

Montgomery County Coalition for the Homeless



2017 Annual Report

Letter from Executive Director and Board Chair

Dear Friends,

It has been a remarkable year at MCCH, following our extraordinary achievement in 2016 of ending veteran homelessness.

Reflecting on this accomplishment, we knew that ending homelessness for a distinct population is not only achievable, but sustainable when the community joins together to target efforts, dedicate resources, and generate political will.

Keeping these central tenets in mind, we shifted our focus this year to our community's next strategic goal – ending chronic homelessness by 2018. Chronic homelessness is defined by the U.S. Department of Housing and Urban Development as people who have a diagnosed disability and have experienced homelessness for 12 months or more.

MCCH took a critical first step this year in ending chronic homelessness by launching our newest permanent supportive housing program Keys First, which serves 28 men and women who experienced chronic homelessness. This program, funded in partnership with HUD and Montgomery County's Department of Health and Human Services, will play a critical role in meeting the needs of this very vulnerable group of Montgomery County residents.

While there is more work to be done to achieve this bold goal, we know that the incredible support of our community will ensure our eventual success. This year, our community and friends empowered our clients in many ways. They provided holiday gifts to all of our clients and backpacks filled with school supplies so that nearly 300 children served by MCCH returned to school ready to succeed. Community members also provided more than 100,000 meals for the residents at our HBCAC men's emergency shelter, which meant we only spent \$35/day to feed the 700 men we served this year.

We are extremely proud to be a part of such a generous community, and we look forward to the lessons learned from serving veterans to pave the way for ending homelessness for other targeted groups, including people experiencing chronic homelessness, youth and families—together.

On behalf of the Board of Directors, MCCH staff, and, most importantly, the 1,600 men, women, and children we served this year, thank you for helping us build a community in which everyone has a safe, stable, and affordable place to call home.



A handwritten signature in blue ink, reading "Susie Sinclair-Smith".

Susie Sinclair-Smith
Executive Director



A handwritten signature in blue ink, reading "Richard B. Pettit".

Dick Pettit
Board Chair

Mission and Vision

Working together, Montgomery County Coalition for the Homeless and our affiliate Coalition Homes provide solutions to ensure that homelessness in Montgomery County is rare, brief, and nonrecurring.

Our vision is to end homelessness in Montgomery County by building a community where everyone has a safe, stable, and affordable place to call home.

Our Programs

In FY17, MCCH served 1,657 men, women, and children in Montgomery County through our emergency shelter and permanent supportive housing programs.

MCCH provides 60% of the County's emergency shelter beds through three emergency programs, which provided shelter and services to meet the needs of over 800 individuals currently experiencing homelessness. Our nine permanent supportive housing programs help nearly 300 individuals and 157 families maintain their housing stability by combining permanent, affordable housing and supportive services.

Emergency Shelter Programs

MCCH's three emergency housing programs are the Home Builders Care Assessment Center (HBCAC), Safe Havens, and Veterans Affairs (VA) Safe Havens.

- HBCAC is Montgomery County's only year-round 24/7 men's emergency shelter, serving 710 clients this year. In addition to fulfilling needs of shelter and food, HBCAC provides crisis intervention and resources to rapidly re-house the men who walk through our doors.
- Safe Havens, our longest running program, provided emergency shelter and supportive services to 60 single adult men and women experiencing homelessness with severe mental illness and/or co-occurring disorders who are currently disconnected from services.
- VA Safe Havens, created in 2014 in partnership with the U.S. Department of Veterans Affairs (VA), provided Safe Havens housing, connections to VA permanent housing, and other benefits, exclusively to 49 veterans with similar challenges.



Emergency Shelter Programs (continued)

In FY17, over 820 men and women had their urgent needs met through these programs, including emergency shelter, showers and restrooms, and food. These individuals are Montgomery County's most vulnerable residents, including those who experience significant challenges such as mental illness, physical disabilities, chronic health conditions, long-term histories of homelessness, survivors of domestic violence, and homeless youth.

