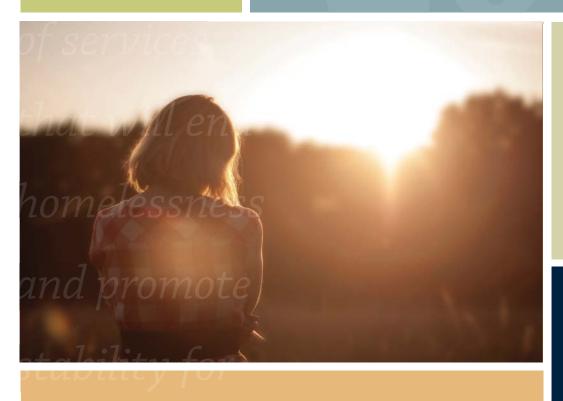
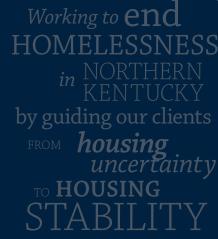


Ending Homelessness

Jur mission s to provide a continuum

ANNUAL REPORT





Letter from Linda Young, Executive Director



Change can be good.

I didn't know that I wanted to retire until I knew what was next. People tell me that my move to Guatemala is very adventuresome. What they don't realize is that the last 22 years has been an adventure.

I have experienced a steep learning curve from day one. I had no idea what it was like to be homeless, have so many seemingly unsurmountable challenges, have a mental illness or other disability and/or so many barriers to keep me from reaching my goals. To understand, I have gone to the people that did know. Those least understood have been my best teachers.

This is what I have learned. If we are stripped of all of our possessions – houses, cars, jobs, families, friends, clothing, food, healthcare, titles, etc. who are we? How would we relate to each other? What would we do? I have received great insight as to what it means to relate to one human being to another without the "stuff". I am inspired by the bravery and generous spirit and forever thankful for the people leading me on this adventure.

My passion is to end homelessness. Homelessness is not a character flaw or how hard you try. Our most vulnerable brothers and sisters in the community because they have a mental illness, addiction, have encountered abuse, trauma, poorly educated, and/or lived in poverty are without stable homes. It is not enough to have a job if you earn less than \$15/hr. The housing base in our community does not match up with the need. For every four households in need of a subsidy, there is one.

Why is a stable home essential? Once housed people are better able to participate in treatment, recovery, sustain jobs, and pursue their goals. But this is what keeps me up at night. Our children...and I do mean OUR children. Moving frequently and missing a lot of school robs children of an education-the most significant factor for a more stable future.

With new leadership, Welcome House will continue her path of continuous learning and providing hope in the community. She too has been on an adventure for 35 years now. She has been blessed with skilled passionate staff and a compassionate generous community that are committed to the mission of providing a continuum of services and housing that will end homelessness and promote stability for each person served.

The solution-develop housing that is affordable for the current workforce and those most vulnerable in the community. It can be accomplished with the will, determination and creativity to do so. I am confident that the No. KY community will continue its valuable support of those less fortunate. You are the hope that things will change for them.

Many blessings to so many for your prayers, support and valuable time. I will miss you.

Linda

Overall Agency:

- Last year Welcome House served 1,600 individuals; 26% were children
- 100% of our clients were homeless and living in poverty; 97% had an annual income of \$10,000 or less

SERVICE COORDINATION

The Service Coordination area provides assessment, outreach, case planning, financial education/budgeting, housing counseling, employment support, and community referrals services. Service Coordinators work directly with residents staying at the Welcome House shelter and other local shelters, as well as individuals and families who are homeless or at-risk of becoming homeless.

Staff members work with individuals and families to obtain employment and/or benefits; locate affordable child care options; foster self-determination and stability; and assist in obtaining and maintaining permanent housing. Service Coordinators establish relationships with local subsidized housing facilities, landlords, and employers. In addition, Service Coordinators also assist clients in searching for housing, filling out applications, and providing transportation.

While clients are experiencing homelessness, Service Coordinators meet with clients weekly (sometimes daily), to provide support and direction. After clients obtain stable and affordable housing, they are offered additional in-home visits to help keep them on their targeted plan of self-sufficiency and to provide additional support for up to six months. The Service Coordination area works toward the Welcome House mission by meeting clients where they are in their journey of homelessness and offering a continuum of services to transition them from insecure housing into stable housing.

