

# 2014 Annual Report



## Vision

To be the community leader in preventing and ending homelessness.

## Mission

Carpenter's Shelter supports the homeless in achieving sustainable independence through shelter, guidance, education and advocacy.

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### Dear Friends:

Ending homelessness presents complex challenges, but at Carpenter's Shelter we are proud of the solutions we are creating. We can count many successes over the past year, but most importantly, we are proud that we were able to help people like Susan and Jonathan, who are profiled in this report.

While we celebrate all that was accomplished and the tireless work of our volunteers, staff and Board of Directors, we also must acknowledge that significant challenges remain. The clients whom we serve increasingly present some of the most complex cases, such as mental illness, substance abuse, disabilities, dementia, autism, and other obstacles. In some cases, individuals are not ready for independent living and instead need a more supportive environment.

This is why Carpenter's Shelter is embarking on an innovative new solution to create Permanent Supportive Housing (PSH) within our shelter. It's just another way to better serve our clients. We could not proceed with this innovative initiative or continue to offer our current and vital programs without the support and assistance of our volunteers, donors, and partners. We thank you for your passion, time, money, promotion, ideas, and encouragement.

This coming year we will receive 25% less funding from the Freddie Mac Foundation, which will decrease to zero over the next three years, as the foundation has closed. With this funding representing 10% of our budget, we have a big hole to fill – but with your continued support, we will succeed.

We are here to help the homeless achieve sustainable independence through shelter, guidance, education, and advocacy, and we couldn't do it without you.

Thank you,

**Lisette S. Bishins**  
*Executive Director*

# Program Overview

Carpenter's Shelter provides far more than just temporary lodging for homeless individuals and families in Northern Virginia. During our most recent fiscal year, which ran from July 1, 2013 to June 30, 2014, we experienced real success in all of our programs. Our programs have helped homeless families and individuals find a path out of homelessness.

## Residential Shelter

Our 60-bed facility provides safe, comfortable housing to those in need of emergency shelter, and our dedicated staff members devise comprehensive, individualized service plans for residents that teach them the skills necessary for successful independent living. All residents are required to have or be actively seeking employment, maintain sobriety, and attend evening classes. Residents are also encouraged to save 70% of their incomes once employed to go toward future housing when they transition back into the community.

**360** homeless men, women and children were served in our emergency shelter

The average length of stay was less than

 **2** months for individuals

 **4** months for families

## Children and Youth

Carpenter's Shelter strives to ensure that all children have the opportunity to succeed and continue being kids, regardless of their housing situation. Children attend school or daycare (if needed) during the school year and camps offered by the City of Alexandria in the summer. We provide back-to-school supplies and clothes to children residing in the Shelter to prepare them for the new school year. Students who need academic assistance are paired with volunteer tutors for support. In the evenings, Carpenter's younger residents attend a volunteer-led Children's Hour while their parents attend Life Skills and Parenting Classes.

**58**



kids called Carpenter's Shelter home

**Susan** came to Carpenter's Shelter from a domestic violence shelter with her two small children. When she arrived, she was working part-time at a local business. She and her children went through our comprehensive process of being assessed and connected to services. Susan learned how to budget her income and what she needed to obtain and sustain housing. With coaching from her case manager, she asked her supervisor to increase her hours and she was granted full-time status and a small hourly increase. Carpenter's Shelter assisted her in obtaining childcare so that she could work full-time. Susan and her children stayed with us for 10 weeks, and she was able to save \$1,700 and utilize our assistance to move into a small apartment with her children. She received rapid re-housing assistance which covered her deposit and first month's rent. This allowed her to use her savings for her move-in expenses and have a small cushion in the event that she has an unexpected household expense. Susan's success is just one of many examples of how we empower people to learn the keys to sustainable independent living.