Because of their significant vulnerabilities, not all men and women who seek shelter at MCCH wish to engage in services. Operating under the philosophy of Housing First and implementing the best practices of harm reduction and trauma-informed care, MCCH does not require clients to engage in supportive services in order to have their basic needs met. Read more about MCCH's philosophy here: <https://mcch.net/our-philosophy-2/>.

At HBCAC:

- 361 men chose to enroll in case management services to address their barriers to housing.
- 205 men maintained or increased their income.
- 116 men enrolled in a vocational preparation program.
- 80 men acquired and/or maintained employment.
- 104 men moved to more stable housing.

At Safe Havens:

- 60 men and women chose to enroll in case management services to address their barriers to housing.
- 22 regularly engaged in social or communal activities to build life skills.
- 60 maintained or increased their income.
- 27 moved to permanent housing.

At VA Safe Havens:

- 49 veterans chose to enroll in case management services to address their barriers to housing.
- 20 were referred to and utilized community resources.
- 44 maintained or increased their income.

Impact of MCCH's Emergency Shelter Programs Story of Transformation:

Michael, a successful chef and single father of three, lived a happy life where his work was his passion and he could provide for his family. But while working as a chef in a high-end restaurant, a cruel act of fate cost Michael everything.

One night at work, Michael's restaurant was robbed, and he was stabbed in his dominant hand. This act of violence rendered Michael unable to hold a pen, let alone cook. Soon after this incident, his mother passed away from cancer. Michael was devastated. Unable to work and battling a deep depression, Michael lost his job, his home, and his family.



Michael rings MCCH's Housing Bell with our staff to celebrate ending his homelessness

Eventually, Michael finally accepted the reality that he needed help to move on and end his homelessness.

"When you're going through homelessness and worrying about where to eat, where to sleep, you lose a part of you and what you love, what your passion is. And I needed that passion back."

In 2017, Michael entered MCCH's HBCAC men's emergency shelter. Our staff gave Michael the support he needed, and he was more than ready to put in the time and effort to find stable housing. Michael's case manager Kara helped him get back on his feet, but it was Michael's determination to see his children again that drove him to find a permanent place to live.

Michael finally moved into his own home, and he continues to receive support from MCCH to ensure he never returns to the experience of homelessness. More than anything else, Michael is proud to have a stable home to reconnect with his children.

He's also excited to have his own kitchen so he can learn how to cook with his non-dominant hand and get back to work to provide for his family once more.



Michael's children love it when he cooks. Every time they stay at his new apartment, they ask for his signature pancakes, which are the size of a dinner plate and almost an inch thick.

"When they wake up and say, 'Daddy, I'm hungry!' I just can't stop smiling."

Of all the things that having his own home has brought to Michael, the time he can now spend with his kids is the most precious.

Watch Michael share his powerful story at tinyurl.com/mcchmichael

Permanent Supportive Housing Programs



Our nine permanent supportive housing programs combine ongoing case management and supportive services with affordable housing through rental assistance programs to help formerly homeless families and individuals maintain housing stability. These programs—Partnership for Permanent Housing, Seneca Heights Apartments, Cordell Place, Hope Housing, Home First, Keys First, Operation Homecoming, Creative Housing Initiative Program, and Vulnerability Initiative Program—are each tailored to meet the distinct needs of the populations they serve.

Some programs are located in a single facility with case management services on-site, while others are scattered-site programs where our tenants rent private apartments and receive home-based case management services. Clients in all nine programs hold a lease and pay 30% of their income toward rent. The balance of rent is paid directly by MCCH or through vouchers, based on each program's sources of funding and structure.

In FY17, our permanent supportive housing programs served a total of 788 individuals including 157 families and 287 children. 97% of these households have maintained their housing stability as a result of MCCH's support.

Impact of MCCH's Permanent Supportive Housing Story of Transformation:

At eight years old, Sergio's world was complete, consisting of home, school, and the bus ride between them. But when he and his family lost their home, an important piece of his world disappeared.

