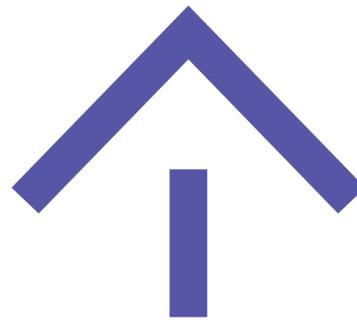


St. Stephen's Human Services Year-End Report



Fiscal Year 2021
July 1, 2020 - June 30, 2021

ST. STEPHEN'S HUMAN SERVICES
2309 Nicollet Ave, Minneapolis, MN 55404

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Introduction

This document is a snapshot of the work of our staff and clients. Data are entered by staff into ClientTrack, the Homeless Management Information System (HMIS), and other systems to record client and program information, shelter stays, outreach services, community services, and Welcome Center activity. These data are most often used to report statistics to current and potential funders, as well as to keep our Board of Directors and our community apprised of our work.

As we reflect here on Fiscal Year 2021, there are the usual data points to review, as well as the continuing effects of the COVID-19 pandemic on our work and community. There is also deep work being done as an organization to ensure we are serving our community with a constant eye on the many intersecting oppressions our clients and staff experience every day. To that end, we continually question the systems in place and hold one another accountable to our values of equity, dignity, integrity, self-determination, and mutual responsibility.

In addition to all of that, we look forward to the next reporting period, which will reflect the work of our newly combined agency, fully integrated with our legacy House of Charity colleagues and programs.

Housing Availability & Cost

44%

of Minneapolis renters live in housing that is not affordable to them.

Affordability is defined as paying no more than 30% of pre-tax household income on rent and utilities combined.

Median Rental Costs		MAY 2020	MAY 2021	
	1 Bedroom 		\$1,054	\$1,025
2 Bedroom 		\$1,385	\$1,430	3%
3 Bedroom 		\$1,600	\$1,713	7%

Monthly Income Required to Rent a Home

Based on requirement of income equal to 2.5x rent

\$

1 Bedroom
\$2,563

\$\$

2 Bedroom
\$3,575

\$\$\$

3 Bedroom
\$4,283

Rental Vacancies Affordable by Income Level

	Individual	Family of Four	May 2020	May 2021
100% AMI*	\$73,500	\$104,900	95%	93%
80% AMI	\$58,800	\$83,920	80%	81%
60% AMI	\$44,100	\$62,940	50%	51%
50% AMI	\$36,750	\$52,450	17%	19%
30% AMI	\$22,050	\$31,470	0%	0%

*Area Median Income for Minneapolis

2

Agency-Wide Overview

During FY2021, St. Stephen's served...

3,357* Households

3,550*

Unique
Individuals

476* Families

2,881*

Single Adults

917* Children

152*

Veterans



462 individuals were provided shelter for at least one night.



Street Outreach staff had **5,620** contacts with **2,072** known individuals & **1,639** with over **1,500** unknown individuals.



45.4% of households were new to their housing or shelter program, while **54.6%** carried over from last year.



314 households or individuals who were homeless during FY21 were housed during that time frame.



Case Managers provided over **4,300 hours** of Case Management to their clients.



374 Next Step assessments were completed with Hennepin County families.

**Totals exclude Next Step Assessor clients & unknown Outreach clients*

Head of Household Demographics

NOTES ON DEMOGRAPHIC DATA AND HOUSING JUSTICE:

We collect and present demographic data for our Heads of Household to identify disparities in outcomes and work to address them. We see individuals, families, and unaccompanied youth from all backgrounds represented in the homeless population, but it's vital we take a critical eye to our work and to the systems in place that disproportionately affect the housing stability of cultural sub-sets. Specifics around the roles of government policies, mechanics of resource allocation, intergenerational opportunities for wealth accumulation and cultural norms that reinforce disparate outcomes have been added to contextualize the data. In all cases, clients are able to self-identify or decline to answer as they wish.

RACE

A disproportionate number of Heads of Household (HoH) identified as Black or African American (41.5%) or Native American (19.4%) compared to Hennepin County, where 13.8% of residents identified as Black or African American and 1.1% as Native American.

