



support difference changing lives FAMILY



Our Mission:

Welcome House provides a continuum of services that end homelessness and promote stability for each person we serve.

Our Vision:

Welcome House will be a leader in guiding clients from housing uncertainty to stability.

THE NEED

Over the previous 5 years, economic and housing factors have changed in such a way that, overall, median income decreased by more than 8 percent while the average fair market rent for a two-bedroom apartment increased by 15 percent. This has created a less accessible housing market during a period when incomes were shrinking making attaining and maintaining housing more difficult for families and single adults who are not chronically homeless (National Alliance to End Homelessness. (The State of Homelessness in America, 2013). Approximately 12.6% of individuals in Kenton County, home to Welcome House, reported an annual income that falls below the poverty level according to the 2007-2011 U.S. Census Estimate. The reality is much worse for families headed by a female householder. In Kenton County, 44% of families headed by single women with children under 18 years have income below the poverty level - \$19,530 for a family of three (Families USA, 2013). For families headed by a single woman with children under five years of age, the rate of poverty increases to 61.9% of households.

In order to rent a market-rate two-bedroom apartment in the counties served by Welcome House (Boone, Campbell, and Kenton), a renter must make \$14.46/hour (National Low Income Housing Coalition). However, minimum wage for the state of Kentucky currently stands at \$7.25/hour. Options for federally subsidized housing remain limited, as waiting lists continue to grow. According to the Housing Authority of Covington, a person on the waiting list of 750 households for a Housing Choice (Section-8) voucher in Kenton County will wait approximately three years for approval. Without access to affordable housing, many individuals and families find themselves without a safe place to live.

Lack of affordable housing is the most seignificant factor contributing to homelessness. Without it families move repeatedly. The resulting instability makes it difficult for adults to stay employed and for children to get the education that they need for a better future.

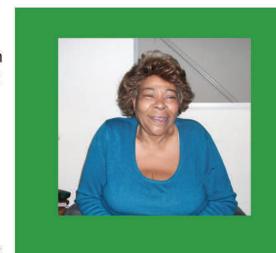


RESPONSE TO THE NEED AND OUTCOMES: Shelter

Grateful Client

Geraldine came to our shelter in June with her 8-year-old son after fleeing a domestic violence situation in another state. Geraldine worked hard all of her life. She never faced a situation of homelessness or anything close to the magnitude of the situation she was facing. She had no idea where to turn or what to do. She was sleeping in her van with her son in the summer heat when a stranger told her about Welcome House. She met with a staff person and was moved into the Emergency Shelter.

Geraldine worked with a case manager who was able to help her find an affordable 2-bedroom apartment in a neighborhood where she wanted to live. The case manager also secured financial assistance to help Geraldine pay for her deposit. She moved in three weeks after coming to the Welcome House Emergency Shelter. Geraldine says, "God gives you what you need and I needed Welcome House." She and her son love their new home. Geraldine says she hit the jackpot with her neighbors. They are all so supportive and look out for each other. Her son is making a lot of new friends and loves watching the Bengals play.





From Bike To A New Apartment

Patricia came to the Emergency Shelter in June of 2013. She left an abusive relationship earlier in the year, but the decision left her in a bind financially because she couldn't afford her home on her own. Since Patricia couldn't pay rent, she was evicted.

Patricia loaded everything she could on her bike. She rode that bike everywhere and at one point considered riding it right out of town. That is when Patricia's son convinced her to call Welcome House for help.

Patricia came to Welcome House with an income enabling her case manager to find an apartment she could afford, in just 21 days. She was so excited to have an apartment of her own. The first night in her new home, she called a friend she met in Shelter because she was lonely. Patricia said the Shelter residents and staff quickly became her family. The other residents were going through equally tough situations so they leaned on each other, as well as the staff, for support.

Since moving into her new home, Patricia has reconnected with several family members. She also sold her bike and has learned to take the bus everywhere. She says her experience has given her a new outlook on life and helped her develop an appreciation for what she has.