Without a home, his life quickly turned upside down. Sergio, his brothers, and his mom stayed with countless friends, family members, and lived in hotels for weeks at a time.

For Sergio, even getting to school was unpredictable. He would often take a taxi early in the morning to an unfamiliar place to sleep for a few more hours before going to school. For this period of his life, Sergio had no choice but to trust and rely on strangers.

He felt isolated and confused. Most of all, Sergio felt scared.

"I didn't see my mother much at all. I would wake up and she'd be gone at work, and she would come back after I was asleep. I didn't feel like anyone understood me. And it can be a little lonely."

The trauma of homelessness left Sergio exhausted and angry. He was starting to lose hope until he and his family found MCCH's Seneca Heights Apartments, which provides permanent homes and onsite supportive services for 17 families and 40 single adults.

Sergio couldn't believe it when his family moved into MCCH's Seneca Heights Apartments.

"It was the biggest room I had ever had!"

Seneca Heights gave Sergio the stability to be himself again. He made friends, excelled in school, and no longer had to worry about where he would sleep at night. After two years, Sergio's mom saved enough money to move them into a townhouse in Germantown where they lived for the next eight years. Reflecting back, Sergio admits he didn't know that someone could live in the same place for that long.

Today, Sergio lives independently in his own apartment and works full time while pursuing his degree at Montgomery College. He plans to finish his education and become a teacher.

Though Sergio was fortunate enough to find stable housing, he is still healing from his trauma. Only within the last year has he felt comfortable talking about his experience with his friends and family. His biggest milestone was visiting Seneca Heights after almost a decade since moving out. He was so inspired by his experience that he wants to pay it forward to the children who live there now. He loves tutoring the children at Seneca, and he recently donated school supplies to help them prepare for the new school year.

"I reflect on how much MCCH helped me. Without that, who knows how much longer we would have been on that rollercoaster path."



Watch Sergio share his powerful story
at tinyurl.com/mcchsergio

Strategic Plan Update

During FY17, we continued to increase the impact of our work through the pursuit of our 2015-2019 strategic plan goals:

1. Meet the urgent needs of people experiencing homelessness by providing emergency shelter along with the supportive services needed to return people to stable housing as quickly as possible.

Notable FY17 Accomplishment – We launched a new service delivery model in April 2017 at our HBCAC men’s emergency shelter. The 30/60/90-day client move-out plan allows clients and staff to remain focused on housing solutions within 30, 60 or 90 days of entry to the shelter, based on individual client’s barriers to housing.

2. Connect people who are experiencing homelessness to stable, permanent housing along with the services and supports they need to maintain their housing.

Notable FY17 Accomplishment – We launched Keys First, a new permanent supportive housing program for 24 individuals who have experienced chronic homelessness. The establishment of this program is a critical step towards our shared goal with Montgomery County of ending chronic homelessness in 2018.

3. Increase the supply of affordable housing in order to provide stable, permanent homes for people exiting homelessness.

Notable FY17 Accomplishment: MCCH’s affiliate Coalition Homes (CH), which develops and manages properties dedicated to permanent supportive housing, acquired 30 units of housing this year, bringing CH’s total inventory to a total of 129.

4. Advocate for the creation of a comprehensive and responsive system to prevent and end homelessness in Montgomery County.