Housing and financial systems are built upon white dominant culture and colonialism, whose deliberate byproducts include historical trauma and rental and job discrimination. These factors inhibit the building of generational wealth and the maintaining of stable housing.

GENDER

The percentage of self-identified men and women HoHs differed slightly to the population of Hennepin County. Self-identified women made up 43.6% of HoHs (50.5% in Hennepin Co.) and self-identified men accounted for 55.5% (49.5% in Hennepin Co.). Hennepin County has yet to allow people to identify as transgender, gender non-binary, or gender non-conforming. At SSHS, 0.9% of all HoHs identified as part of this segment and it is widely reported that this group disproportionately experiences homelessness.

People who identify within the range of LGBTQIA+ identities often experience discrimination, harassment and violence in school and the workplace, leading to unstable income, an increased chance of exploitation, and homelessness. When faced with the option of emergency shelter, some may opt out of options that force them to identify as part of the gender binary.

Head of Household Demographics

AGE

175 youth HoHs (aged 18-24) made up 5.1% of SSHS total HoHs.

705 HoHs (20.5%) were 55 years of age or older - a growing segment of our client population.

The population of unhoused adults 55 and older is growing as they continue to face loss of wages, disappearance of fixed pension plans, increased housing costs, and age discrimination in the job market. These first time homeless individuals join an aging population of chronically homeless adults.

VETERAN STATUS

153 (4.4%) individuals were known to be Veterans. Increased efforts to serve this population have brought this number down from 5.2% at the same time last year, and SSHS no longer offers the Veteran-specific services that are now provided exclusively by Minnesota Assistance Council for Veterans (MACV). An estimated 4.7% of Hennepin County's adult population are Veterans.

Many displaced and at-risk Veterans live with lingering effects of post-traumatic stress disorder and substance use, which are compounded by a lack of family and social support networks. Additionally, military occupations and training are not always transferable to the civilian workforce, placing some Vets at a disadvantage when competing for employment.

DISABLING CONDITION

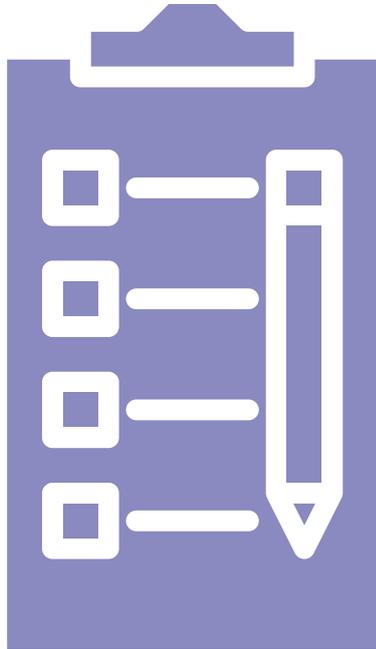
While the term "Disabling Condition" was used to collect this data, each individual may resonate with person-first or identity-first language, depending on their life experience. 70.9% of SSHS HoHs self-identified a "Disabling Condition" which encompasses those with physical, mental, cognitive, sensory disabilities and substance use disorders. In contrast, just 11.8% of the overall adult population in Hennepin County identified this way.

Ableism on a social, structural, and interpersonal scale impacts this group's ability to obtain stable housing. Misconceptions and generalizations result in policies that restrict community involvement, allow for inequitable wages, and create physical spaces that deprioritize people with disabilities. Once someone experiences homelessness, this can also result in the development of a first-time disability, and/or exacerbate already existing ones.

Detailed SSHS demographic data available in appendix.

*Sources: www.census.gov/acs/www/data/data-tables-and-tools/data-profiles
www.racialequitytools.org; <https://nationalhomeless.org/issues/lgbt>
<https://online.simmons.edu/blog/aging-on-the-streets-americas-growing-older-homeless-population>
http://nchv.org/index.php/news/media/background_and_statistics/
SSHs A Day in the Life program & Abigail Abele - SSHS Community Engagement Coordinator
SSHs Committees for Equity, LGBTQIA+, Accessibility & Dismantling White Supremacy*

Coordinated Entry Systems



The **Coordinated Entry System (CES)** is the county's approach to organizing and referring to housing services for people experiencing homelessness in Hennepin County. Because housing resources are limited, this process is designed to ensure that individuals and families with the highest vulnerability, service needs, and length of homelessness receive top priority in housing placement. Households are prioritized using the following criteria, in this order: disability, chronic homelessness, and number of HUD months homeless.