Client Story

Leon came to Welcome House last May searching for someone to help his unique life circumstances. He was disputing a pending felony he thought he was falsely accused of and was staying at the Emergency Cold Shelter. Every time he applied for a job or submitted a housing application the pending felony barred him from succeeding. He first came to Welcome House feeling rejected and hopeless. After a few meetings with his Service Coordinator his attitude changed and he established goals which included obtaining his driver's license, employment, and finding a home for him and his fiancé who had severe medical problems.

Leon easily achieved his first goal of getting a driver's license. This was a big accomplishment since a driver's license was critical for future transportation and for identification when applying for jobs. Next, Leon began working with a Welcome House Employment Specialist, but due to the pending felony, it was difficult finding him a job. The Employment Specialist referred him to a specialized employment agency who dealt regularly with the specific employment issues he was facing. By June, Leon got a job and began budgeting and saving his money for an apartment.

Leon's time was consumed between increased hours at work and riding his bike daily over to Ohio to visit his sick fiancé. By October, Leon had saved over \$2,000 and he and his Service Coordinator found an apartment. Due to the collaborative spirit of Welcome House and other agencies in the community, Leon and his Service Coordinator were able to stabilize him with employment and housing. Leon is appreciative of his Service Coordinator for all the work and for not giving up on him when everyone else did.

In 2016...

- Service Coordination worked with 108 families with children and 361 total households (812 individuals; 584 adults and 228 children)
- 92% of households exited into permanent housing
- 39% increased their total income
- 60% of adults accessed public benefits



2

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INCOME & BENEFITS

Representative Payee Program

This program assists persons with mental and/or physical disabilities by direct management of their disability income because they do not have the capacity to manage their monthly bills themselves. Welcome House acts as a financial agent (called a Payee) for clients without an appropriate adult in their life to fulfill this role. Payees pay rent, utilities, and other monthly bills on the clients' behalf. The Social Security Administration and the Veterans Administration both require that some persons receiving disability payments have a Payee to represent them. Without a Payee, the client cannot receive disability income or medical coverage. The overall results of the program focus on improved quality of life and stabilization of a vulnerable population. Clients often transition from living on the streets with debilitating illnesses to having an income, housing, medical coverage, and the support necessary to lead a more independent life.

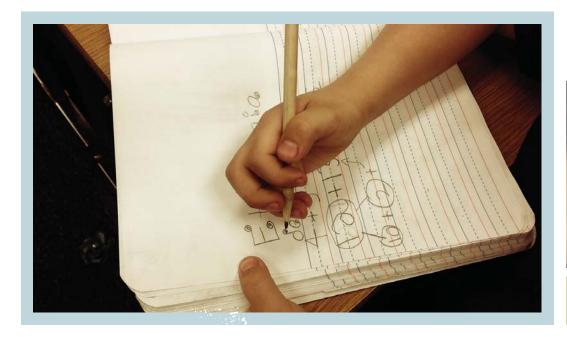
In 2016...

- The Payee Program assisted 124 people with physical and/or mental disabilities by direct management of their disability income.
- 100% of payees maintained housing and developed a budget and savings plan
- 67% of Payee Clients were in affordable housing; defined as paying less than 30% of their income on rent

Client Story

John (age 60) and Sue (age 53) came to Welcome House after living on the streets and in parking lots for months. They were homeless for years and had developmental disabilities, serious health problems, and substance abuse issues. After meeting with a Welcome House staff member they were both enrolled in the Payee Program and placed in an apartment at King's Crossing.

Through the Payee Program John and Sue's rent is paid on time, they are gaining education about budgeting their income, and they have access to a variety of other supportive services and community referrals for mental health, substance abuse, and much more. All of the services specifically offered through the Payee Program focus on helping John and Sue obtain and maintain stabilized housing. John is so appreciative of the program that he voluntarily sweeps the front steps of the King's Crossing Apartment Building as his way of giving back to Welcome House.