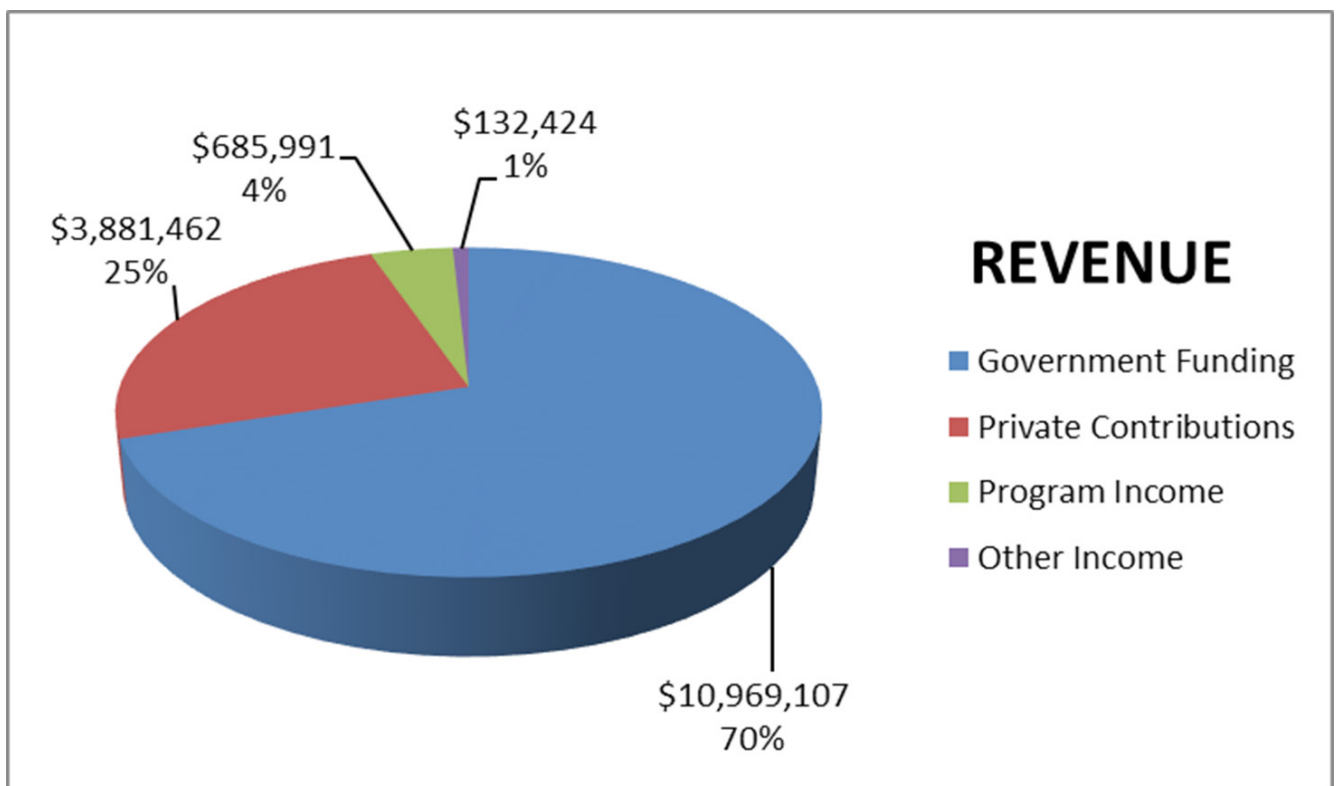
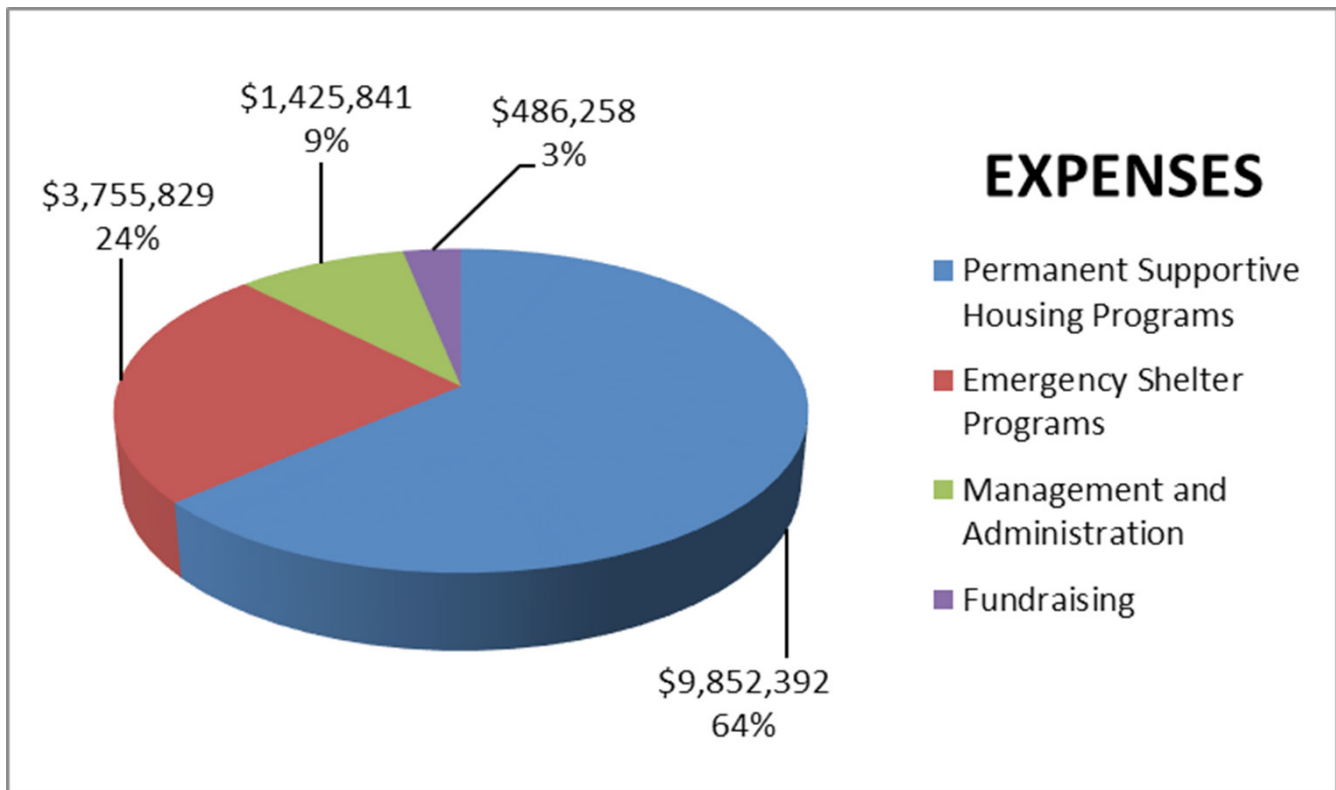
Notable FY17 Accomplishment: Having ended Veteran Homelessness in FY16, partnered with the community to develop a by-name list and identify permanent supportive housing resources for next County strategic initiative to end Chronic Homelessness.

