Dear Friends,

As we look back on the past year we are filled with gratitude to all of you, our partners in the wonderful mission of Humility Homes & Services, Inc. (HHSI)! We are amazed, blessed, and humbled by the number of lives we were able to touch and affect at HHSI. We navigated through our first year as a merged entity and experienced many victories. We hope this is evident throughout our annual report.

To highlight just a few of our programs, our Rapid Rehousing served more people this year than last year, we signed onto the Veterans Administration Challenge to end Veterans’ Homelessness in 2020 and we successfully ran the Winter Emergency Shelter at King’s Harvest. There were many challenges with the extreme weather last winter, but we also saw great outcomes which helped to expand the conversation around the intent and overall purpose of this shelter. HHSI participated in a year-long conversation, facilitated by the Quad Cities Housing Cluster, around a Long-Term Visioning Plan to end the need for this Winter Emergency Shelter within 5 years. Another aspect of this conversation is to create a more extensive 10-year Visioning Plan to address the affordable housing challenges in the Quad Cities.

HHSI has been outspoken about the need to address the loss of affordable housing in our Quad Cities community, particularly the high rate of lost housing for the population we serve. Those living in extremely low poverty are at the greatest risk in our community to experience homelessness. In response to this, we have seen the need to expand our Permanent Supportive Housing program through a Pay-for-Success Funding model. We hope to bring this model to the Quad Cities area to meet the ever-changing needs of our community. Meanwhile, we continue to provide needed services, relying on the generosity of you who also believe in housing as a human right.

Thank you for your continued support and partnership in our mission. We cannot do this great work alone.

Thanks,

SISTER JOHANNA RICKL, CHM
Humility Homes and Services, Inc. Board Chair

ASHLEY VELEZ, MPA
Humility Homes and Services, Inc. Executive Director
Brad had worked for over 20 years as a machinist. He was living the American Dream: he had a home, a wife, his son, parents, friends, and so much more. Then in an instant everything changed.

Brad spent seven years experiencing homelessness on and off—sleeping in sheds, or on park benches, and other out of the way places around the Quad Cities. Through community collaboration and partnerships with Community Health Care and the Robert Young Center Brad found himself connected with Humility Homes and Services, Inc.

With all the disappointment and experiences of trauma, Brad thought this was too good to be true, expecting his new lifestyle to be taken away and forced back to the streets. After experiencing multiple attempts at taking his own life and daily feelings of despair, Brad had his own place to take shower, cook a meal, and have a cup of coffee.

"I felt as though, spiritually, I had been given a second chance in life. Having a home has affected not only my outlook of the world and my life, but has given me a sense of purpose, choice, and the ability to feel human again."

After settling into his own apartment, Brad was given the opportunity to share his new home. He rescued an emotional support cat, Alex. Brad looks at this as just another step in his life, taking on the responsibility of caring for another, not just himself.

When asked what he would want others to understand about experiencing homelessness, Brad stated, "It's exhausting. People just do not understand and aren't even aware of it. The stigmas and assumptions people hold need to be broken down. But it can get better. You have to put forth effort, regardless of how desperate or exhausted you may feel. Don't give up on yourself or your situation. There are people out here that won't give up on you."
The Affordable Housing Crisis in the Quad Cities

The solution to ending homelessness is increasing access to healthy and safe affordable housing and supportive services for those who need services.

Sources: *Bi-State Regional Commission / American Community Survey 2017
**National Low Income Housing Coalition / American Community Survey 2015

Program Highlights

From July 1, 2018 – June 30, 2019, HHSI made strides in addressing homelessness in the Quad Cities, reaching 1,000 persons who participated in our services. Of these, 530 individuals received shelter at the HHSI emergency shelter, while 470 participated in other housing programs, including Permanent Supportive Housing (PSH), Rapid Reshousing, and Supportive Services for Veterans Families. Below are just some of the highlights of Fiscal Year 2019. See dashboard on page 6 for more details.

Households earning extremely low income (less than $21,810.00 per year)*
Households earning less than $21,810 spend more than 50% monthly income on housing*
Units lost at $650 per month and less*
Units added at $650 per month and more*
Additional units at $650 per month and less needed to close the affordability gap**

65%
37%
93%

Of the 942 persons who exited HHSI services in FY19, 611 or 65% obtained and maintain permanent and positive homes
176 of the 472 (37%) HHSI shelter participants obtained and maintain permanent and positive homes
435 of the 470 (93%) HHSI participants in other HHSI rapid rehousing, permanent supportive housing programs obtained and maintain permanent and positive homes
Summary of HHSI Programs

Permanent Supportive Housing
Permanent Supportive housing provides the participant stable housing and the appropriate supportive services needed to safely remain in their home. Without Permanent Supportive Housing, participants would have a greater chance of experiencing recurring homelessness and creating costs to other more expensive systems paid for by the public including hospital emergency departments, short and long term behavioral health units, and the criminal justice system.