St. Stephen's Street Outreach and Shelter teams are able to conduct Coordinated Entry System housing assessments for single adults, while **Next Step Assessors** are the primary assessors for Families in Hennepin County.

During Fiscal Year 2021:

251

CES Assessments were completed by SSHS Outreach and Shelter staff.

374

Next Step Assessments were completed with Hennepin County families.

95%

were scheduled 3 business days from referral.

92%

were completed within 10 business days from referral.

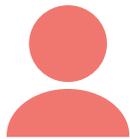
96%

were completed within 10 business days from referral when clients showed to their 1st appointment.

Shelter & Outreach Programs

Includes Shelter Stay (Clinton & FCC), Shelter Services, Shelter Savings, SHiFT, Veteran-Specific Outreach, and Street Outreach.

Total Clients Served & Engagements



Known Individuals

2,534



Unknown Individuals

1,600+



Veterans

133



Outreach Contacts

7,259



Outreach Services

22,773

Street Outreach

Street Outreach works throughout Hennepin County (with a primary focus on Minneapolis) to interact with people living in places not meant for human habitation. They help people navigate the various crises that occur while lacking stable housing and meet people where they are at to address immediate basic needs for safety and survival outside while assisting them in their process towards permanent housing.

Clients Served:



Street Outreach Workers had **5,620** contacts with **2,072** known individuals, including **118** who identified as Veterans. Staff also had **1,639** contacts with approximately **1,600** unknown individuals. **159** of these individuals became housed during FY21.



236 participants exited the program and **159** of those exited (**67.4%**) were **Stably Housed*** at exit.

- 129** Rental by client, other ongoing housing subsidy
- 12** Rental by client with RRH or equivalent subsidy
- 5** Permanent housing (other than RRH) for formerly homeless persons
- 5** Rental by client, no ongoing housing subsidy
- 4** Staying with family or friends, permanent tenure
- 2** Rental by client in a public housing unit
- 1** Long-term care facility or nursing home
- 1** Transitional housing for homeless persons (including homeless youth)
- 7** Place not meant for habitation
- 4** Emergency shelter, including hotel or motel paid for with emergency shelter voucher, or RHY-funded Host Home shelter
- 2** Staying with family or friends, temporary tenure
- 2** Residential project or halfway house with no homeless criteria
- 2** Substance use treatment facility or detox center
- 1** Jail, prison or juvenile detention facility
- 59** Unknown

**Shaded categories indicate outcomes defined by funders as stably housed at exit.*



Over 22,700 services were offered by Outreach Workers:

- | | |
|---|---|
| 7,056 Relationship Building | 522 Substance Use Disorder Support |
| 4,416 Provided Basic Needs Items | 362 Housing Readiness |
| 1,662 Contact with New Person | 216 Identification Support |
| 1,627 Transportation | 132 Assessment Offered |
| 1,559 Community Resource Offered | 124 Mental Health |
| 1,516 Contact with 3rd Parties | 110 Financial Assistance |
| 1,287 Housing Support | 83 Crisis Intervention |
| 1,145 Shelter Assistance | 73 Legal Support |
| 847 Medical Care | 36 Employment Support |

Shelter

Since 1981, St. Stephen's has been providing shelter at 2211 Clinton Avenue and in 2017 expanded shelter services to a second location at First Covenant Church. On April 29, 2020, in a coordinated effort between St. Stephen's Human Services and Our Saviour's Community Services to meet safety standards around COVID-19, we were able to move three shelters into one hotel setting and provide shelter operations 24/7. The hotel setting maintained shelter bed capacity while increasing the number of shelter beds available in Hennepin County by designating 40-45 beds to unsheltered individuals with significant health concerns. By utilizing the hotel model, COVID-19 transmission has been mitigated for guests, staff, and the wider community, as individual rooms with private bathrooms provide the social distancing and access to hygiene and sanitation options that are not possible in congregate settings.

