children staying in the Emergency Shelter.

Max McMillen visited Welcome House on a school field trip in January of 2012. He was inspired by the families he saw in our Shelter and wanted to do something to help. And help he did! He put together a lemonade stand that raised more than \$1,000 for Welcome House!

Max worked with Welcome House and Otto's Restaurant in Covington to find the perfect opportunity to open his stand. He set up his "Lemon-Aid" stand at the 4th Sunday Mainstrasse Antiques, Etc. in Covington in May. His stand was such a success, Max was included in the 4th Sunday events throughout the summer. He dropped off his last donation to Welcome House from the lemonade stand this month. The gift brings his grand total to \$1,087!

Max's goal was to raise enough money to be recognized on the donor board in Welcome House's lobby. Today, Max McMillen has his own plaque on the board recognizing donors who have given Welcome House \$1000 or more.

Children like Max are our heroes. He shows us one person really can make a difference. Max may not know the direct impact he has on other children by organizing these fundraising efforts, but he does know we all deserve a safe place to call home.

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 2012: 599 (298 adults, 301 children)

Number of volunteers: 356 Direct Service, 243 Non-direct Service

Number of volunteer hours in 2012: More than 10,801 hours (worth \$235,353.79)

In-Kind donations are non-financial gifts, including: baby products, hygiene items, household items, cleaning supplies, and gift cards.

In-Kind donations in 2012 totaled \$181,941.93



Welcome House from 1982-2012

Shelter

Guidance

Stability

Thirty years ago ... Ronald Reagan was president, the average cost of a gallon of gasoline in the U.S. was \$1.32, and Time magazine's Man of the Year was given, for the first time, to a non-human, the computer.

History was being made locally in 1982 by inner-city pastors in Northern Kentucky. Recognizing a need to address homeless issues in Northern Kentucky, Welcome House of Northern Kentucky, Inc. was founded by Catholic Social Services and an ecumenical coalition of churches. This coalition committed to support Welcome House financially and through volunteer efforts.

The first two programs, Emergency Shelter and Emergency Assistance, were designed to serve people in crisis situations by meeting immediate and survival needs. In 1982, Welcome House opened its doors as an Emergency Assistance Center.

The Benedictine Sisters were also concerned with homelessness in the Covington area. Since 1979, they had been housing women on Russell Street. In the early 1980's, homelessness of single parent families, usually headed by women, skyrocketed. Working in cooperation with the Benedictine Sisters, Welcome House recognized the need for shelter for women and children. The Welcome House Shelter opened on Pike Street in 1983.

Experiences in these early years highlighted that in order to truly be of assistance to individuals and families faced with homelessness and extreme poverty, more long-term and inclusive opportunities were needed. Welcome House has opened the following programs to adjust to changing needs within the community.

1986: Protective Payee Program, addresses the needs of those with a chronic mental health.

1991: Case Management Services, provides planning and support for obtaining income, housing and stability.

1996: Gardens at Greenup, provides twenty apartment units available for families participating in a self-sufficiency program that allows parents to further their education.

1997: Employment Services, specialists work with participants to look for job openings for which they qualify, create resumes, submit applications. Specialists support individuals in the job search and help them retain the position.

2000: Gardens Center, provides on-site support services for the Gardens at Greenup residents including licensed childcare.

2011: King's Crossing, provides eight units of affordable housing for people who are homeless and have a disability. The facility also provides needed space for the expansion of the employment and Social Security Outreach.

I often wonder what the founders of Welcome House envisioned 30 years into the future. I don't think they would have forecasted the increasing need due to the shift to a service sector economy, the significant rise in housing costs, and resulting rise in homelessness. The ultimate goal for Welcome House has always been to go out of business due to a lack of need for its services.

In response to the current environment and needs assessment, the Welcome House strategic plan includes creating additional affordable, sustainable housing in our community. We have been blessed with the support of people who understand a person making \$10 an hour 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 we provide hope and a chance for a better future for children living in poverty.

Looking 30 years into the future, my hope is that our grandchildren will know this community did all that it could to assure children and their parents would not experience the trauma and degradation of homelessness and provide the hope and the ability for people to pursue their dreams.