Rapid Rehousing
Rapid Rehousing provide household’s short-term financial assistance and supportive services to increase their housing stability and the foundation from which to pursue employment, educational and other goals.

Veterans Housing and Support Services
In collaboration with the Veteran’s Administration, HHSI, local governments, and other Quad Cities’ housing organizations serving veterans have designed a coordinated entry system to reduce homelessness among Veterans to functional zero within 5 years.

HHSI Shelter
The HHSI shelter team has made significant progress towards making the experience of homelessness rare and brief. Shelter guests are exiting sooner to permanent homes. In 2019, the average length of stay decreased from 37 days to 28 days and exits to permanent housing increased from 29% to 37%. With more affordable rental housing, exits to permanent homes can increase!

Shelter Stays and Exits to Permanent Housing
37 days
Average length of stay in 2018
28 days
Average length of stay in 2019 (24% decrease)
37%
Percent exits to permanent housing in 2019 (increase from 29% in 2018)

Winter Emergency “Overflow” Shelter
In addition to operating the HHSI year round emergency shelter, HHSI managed the Quad Cities’ only Winter Emergency “Overflow” Shelter at King’s Harvest. The winter shelter was open 137 nights from December 1, 2018 through April 17, 2019, during which 52 days the temperature was in the teens, with several days significantly below 0 degrees. To the right are statistics on the population served by the winter shelter.

The community’s goal is to gradually reduce the demand for winter shelter over the next 5 years in order to reach functional zero by 2025. Functional zero being when the inflow of people experiencing homelessness is less than the outflow of people finding permanent housing, and that the existing, year-round systems can meet the rare, brief, and one-time episodes of homelessness.

Winter Emergency “Overflow” Shelter

386 adults served
166 adults with minimal barriers to securing long term housing
166 adults with high barriers to securing long term housing including finances, criminal background clearance, disabilities
53 adults chronically homeless with multiple combinations of disabilities, finances, repeated experiences with homelessness
HHSI Dashboard Data

Fiscal Year runs July 1–June 30

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<th>Program</th>
<th>unique individuals served</th>
<th>veterans</th>
<th>chronically homeless persons</th>
<th>persons with disabilities</th>
<th>domestic violence history</th>
<th>exit to positive permanent destination</th>
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<td>29</td>
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<tr>
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<td>6</td>
<td>15</td>
<td>7</td>
<td>46</td>
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</table>

Total Participants by Gender from July 1, 2018 – June 30, 2019
- Male: **680 (68%)**
- Female: **314 (31%)**
- Transgender: **5 (.5%)**
- Gender Non-comforming: **1 (.1%)**

Financials

Revenues
- **$1.67M (52%)**
  - Community Support
- **$1.37M (43%)**
  - Grants
- **$172K (5%)**
  - Rental Income

Expenses
- **$2.69 (84%)**
  - Program Expense
- **$510K (16%)**
  - Administration Expense

Fresh Start Center

HHSI participants have full access to the Fresh Start Center to obtain furniture, household items, clothing, personal hygiene products, and home cleaning products for their homes and families.

- **$533K (2,589 donations)**
- **$516K (20,300 hours)**
MEET SHANA & TONY

“Things kept coming at us, one thing after another.”

But Shana and Tony want all to know—those who are living on the streets, moving from one place to another with no one place to call home—for all of us who may not be sure what tomorrow will bring or even what the night ahead will look like, they say, “Don’t give up. There is light and life ahead, just for you.”

Shana is a proud and loving 49 year-old grandma. She was living the typical Midwestern life—family, home, good paying job—until 2012. Her life changed with a diagnosis of multiple sclerosis. The progression of the disease churned away in her body. Working regular and then abbreviated hours became increasingly difficult. Surgeries were needed. Medical bills accumulated. Gradually and quickly at the same time, Shana’s life was turned upside down and she was without a home.

Two years ago Shana and Tony met. Tony is 56. He has been living outside for many years. “Homelessness is not camping,” Tony says. “Fighting the elements, constantly moving from place to place for showers, meals, services—just to stay warm on the coldest days of winter and cool during the hot humid days of summer—can be a full time job. It’s almost impossible to get ahead when you spend so much time just trying to stay alive.”

Today, Shana and Tony have a place of their own through HHSI’s Rapid Rehousing Program. The apartment provides the stability Shana and Tony needed. They were able to furnish their new home with items they selected at the Fresh Start Center. “We have a bathroom, shower, living room, and a bed—all under one roof. “We feel like human beings again,” Tony said.

Tony has obtained the identification cards necessary for employment, transportation, public benefits, opening bank accounts and will soon work with the AARP Community Service Program. Shana’s health is OK and she is making progress on her disability case with Social Security. Most of all, Shana loves being a grandma!
"For months I kept thinking being housed was just a dream— not even real.

Thanks to the programs at Humility Homes & Services, I have been given a second chance in life."