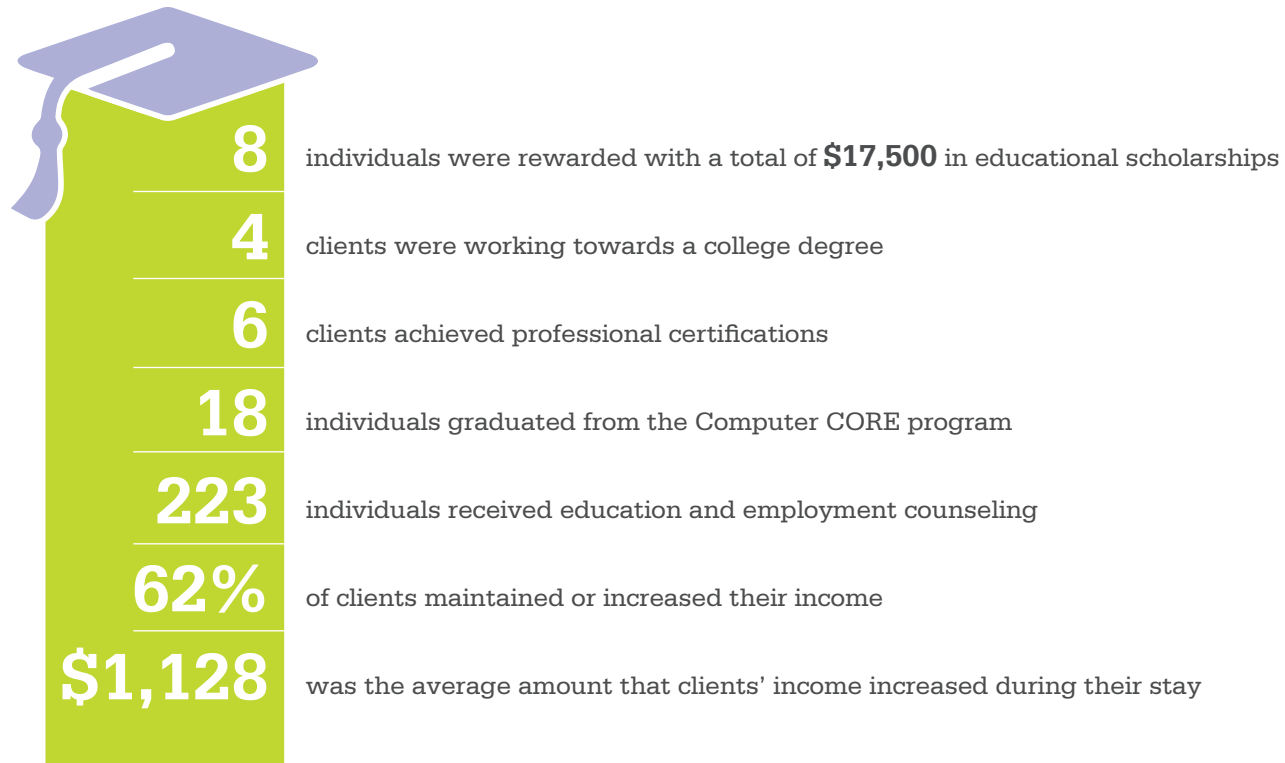
## Susan's Success

# Education and Employment

Carpenter's Shelter provides a variety of educational workshops and classes that teach our clients vital skills and direct them to resources that help them transition into independent community living.

For those who are not yet employed and those seeking better employment, Carpenter's Employment Readiness workshops assist with resume building, job searching, interview skills, and on-the-job skills.

All clients can benefit from our weekly Life Skills workshops, which are designed to help clients reverse the cycle of homelessness. Topics include: household management, meal planning/budgeting, parenting skills, career development, credit tools and traps, and stress management.



# Jonathan's Journey

When **Jonathan** arrived at Carpenter's Shelter, he was employed at a hospitality company but had difficulty finding additional or better employment. To enhance his career prospects and professional skills, he applied for and enrolled in Carpenter's 6-week Computer CORE program. The Shelter partners with Computer CORE to provide clients with free expert training in basic computer concepts.

Upon graduation from Carpenter's 6-week program, Jonathan went on to complete Computer CORE's 6-month program outside of the shelter. His residency at the shelter helped him attain a discounted rate for the program, which instructs low-income adults in computer usage such as: keyboarding; working with Microsoft Word, Excel, and PowerPoint; and using email and the Internet. With this program, he was able to earn college credits, work with a job coach and gain in-depth knowledge of computer skills. Jonathan also enrolled in Computer CORE's QuickBooks Boot Camp, a 3-week workshop that covers the basics of accounting and teaches participants how to effectively utilize QuickBooks software.