Clients Served:



462 individuals, including 15 veterans, were provided Shelter for at least one night.

The average number of nights stayed was 116.

7.5% of guests stayed 7 nights or fewer & 78.5% stayed 30 nights or more.

81 individuals became housed during FY21.



424 individuals exited the shelter. Of the 195 who exited to a known location, 81 (41.5%) were Stably Housed* at exit.

- 36 Permanent housing (other than RRH) for formerly homeless persons
- 14 Rental by client, no ongoing housing subsidy
 - 9 Rental by client in a public housing unit
 - 9 Rental by client, other ongoing housing subsidy
- 8 Staying or living with family or friends, permanent tenure
- 2 Long-term care facility or nursing home
- 2 Rental by client, with RRH or equivalent subsidy
- 1 Foster care home or foster care group home
- 55 Emergency shelter, including hotel or motel paid for with emergency shelter voucher, or RHY-funded Host Home shelter
- 12 Jail, prison or juvenile detention facility
- 12 Place not meant for habitation
- 11 Staying or living with family or friends, temporary tenure
- 8 Hospital or other residential non-psychiatric medical facility
- 6 Hotel or motel paid for without emergency shelter voucher
- 5 Substance use treatment facility or detox center
- 4 Psychiatric hospital or other psychiatric facility
- 1 Residential project or halfway house with no homeless criteria
- 229 Unknown

**Shaded categories indicate outcomes defined by funders as stably housed at exit.*

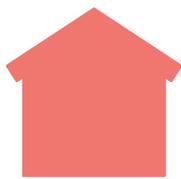


23 of 62 (37%) of participants who engaged with additional programs such as Shelter Services, Shelter Savings, or SHiFT and exited to a known location, exited Stably Housed.

Early Intervention Programs

Includes Diversion, Pohlard Prevention, Traditional Prevention, Targeted Prevention, and Fast Track.

Total Clients Served



Households

166



Families

119



Children

160



Single Adults

47



Veterans

3

10

Diversion

Started in March of 2021, Diversion works with families that have sought shelter, yet have another safe place where they could stay if they had some additional supports. The Diversion program provides case management, financial counseling, financial assistance, and housing search assistance with the goal of avoiding a prolonged shelter stay while working towards housing stability. This decreases the additional trauma of needing to interact longer-term with the homelessness response system.



Clients Served:

9 families comprised of 9 adults & 15 children



During FY2021, the Diversion Case Manager entered 9 New Intakes and 3 Exits.



3 households exited the program and 2 of those exited (66.7%) were Stably Housed* at exit.

- 1 Rental by client, no ongoing housing subsidy
- 1 Staying or living with family or friends, permanent tenure
- 1 Staying or living with family or friends, temporary tenure

**Shaded categories indicate outcomes defined by funders as stably housed at exit.*

Pohlad Prevention

St. Stephen's Prevention Assistance Program, funded by the Pohlad foundation, benefits families meeting the primary known predictor of future shelter stays: recent histories of homelessness. The goal is to prevent these families from returning to homelessness by keeping them stably housed with prevention assistance funds.



Clients Served:

10 families comprised of 13 adults & 23 children



During FY2021, the Pohlad Prevention Case Manager entered 10 New Intakes and 1 Exit.



1 household exited the program and was Stably Housed* at exit.

1 Rental by client, no ongoing housing subsidy

**Shaded categories indicate outcomes defined by funders as stably housed at exit.*

Traditional Prevention

Traditional Homeless Prevention provides financial counseling, short-term financial assistance, and short-term case management services to those at imminent risk of losing their housing.



Clients Served:

45 families comprised of 86 adults & 67 children
24 single adults, including 3 Veterans



During FY2021, the Traditional Prevention Case Manager entered 59 New Intakes and 54 Exits.



54 households exited the program and all exited (100%) were Stably Housed* at exit.