The Emergency Shelter provided emergency housing for 311 women and children in 2013. 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.

Emergency Shelter

Total served in 2013: 311 individuals (222 adults and 89 children). 29% of the residents were children; 55% of the children were birth to 5 years of age.

- · Welcome House provided 10,151 nights of shelter.
- For those who stayed 3 weeks or longer 77% obtained housing.
- For residents who stayed 3 weeks or longer 62% obtained income on exit in contrast to 42% for those who stayed less than 3 weeks.

RESPONSE TO THE NEED AND OUTCOMES: Case Management

Collaboration Between Several Organizations Help House Mother & Young Son

Janice first came to Welcome House after being referred by an organization where her young son was being treated for a serious behavioral disorder. After being evicted and losing her Section 8 voucher, Janice and her son were living temporarily with her mother, who was verbally abusive. Janice had previously spent years fleeing her abusive husband, which led to a spotty housing and work history prior to his incarceration. She reported that what she really needed was a little bit of help to get her back on her feet.

Case management worked extensively with Janice, helping her develop a budget and providing her with food and clothing assistance. With her case manager shepherding her through the process, Janice found a house through Housing Opportunities of Northern Kentucky (HONK), and moved into her new home two months after coming to Welcome House. Welcome House provided her with move-in and cleaning supplies, and assisted her with an outstanding utility bill. A referral resulted in rental assistance, which allows her to save money and better prepare for budgeting in the upcoming months. Janice will have the option to lease to own after 18 months of renting.

Janice reports that both her mental health and her son's have dramatically improved since moving into their own home. She is back at a steady job and her son is in school. Janice is grateful for the guidance offered by Welcome House and is optimistic that she will one day own her home!



Welcome House case managers work with clients to create a plan for income, housing, and work toward stabilizing each household.

Total served in Gaining Access to Programs and Services (GAPS) in 2013: 500 individuals; (299 adults and 201 were children). 41% of the children were birth to 5 years old.

- 81% of participants accessed transitional/permanent housing at time of exit.
- 41% of eligible participants entering the program unemployed secured employment/income by the time they exited the program.
 - 76% of participants increased mainstream benefits they received between program entry and exit.

Total served in Homeless Service Project (HSP) in 2013: 254 individuals;

- 79% of the HSP program participants moved from homelessness to housing
- 81% accessed the appropriate mainstream health and/or human services programs.
- 68% of those served in the employment component gained competitive employment.

RESPONSE TO THE NEED AND OUTCOMES: Case Management

Local Man Finds Hope For His Mother, Then Himself

A team of Welcome House employees worked with a man and his mother to help them get back on their feet after escaping a domestic violence situation. Darlene left her husband of more than twenty years and took her adult son to live with a family member. Unfortunately, the move put the relative in danger of losing her home because her lease kept her from having other roommates. That is when Darlene and Steven ended up homeless.

Steven pushed his mother to come to the Welcome House Shelter for women and children but refused help for himself. Steven had a full-time job earning a little more than minimum wage and thought he could survive for a short time in his car until he found them a new home. After being unable to find an apartment he could afford, Steven turned to Welcome House to see if there were any services that could benefit him. He worked with a Case Manager who told him about the Rapid Re-Housing Program at Welcome House. It allows qualified candidates to receive rental assistance for a short period of time while saving money and learning how to prepare a budget.

Through this program, Welcome House helped Steven pay for the deposit at his new apartment. He and his mother moved into their new home about one month after coming to Welcome House. Steven also recently received a promotion at work that came with a significant pay increase.

Payee Case Manager Does More Than Help Manage Finances

Ed is 61-years-old and has been a client of Welcome House payee program since 1998. He came into the program with his wife, who passed away four years ago. Ed is an independent man who is well known in the community but is starting to have health issues. As a result, he has had several recent doctor visits. His Payee Case Manager takes Ed to these appointments so he doesn't have to go alone. She also help Ed understand the doctor's instructions. Ed doesn't have any close family so it is up to his Payee Case Manager to see he gets the care he needs. She is now looking into future care options for Ed since he may soon need to move into an assisted living facility or nursing home. Since Ed doesn't have family to help with those decisions, it will be up to Welcome House Staff to find the safest solution for Ed.