Thank you all for your prayers and support. It is your faith in our ministry that sustains us.

Linda Young
Executive Director

Coalition

CRISIS

Families

Hope

Looking to the Future

SHELTER

GUIDANCE

STABILITY

In 2012 Welcome House marked 30 years of serving the homeless in our Northern Kentucky community. This lasting commitment has been possible through the support and efforts of an army of concerned people and organizations. A more detailed outline of our beginnings and support groups can be found in Linda Young's letter in this publication.

Today Welcome House serves thousands of clients every year. Our services have grown from an Emergency Shelter to include a continuum of services supporting the homeless and those about to become homeless. Every service is aimed at providing Shelter, Guidance, and Stability for those most vulnerable among us.

In keeping with our Strategic Plan initiated in 2011, we are focusing attention on the need for stable housing for those in low wage jobs. Rental rates have risen to the point where people earning less than \$13 per hour cannot afford an apartment. Therefore, we are working to acquire additional rental units to make available at an affordable cost to low income families. By housing these families in our units, we can continue to provide necessary case management services to insure their success in achieving stability in their lives.

This effort and all of the programs provided by Welcome House would not be possible but for the dedication and commitment of our Staff, Volunteers, Financial Supporters and Board Members. We appreciate your dedication to those we serve. As we begin our next 30 years we look forward to your continued support.

Thank you for all you do for Welcome House.

Joe Creaghead
Board Chair



FINANCIAL STATEMENT

generosity

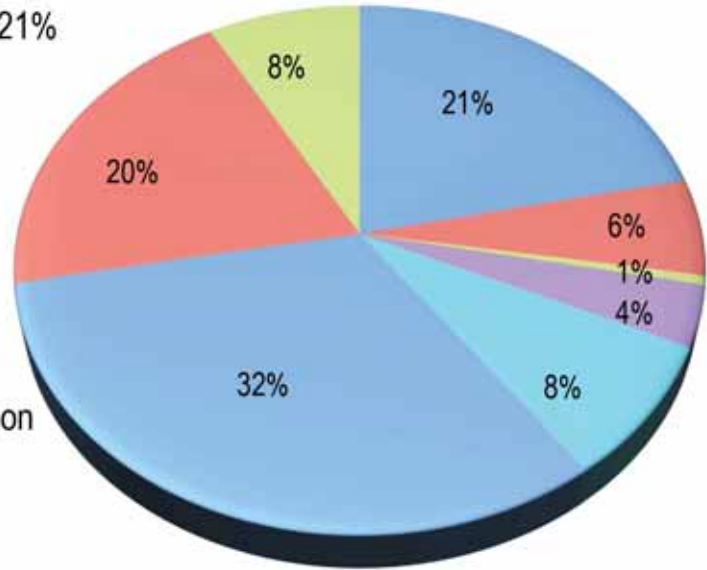
charitable

future

support

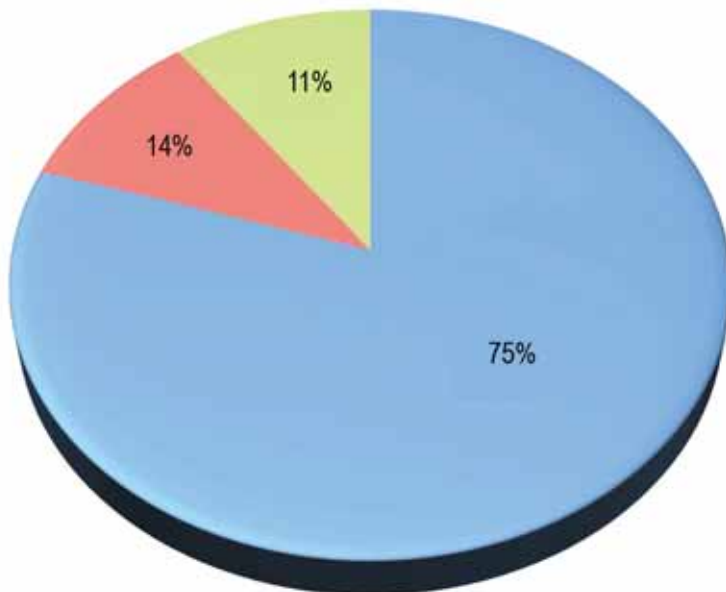
Total Revenue: \$2,005,158 *

- Contributions from Individuals & Organizations 21%
- Foundations & Trusts 6%
- Affordable Housing 1%
- Special Events 4%
- United Way 8%
- Government Grants 32%
- Other Income 20%
- In-Kind Donations 8%