53 Rental by client, no ongoing housing subsidy

1 Rental by client, other ongoing housing subsidy

**Shaded categories indicate outcomes defined by funders as stably housed at exit.*

Targeted Prevention

Targeted Homeless Prevention provides unstably-housed families intensive case management services. These services can range from one-time crisis management to ongoing case management for up to 24 months. Families may receive direct financial assistance ranging from an application fee to short-term, monthly rental assistance.



Clients Served:

18 families comprised of 42 adults & 32 children



During FY2021, the Targeted Prevention Case Manager entered 1 New Intake and 9 Exits.



9 households exited the program and 7 of those exited (77.8%) were Stably Housed* at exit.

- 7 Rental by client, no ongoing housing subsidy
- 2 Emergency shelter, including hotel or motel paid for with emergency shelter voucher, or RHY-funded Host Home shelter

**Shaded categories indicate outcomes defined by funders as stably housed at exit.*

Fast Track

Fast Track is a condensed form of Rapid Rehousing for families and single adults with higher income. This program offers assistance with the housing search, application fees, and referrals to Bridging for furniture, but no ongoing rental assistance or case management.



Clients Served:

37 families comprised of 50 adults & 23 children
23 single adults, including 0 Veterans



During FY2021, the Fast Track Case Managers entered
38 New Intakes and 44 Exits.



44 households exited the program and 29 of those exited
(65.9%) were Stably Housed* at exit.

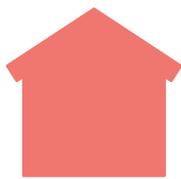
- 24 Rental by client, no ongoing housing subsidy
- 3 Rental by client, other ongoing housing subsidy
- 1 Rental by client in a public housing unit
- 1 Staying or living with family or friends, permanent tenure
- 8 Emergency shelter, including hotel or motel paid for with emergency shelter voucher, or RHY-funded Host Home shelter
- 2 Place not meant for habitation
- 2 Staying or living with family or friends, temporary tenure
- 3 Unknown

**Shaded categories indicate outcomes defined by funders as stably housed at exit.*

Rapid Rehousing Programs

Includes Family Rapid Rehousing, Employment-Enriched FRRH, FRRH Critical Time Intervention, Rainbow Rapid Rehousing, and Single Adult Rapid Rehousing

Total Clients Served



Households

214



Families

179



Children

348



Single Adults

35



Veterans

2

16

Family Rapid Rehousing

Family Rapid Rehousing provides services for families with moderate acuity levels to move quickly from shelter to permanent housing. The program offers direct assistance for rent, application fees, security deposits, utilities, and transportation in addition to supportive services for an average of 6-12 months.



Clients Served:

93 families comprised of 112 adults & 191 children

52 households were housed in an average of 59 days.
The median Days to Housed was 38.



During FY2021, Families RRH Case Managers entered 47 New Intakes and 35 Exits.



35 households exited the program and 25 of those exited (71.4%) were Stably Housed* at exit.

- 21 Rental by client, no ongoing housing subsidy
- 2 Staying or living with family or friends, permanent tenure
- 1 Rental by client, other ongoing housing subsidy
- 1 Rental by client, with HCV voucher (tenant or project based)
- 7 Staying or living with family or friends, temporary tenure
- 1 Emergency shelter, including hotel or motel paid for with emergency shelter voucher, or RHY-funded Host Home shelter
- 1 Hospital or other residential non-psychiatric medical facility
- 1 Unknown

**Shaded categories indicate outcomes defined by funders as stably housed at exit.*

Single Adult Rapid Rehousing

Single Adult Rapid Rehousing works with individuals with moderate acuity levels to move quickly from shelter or places not meant for human habitation to permanent housing. The program offers direct assistance for rent, application fees, security deposits, utilities, and transportation in addition to supportive services for an average of 6-12 months.



Clients Served:

35 single adults, including 2 Veterans

12 households were housed in an average of 74 days.
The median Days to Housed was 30.



During FY2021, Single Adult RRH Case Managers entered 17 New Intakes and 7 Exits.



7 individuals exited the program and 5 of those exited (71.4%) were Stably Housed* at exit.

