

2019 Report of Saint Francis Center to the 133rd Annual Convention of the Diocese of Colorado— October 8-10, 2020

The mission of St. Francis Center is to offer refuge and peace for our community members who experience homelessness, helping them meet their basic needs and transition out of homelessness.

Executive Summary

In 2019 the Center embarked on several new projects around our core service offerings and developing new affordable housing in Denver.

SFC hired its first Peer Navigator in 2019, partnering with the Department of Housing Stability (HOST) to offer guests one-on-one peer mentoring with an SFC employee who has lived experience and can provide unique support and perspectives on what is needed to transition out of homelessness.

SFC also finalized its plans for expanding services at the day center, developing renovation designs for the women's bathroom and showers, as well as the mail and storage area, and expanding the Intake office to provide more space for case management services. The renovations will be completed in the fall of 2020.

Also in 2019, SFC purchased the Warren Methodist Church on 14th and Gilpin in Denver to develop 48 affordable work force housing units for men and women ready to transition out of homelessness. SFC will renovate the historic building in 2020, creating a community of support and stability for guests and clients. SFC anticipates residents moving in to the St. Francis Center Warren Residences in summer 2021.

All of the work accomplished in 2019 was made more complex by the political environment around Denver's mayoral race and the ramifications of Initiative 300. Denver voters overwhelmingly opposed a push by Denver Homeless Out Loud to allow people to occupy public spaces in response to Denver's affordable housing crisis. The Center opposed the initiative on humanitarian grounds knowing the effects of living outside on people's mental health. The tension of this battle was felt by guests, volunteers and staff alike.

Goal 1: To provide emergency services to adults who are homeless.

Projected Outcomes:

- Our day shelter will serve more than 750 different men and women a day, with close to 10,000 different people accessing shelter throughout the year.
- The St. Francis Center outreach team will have 7,500 encounters with homeless men and women, and connected many with shelter and emergency services.

Actual Outcomes:

- We provided shelter to 10,351 different guests, serving a daily average of 742 different people.
- Our outreach team had 7,836 encounters with homeless individuals in downtown Denver, helping hundreds access shelter, healthcare and emergency services.

Goal 2: To provide stabilizing services that help men and women end their homelessness.

Projected Outcomes:

- More than 1,200 men and women will receive employment services.
- The Wellness Team will provide high quality healthcare services to more than 500 different guests.
- More than 1,500 different men and women will receive help accessing resources such as birth certificates, bus tickets, transportation, and information/referrals through our Social Services staff.
- More than 80,000 units of clothing would be distributed.

Actual Outcomes:

- Employment Services served close to 1,835 different individuals and helped place people in 453 full-time jobs.
- The Wellness Team served 763 different guests, who accessed care more than 5,400 times.
- Social Services staff served around 3,000 different individuals and provided more than 5,500 different services.
- Guests visited the clothing room more than 16,135 times, resulting in over 80,675 units of clothing being distributed.

Goal 3: To support men and women after they transition out of homelessness, helping them to continue to remain housed and meet goals for self-sufficiency.

Projected Outcomes:

- St. Francis Center will help 325 different people find or retain housing.
- Case managers will provide intensive support to residents in 120 units of housing.
- 90% of those receiving case management support will remain housed.

Actual Outcomes:

- St. Francis Center helped 346 different individuals find or retain housing.
- Case Managers provided intensive support to residents in 120 units of housing.
- 91% of those who received case management support across all SFC housing programs stayed either in supportive housing or moved on to other permanent housing arrangements.

A. Community Impact:

The Day Center continues to help hundreds of people every day with emergency services and with support to aid the transition out of homelessness. Diversified funding sources helped allow us to keep a full schedule of hours and program services available to meet what continues to be a growing need in the Denver Metro area. Efforts are also underway to increase essential service area (showers, clothing, mail, and storage) access through building renovations and by utilizing additional volunteer resources. Funds also helped us continue to be a key collaborative partner with the Women's Homelessness Initiative to provide access and transportation to overnight shelter for women at area churches.

Collaborations:

St. Francis Center continues to maximize resources by seeking partnerships with outside groups and having those groups provide services on-site. On-site partnerships include:

| On-Site Partner | Service |
|---|---|
| Colorado Coalition for the Homeless (CCH) | Stout Street Clinic services operate at SFC. CCH also provides a benefits acquisition team at SFC |
| Mental Health America of Colorado | Provides on-site mental health counseling resources at St. Francis Center |
| Veterans Administration | Provides on-site services for veterans at SFC |
| Catholic Worker Soup Kitchen | Provides a meal twice a week for guests |
| Denver Department of Human Services | Provides on-site benefits acquisition services to guests |

In addition, we work with many community partners beyond the shelter walls. We partner with the Women's Homelessness Initiative to provide transportation to and from local churches for overnight overflow shelter for women. We coordinate services with all area shelters through formal meetings and ongoing contacts. SFC also provides leadership to the Metro Denver Homeless Initiative and Denver's Road Home to coordinate with other agencies and reduce the number of people who are homeless in Denver.

B: Future Plans

St. Francis Center will manage the rehabilitation of the Warren Church Complex to allow for 48 units of supportive housing for very low-income individuals with a priority for people who are working or are ready to work. The program will help individuals on the path to self-sufficiency. Residents will pay no more than 30% of their income for rent. Each resident will have an individual bedroom, with a single bed, small desk, microwave, refrigerator and closet or storage space. Bathrooms, laundry and living/kitchen areas will be communal. Construction of the project is happening in 2020, with a move-in date of mid-2021.

St. Francis Center's response to the pandemic has been unprecedented. The Center did not close or substantially modify operations in the face of the public health outbreak. SFC continues to survey the long term implications of post-pandemic operations. The City and County of Denver is renewing its focus on 24/7 sheltering models and understanding how the Center fits into this new landscape is paramount. As SFC moves forward with future plans, we renew our commitment to meeting and assisting our guests at the intersection of need and hope.