5. Operate as a compassionate, respectful and professional organization with the people, infrastructure and resources needed to deliver on our promise to end homelessness.

Notable FY17 Accomplishment: Ensured strong internet connectivity at all permanent supportive housing and MCCH office sites to provide greater access for clients and staff to information technology and enhanced resources.

We look forward to continued progress on these objectives to ensure that MCCH has the tools needed to fulfill our vision of a safe, stable and affordable place to call home for every Montgomery County resident.

2017 Summary of Revenue and Expenses



The financial statements for Montgomery County Coalition for the Homeless represent Fiscal Year 2017 from July 1, 2016 through June 30, 2017. These statements were audited by an independent auditor and are available in their entirety by contacting MCCH.

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MCCH is grateful for the support and generosity of all donors who made gifts between July 1, 2016, and June 30, 2017.

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Martha Toquinto

Total Wine & More
Twinbrook Baptist Church
University of Life Worship Center
Shelagh Van Saanen
Jade Bristol Verity
VFW Post 9862
Washington Hebrew Congregation
Washington Rockville Elks Lodge 15
Weichert Realtors
Steve and Susan Weil
Pamela Whittaker
Abigail Wilcox
Wilson Health Care Center at Asbury Methodist
Village
Winston Churchill High School Junior Civitan Club
Wootton High School National Honor Society
George and Laura You
Carolyn Youstra
Zam Zam Market
Barbie Zamoiski
Ryoko Zawadzki
John Zimmerman

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