

Community Impact Fund Evaluation Report

* 1. Organization name:

Mercy House

* 2. Grant #

29180046

* 3. Grant Period

March 1, 2018 through February 28, 2019

4. Primary location of services provided by grant:

City Ontario, CA

* 5. Name and Title of person completing evaluation.

Allison Davenport, Program Development and Compliance Di

* 6. Phone Number:

(714) 836-7138 x114

* 7. Email address.

allisond@mercyhouse.net

* 8. Total number of clients served through this grant funding:

47

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9. Describe the project's key outcomes and results based on the goals and objectives:

During the granting period of March 1, 2018 through February, 28, 2018, the Assisi House Transitional Shelter program served 47 unduplicated individuals just falling short of our goal to serve 50. This included 11 homeless single mothers and 19 children, 9 homeless women and 8 homeless men. All of those served were homeless and extremely low income (30% AMI). Of those served nearly 20% suffer from a disabling condition and 2% were victims of domestic violence, adding to the difficulty of rising out of homelessness. We also served two senior individuals over the age of 80, one being a homeless veteran.

Our goals for program are to increase access by homeless individuals to temporary housing and supportive services with the objective that at least 75% of participants will end their homelessness and enter permanent housing destinations upon exit from the program.

28 individuals exited the program during the granting period and 25 or 89% were able to successfully exit to permanent housing destinations. Of those that did not exit into permanent

housing, two moved into other supportive housing and one was exited due to non-compliance with the program. The average length of stay for a successful housing outcome was 163 days.

10. Please describe any challenges/obstacles the organization encountered (if any) in attaining the goals and objectives.

In Southern California, as is the case in many areas of urban sprawl, the economically disadvantaged seeking employment face a unique paradox: it is near impossible to maintain a job without a car; it is near impossible to maintain a car without a job. As such, one of the major barriers our clients face to employment, and thereby housing stability, is a lack of reliable transportation. Mercy House has responded to this need by providing bus passes and gas cards to clients on an as-available basis so that clients can attend job interviews and maintain employment. Due to the high demand for transportation, however, we faced difficulty providing bus passes and gas cards as frequently as they were needed .

11. How did the organization overcome and/or address the challenges and obstacles?

Across the breadth of our operations, the success of Mercy House's programs relies on the strong relationships we develop in the communities we serve. From recruiting volunteers to collaborating with local governments, Mercy House engages these communities to better serve our homeless populations. As such, we turned to our Ontario community members when we discovered there was a gap in transportation services we needed to fill. Our staff and volunteers rallied to draw upon the charity of local institutions, finding substantial support from churches that called their congregations to donate. With help from the community, we were able to ameliorate the shortage of transportation options for our clients and secure additional bus passes and gas cards.

12. Describe any unintended positive outcomes as a result of the efforts supported by this grant.

A defining feature of homelessness is its indiscriminate disregard for the persons it affects, in spite of the merit of their achievements or the content of their character. Consequently, the clients we serve at Assisi House come from all walks of life. It is rare, however, that we have the privilege of serving clients who exemplify the resilience, grit, and determination of Michael.* Michael is a husband, father, and formerly homeless veteran who came upon hard times. Leaving his wife and children out of state in the care of her parents, Michael sought to continue his education in California so that he could better provide for his family. During this time, Michael slept in his car through cold winter nights, sacrificing his own wellness for the sake of his wife and children. After Michael came to Assisi House, he was able to prioritize his education and secure a job to support himself. He has since completed his degree and reunited with his family.

Although it is our intent to find a path back to housing stability for all clients we serve, Michael allowed us to see just how effective our programs can be when they are paired with clients who are willing to fight for a better future.

13. Briefly describe the impact this grant has had on the organization and the community served.

Mercy House operates all of its diverse shelters, facilities, and supportive services programs with a singularity of purpose: to bring a lasting end to homelessness for all who enter our system of care. At Assisi House, we have had the privilege of extending that purpose into the Ontario community by offering transitional housing coupled with supportive services that propel our clients into permanent housing. The clients we serve include single mothers and their children, as well as single adults, all of whom collaborate with our Housing Stability Specialists to identify and secure permanent housing options while working to better themselves. By participating in one-on-one case management, residents of Assisi House learn to care for themselves through financial literacy instruction, career-building activities, and life skills classes. While housing is the primary focus of our Assisi House operations, these supplemental services accomplish the transformative work of equipping our clients with the skills necessary to become self-sufficient.

