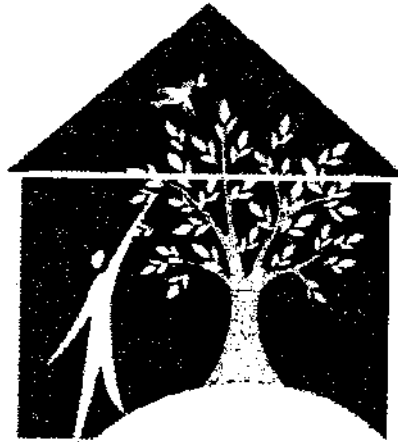


**Front Royal Warren County
Shelter for the Homeless**

HOUSE OF HOPE



Annual Report 2009/2010

Table of Contents:

- Mission Statement and Executive Summary
- House of Hope Holds its own Despite the Economic Downturn.
- Programs and Services
- Partners
- Funding
- Board
- Financial Statement

Front Royal Warren County Shelter for the Homeless

HOUSE OF HOPE

724 Warren Avenue, Front Royal, VA

www.warrencountyhomeless.org

Telephone: (540) 635-2466

2009/2010 Annual Report

"On ... 2009, I was evicted from my home of eleven years. I did not (know) where to go. My brother-in-law and friend told me about the House of Hope so I went there...I...found that for a shelter for homeless people, total strangers, I was treated like I was someone who did matter...I got treated with respect. I have been shown that...there is a chance for me...The House of Hope is the best thing I have ever experienced in the way of helping a total stranger believe in himself, and never ever give up. This place is so full of love and kindness and always positive attitude, there is no way they would allow you to fail in any endeavor that you pursue..."

C. M. now employed, and living in a rental apartment.

Mission Statement and Executive Summary:

House of Hope is a cooperative venture among elements of the Front Royal and Warren County community. Working together, state and local governments, community-based organizations, local businesses, Transitional Housing Project, area churches, Warren County Congregational Community Action Project (C-CAP), and concerned individuals serve the needs of the homeless in Front Royal and Warren County. House of Hope became a member of United Way in June, 2009.

State Incorporation (SCC ID# 068178-3) and 501(c)3 Federal tax exempt status were granted as of August 9, 2007. (Federal Employer Identification # 26-0337513).

This report covers activities that took place during the fiscal year July 1, 2009 to June 30, 2010. ***During this period, House of Hope served 113 men at both facilities.*** Some services were also provided to families, women and children in the community.

House of Hope holds its own Despite the Economic Downturn.

Of our two facilities, the House has a capacity to serve eight men (six residents with two emergency beds), and the Overnight Shelter has a capacity to house 16 men, with a total capacity of 24 beds. Both House of Hope facilities are zero-tolerance for alcohol and drugs, and operate 24-hours a day, 7 days a week. A new resident typically is admitted to the Overnight Shelter. When it becomes clear that he is motivated to get back on his feet, he is transferred to the House when space becomes available. Maximum length of stay is six months. Since the House has fewer men, they receive more intensive mentoring and

supervision. During 2009/2010 the House served 24 men, and average stay for House residents was 88 days. At the House, residents function more independently, and are encouraged to govern themselves so long as House rules and curfews are followed. The Overnight Shelter typically serves the more chronically homeless men who frequently need more intensive medical and mental health services. Because many of them do not stay very long, it is difficult to follow-up. A "success" is considered to be someone who left on his own as opposed to being exited "failure" because of alcohol, drug, or behavior problems.

In 2009 we received a \$5,000 grant that allowed House of Hope to pay a part-time professional Case Manager five hours a week. Case management is critical to help men set goals, and to work with them to achieve those goals step by step. The goals might be to find employment, to pay off fines, apply for and receive missing documents, medical and mental health services, file for supplementary income, Veteran's benefits, whatever is required. The case manager also provides mentoring and mental, emotional and spiritual support and encouragement. In addition to the paid Case Manager, House of Hope has two volunteer Case Managers so that all residents who stay longer than 3 days will receive case management.

During the 2009/2010 fiscal year, House of Hope served 113 men, 14 of them Veterans. 85 men (75%) successfully graduated from the program.

Of the 24 residents who lived at the House, three remained and one was transferred because he had been there longer than 6 months. Of the remaining 20 men, eight left with jobs, ten got their own apartments, and three men were awarded supplemental income.

House of Hope Programs and Services.

