



2017 ANNUAL REPORT

OUR MISSION



Supportive Housing Works (SHW) drives system change to end homelessness in Fairfield County by working strategically through a regional collaboration known as Opening Doors Fairfield County (ODFC). Operating as a backbone organization for Fairfield County, SHW makes data-driven decisions, increases and coordinates efficient use of community resources, and provides leadership and support to our partners regionally and throughout Connecticut. SHW also provides a forum for advancing affordable housing policies that will provide greater opportunities for the areas' most vulnerable populations.



LETTER FROM THE EXECUTIVE DIRECTOR



Looking out of our office window with the historic Barnum Museum directly in view, I think of the amazing changes SHW has experienced this year. The main change is our move to downtown Bridgeport in offices over the iconic Ralph n' Rich's restaurant. This space has been truly inspired by staff who opted for an open floor plan to enhance the synergy needed for the work of ending homelessness. With a large conference room for regional meetings, a smaller conference room equipped with whiteboard paint for strategy building, and informal meeting spaces accented by wonderful artwork by local artists, Supportive Housing Works has become quite the hub for activity.

The essence of our work is changing as we relentlessly push the boundaries of what can be done, not alone but collectively with highly committed local, regional, and state partners. We reached a major milestone in 2017 when we matched every identified chronically homeless person with a housing resource. The newly launched rapid exits program was highly successful in housing over 100 households in a short four-month period. Our data, reporting systems and dashboards are becoming more sophisticated in tracking the regional efforts which continue to show an overall decline in homelessness.

Focusing our attention to ending family and youth homelessness, we are faced with a host of complex challenges. Social inequities that underlie social maladies has emerged as a central issue. In addressing these issues, we look forward to advancing SHW's role as the backbone for Fairfield County and supporting our regional and state partners in ending all forms of homelessness in Connecticut.

To conclude, we are fortunate to have the support and trust of all our Opening Doors Fairfield County partners and committed funders and look forward to realizing our collective success.

A handwritten signature in black ink, appearing to read 'DRICH'. The signature is fluid and cursive, written over a white background.

David Rich



SHW MOVES TO DOWNTOWN BRIDGEPORT

In October 2017, SHW moved to downtown Bridgeport. Staff worked diligently to design a space that would create the synergy needed to advance radical changes in the homeless system. With a large conference room suitable for community convening, a War Room for strategic brainstorming sessions, an open floor plan for every staff member (all rooms accented by a millennial color palette and artwork by local artists), SHW became positioned to advance the collective efforts needed to end homelessness in Fairfield County.



ENDING YOUTH HOMELESSNESS IN 2020

Ending youth homelessness is a major driver for SHW. By enhancing collaboration in 2017 through the Youth Engagement Team Initiative (YETI), over 30 youth-serving providers worked together to better engage, assess, serve, and house homeless youth and young adults. As a result, funding was set aside to strengthen and enhance the Youth Advisory Board (YAB), a workgroup made up of young adults who have experienced homelessness, that works to inform the policies, programs, and services in Fairfield County. The YAB was instrumental in 2017 for providing testimonies at state legislative hearings and reviewing funding proposals for feasibility. Together, these two committees planned and executed the 2017 Youth Count that provided key data for this often “invisible” population.

MATCHING EVERY CHRONIC PERSON WITH A HOUSING RESOURCE

From a national perspective, ending chronic homelessness in a region with urban areas is one of those audacious goals that can seem so unattainable. In 2017 however, SHW helped spearhead efforts to end this plight by matching every single chronically homeless person with a housing resource. Looking forward to 2018, we are setting our goals to declaring an end to chronic homelessness in Fairfield County and having that benchmark certified by the U.S. Interagency Council on Homelessness.

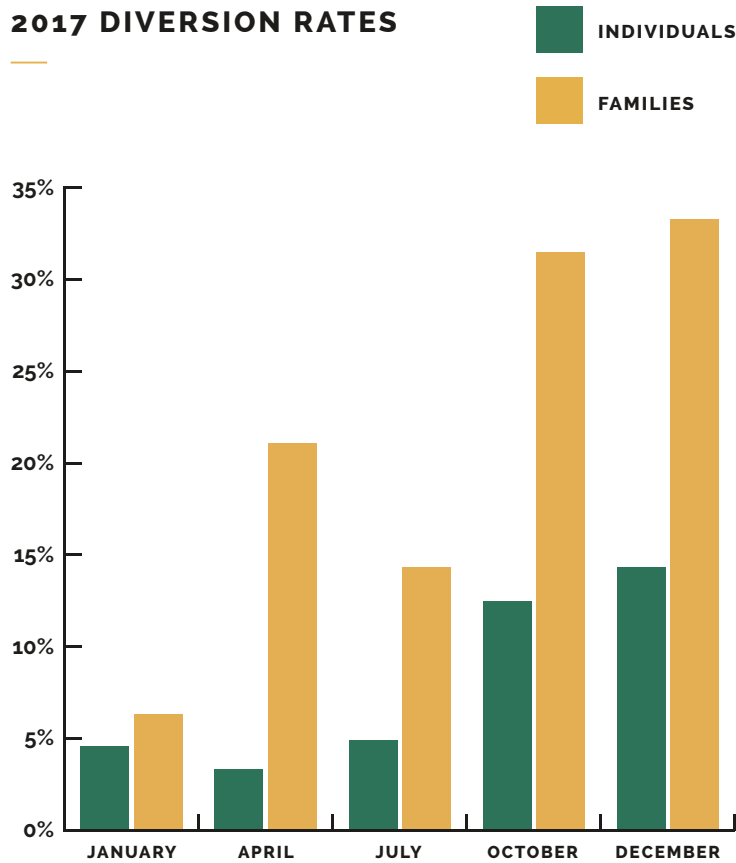


RAPID EXITS: A NEW HOUSING INTERVENTION

SHW advanced a regional initiative to widen the continuum of interventions in 2017 with “Rapid Exits” that serves to exit households from shelters as quickly as possible. Studies have demonstrated that the less time households stay in a shelter, the more likely they are to stabilize in housing and demonstrate a better quality of life outcome. With an infusion of funding from HUD reallocated Continuum of Care funding, Fairfield County was able to house 106 households within a four-month period.