Total served in 2013 Protective Payee Services: 110 individuals

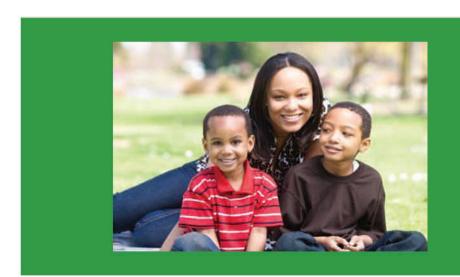
- 92% of adults who participated in financial management services obtained housing within 30 days.
- 84% of adults who participated in financial management for 2 years or more had a balance of \$900 in savings, enough to relocate to another apartment if needed.
- 99% of payees in the program 2 years or more maintained stable housing and did not return to homelessness.



RESPONSE TO THE NEED AND OUTCOMES: Housing

Family Moves From Car Into Gardens At Greenup

Renee and her two small children lost their housing fleeing a domestic violence situation late last year. A counselor at the college where Renee attends classes, discovered the family had no place to go and was actually living in their car. She referred Renee to Welcome House's Gardens at Greenup program. The Gardens is a self-sufficiency program focused on helping parents further their education. It is home to 20 families with children. Since Renee was accepted into the Gardens program in December, her case manager has helped Renee familiarize herself with the Covington area and is assisting her as she looks for a job. Renee plans to transfer to a college in Covington this summer and is on track to finish her Associates in Criminal Justice in the fall of 2013. Renee believes the Gardens program has been instrumental in helping her get out of a dangerous situation, but it also enabled her to stay in school, which helps stabilize her children's lives.



Transitional Housing

Total served in 2013 at **Gardens at Greenup** Self-Sufficiency Housing: 87 individuals (29 adults and 58 children) 62% of the children were birth to 5 years old. 20 Apartments

- 100% of adults developed individual case plans with established goals within one month of entry.
- Adults that enrolled in post secondary or vocational training within six months of entry 93%
- Adults that completed post secondary or vocational training 100%

Permanent Supportive Housing

Total served in 2013 at **King's Crossing** Housing: 15 individuals (9 adults and 6 children) 50% of the children were birth to 5 years old. 8 Apartments

King's Crossing serves persons who are homeless and disabled.

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.

RESPONSE TO THE NEED AND OUTCOMES: Employment & Benefits

Young Mother Finds Better Job To Exit Homelessness

A young mother flound herself homeless after a family emergency left her unable to pay her rent. Mary was living with her mother while she finished school but her mother needed to move to another area of Kentucky to take care of a sick relative. Mary worked part-time and couldn't keep up with the rent on her own and ended up on the streets. She was street homeless for a few weeks before she found Welcome House and entered our Emergency Shelter.

Once in Shelter, Mary began working with a Case Manager and Employment Specialist. Mary went through Welcome House's job readiness program and was able to find a higher paying job. She was able to save money for a deposit on a new apartment while she lived in Shelter. Mary moved into her new place about three months after coming to Welcome House. She was recently re-united with her young son and is doing great in her new position. In fact, she just celebrated one year in the position. She plans to re-enter school this year and finish her Criminal Justice degree. Mary hopes to be a crime scene investigator.



Outreach Team Helps Family Secure Benefits

Monica came to Welcome House with her husband, Jason, and two small children. She had previous injuries from a stomach operation and was in need of benefits to help her family become stable financially. Monica also suffers from an uncontrollable sleep disorder which makes caring for her children difficult. Because of this, Jason has had to reduce his work hours to be at home more but that also means the family's income has been drastically reduced. Monica and her family worked with a Social Security Outreach Specialist to complete her initial SSI benefits application. The SSO Specialist also directed the family to resources to obtain help with their rent, utilities, food, and other household items. Since coming to Welcome House, Monica has been approved for benefits and is scheduled to have surgery to correct the stomach injuries she suffered.