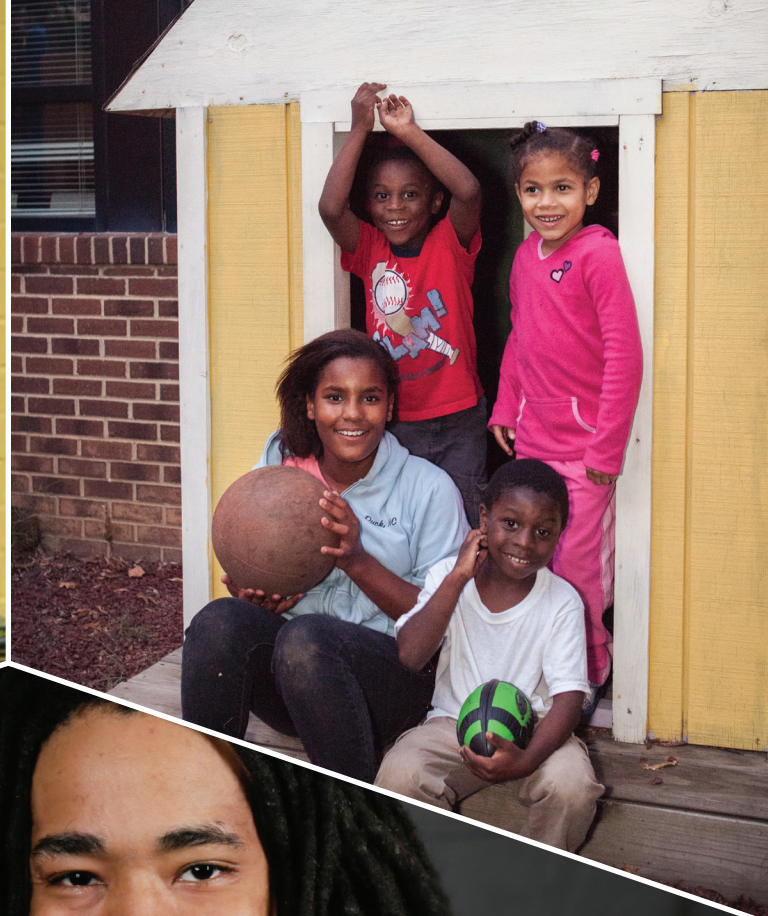
After completing these programs, Jonathan gained additional employment. He is now looking to apply for Carpenter's educational scholarship in hopes of pursuing a career in nursing. Jonathan is driven, high-spirited and ambitious; Carpenter's Shelter is proud that he was able to use our educational programming to advance his professional skills, find employment, and realize his potential.



# Permanent Housing and Rapid Re-housing

Carpenter's six-week Ready to Rent Program assists families and individuals in developing the skills necessary to secure housing once they transition into the community. The program links clients with landlords in Northern Virginia and helps them break down a variety of barriers to renting.

In accordance with best practices, our Rapid Re-housing Program aims to move individuals and families into housing as quickly as possible after they enter the shelter and help them maintain their housing. We provide clients with subsidies to help cover security deposit and the first few months of rent in their new homes—costs that would otherwise prevent them from being able to move into a new home.



## Community Case Management (CCM)

A family is most at risk of returning to homelessness during the first year after leaving a homeless shelter. Nationally, 28% of all formerly homeless individuals return to homelessness during that time. But not at Carpenter's Shelter. Once a client has moved into permanent housing, Carpenter's Shelter continues to offer community case management for a minimum of one year. This includes workshops on topics such as planning for the future, healthy relationships, and healthy living. Throughout the year, CCM clients are also able to "shop" in the pantry, be referred to other city services, and most importantly, know they have a place to turn with questions or assistance.