2017 DIVERSION RATES



SUCCESS WITH INCREASING SHELTER DIVERSION RATES, WHY THIS IS IMPORTANT

Shelter Diversion is a strategy that prevents homelessness at the front door by helping people identify immediate alternative housing arrangements and, if necessary, connect them with services and financial assistance to help return them to permanent housing. SHW was instrumental in changing the culture of shelter staff through targeted training from national experts. With technical assistance, staff was able to re-envision their roles as doing more than housing the homeless but rather changing the lives of people. Efforts were also advanced with funding from the Connecticut Coalition to End Homelessness provided by Synchrony Bank. Progress in 2017 included increasing diversion rates from 4.6% to 14.3% for individuals and 6.3% to 33.3% for families which equates to 359 households NOT entering the homeless system.



SIF WRAP UP: PROVING THE SUCCESS OF USING HOUSING AS A MEDICAL INTERVENTION

SHW staff was on hand to present on the CT Integrated Healthcare and Housing Neighborhoods program in Washington DC. Targeting the most medically vulnerable homeless population, evaluation results showed both cost savings and reductions in hospitalization. This project unequivocally demonstrated that Housing + Services + Access to Treatment = Better Health Management + Reduction in Overall Costs.

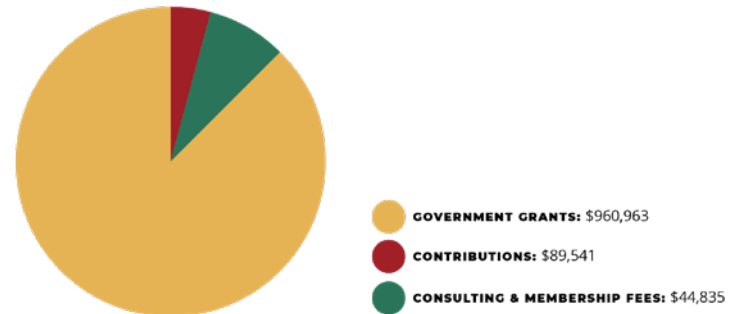
FUNDERS

AIDS Connecticut Inc.
Bank of America
Berkshire Taconic Community Foundation
Connecticut Coalition to End Homelessness
Connecticut Department of Housing
Connecticut Department of Mental Health & Addiction Services
Corporation for Supportive Housing
Fairfield County's Community Foundation
The Goodnow Fund
Melville Charitable Trust
New Reach/Substance Abuse & Mental Health Services Administration
People's United Community Foundation
United Way of Coastal Fairfield County
U.S. Department of Housing and Urban Development
WorkPlace, Inc./U.S. Department of Veteran Affairs
Webster Bank
And generous contributors to Giving Day 2017

EXPENSES 2017



REVENUES 2017



BOARD MEMBER AGENCIES

JEFF WIESER

CHAIR

President & CEO
Homes with Hope, Inc.

RAFAEL PAGAN, JR.

TREASURER

Executive Director
Pacific House

DEBORAH L. SMITH

SECRETARY

Director of Housing
Catholic Charities Fairfield County

NIKKI BARNOFSKI

Director of Programs
New Reach

CARLA MIKLOS

Executive Director
Operation Hope

CARMEN COLON

Vice-President
Bridgeport YMCA

JEANNETTE ARCHER-SIMONS

Executive Director
Open Door Shelter

JASON SHAPLEN

Chief Executive Officer
Inspirica

STUART LANE

Executive Director
Mid Fairfield AIDS Project

CHRIS JACHINO

Director of Homeless Services
Family & Children's Agency

NON-MEMBER AGENCIES

ROSS BURKHARDT

Former President and CEO
New Neighborhoods, Inc.

STAFF

DAVID BARRETT RICH

Executive Director

KATHY HUNTER

Deputy Director

LISA BAHADOSINGH

Director of Youth Initiatives
and Special Projects

LYNNE BANNISTER

Project Coordinator, ODFC

PLESHAUN BING

Rapid Rehousing Coordinator

JENITA HAYES

Entry Coordinator/
Office Administrator

LORRIE JEAN-CHARLES

Housing First Coordinator

JESSICA KUBICKI

Director of Programs

LAUREN ZIMMERMANN

Director of System Performance

PROGRAMMING

BACK BONE SUPPORT FOR:

- Opening Doors Fairfield County
- Fairfield County Coordinated Access Network (CAN)

HOUSING FIRST

COLLABORATIVES

FC CT RAPID REHOUSING PROGRAM

SOCIAL INNOVATION FUND

(Integrating Healthcare)

SOCIAL SERVICES FOR

VETERAN FAMILIES

(Liaison to The WorkPlace)

END YOUTH HOMELESSNESS 2020

FRONT COVER ARTWORK

“1World1People”

by Iyaba Ibo Mandingo

BACK COVER ARTWORK

“Sayidah Dreams”

by Aisha Nailah



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