The family continues to work with Welcome House and is making plans for Jason to work more hours to help the family become more stable.

The Employment/Benefits Service Area includes an employment team that assesses client'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 secure Social Security Benefits. Clients in this program have a severe mental and/or physical disability that prevents them from working full-time.

Employment Services

Total served in 2013: 140 individuals.

- 78% of clients obtained employment.
- Of those starting work, 53% retained a job for 6 months or longer.
- 38% of clients completed the MPOWER program.
- 67% of clients that completed MPOWER, obtained a job.
- 125 clients attended the Ride-N-Seek program.

Social Security/Benefits Outreach

Total number of applications completed in 2013: 73

- Approved applications 16
- 100% of clients approved received

Medicaid/Medicare

VOLUNTEERS

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 2013: 563 (370 adults, 193 children) Number of volunteers: 215 Direct Service, 322 Non-direct Service

Number of volunteer hours in 2013: More than 6,915 hours (worth \$123,845)

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

In-Kind donations in 2013 totaled \$117,682.28

Summer Sunday

Welcome House Outreach Summer Sunday for Welcome House

275 people spent a summer night raising money for homeless families. The Welcome House Outreach (W.H.O.) held its 2nd Annual Summer Sunday for Welcome House fundraiser in August. The event helps Welcome House provide programs that offer Shelter Guidance and Stability to thousands of individuals and families each year. None of the work the agency does would be possible without the support of these W.H.O. events each year.

The winner of the grand raffle prize, a trip to Chicago and \$1,000 cash, was Tim Mauntel. We hope everyone had a wonderful time and look forward to seeing you again next year. Save the date for August 3, 2014!

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

Platinum Sponsors: Silver Sponsors: Griffin Industries C-Forward

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Thomas More College



Welcome House Looking Ahead Shelter Guidance Stability

2013-Affordable Housing Development

With the housing market shifting toward increased interest in rental housing, 2013 proved to have its challenges for developing affordable housing, especially in the multi-family sector. It is not a time for owner's of rental properties to want to sell unless it is profitable to do so. Not the best time to acquire properties to develop.

Until the time when we are able to purchase land and/or multi unit building(s), we have developed plan B - the Family Stabilization Program. The intent of the program is to utilize housing stabilization services to assist low income families to increase their income and achieve stability in their housing. Welcome House will work with landlords in the community to stabilize working families earning from minimum wage to \$13/hr. This is how it works. A family can afford \$450/month for housing but the going rate is \$650. Welcome House will subsidize the \$200/mo. gap.

There are criteria to enter the program and requirements to continue to receive the rental subsidy. While receiving the rental assistance, the families are expected to work a housing plan that plans toward the future. Staff will work with each household to maintain full time employment while exploring ways to increase household income through skill building, education, and/or upward mobility track in a company. The goal at a minimum is to stabilize the household so that the adults are able to stay in a job and for children that they stay in school. Outcomes are based on these two factors.

Once stabilized, families are more likely to take the next steps toward getting a better job with an increase income.

Welcome House partners with landlords, schools, Gateway Community and Technical College, childcare, mainstream services, community agencies, employers, etc. to provide the best possible opportunity for success. We are excited about this new endeavor and hopeful for the families that participate.

We are very grateful for people like you that make this program and other Welcome House service possible. Follow us on facebook and our website to stay updated throughout the year.