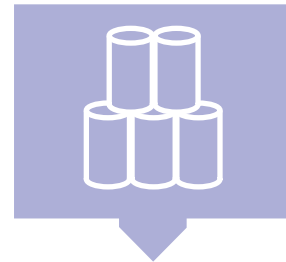
**210**

individuals participated in CCM



**90%**

of the individuals who completed Carpenter's CCM program did not return to homelessness in the first year



**67**

CCM clients made **200** visits to the food pantry

## Medical Clinic

Carpenter's on-site clinic provides uninsured clients with free treatment and referrals. The clinic is open once a week and run entirely by volunteer doctors and nurses. Our clinic helps solve two significant problems that contribute to homelessness: chronic illness and lack of healthcare.



**50**

influenza vaccinations were administered to clients during flu season

**1,000**

uninsured clients were provided with free medical exams

**\$7,500**

worth of medications were provided to clients free of charge to help manage their medical conditions



## Winter Shelter

Open November to April from 7:00 p.m. to 7:00 a.m., Winter Shelter gives chronically homeless individuals a warm, safe place to stay during the harsh winter months.



105 additional hours of operation

62 guests entered emergency shelter

29 guests were assisted with transportation to services

## David's Place

David's Place is a clean, safe facility connected to Carpenter's Shelter and the only day shelter in Alexandria specifically focused on meeting the basic needs of chronically homeless individuals.



267 individuals were offered services including showers, laundry, lockers, phone and voicemail access, and outreach services

## Volunteers

Volunteers are at the core of Carpenter's programs. Volunteers ensure that the shelter is running smoothly and effectively. Daily, volunteers prepare meals, tutor residents, provide childcare, answer phones, organize the linen closet, provide medical care, and perform a variety of other essential activities. Carpenter's volunteers range from 18 to 90 years of age, come from 50 faith-based groups and speak 11 different languages.

1,000 volunteers provide a range services annually

17,093 hours contributed

\$184,855 saved in meal costs thanks to our volunteer-run meal program

\$35,000 saved in medical services thanks to volunteer doctors and nurses who run Carpenter's clinic

**Jeanne Donovan** first set foot in Carpenter's Shelter in 2003. Eleven years later, Jeanne remains a regular volunteer and an outstanding supporter of Carpenter's Shelter. Jeanne volunteers at the front desk twice a month and fills in as needed, greeting visitors, answering phone calls, and receiving donations.

Once she began volunteering, Jeanne became an avid supporter of the shelter because she felt she was contributing to an efficient organization that was achieving good things for the community. Along with the friendly staff, she genuinely enjoys watching residents improve their lives and transition into independent living. "I don't see the same people come back, which tells me [Carpenter's Shelter] is doing good work," says Jeanne. "It's a well-run, happy place."

In addition to her volunteer work, Jeanne supports and attends Carpenter's annual fundraising events, Carpenter's Cook Off, and Run for Shelter. She finds the events fun and exciting, and her daughter races in Run for Shelter. In recognition of her outstanding commitment to the shelter, Jeanne has earned an engraved plaque on Carpenter's Wall of Honor. The Wall, in the Carpenter's Shelter library, commemorates the achievements of Jeanne and other superb volunteers like her.



## Volunteer Spotlight Jeanne Donovan

# Financials

## Expenses

Total Expenses  
**\$2,261,825**

Program expenses **\$1,831,190**  
 Management and general **\$137,559**  
 Fundraising **\$293,076**



- ▶ Program 85%
- ▶ Management 6%
- ▶ Fundraising 9%

## Revenue

Total Support and Revenue  
**\$2,369,227**

Individuals **\$756,029**  
 Government **\$507,639**  
 Grants **\$406,636**  
 In-Kind **\$291,224**  
 Special Events **\$190,358**  
 Investments **\$141,255**  
 United Way **\$76,086**



- ▶ Individuals 32%
- ▶ Grants 17%
- ▶ Government 21%
- ▶ United Way 3%
- ▶ Investments 6%
- ▶ Special Events 8%
- ▶ In-Kind 12%

In April, **Tania Wilkes** (pictured top right) was presented with the Bob Douglas Award, given annually to a volunteer who consistently provides extraordinary service while being an unsung hero at Carpenter's Shelter. The award plaque displayed by Carpenter's front desk recognizes Tania's loyalty and commitment to the shelter. Tania has volunteered at the shelter for five years. During the winter, she volunteers in our Winter Shelter four times a month, and during the rest of the year she volunteers twice a month at the front desk or in David's Place.