- 3 Rental by client in a public housing unit
- 1 Rental by client, no ongoing housing subsidy
- 1 Rental by client, other ongoing housing subsidy
- 2 Emergency shelter, including hotel or motel paid for with emergency shelter voucher, or RHY-funded Host Home shelter

**Shaded categories indicate outcomes defined by funders as stably housed at exit.*

Employment Enriched Family Rapid Rehousing

The Employment Enriched Family Rapid Rehousing (EEFRRH) provides Rapid Rehousing services with a specific goal to improve housing stability by helping families increase their earned income while in the program.



Clients Served:

51 families comprised of 60 adults & 97 children

17 households were housed in an average of 103 days.
The median Days to Housed was 64.



During FY2021, EEFRRH Case Managers entered
17 New Intakes and 20 Exits.



20 households exited the program and 14 of those exited (70%)
were Stably Housed* at exit.

- 9 Rental by client, no ongoing housing subsidy
- 2 Rental by client, other ongoing housing subsidy
- 2 Staying or living with family or friends, permanent tenure
- 1 Rental by client in a public housing unit
- 3 Staying or living with family or friends, temporary tenure
- 1 Domestic Violence shelter
- 1 Hotel or Motel paid for without Emergency Shelter Voucher
- 1 Unknown

**Shaded categories indicate outcomes defined by funders as stably housed at exit.*



22 EE-FRRH households received additional Case Management
from the Family Employment Specialist.
6 of these households increased income during the Fiscal Year.

Family Rapid Rehousing - Critical Time Intervention

Critical Time Intervention (CTI) Family Rapid Rehousing offers direct assistance for rent, application fees, security deposits, utilities, and moving fees in addition to supportive services for an average of 9-12 months. Eligible households must have an adult who self-discloses a mental health challenge or diagnosis.



Clients Served:

22 families comprised of 26 adults & 42 children

6 households were housed in an average of 140 days.
The median Days to Housed was 68.



During FY2021, FRRH-CTI Case Managers entered
9 New Intakes and 3 Exits.



3 households exited the program and 2 of those exited (66.6%)
were Stably Housed* at exit.

2 Rental by client, no ongoing housing subsidy

1 Unknown

**Shaded categories indicate outcomes defined by funders as stably housed at exit.*

Rainbow Rapid Rehousing

Rainbow Rapid Rehousing, a new program beginning in January 2020, is designed to meet the needs of LGBTQ+ families that are currently unable to safely access mainstream housing and shelter resources. This program will continue to prioritize referrals directly from community-based organizations that serve LGBTQ+ families until our community's Coordinated Entry System can safely accommodate LGBTQ+ households. The program includes the three core components of RRH (housing search assistance, rental assistance, and case management to promote housing stability) through a population-specific lens.



Clients Served:

13 families comprised of 16 adults & 18 children

7 households were housed in an average of 54 days.
The median Days to Housed was 28.



During FY2021, the Rainbow RRH Case Manager entered
5 New Intakes and 3 Exits.



3 households exited the program and 2 of those exited (66.6%)
were Stably Housed* at exit.

2 Rental by client, no ongoing housing subsidy

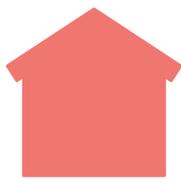
1 Staying or living with family, temporary tenure

**Shaded categories indicate outcomes defined by funders as stably housed at exit.*

Permanent Supportive Housing Programs

Includes Family Supportive Housing and Single Adult Supportive Housing programs

Total Clients Served



Households

443



Families

178



Children

409



Single Adults

265



Veterans

12

Family Supportive Housing

Family Supportive Housing provides long-term, scattered-site housing and long-term supportive services for families who have been assessed as having the highest acuity levels by our Next Step Assessors.



Clients Served:

178 families comprised of 286 adults & 409 children

149 of 156 families enrolled for 1+ years (95.5%) were continuously housed for at least 12 months.



During FY2021, Family Supportive Housing Case Managers entered 19 New Intakes and 15 Exits.



15 households exited the program and 13 of those exited (86.6%) were Stably Housed* at exit.