Referrals to House of Hope come from individuals in the community, the Police Department, Front Royal jail, Sheriff's Office, Warren County Hospital, Northwestern Community Services, C-Cap, and others. Prospective residents are screened for alcohol and drugs before admission. **During the 2009/2010 Fiscal Year, out of the 113 men served, 35% were from Warren County, 81% were from Virginia, and 19% were from out of State.**

House of Hope offers two programs:

- 1) **The House, at 722 Warren Avenue**, has eight beds. In addition to a bed, clothing, food, bath and laundry facilities, case management and referral to relevant agencies for needed services is provided. Whatever food is contributed by churches and individuals is shared by the House and Overnight Shelter. Residents assemble once a week for a general "House Meeting" and are required to meet with their case worker once a week. Also provided are counseling, mentoring and job search assistance, in short, anything needed to help the men become self-sufficient. Maximum allowable stay is six months.
- 2) **The Overnight Shelter, at 724 Warren Avenue**, is a short-term overnight program, open from 5:30PM to 9:00AM daily, with 16 beds. Residents are

admitted on a first-come-first-served basis, and provided with bath, shower, laundry facilities, and two meals a day. It also provides case management and referrals to relevant agencies such as St. Luke's Community Clinic and Northwestern Community Services. The Overnight Shelter is kept open all day during inclement weather. A volunteer nurse is available for consultation.

"I was fifty-six years old when I learned what it means to be homeless. I was unemployed due to a herniated heart. I was unable to pay my rent and was sleeping in my car. The chill factor was subzero some nights and my food was a box of dry cereal that lasted for a month...As a person who nearly froze and starved I can tell you the difference between House of Hope and the street is the difference between Heaven and Hell." J.L.R.

"I just know that without the House of hope I really don't know where I would be...Sure I work a full-time job but it still wasn't enough. I would walk around the streets all night, sleep at my job on a picnic table, or even sleep in one of our furniture trailers. I would have a little money in my pocket to eat on, but that's about it. One day me and a friend rode by and saw the House of Hope sign. ..Since being at the House of hope I've met some people that told me it wasn't my fault that I was in the situation I was in. It was just a situation I had to get through. ..The House of Hope does not judge, discriminate, or hold you accountable it just helps. I rarely hear the words "no" or "can't" when it comes to help...I know as long as there's a House of Hope there's going to be caring, sharing and giving. You're not gonna find that all the time or wherever you go. But you can guarantee you will always find it at the House of Hope." D.S.

Services to Individuals Other than Shelter Residents.

Although House of Hope is a men's shelter, services are provided as needed to families, women and children, neighbors, or anyone else in need. These services can be provided because the house is a 24-hour facility, whereas most social service agencies and food banks have limited hours. Occasionally referrals come at night, from Warren County Hospital, the Police Department, or the Sheriff's Office.

The following services were provided to women and families during this time:

- (i) **Food.** Twenty six boxes of food containing canned goods, vegetables, sometimes turkeys or deer meat, even cat food in one case, and other food items were shared with neighbors and families in need. Six individuals and twenty families received food boxes. Residents know not to turn anyone away who comes to the house and asks for food.
- (ii) **Clothing.** According to our records, ten non-resident individuals were given clothes, and this is almost certainly an understatement. We receive many wonderful donations of clothes, and much of the surplus is passed on to those in need, and to other agencies such as The Salvation Army, Hospice, Goodwill, and Second Chance of the Council on Domestic Violence. This takes place on a monthly basis. The local community is very generous for which we are extremely grateful.

- (iii) **Shelter Facilities.** Shower and laundry facilities were used 83 times by non-residents at the House and the Overnight Shelter.
- (iv) **Referrals and Services.** On some occasions consultation with the case managers resulted in individuals being referred to outside services. At other times non-residents were allowed to use the telephone or other office equipment with supervision.

House of Hope Partners

House of Hope extends its heart felt thanks to its partners:
American Legion, American Red Cross, Blue Ridge Arts Council, Blue Ridge Opportunities, C-Cap, Community Transitional Housing Project, Computer Medical Center, Front Royal Outreach Center, Front Royal Police Department, Front Royal Woman's Resource Center, Gladstone Studios, Hands to Create, Harmony Place/Council on Domestic Violence, Shenandoah Area Agency on Aging, Shenandoah web Design, Sheriff's Department, Northwestern Community Services, Northern Shenandoah Valley Regional Commission, Royal Oak Computers, St. Luke's Community Clinic, Social Security Administration, Springtime Garden Center, United Way of Front Royal, Virginia Department of Motor Vehicles, Warren County Health Department, and Warren County Social Services Department.