Best regards,

Linda

Linda Young **Executive Director**



Looking to the Future

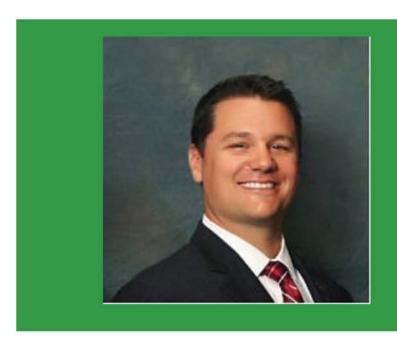
Dear Friends of Welcome House,

As we conclude 2013 for Welcome House we reflect on another successful year of serving families, who are either homeless or at risk of being homeless, in a continuing effort to end this cycle that many families suffer from. During this past year the organization was fortunate enough to have strong staff members and resources that allowed it to build upon its ability to serve our clients in case management, employee benefits as well as housing assistance. We are also blessed with passionate partners, including the community, board members and staff members who aided in our strategic effort to solve the affordable housing issue that is a key variable in the challenges faced by families at risk of homelessness. We continue to take positive steps toward making our vision of affordable housing a reality and I'm proud to say we plan on launching an expanded affordable housing initiative in the upcoming year. The board and the leadership staff did approve the strategic planning process for the next three years and we are excited about the opportunities this will provide for our client base.

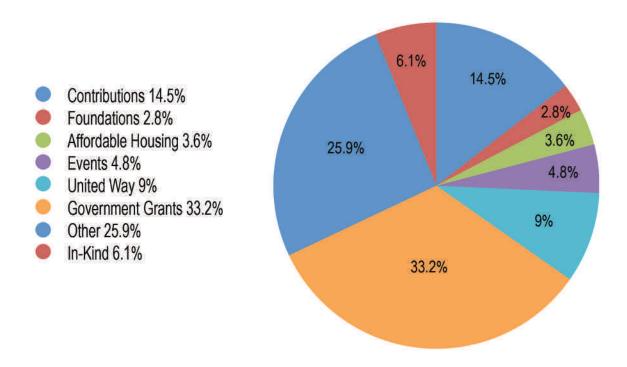
On behalf of the board and the staff at Welcome House we appreciate your kind gifts of time, treasure and talent you provide to Welcome House and its clients. We're looking forward to another year of serving those who are in need of resources so that they can have "Shelter, Guidance and Stability".

Sincerely,

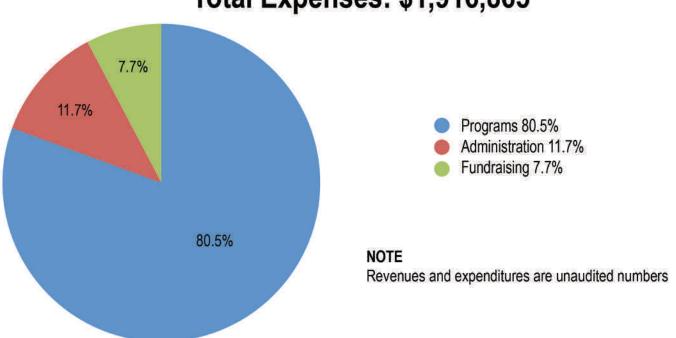
Jason Payne Chairman of the Board Welcome House of Northern Kentucky



Total Revenue: \$1,851,510



Total Expenses: \$1,916,865



charitable

future

DONATIONS

All of those who contributed financially to Welcome House in 2013 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 dol-

*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 2013. Please forgive any inadvertent omissions or misspellings.

HERITAGE DONORS

GIFTS ABOVE \$25,001

Josh & Vivienne Spoerri United Way of Greater Cincinnati Welcome House Outreach

LIFE GIFTS

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

Henry and Elaine Fischer Kroger Company - General Office Northern Kentucky Restaurant Association The Duke Energry Foundation

HOPE GIFTS

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

Blessed Sacrament Church **GE** Foundation Robert M. Krolage Mary Ruth Menke Mother of God Church The Andrew Jergens Foundation The Butler Foundation The Schwab Fund for Charitable Giving Apartment Association Outreach, Inc.

Welcome House founded the SPIRIT GIFTS 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.

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LIFE DONORS

Mary Ruth Menke Jerry Rapien & Cheryl Johnson Joe Stewart & Elizabeth Stewart-Pirone Paula Zalla

HOPE DONORS

Rick & Charlotte Read

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.

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

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