Income Support Services

Employment Services prepares individuals for the workforce who are considered the most difficult to employ, so they can obtain the earned income necessary to support their household and maintain housing stability. Participants have barriers to employment including: substance abuse, criminal records, little or no work history, limited education, and mental and/or physical health problems. Clients participate in job readiness instruction and vocational activities to remove those barriers and to obtain and maintain employment. In addition, clients who are placed with an employer receive 12 months of retention support to help them maintain their job, obtain additional skills, and access training to improve their future employability and professional development.

In 2016...

- 142 individuals were served through Employment Services
- 45% of adults obtained employment
- 68% retained employment for 6 months

The Social Security Outreach Program (SSO) uses the S.O.A.R. (Social Security Outreach, Access & Recovery) method to complete Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI) applications for individuals who have mental and/or physical disabilities and who are homeless or at-risk of becoming homeless. Partnering with the Social Security Administration and Disability Determination Services, the program seeks to identify, support, and alleviate individuals from poverty and homeless-ness by helping to provide stable, permanent income, access to medical insurance programs such as Medicaid and Medicare, and social services coordination.

In 2016...

- 62 applicants were assisted in applying for social security benefits last year.

Client Story

Bethany is a mom of three kids (ages 1, 7, and 9) and had a passion to work with children. However, she was not qualified for any jobs in the field because she did not have any professional experience or training.

With the help of her Employment Specialist they worked together to build a resume and researched how she could get her Child Development Associate Certificate (CDA); which is widely recognized in early education and would be crucial for advancing in her career. Due to her dedication, work ethic, and passion Bethany obtained a job working in a childcare center that was close to her home and her children's school. She is continuing to work on her CDA, which is now being paid for by her employer. In addition, once she receives her CDA she will be moved into a lead teacher position and given a raise. Welcome House Employment Staff helped Bethany reach for her dreams while also increasing income to better support and stabilize her family.



HOUSING

Temporary Housing

Shelter

The Welcome House Emergency Shelter provides a safe place to stay for approximately 30 homeless women and children a night. Residents of the Shelter work with Service Coordinators and other Welcome House staff to increase income and access affordable housing, while removing any challenges or barriers to success.

While working toward greater stability, clients are offered a safe place to live, nutritious meals, hygiene supplies, and extra assistance (such as help with transportation and referrals to area resources). Shelter residents benefit from the caring support of a 24-hour staff, volunteers, and donors who help meet their needs.

Of the 275 individuals served in 2016, 42% were under the age of 17. Children who stay in the Shelter (as well as those of other families served by the other Welcome House services) have the support of a staff member dedicated to meeting the needs and protecting the rights of homeless children and youth. Mothers are offered assistance in enrolling children into school and daycare, and in meeting the material needs of their children.

During their stay at the Shelter in 2016...

- 275 individuals stayed at the Emergency Shelter (160 adults and 115 children)
- The average length of stay at the Shelter was 37 days
- 99% of the households met and worked with a Service Coordinator to establish goals pertaining to income and housing
- 61% exited shelter into positive housing outcomes



Client Story

After losing her job at a fast food restaurant Shannon was unable to maintain her housing due to a combination of high utility costs and an unaffordable home. Shannon and her four children (ages 2, 3, 6, and 8) went to family for support, but after a few months they were no longer able to be the safety net she needed and they brought her to the Welcome House Emergency Shelter seeking hope for a new start.

While staying at the Shelter Shannon worked with a Service Coordinator to secure childcare while searching for employment and housing. Shannon and her Service Coordinator also worked with the Covington Independent School District to ensure the children's education would minimally be disrupted. Additionally, Shannon called landlords and apartment complexes daily while also attending employment enrichment classes in order to secure a job. With help from her Service Coordinator Shannon was able to find a home in Northern Kentucky and moved into a two bedroom apartment two weeks before Christmas. To make the transition smoother, Welcome House provided Shannon with dishes, cleaning supplies, an air mattress, and toys for the children that donors had supplied. Shannon now has goals of completing her GED and advancing in her career while supporting her children and maintaining housing.



housing

Affordable Permanent Housing

King's Crossing Apartments

Eight subsidized apartments (efficiency, 1, and 2 bedrooms) are located in the Eastside neighborhood of Covington. Tenants must be homeless at the time of application and a member of the household must have a disability.