Passionate about working with people, Tania felt that getting involved with Carpenter's Shelter would be a great way to give back to the community. Tania enjoys the atmosphere of Carpenter's Shelter, where she gets to witness dedicated staff members at work, watch clients succeed, and see generous volunteers and donors come in to help. "I get to see that people are out to better their lives," says Tania. "The system works." She especially enjoys the shelter during the holiday season. "It's amazing watching people come in to help. It's a real community effort, not just a single entity," says Tania.

"Carpenter's makes a difference," she says. "Everybody can help in some way; there are no special skills needed. Carpenter's takes the help you can give and makes the best of it."

To Tania, and all our volunteers, Carpenter's Shelter is extremely grateful for their time, energy and passion.



## Volunteer Spotlight Tania Wilkes



# Luis' Challenges

**Luis** is a 38-year-old man who first came to Carpenter's Shelter in January 2013 after utilizing our Winter Shelter. He remained at Carpenter's Shelter until October, when he found appropriate housing and moved back into the community. Due to health issues, he was unable to keep this housing and returned to the shelter. Luis is industrious and motivated, but because of circumstances beyond his control, he faces several barriers to independent living. Luis suffers from a traumatic brain injury and seizures, which often cause memory lapses. While he is consistently able and excited to obtain work, he is limited by his disability and has trouble keeping long-term employment.

Carpenter's Shelter has been working to connect Luis with Brain Injury Services and resources that will help him improve his health and assist in his recovery. We are also in the process of connecting him with Department for Aging and Rehabilitative Services (DARS).

Carpenter's Housing Resource Coordinator has also been helping Luis identify appropriate housing and learn the skills necessary to maintain housing. He continuously searches for and connects with housing opportunities, but his disability makes it difficult for him to comprehend the housing process and remember the proper steps. Further, Luis does not have family in this country, so he does not have a readily available support network.

Due to these circumstances, Luis is a prime candidate for Permanent Supportive Housing (PSH). With PSH, Luis would have a safe, inexpensive place to live and would be able to sustain this housing even without job stability. He would have the ongoing services and support he needs to maintain housing and improve his well-being.



# A Proven Solution Permanent Supportive Housing (PSH)

## Our Greatest Challenges

- ▶ 70% of chronically homeless individuals in the City of Alexandria face serious mental illness, chronic substance abuse, or both.
- ▶ Northern Virginia's cost of living is 40% higher than the national median, meaning that a family of four needs to earn over \$88,000 to attain a secure yet modest living standard.\*
- ▶ All of our clients are low-income individuals, living 196%-250% below the poverty level.

\* Source: Economic Policy Institute

## What is PSH?

Permanent Supportive Housing is an innovative solution to chronic homelessness that has been successfully implemented in communities across the nation. It combines affordable housing with supportive services to help people with complex cases of homelessness live stable, productive lives. The main goals of PSH are to help clients find appropriate housing, provide them with supportive services to help them maintain their housing, assist them in increasing their income and employment, and help them improve their health and well-being.

## Why PSH?

While we have made huge strides in decreasing and preventing homelessness, Carpenter's Shelter is increasingly encountering individuals who are in need of much more support due to chronic problems and steep barriers. To respond to these urgent needs, Carpenter's has reduced our emergency shelter space from 80 beds to 60 beds in order to provide 8 new PSH units. Developing micro-units within our facility will help us better respond to our clients' needs by offering semi-independent living with case management and program support.

Supportive housing helps decrease the use of homeless shelters, hospitals, and prisons; enhances the safety of neighborhoods; and improves the stability and well-being of the individuals who utilize it.

# Donor List

## Event Sponsors

### \$500 – \$2,499

Alexandria Carpet One  
Floor & Home  
Applied Policy LLC  
Barone Consulting  
Centennial Contractors Enterprises  
Christopher Consultants, Ltd.  
Convergent Solutions

ECS Mid-Atlantic, LLC  
Elm Street Development  
Corporation, Inc.  
Gannett  
John Marshall Bank  
McEneaney Associates  
MGM Resorts International  
Potomac Riverboat Company  
Outdoor Power Equipment  
Institute, Inc.

