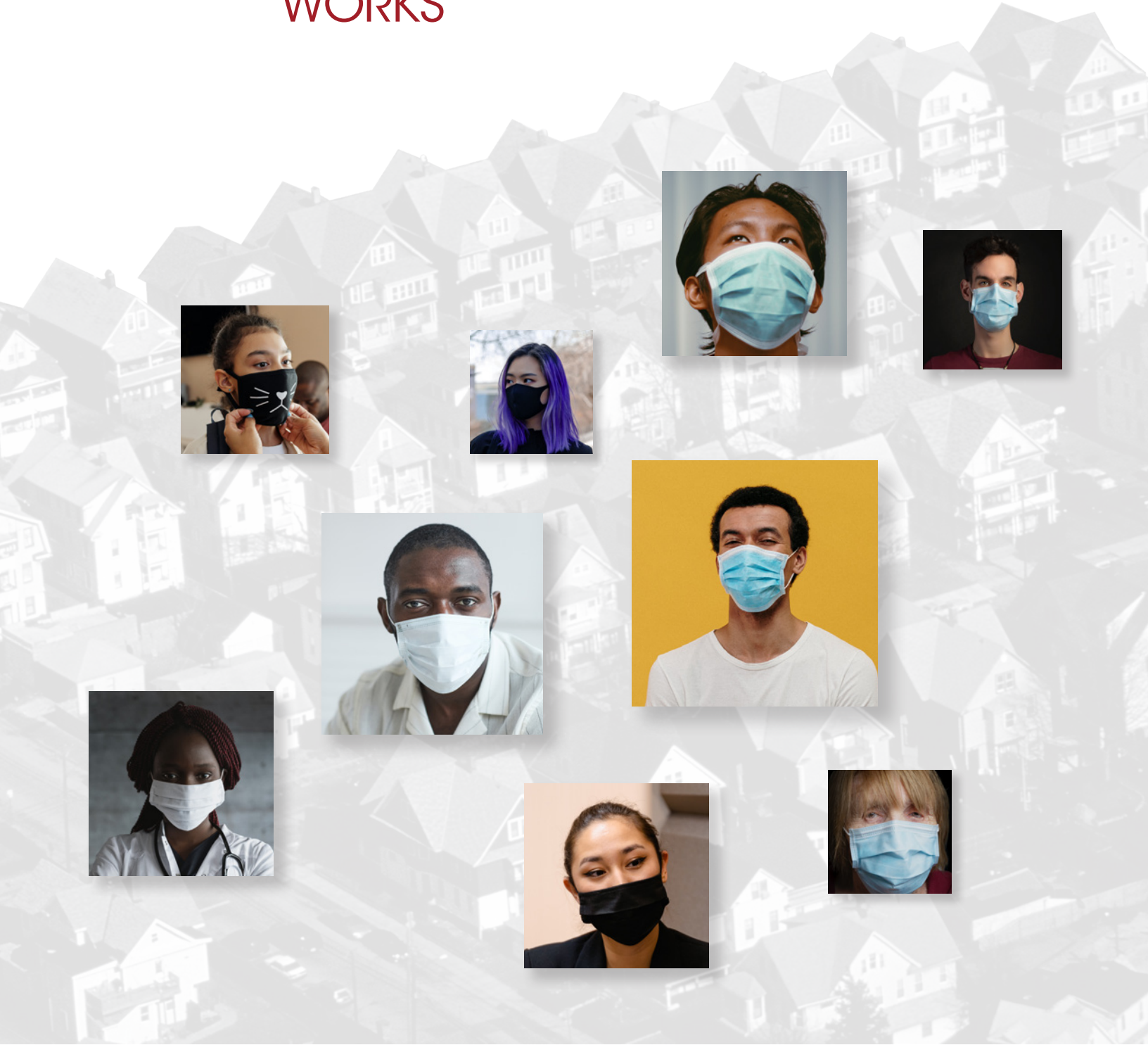




supportive housing  
**WORKS**



# 2020 & 2019 ANNUAL REPORT



It seems inconsequential to be writing an annual report during this unprecedented period of severe hardship, increased anxiety, and unacceptable loss of life stemming from the new pandemic, COVID 19, and the long simmering one, racism in America. These are such intensely stressful and difficult times for many of us, but especially for our most vulnerable neighbors and for our communities of color. Add to this the vitriolic political climate and I understand why there is such despair in our communities and in our nation. Given this troubled landscape, it is extraordinary what we have accomplished together here in Western CT to provide safe shelter, permanent affordable housing, and supportive services to our region's homeless and unstably housed.