Scattered Site Affordable Housing

Fifty-eight apartments (efficiency, 1, 2, 3, and 4 bedrooms) with subsidies are located in the Mainstrasse neighborhood of Covington, and 19 efficiency apartments are located in the Eastside neighborhood of Covington. Welcome House plans to completely renovate these units.



In 2016...

- 129 Individuals were served with Rapid Re-Housing Assistance and 79% obtained stable housing
- 17 individuals (11 households) were served at King's Crossing

Rapid Re-Housing

This program provides rental assistance so that individuals and families can move quickly from a shelter or living on the streets into an apartment of their own. The assistance provided is customized to match the individual needs of each household; some households receive one-time assistance while others may receive assistance over several months until they are stable.

Client Story

All winter Steve lived in a tent along the Ohio Riverbank. At the age of 46, Steve found himself homeless due to a lack of steady work. Steve was a stone mason and could find work throughout the warmer months, but as the days got colder his work opportunities became sparse.

After being connected with a Service Coordinator and evaluating his life situation, Steve was eligible to receive Rapid Re-Housing Funds. With these specified funds, Welcome House helped Steve pay his first month of rent in an apartment. He worked with his coordinator to establish a monthly budget which includes saving for winter months where he will not have as much work and income. With the help of these funds, practical budgeting principles, and a monthly meeting with his Service Coordinator, Steve is no longer homeless. Today, Steve is not only grateful for his home, but he is also thankful to Welcome House and wants to volunteer his services and skills as a mason to build a few benches for one of our facilities and give back to others.





Specialized Housing

Opened in 1996, the **Gardens at Greenup** is a supportive housing program for adults pursuing their post-secondary education and their children. It is designed to strengthen families by providing affordable, subsidized housing with on-site support services, which includes case management, education planning and support, career planning, financial literacy, life skills training, and childcare. The program is unique in setting a holistic standard for self-sufficiency, including personal growth development, family activities, and building a community of support. Clients work on goals in the following areas: education, income, family support, self-sufficiency, and budgeting. In addition, residents are supported through the Women's Leadership Council of Greater Cincinnati with monthly events and mentoring opportunities. A resident may stay as long as they are fulfilling their education goals, though the majority has an average stay between 2-3 years. The length of stay is determined by the resident's progress toward goals and compliance with the program requirements.

In 2016...

- Gardens at Greenup served 32 households and 100% of residents enrolled in post-secondary or vocational training.
- 100% of residents developed an education plan
- 75% completed post-secondary or vocational training
- 91% of adult residents were able to access public benefits and work support

Client Story

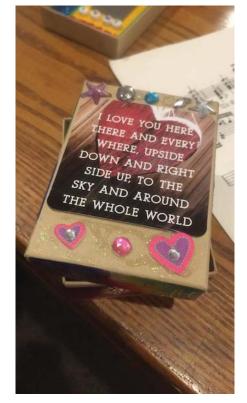
At 43 years young, Shaun separated from the mother of his four children (ages 6-14) after she made several poor life decisions. As a new single father he wanted his children in a safe environment, but was shocked when he was notified that the children's mom had placed them in the state's care. Shaun was fighting the case in court when he met a Welcome House Service Coordinator. When the judge told Shaun he needed a larger apartment to meet the needs of his family a Welcome House Service Coordinator stepped in and vouched that she would help him find housing. After meeting with the Service Coordinator, Shaun enrolled in classes to advance his education and moved into a four bedroom apartment at the Gardens at Greenup. Once settled into his new housing the court granted Shaun custody of his daughters. At the same time, Shaun found a job and was able to keep his kids enrolled in Covington Independent Schools.

Since moving in, Shaun has worked on having a good co-parenting relationship with the children's mother and is trying to integrate her more into their lives for their sake. Shaun looks forward to soon finding a career where he can use the education he's learning while making a decent living wage for his family. Staying at the Gardens at Greenup has allowed Shaun to stabilize his family and find affordable housing while going to school and working.



volunteers





Volunteers are essential to the success of Welcome House. Without the support and help from numerous individuals and groups, we would not be able to achieve all that we do.