Speck-Caudron Investment Group  
Velsor Properties  
Virginia Eagle Distributing

### \$7,500

The Motley Fool

### \$10,000

MRIS

## Supporting Partners

### *Supporting Partners Contributed*

*\$1,700 - \$2,200 in addition to volunteer*

*hours and in-kind donations*

Christ Church  
Christ the King Church  
Fairlington United  
Methodist Church  
First Baptist Church

## Strategic Partners

### *Strategic Partners Contributed*

*\$2,500 - \$10,370 in addition to volunteer*

*hours and in-kind donations*

Alfred Street Baptist Church  
Association of Meeting  
Professionals  
Ben & Jerry's Ice Cream  
Blessed Sacrament Catholic Church

Downtown Baptist Church  
Good Shepherd Catholic Church  
Grace Episcopal Church  
Pacers Events, LLC  
Saint Mary's Catholic Church  
St. Paul's Episcopal Church  
Westminster Presbyterian Church

## Top Funders

### \$1,000 – \$4,999

Alexandria Rotary Foundation  
American Legion Post 24  
Baptist Temple Church  
Barclays  
Bonner Kieman Trebach  
& Crociata, LLC  
Carnegie Endowment for  
International Peace  
Community Health Charities of  
the National Capital Area  
CR Goodman Associates, LLC  
Curtis O'Hara Foundation  
Davita  
Disney EARS to You Fund  
Enterprise Resource  
Performance, Inc.  
Foundation for the Catholic  
Diocese of Arlington, Inc.  
Goodwin House  
Hike Albert

Independent Project Analysis, Inc.  
Jay Hoffman III Foundation  
Junior League of Washington  
KD Contracting LLC  
Keamey & Company  
Lafayette Investments, Inc.  
Madigan Schuler, LLC  
Maximus Foundation  
Morrison & Foerster, LLP  
Nordstrom  
Professional Contract Services, Inc.  
Safeway Foundation  
Scott Long Construction  
Scott Management, Inc.  
Speck-Caudron Investment Group  
SunTrust  
TD Ameritrade Clearing  
The Brzezinski Family Foundation  
The Community Foundation of the  
National Capital Region  
The National Christian Foundation  
Vanguard Charitable Endowment  
White Stone Fund, Inc.

### \$5,000 – \$9,999

Agua Fund  
Gannett Foundation  
Harry & Zoe Poole Foundation  
Maple Tree Fund  
Philip L. Graham Fund  
Polydeck Screen Corporation  
Sheehy Auto Stores  
The Lear Family  
The Russell Group  
Wells Fargo

### \$10,000 – \$14,999

MedStar Southern Maryland  
Management LLC  
Morrison & Foerster Foundation  
The Conference of Saint Mary  
USDA Child Nutrition Division  
Venable Foundation, Inc.  
Washington Forrest Foundation

### \$15,000 – \$24,999

Act for Alexandria  
Dr. Francis P. Chiaramonte  
Private Foundation  
Ivakota Foundation  
Richard & Mary Dwyer Trust

### \$25,000 – \$40,000

May & Stanley Smith  
Charitable Trust  
US Airways Fly

### \$80,000 – \$200,000

City of Alexandria  
Commonwealth of Virginia  
United Way of the National  
Capital Area

### \$250,000

Freddie Mac Foundation

## Carpenter's Society

### *Individuals who contribute \$1,000 or over during the Fiscal Year*

Anonymous (3)  
J. Michael and Valeri Albert  
William Algoso  
Susan and Rob Askew  
Roberta Babbitt  
Mark and Denise Bailey  
Bill and Jan Bassett  
Lary and Sharon Beeman  
James and Linda Beers  
Michael Beresik and Beth Brummel  
Maribeth Bersani  
Mary Ann Bier  
Deborah Bombard  
Ashley Brown  
Chris Brown and Mimi Conger  
Harold Brown and  
Stephanie DiCaprio  
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Paul and Rose Ellen Campbell  
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Marcia Furlonge  
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Keller Smith  
David and Maura Young  
Richard Young  
Glenn and June Zauber

# Thank you to all of our donors!



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Shelter**

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