14. Please provide a brief narrative on how the funds were used to fulfill grant objectives. Copies of receipts or additional budget information can be emailed to grant-info@thecommunityfoundation.net

\$10,000 was used to support the salary and benefits of a Housing Stability Specialist. Housing Stabilization Specialists are vital to the success of the Assisi House program. They work directly with the men, women, and children who enter Assisi House through intensive one-on-one case management, offer support, and access to skills, tools, and resources to ensure the success of these households.

\$2,200 was used toward utilities and \$800 for household supplies necessary to maintain the facility.

\$2,000 was used toward life skills classes, counseling and social development activities including resident gatherings that help to reduce social isolation that is common among homeless individuals.

15. Please relate a success story:

We first met the Robinson family while conducting community outreach in a local park. After speaking with them, we learned that the mother, father, and all three children were living on the streets in their car. Apart from the inherent dangers of living in a vehicle, the five of them reported difficulty sleeping. We welcomed the Robinson family into Assisi House where they were able to rest and recover while searching for employment opportunities. Together with a Housing Stability Specialist, the mother and father drafted a housing plan to put the family on a path back to permanent housing. Within two months of entering our program, the Robinsons secured a four bedroom apartment that they now call home. Their newfound happiness and peace of mind has inspired joy in our staff, highlighting the success of our programs to fundamentally change lives for the better.

16. Please relate a success story here:

Sometimes the smallest things have the largest impact. For those with a home, the difference between a roof over your head and without may not be fully realized. But when you are homeless it can make all the difference.

It did for Valerie.

Valerie left her life in Arizona to come to California to be a caretaker for her sick aunt. After months of taking care of her, her aunt's daughter decided to come home and kicked Valerie out of the house leaving her with no resources, no connections and no place to stay. Luckily for Valerie she received a referral to our Mercy House Ontario Access Center within a few days of becoming homeless. We were able to provide her with short-term motel assistance. During her short term motel stay, Valerie was able to go on interviews and secured a full-time job.

The difference between sleeping on the streets and sleeping in a motel with access to a shower and ability to prepare herself for the interview made all the difference in helping Valerie secure this employment opportunity. After her short motel stay Valerie was accepted into Mercy House's Assisi House Transitional Shelter. Here she continues to maintain full-time employment and is working toward placement in our tenant-based rental assistance program.

18. Which category best describes the organization. Please choose only one.

- Animal Services
- Arts & Arts Support
- Basic Needs Support
- Cultural
- College/University
- Educational institution
- Senior Citizen Support
- Shelter
- Service Organization
- Women & Children
- Youth Development
- Educational Support
- Environmental
- Faith Based Organization
- Humanitarian
- Medical/Health/Public Agency
- Residential/Recovery
- Other (please specify)

19. What is the organization's primary program area of interest?

- Arts & Culture
- Animal Welfare
- Children & Families
- Civic & Public Benefit
- Education
- Elder Care
- Emergency Preparedness
- Environment/Environmental
- Food Bank
- Disabled/Access
- Health & Human Services
- Homeless
- Housing for Special Populations
- Legal Aid
- Military Support
- Religion
- Youth

Other (please specify)

20. Approximate percentage of clients served through grant in each ethnic group category. Total must equal 100%

African American	<input type="text" value="41%"/>
Asian/Pacific Islander	<input type="text"/>
Caucasian	<input type="text" value="25%"/>
Native American	<input type="text"/>
Hispanic Latino	<input type="text" value="34%"/>
All Ethnicities	<input type="text"/>
Other	<input type="text"/>
Unknown	<input type="text"/>

21. Approximate percentage of clients served from grant funds in each age category.

Children Birth-05 years of age	6%
Children ages 06-12 years of age	9%
Youth ages 13-18	9%
Young Adults (18-24)	12%
Adults	58%
Senior Citizens	6%
Unknown	

22. Approximate percentage of clients served with disabilities from grant funds.

Physically Disabled	13%
Blind & Vision Impaired	
Deaf & Hearing Impaired	
Mentally/Emotionally Disabled	2%
Learning Disabled	
Unknown	
Speech Impaired	
Other Disability	5%
No clients served with disabilities	

23. Approximate percentage of clients served in each economic group.

At/Below Poverty Level	<input type="text"/>
Homeless/Indigent	<input type="text" value="100%"/>
Migrant Worker	<input type="text"/>
Working Poor	<input type="text"/>
Other	<input type="text"/>