Charity Jordan is a wife, mom of four kids (ages 3-17), part-time employee, part time art student at Northern Kentucky University, and runs a photography business with her husband. She began volunteering through her company's commitment to help the community and saw the impact that her company's food drives, toy drives, and hands-on service had with the clients. Charity wanted to share her experiences and joy of volunteering with her family. Her husband and two older children began volunteering at Welcome House by serving pizza and taking family photos at the Client Holiday Party.

Shortly after, Charity combined her passion for art and love of our clients and started hosting art classes with adults at our Kings Crossing program. By interacting with adults and children she saw some of their emotional hurt and began implementing therapeutic themes, such as boosting self-worth, in the artwork they created. Today, Charity comes to the Welcome House Emergency Shelter on a monthly basis to do crafts and various art projects with the women and children.

"At first the clients come in saying 'I'm not artistic. I can't do this' and by the end they are so proud and excited over what they created," explains Jordan. Giving the women and children a sense of empowerment and self-confidence while using her passion for art fuels Charity's love for volunteering her time.

People just like Charity and her family begin volunteering through various avenues. Volunteers help in direct services (housing, employment, income/benefits, shelter, and service coordination) as well as indirect services (development and administration). Individuals and groups determine their availability and frequency of visits with the Development Team upon set-up. From there, staff and volunteers work together to find the right fit for them within our organization. Some examples of ways people are helping Welcome House include: meals for shelter, mentoring for Garden's at Greenup residents, research and planning, picking up and stocking donations, support at events, and facilities maintenance/repair.

In 2016, Welcome House had 946 total volunteers. Out of these 946 individuals, 177 volunteered in direct services and 769 in indirect services. These individuals contributed a total of 5,394 hours of volunteer work to Welcome House which is the equivalent of \$124,439 in cost-free assistance.

We have many ways you can get involved with Welcome House. Whether you are looking to work with clients, or would like to help organize our pantry, we have the volunteer opportunity for you! To learn more about these opportunities, please visit our website at welcomehouseky.org.



volunteers

IN-KIND DONATIONS

Resource Bags continued to help support our clients in 2016. This form of an in-kind donation contains essential items pre-purchased and bagged by donors for delivery to Welcome House. Bags vary in theme and items, and help Welcome House direct service staff get resources out to clients faster. Last year, Welcome House received approximately 650 bags!

In 2016 Welcome House received \$58,924 in food and non-food donations. Because of our generous donors, toys were available for our children in Shelter for their birthdays, hats and scarves were provided during the winter months, and every client was able to receive hygiene items when needed. However, we are always in need of new air mattresses, Pack N' Plays, and bedding. This year's donations helped provide the basic necessities to our clients so that they could focus on housing for them and their family.

For more information on Resource Bags and in-kind donations, please visit our website (www.welcomehouseky.org) or call Welcome House Development at 859.431-8717.



WELCOME HOUSE OUTREACH

Welcome House Outreach, also referred to as the WHO, has been an auxiliary fundraising group for Welcome House since 1990. The WHO organizes and hosts the annual Summer Sunday event held the first Sunday in August and the WHO Shower held in April. The group is comprised of approximately thirty women who donate their time and energy toward making these events and their volunteer work successful. In addition to their event support, the WHO also volunteers monthly by making a meal for the women and children in our shelter and contributes frequently to our in-kind donation efforts.



They have been a strong source of support over the years and we are extremely thankful for their consistent support.

- Shawn Baker Karen Cady Laura Canter Louise Canter Cindy Carl Ellen Creaghead Karen Daugherty
- Marie Daugherty Valerie Dyas Dana Griffin Juanita Griffin Elizabeth Heist Ann Hemmer Pat Hemmer
- Shannon Hill Becky Hood Terri Jameson Brittaney King June Kocsis Melissa Moore Betsy Schuler
- Karen Smith Tasia Stiegelmeyer Gabrielle Summe Stacey Tapke Alecia Webb-Edgington Lynn Wurtz Jean Zeck

Welcome House will be a leader in guiding

LETTER FROM OUR BOARD CHAIRPERSON



This past year has been marked with great success for Welcome House. The first set of tenants have moved into the beautifully renovated apartments that form Welcome House's most recent affordable housing project and to say that they are happy with the properties would be a gross understatement. We kicked off the Linda Young Legacy Campaign and we continue to work to meet the campaign's goals. Additionally, through Linda Young's advocacy, Welcome House continues to gain regional and state-wide attention for its efforts in affordable housing.