So this is a heartfelt thank you to our partners, homeless, housing, and social service agencies, funders, volunteers, hospitals and community health clinics, cities and towns, and state and federal government agencies, for coming together as I've never seen before, in this intensely chaotic and uncertain time. You united with one voice, as one collective system, and quickly and effectively moved over 400 homeless residents into hotels while retaining beds for hundreds more in "decompressed" shelters. You responded to the health and safety needs of vulnerable residents without hesitation, put yourselves and your staff in harm's way, and, simultaneously, created and implemented innovative, regional solutions, procedures, and safety protocols during a pandemic. The results of your heroic efforts were dramatic; no confirmed COVID 19 deaths in Western CT and less than 2% of the homeless population testing positive in our region. I am so thankful and so humbly appreciative of each and every one of you.

I would like to take this opportunity to express my profound gratitude to the SHWorks staff and Board of

Director for their incredible leadership, drive, and resilience over these past difficult months. Remarkably, during this tumultuous time, SHWorks was able to push forward with a number of critical new partnerships and initiatives including the Center for Housing Opportunity's pathbreaking community messaging on affordable housing; a first of its kind statewide affordable housing data project; the launch of a HUD Youth Homeless Demonstration Project; the expansion of our collective impact backbone support to service providers in the Northwest CT Coordinated Access Network; and steadily advancing a commitment to racial equity within SHWorks and throughout our collective impact initiatives. It is for all these reasons that I am certain that, together, we will successfully get to the other side of this difficult period while keeping homeless residents safe and ensuring that our most vulnerable neighbors have affordable, decent, and permanent homes throughout Western CT.

In Peace,

**David B Rich**  
Executive Director  
Supportive Housing Works

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Rapid Rehousing Program  
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Operations

# SHW *by the numbers*

## OUR COLLECTIVE IMPACT INITIATIVES

		2019	2020
<b>ODFC</b> <i>Opening Doors Fairfield County</i>	Collective Impact Partners	200	215
	Requests for Shelter	9496	9484
<b>NWC</b> <i>Northwest Coordinated Access Network</i>	Collective Impact Partners	30	30
	Requests for Shelter	4652	4652
<b>FCCHO</b> <i>FC Center for Housing Opportunity</i>	Collective Impact Partners	60	90
	Affordable Housing Unit Gap	Unknown	25,931

## OUR COLLECTIVE IMPACT

		2019	2020
<b>HOMELESSNESS</b>	Regional Funding Delivered	\$12,730,594	\$16,800,000
	Regional Rent Subsidies Added	74	100
	Individuals Diverted from Shelter	3712	5233
	Individuals Permanently Housed	1210	1887
<b>HOUSING AFFORDABILITY</b>	Regional Funding Delivered	\$163,500	\$824,000
	Regional Resources Delivered	Fairfield County Housing Alliance established	Baseline inventory of subsidized units Municipal Affordable Housing Plan & Process Guide Narrative Change Playbook

# LEADING *through adversity*

2020 was an exceptional year for Supportive Housing Works. The unprecedented combination of a global pandemic and a national reckoning with systemic racism and social justice tested the nation's housing sector, and our organization in unanticipated ways.

**At every turn, Supportive Housing Works rose to the occasion:**

*Leading Western CT's homeless services system* through uncharted waters in a quasi-virtual environment by aligning all available human and capital resources to support our partner organizations in meeting the housing needs of the region's most vulnerable residents.

*Dedicating funds and staff* to an eighteen-month internal equity review and planning process with experts at Thought Partner Solutions to explore our shortcomings, strategically course correct, and center equity in all areas of our practice.

*Deepening our work* to address the housing affordability crisis through regional collaboration, data, and resource development that will increase equitable access to affordable housing.

This refocusing required to navigate the challenges unearthed by 2020 has served to significantly sharpen our understanding of our organizational

strengths and weaknesses. We will take the lessons learned from this difficult year and reevaluate how we can best deliver on our mission to end homelessness and our commitment to systems change in the housing sector going forward.



## FUNDERS

Apple Pickers Foundations  
Bank of America  
Building Neighborhoods Together  
City of Bridgeport  
CT Coalition to End Homelessness  
CT Department of Corrections  
CT Department of Housing  
CT Department of Social Services  
CT Department of Mental Health & Addiction Services

Corporation for Supportive Housing  
Fairfield County Community Foundation  
Melville Charitable Trust  
Northwest CT Community Foundation  
Partnership for Strong Communities  
People's United Community Foundation  
Southwest Agency on Aging  
TD Bank  
The Workplace  
Town of Westport

United Way of Coastal Fairfield County  
United Way of Greater Waterbury  
US Department of Housing & Urban Development  
Webster Bank

*And generous contributors to Fairfield County's Giving Day*

## FINANCIALS

		2019	2020
<b>REVENUES</b>	Public Funding	\$1,766,378	\$4,660,496
	Private Funding	\$180,058	\$451,237
<b>EXPENSES</b>	Systems Change / Program	\$1,749,184	\$4,870,278
	Operating Expenses	\$117,510	\$169,530
	Fundraising	\$87,210	\$137,340