

# MCCH ANNUAL REPORT 2021



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405 East Gude Drive, Suite 209 Rockville MD 20850

The moon breaks the silence of the night, lighting a pathway for new dreams.

# LETTER FROM THE CEO & BOARD CHAIR

We are truly grateful for our partners and supporters especially during these challenging times. Your care and generosity allowed The Montgomery County Coalition for the Homeless (MCCH) to be responsive to support those facing hardship in our community amid COVID-19 challenges. Our clients were able to lean on us and showed resilience as we shared resources and information during Covid uncertainty. We have moved onward together.

During COVID-19 we have seen increased numbers and the changing face of people experiencing homelessness. In Spring 2022, we will bring on-line a permanent home for our men's emergency shelter enabling MCCH to expand the number of year-round 24/7 shelter beds from 60 to 200 and offer a state-of-the-art employment lab, on-site medical services and warming kitchen among other benefits.

In FY21 MCCH was able to help a record number of men, 204, move out of the shelter into permanent housing with the help of new housing resources created during the pandemic. This freed up emergency shelter spaces for men who became newly homeless due to employment and housing challenges created by COVID. MCCH staff accomplished this as an essential partner with the Montgomery County Department of Health and Humans Services by distributing one-time \$4,000 payments and providing first month's rent and security deposits using CARES Act funds for men who lost their housing due to the COVID crisis.

We also launched our Rapid Re-Housing program to provide short-term rental assistance and services, so people can obtain housing quickly while increasing their self-sufficiency. This program will serve 120 men and women over two years. Our permanent supportive housing programs continue to serve over 500 households formerly experiencing homelessness. During this time period we had a 100% housing stability rate, meaning we ensured they were not evicted.

Throughout the pandemic, and all the sources of stress that accompanied it, we are proud that MCCH employees never lost track of their deep commitment to our mission, values, and the individual humanity of each client. Regardless of a client's program or need, staff continually engaged them in a caring, client-focused, and trauma-informed manner with the goal of helping each client secure and maintain permanent housing.

In partnership with the community MCCH in our role as the largest non-profit that exclusively addressing homelessness in the County kept a laser focus on our mission to end homelessness. As evidenced by a 40% decrease in homelessness over the last four years, we remain committed to ensuring the experience of homelessness is rare, brief, and nonrecurring in Montgomery County.

As you read this annual report, remember our guiding vision: To end homelessness in Montgomery County by building a community where everyone has a safe, stable, and affordable place to call home. We truly made strides together toward realizing this vision in 2021.

Sincerely,



Susie Sinclair-Smith, CEO



Michael Lichtenstein, Board Chair

# MISSION & VISION

The mission of Montgomery County Coalition for the Homeless is to provide solutions in Montgomery County to ensure that homelessness is rare, brief, and nonrecurring. Always guided by our organization's vision, we strive to realize our mission by building a community where everyone has a safe, stable, and affordable place to call home.

For over thirty years MCCH has been committed to ending homelessness in Montgomery County with demonstrated impact. On a single night in January 2021, there were 577 people experiencing homelessness in Montgomery County, which represents a 40% reduction since 2017.

(https://www.montgomerycountymd.gov/Homelessness/Numbers.html).



# MCCH 2021 BY THE NUMBERS

## **Veterans Programs**

79 Veteran households supported
55 in VA Safe Havens emergency shelter program
24 in Operation Homecoming permanent supportive housing program

# Men's Emergency Shelter

1.5% COVID Infection rate achieved amongst shelter population using protocols and PPE served

**204** men moved from shelter into permanent homes with new COVID relief resources

# Permanent Supportive Housing (PSH)

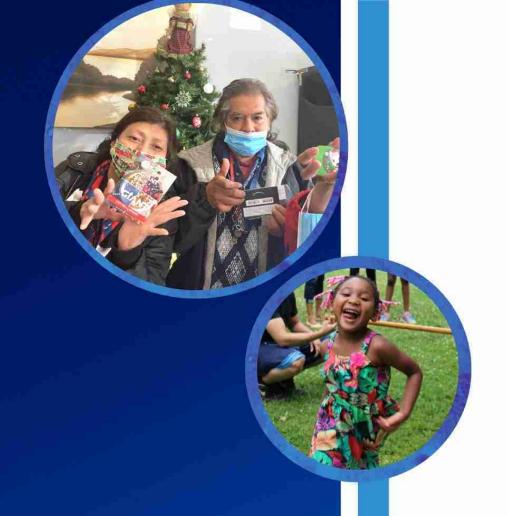
100% of our 522 households including 290 children in PSH did not return to homelessness during the pandemic

200 school age children were helped to succeed with virtual learning by supplying them with technology and desks during the pandemic

1,649

### people served in total

in Emergency Shelter, Veterans Safe Havens, Rapid Re-Housing, and Permanent Supportive Housing programs





# OUR PROGRAMS

In FY21, MCCH compassionately served 1,649 adults and children in Montgomery County through our emergency shelter and permanent supportive housing, and Rapid Rehousing programs. We currently operate two emergency shelter programs, one for veterans with severe mental illnesses, and one that is the only 24-7 emergency shelter for men in Montgomery County. These programs served the needs of 750 individuals. Our ten permanent supportive housing programs helped 927 adults and children maintain their housing stability by combining permanent, affordable housing and supportive services.