Most important though, is the daily dedication of the Welcome House staff. Because of the staff, clients are receiving shelter and support while navigating through the toughest of times. I had the pleasure of spending a few hours at the Welcome House Shelter one Sunday night. I watched as the staff member on duty helped one little girl, no more than eight, do her homework. I watched as the same staff member helped another guest select a shampoo for her nighttime shower, each of them searching for the most pleasant smelling choice. I saw comradery and I saw hope. I cried the whole way home, not because I was sad, but because the work that the Welcome House does has a real impact. The impact is beautiful and in that moment, I knew I would continue to support Welcome House in all of its efforts in whatever ways I can.

I am completing my sixth year on the Board of Directors of Welcome House and I continue to be inspired by the life-changing outcomes of our advocacy, our services, and our housing. I stand in awe of our generous donors and our committed staff. And as we face 2017 with new challenges, opportunities, and transitions, I am confident that our commitment to the mission will remain steadfast and our success will multiply.

I, along with the other members of the Board of Directors, thank Linda Young, the Welcome House staff, and all of our volunteers, donors, and others who invest in what we do. It is with your time and support that Welcome House can continue to impact and transform affordable housing in Northern Kentucky and, most importantly, instill hope in the people we serve.

Many thanks,

Kati N. Knh

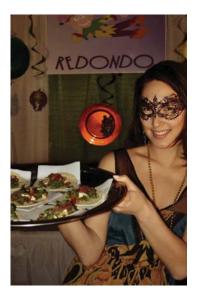
Katie Koch, Board Chairperson

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clients from housing uncertainty to stability



MARDI GRAS

Mercedes Benz of Fort Mitchell in partnership with Northern Kentucky Restaurant Association (NKRA) presented the 25th Annual Mardi Gras for Homeless Children on Tuesday, February 9, 2016 at the Northern Kentucky Convention Center. The spectacular event hosted by the NKRA featured food and drink vendors and was a very memorable evening that generated revenue for Welcome House and two other nonprofits. The money raised from the event paid for meals for the children in our shelter. Aside from food and drink booths, there were amazing Mardi Gras beads and live and silent auction items available. In 2016, the Welcome House raised \$24,366 to help meet the needs of children staying at the Welcome House Emergency Shelter.

Jester Sponsors	Anthem EGC Bill Rowland/Craig Johnson	Platinum Sponsors	American Legion Kistner/Merrill Family
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Gold Sponsors

Crescent Springs Presbyterian Kistner/Merrill Family Neil Leyshock & Friends RSVP Homecare Steve Meyer Tara Marotti Trinity Episcopal Church W.H.O. & Friends

ANNUAL SHOWER

Playing off the idea of a traditional bridal or baby shower, this event is hosted by the WHO (Welcome House Outreach) with the purpose of bringing in-kind donations to Welcome House for the residents of Shelter. In 2016, the Shower speaker was Nora Fink. As a personal stylist for more than 10 years, Nora brought her fresh, energetic personality and spoke about how to look and feel your best. Attendees brought a new item from the invite wish list – such as comforter sets, bath towels, pack and plays, and much more. These items are extremely important as our clients move into stable housing. Instead of spending their limited funds on basic household necessities, they are able to save this money for their down payment, furniture, or any number of other moving and living expenses.

SUMMER SUNDAY

Summer Sunday is a fundraising event hosted by the WHO and held at Grandview Tavern. The fifth annual Summer Sunday event was held on Sunday, August 7th, 2016. The event was a great way for friends and family to gather and enjoy live music by the Turkeys, cocktails, heavy hors d'oeuvres, silent auction, and a grand raffle. Summer Sunday is our biggest and highest revenue generating event of the year. Money raised by the event allows Welcome House to continue operating the Emergency Shelter and provide the continuum of services to meet clients where they are at in their journey of homelessness. This is the only fundraising event where ALL revenue goes directly back to Welcome House and the clients we serve. *In 2016, the event raised \$56,000 which helped provide over 1,500 nights in our Shelter for women and children*.