- 6 Rental by client, other ongoing housing subsidy
- 3 Rental by client, with HCV voucher (tenant or project based)
- 2 Rental by client, no ongoing subsidy
- 1 Permanent housing (other than RRH) for formerly homeless persons
- 1 Staying or living with family or friends, permanent tenure
- 1 Staying or living with family or friends, temporary tenure
- 1 Emergency shelter, including hotel or motel paid for with emergency shelter voucher, or RHY-funded Host Home shelter

**Shaded categories indicate outcomes defined by funders as stably housed at exit.*

Single Adult Supportive Housing

Single Adult Supportive Housing (SASH) provides long-term, scattered-site housing and long-term supportive services for individuals who have been assessed as having the highest acuity levels.



Clients Served:

265 individuals, including 12 Veterans

233 of 238 individuals enrolled for 1+ years (97.9%) were continuously housed for at least 12 months.



During FY2021, Single Adult Supportive Housing Case Managers entered 23 New Intakes and 17 Exits.



17 individuals exited the program and 14 of those exited (82.4%) were Stably Housed* at exit.

- 4 Rental by client, other ongoing housing subsidy
- 4 Rental by client, no ongoing subsidy
- 2 Rental by client in a public housing unit
- 1 Permanent housing (other than RRH) for formerly homeless persons
- 1 Owned by client, with ongoing subsidy
- 1 Long-term care facility or nursing home
- 1 Foster care home or foster care group home
- 2 Place not meant for habitation
- 1 Hospital or other residential non-psychiatric medical facility

**Shaded categories indicate outcomes defined by funders as stably housed at exit.*



68 individuals received additional assistance obtaining housing from the Housing Locators, who take into account preferences for location, amenities, and neighborhood and help individuals overcome barriers such as lack of or poor rental history, lack of or poor credit history, and criminal backgrounds.

Community Outreach & Support

Welcome Center

Staff in our Welcome Center serve as the first touchpoint for our daily visitors, assisting clients seeking Outreach, Case Management, healthcare, and a variety of other needs. In addition, all phone calls to the agency's main phone line route through our front desk, where staff directs callers as needed.

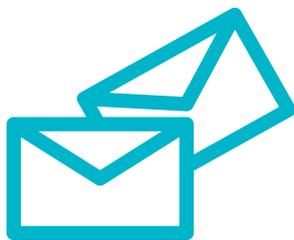


Between July 2020 and June 2021, Welcome Center staff assisted an average of **78 visitors each day**.

Visitors by Type

Welcome Center	22%	14%	6%
58%	Outreach (Seen)	Rep Payee	Outreach (Not Seen)

During FY21, the Welcome Center also managed incoming mail for a total of **2,077 recipients** in the following categories:



- 629** actively receiving mail
- 128** have not retrieved mail for 3 -6 months
- 1,280** have not retrieved mail in 6 months or more
- 40** typically received mail at our Clinton Ave. Shelter that was managed by the Welcome Center due to COVID-19

Representative Payee

A Representative Payee acts as a receiver of Social Security Disability or Supplemental Security Income payments for individuals who need help managing their finances. The Rep Payee ensures that each individual's rent and utilities are paid, and spending money is distributed on a routine basis. The Rep Payee program at St. Stephen's is unique in that in-person service is offered for clients to meet with their payee.



Between July 2020 and June 2021, **464 individuals** accessed Rep Payee Services.

25

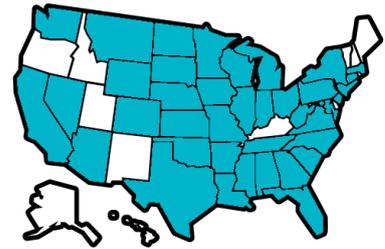
Community Outreach & Support

Birth Certificates

To assist individuals in obtaining Birth Certificates, St. Stephen's provides forms and application guidance, a notary, and resources for fee assistance.



373 households were assisted with obtaining 406 birth certificates from 39 states or provinces.