We also extend our gratitude and thanks to those organizations who have hosted our collection boxes: Citgo, Impressions, Jean's Jewelers, Papa John's Pizza, P.S. Hair Salon, Riverton Shell Station, Royal Oak Bookshop, 7-Eleven at South Royal Ave, Springtime Garden Center, Texaco Station on the Bypass and Weathervane Graphics. These collection boxes provide us with a small, but dependable income every month, and every penny helps.

House of Hope Funding

During the 2009/2010 fiscal year, House of Hope was the grateful recipient of three grants:

- 1- \$13,155 of Federal Funds from the **Emergency Food and Shelter Program** through the Salvation Army, August of 2009.
- 2- \$ 5,000 from the **County of Warren**, November 2009.
- 3- \$ 5,000 **Speer Grant**, from the Mid-Atlantic Presbyterian Synod, February 2010.

Major support for House of Hope in the community, comes from local churches, organizations such as American Legion, some businesses, and from generous individuals. These donations are both monetary and in kind. Fundraising is ongoing, and we will continue to apply for grants as they become available.

The churches that support House of Hope include: Buckton Presbyterian Church, Calvary Episcopal Church, Cool Spring Church of God, Dynamic Life Praise and Worship

Center, First Assembly of God, Fishnet Christian Center, Front Royal Church of the Brethren, Front Royal Presbyterian Church, Front Royal Outreach Center, Front Royal United Methodist Church, Good Shepherd Lutheran Church, Hope Free Will Baptist Church, Howellsville United Methodist Church, John Wesley United Methodist Church, Limeton United Methodist Church, Marlow Heights Baptist Church, Mount Vernon Baptist Church, New Hope Bible Church, Nineveh Presbyterian Church, Reliance United Methodist Church, Riverton United Methodist Church, Rock Worship Center, Rockland Community Church, Salvation Army, Self-Realization Fellowship Church, St. John the Baptist Catholic Church, and Unitarian Universalist Church of Shenandoah Valley.

House of Hope Board

As of June 30, 2010, board members include Janice Hart, Liaison with the Front Royal Police Department, Sigrid "Siggi" Hepp-Dax, President, Kent Jeter, representative to the Ministerial Association, Al Lambert, Vice President, Garry Ostermeier, Treasurer, and Wanda Moloney, Secretary.

Financial Statement

See Profit & Loss Statement from Solution Associates, and Letter.

FRONT ROYAL/WARREN COUNTY SHELTER FOR THE HOMELESS, INC.
doing business as, HOUSE OF HOPE

STATEMENT OF REVENUES, EXPENSES AND CHANGE IN NET ASSETS
for the year ended June 30, 2010

| | 2010 | |
|--|------------------|------------------|
| | Unrestricted | Total |
| REVENUES | | |
| Contributions | \$ 45,108 | \$ 45,108 |
| Program Service Income | 1,193 | 1,193 |
| Rental income | - | - |
| Special event income | 423 | 423 |
| Unrealized gains on investments | - | - |
| TOTAL REVENUES | \$ 46,724 | \$ 46,724 |
| EXPENSES | | |
| Program | 42,617 | 42,617 |
| Management and general | 1,931 | 1,931 |
| Special event expenses | 348 | 348 |
| Realized losses on investments | - | - |
| Unrealized losses on investments | - | - |
| TOTAL EXPENSES | \$ 44,896 | \$ 44,896 |
| INCREASE/(DECREASE) IN NET ASSETS | \$ 1,828 | \$ 1,828 |
| NET ASSETS, beginning of year | \$ 14,314 | \$ 14,314 |
| NET ASSETS, end of year | \$ 16,142 | \$ 16,142 |

See accompanying notes and independent accountant's review report.

FRONT ROYAL/WARREN COUNTY SHELTER FOR THE HOMELESS, INC.
doing business as, HOUSE OF HOPE

STATEMENT OF ASSETS, LIABILITIES AND NET ASSETS
As of June 30, 2010

| ASSETS | <u>2010</u> |
|------------------------------------|-------------------------|
| Current assets | |
| Checking and money market accounts | \$ 2,387 |
| Total current assets | <u>2,387</u> |
| Fixed assets | |
| Equipment, net of depreciation | \$ 13,755 |
| Total fixed assets | <u>13,755</u> |
| TOTAL ASSETS | \$ <u>16,142</u> |
| | |
| LIABILITIES AND NET ASSETS | |
| | |
| TOTAL LIABILITIES | <u>\$ -</u> |
| | |
| NET ASSETS | |
| Restricted | - |
| Unrestricted | \$ 16,142 |
| TOTAL NET ASSETS | <u>\$ 16,142</u> |
| TOTAL LIABILITIES AND NET ASSETS | <u>\$ 16,142</u> |

See accompanying notes and independent accountant's review report.