# **Emergency Shelter**

We currently operate two emergency shelter programs: Safe Havens for Veterans with severe mental illnesses, and the HBCAC Men's Emergency Shelter which is the only 24-7 year-round emergency shelter for men in Montgomery County. These programs addressed the urgent needs of more than 750 individuals and helped them move into housing as quickly as possible through these services:



- Shelter and beds
- Case management
- Support with locating housing
- Medical and psychiatric care
- Employment assistance
- Breakfast, lunch, and dinner
- Bathrooms and showers
- Laundry facilities

In the last year
MCCH was able
to help a record
number of men,
204, move out of
the shelter into
permanent
housing with the
help of new
housing resources
created during
the pandemic.

# A Support System MCCH Client: Terence

Terence lived with undiagnosed mental health issues until MCCH staff at the shelter helped identify symptoms of depression, connected him with therapy, and assisted him on his path to addiction recovery. Terence grew to value himself with ongoing support and encouragement from MCCH staff. He decided to fight for his dream and attend cooking classes. Now he is a sous chef, second in charge of 36 people for a hospital catering service.

### Rapid Rehousing Program

In FY21 MCCH launched our new Rapid Rehousing program, which in the first year served 60 men and women and will serve 120 individuals in the future. Each person who comes to the emergency shelter brings with them varying experiences, skills, and needs.

Those with fewer and less intense needs are advanced to our Rapid Rehousing program. Based on the Housing First model, this program tailors a package of assistance to meet the specific needs of each client to assist them in securing



# A Home of Her Own MCCH Client: Evelyn

Evelyn is a participant in our new Rapid Rehousing Program. We helped Evelyn move from emergency shelter into a new home recently. She proudly showed off every aspect of her efficiency apartment, joyfully saying, "It feels like a mansion to me!"



## **Permanent Supportive Housing**

MCCH's ten permanent supportive housing programs (PSH) helped 927 adults and children maintain their housing stability by combining ongoing case management and supportive services with affordable housing through deep rental subsidies. MCCH helped these households end their homelessness and they now have their own apartments and pay 30% of their income towards rent.

In FY21, 155 families and 290 children were provided with PSH, and 100% maintained stable housing. Having housing also helps stabilize other areas of their lives, so 75% of these families were able to maintain or increase their income.

Three-hundred-sixty-seven single adults were provided with PSH, of which 98% maintained stable housing and 68% maintained or increased their income.



A Foundation of Safety MCCH Client: Oumou

Oumou came to the U.S. with her husband. But when the relationship became abusive she filed legal action against him and relocated with her two daughters to a shelter. MCCH connected them to permanent supportive housing, enabling Oumou to pursue a college degree and keep her daughters in school. Now, having regained self-confidence, Oumou has dreams of starting her own business. She works with other African survivors of domestic abuse and says having a home is the foundation of her family's safety.

### **Veterans Programs**

MCCH is firmly committed to ending the experience of homelessness for Veterans. We offer both a Safe Havens emergency shelter to connect Veterans with severe mental illness to VA housing opportunities, and a permanent supportive housing program for Veteran households needing extra support after exiting homelessness who are not eligible for VA benefits.



Our VA Safe Havens Program provides intensive support and connection to services for male and female Veterans who have a serious mental illness. We serve 55 Veterans a year in 2 locations, one in Silver Spring and one in Laytonsville.

Our Operation Homecoming Program provides permanent supportive housing to 24 Veteran households. Rent support and case management services allow these individuals and families to remain stably housed as they develop additional independent living skills and work towards self-sufficiency.

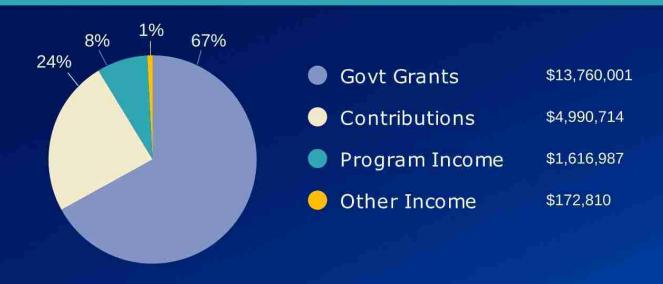


# An Opportunity for Stability MCCH Client: David

David is a 48-year-old Navy Veteran who served from 1990-1994 and received an honorable discharge. He struggled after getting out of the military and moved around a lot, trying to find the right fit. Two years ago, he began a program with the VA to stabilize his mental health, receive job training, and begin a new chapter of his life. Working with the VA and VA Safe Havens, David has gained the supports and training he needs to be successful and is ready to move into his own apartment.

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