Those who contributed in support of Welcome House and Summer Sunday in 2016 include:

Platinum Sponsor

Direct Express

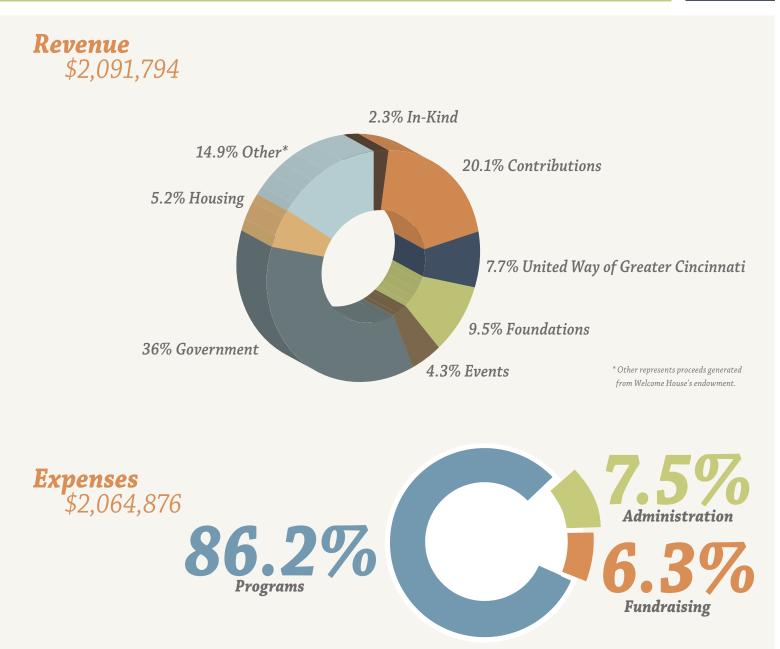
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financials





Revenues and Expenditures are unaudited numbers

Young. Linda announced in April 2016 that she will retire as Welcome House Executive Director in the summer of 2017. With that being said, community leaders, staff, and funders alike stepped forward to lead the charge in spearheading The Linda Young Legacy Fund. This campaign is charged with raising \$1 million to support the continuum of services and housing implemented at Welcome House under Linda's leadership. The goal of the campaign is to use contributions made to expand Welcome House affordable housing efforts in the future and to sustain the continuum of care Welcome House provides.

Apartment Assoc. Outreach, Inc. Donna Arlinghaus Baird - The Tapke Dusing Group Helen M. Baker Norbert and Pauline Baumann David and Karen Bertke Richard and Barbara Blank Ginny Bolte Alma and Bill Bonham Melissa Bradley Brett Bresser Mark Bukala Eugene and Susan Burchell C-Forward Inc. Terry and Cindy Carl Peter and Nancy Cassady Mary Corken Lynda Crossan Dale and Holly Crowe Marsha Croxton Jackson and Marian Cummins Custom Design Benefits, Inc. Patrick A. Day David and Sandra Driehaus Julie Dusing Jim and Jentry Eck Thomas and Marilyn Feldman Keith and Judith Fortner **GE** Foundation

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All those who contributed to Welcome House in 2016 are recognized on the following pages. These contributions make it possible for us to continue to work toward our mission of ending homelessness and helping those who are the most vulnerable in our community move from housing uncertainty to housing stability. Thanks for your consistent and ongoing support.

The Butler Foundation

The contributions listed below are funds received above and beyond funds given through government agencies and pass-through dollars. Every attempt was made to include all individuals/groups who made a contribution to Welcome House in 2016. Please forgive any inadvertent misspellings or omissions.

HERITAGE (*Gifts above* \$25,001)

Community Foundation of NKY Elsa M. Heisel Sule Charitable Trust Henry and Elaine Fischer Northern Kentucky Restaurant Association United Way of Greater Cincinnati Welcome House Outreach

LIFE (*Gifts of* \$10,001 – \$25,000)

Kroger Employees Robert M. Krolage

HOPE (Gifts of \$5,001 - \$10,000)

Anonymous Krauss-Maffei Corporation U.S. Bank Foundation

SPIRIT (Gifts of \$1,001 – \$5,000)

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Ending Homelessness



■ WelcomeHouseKY.org



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