* Revenue includes a one time restricted donation

Total Expenses: \$1,901,794



- Program Expenses 75%
- Management 14%
- Fundraising 11%

DONATIONS

All of those who contributed financially to Welcome House in 2012 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 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 2012. Please forgive any inadvertent omissions or misspellings.

HERITAGE DONORS

GIFTS ABOVE \$25,001

United Way of Greater Cincinnati
Welcome House Outreach
Fischer Family Foundation
William Hoppenjans (Bequest)

LIFE GIFTS

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

Anonymous
Charles & Betty Schneider
Episcopal Society of Christ Church
Cathedral
*GE Foundation
John A. Schroth Family Charitable
Trust,
PNC Bank, Trust
The Butler Foundation
The R.C. Durr Foundation, Inc.

HOPE GIFTS

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

Blessed Sacrament Church
Helen Steiner Rice Foundation
Honorable Order Of KY Colonels
Kroger Company
Mother of God Church
Scripps Howard Foundation
The Health Foundation of
Greater Cincinnati
Beth & James Redwine
Frank Burns
Josh & Vivienne Spoerni
Robert Krolage

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 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

Anonymous
Jack & Sandy Kenkel
Beth & James Redwine
Joshua & Vivienne Spoerni

LIFE DONORS

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

HOPE DONORS

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Jason & Stacy Payne
Rick & Charlotte Read
Elizabeth & Joe Stewart-Pirone
James & Emily Weaver
Mike & Carrie Wikoff
Paula Zalla

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 & Linda Benzinger
Terry & Cindy Carl
Joseph & Mary Jo Cleves
Congressman Geoff & Patricia Davis
Steve & Mary Ellen Elsbernd
Mary Goldsberry
Margie Hardebeck
Paul & Jennifer Jacobs
Gerry Kreuzjans
Greg & Mary Land
Brent & Judy Rouse
Jerry & Katherine Warner
Rosie Wilcox

SPIRIT GIFTS

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

Ameriprise Financial
Buffalo Wild Wings
Crane Fund for Widows & Children
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Diocese of Covington
Fifth Third Bank
First Christian Church
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Gloria Dei Lutheran Church
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Karen & Michael Daugherty
Margie Hardebeck
Mary Ruth Menke
Max McMillen
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Steven & Tracy Codell
Tom & Elizabeth Heist

ESTEEM GIFTS

GIFTS OF \$501-\$1,000

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STABILITY GIFTS

GIFTS UP TO \$500

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WELCOME HOUSE OUTREACH

Summer Sunday for Welcome House

Almost 300 people spent a summer night raising money for homeless families. The Welcome House Outreach (W.H.O.) held its annual fundraiser last August. Summer Sunday for Welcome House featured great food and live entertainment. Jamison Road performed at the event at Grandview Tavern & Grille and dozens of guests volunteered their time to bartend. Alison Montoya from WLWT served as the emcee of the event. Hundreds of people also bought a chance to win a 2-year lease for a 2012 Cadillac. The event raised over \$55,000 for Welcome House. The following companies helped make the event a tremendous success.

Those listed contributed a minimum of \$1,500 in support of Summer Sunday for Welcome House.

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WISH LIST

Household Items

Kitchen towels and wash cloths
Bath towels, hand towels & wash cloths
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

Multi-purpose cleaner
Liquid dish soap
Laundry detergent and laundry baskets
Toilet bowl 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/Transportation

Gift cards for groceries, discount shoe and department stores and restaurants
Passes and tickets for public transportation



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WELCOME HOUSE of Northern Kentucky, Inc.

205 West Pike Street
Covington, KY 41011



www.welcomehouseky.org



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