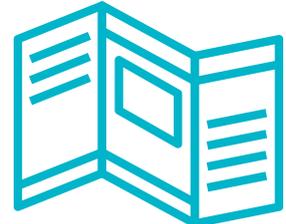


Handbook of the Streets

Handbooks of the Streets, distributed to staff and clients in Minneapolis and St. Paul, list resources for needs such as food, shelter, public assistance, health care, immigration, legal, education, and employment.



14,594 Handbooks of the Streets and 6,000 Street Outreach Trifolds were distributed in Minneapolis and St. Paul.



A Day in the Life

A Day in the Life is an experiential education program hosted by Community Educators who have first-hand experience with homelessness. In collaboration with local homeless service providers, they use the power of education, community engagement, and advocacy to leave participants feeling more informed, empathetic, and activated around the resolvable issue of homelessness.

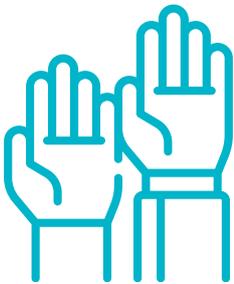


Adapted to exist in the safety of a virtual space, Community Educators were able to provide 24 A Day in the Life experiences for 787 individuals and have recently begun to offer in-person experiences again.

Community Outreach & Support

Volunteers & Interns

Volunteers share their time and talents in nearly every department, including: supporting the shelter during evenings and overnights; purchasing, preparing, and serving meals at the shelter; going out alongside Street Outreach staff; assisting with birth certificates; editing Handbooks of the Streets; sorting and organizing donations; serving on our Board of Directors; and helping during special events and holiday drop-in meals. Interns get even more first-hand experience helping those we serve by supporting case managers, advocates, and the Welcome Center.



During FY2021, **35 individuals** volunteered a total of **1,443 hours**.

In light of COVID-19 safety precautions, certain volunteer programs were paused significantly during this time.

Volunteers during this time frame assisted in our donation center and with our outreach and shelter teams, as well as interning and lending legal and translation expertise.

Donations

St. Stephen's receives contributions from individuals, community groups, churches, corporations, and foundations. The majority of Donations go toward supporting the programs and operations of the agency. Every program at St. Stephen's is positively impacted by philanthropic gifts.



3,690 donors made **8,238** gifts totaling **more than \$3,150,000**.

375 donors made **933** in-kind contributions, valued at **more than \$118,000** for programs such as school supplies, bus cards, household goods, and items for Street Outreach.

Appendix

Demographic Data is self-identified by clients in ClientTrack & HMIS. Clients may decline to answer any question(s). Excludes Unknown Street Outreach individuals.

	<u>OVERALL</u>	<u>FAMILIES</u>	<u>SINGLES</u>
AGE			
18-24	5.1%	10.6%	4.3%
25-34	25.3%	42.2%	22.7%
35-44	25.0%	28.7%	24.4%
45-54	24.1%	13.1%	25.8%
55+	20.5%	5.4%	22.9%
GENDER			
Men	55.5%	6.0%	63.2%
Women	43.6%	93.8%	35.8%
Transgender	0.8%	0.2%	0.9%
Gender Non-Conforming	0.1%	0.0%	0.1%
RACE			
African	0.6%	0.6%	0.6%
Amer. Indian/Alaska Native	19.3%	12.5%	20.4%
Asian	0.9%	0.7%	0.9%
Black/African American	41.5%	61.4%	38.4%
Multi-Racial	7.3%	8.6%	7.1%
HI Native/Pacific Islander	0.6%	0.0%	0.7%
White	26.4%	14.0%	28.3%
Other	0.3%	1.1%	0.2%
Unknown	3.1%	1.1%	3.4%
ETHNICITY			
Non-Hispanic/Latino	87.8%	93.7%	86.8%
Hispanic/Latino	6.8%	5.0%	7.1%
Unknown	5.4%	1.3%	6.1%
VETERAN STATUS			
Not a Veteran	90.5%	97.2%	89.5%
A Veteran	4.5%	0.4%	5.0%
Unknown	5.0%	2.4%	5.5%
DISABLING CONDITION			
Yes	70.9%	49.1%	74.2%
No	27.7%	48.9%	24.4%
Unknown	1.4%	2.0%	1.4%