

**ANNUAL REPORT  
FISCAL YEAR 2020**



**Pathways  
to Housing PA**

Providing Homes • Restoring Health • Reclaiming Lives



# Dear Friends

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**We are grateful, once again, to have an opportunity to share our Annual Report with you. There are very few positive words to describe 2020.**

Usually in this introduction to the annual report, we try to point out bright spots in the past year. This year, we have had to dig deep. For far too many people, the year has been filled with anxiety, stress, hunger, pain, hopelessness, and sorrow – for many reasons on many levels. There is no use trying to sugar coat that. We would, however, like to tell you what we've done to mitigate some of that suffering, and bring hope back into the lives of the people we serve.

One thing that has us standing in awe of this amazing staff is the fact that we moved 77 people off the streets, out of shelters and into apartments of their own between mid-March and the end of June. We knew we had to act fast to help keep people safe from the pandemic and that's exactly what we did. When other services were limited or closing, Pathways ramped up to fill in the gaps. At the same time our other initiatives

and programs have remained opened and have been moving forward. Our clinic and medication-assisted treatment programs have seen a substantial increase in visits, and we have responded (in partnership with Project HOME) with an increase in hours and staffing to meet that need. You can read more about our COVID-19 response later on in this report.

None of this is possible without the ongoing support of our community. You make the difference. Your support gives us the resources we need to be innovative and creative, going above and beyond when needs arise.

For this we are eternally grateful. Thank you.



**Christine Simiriglia, MS**  
President & CEO



**Ira Richards, Esq.**  
Board Chair



## Our Mission & Values

### Our Mission

Empowering people with disabilities to improve their housing stability, achieve better health, and reclaim their lives.

### WHAT WE DO

**Providing Homes** We currently house and support more than 550 people who have been marginalized: 25% are seniors and **85% remain housed after 5 years**. That's an amazing statistic for people who had been written off by society and the systems designed to help them.

**Restoring Health** People with serious mental illness die 25 years earlier than the average American. To change this, we launched an Integrated Care Clinic to ensure our participants have access to a low barrier, person-centered approach that emphasizes recovery, wellness, trauma-informed care, and the integration of physical and behavioral health care.

**Reclaiming Lives** It is one thing to **live in** the community and quite another to **be part of** the community. We help participants get to know their neighbors, discover and utilize resources within their neighborhood, and reconnect with their families. They are supported as they pursue educational opportunities, volunteer with local organizations, and find employment. Pathways' participants are taking steps each day to reclaim joyful and productive lives.

**Philadelphia Furniture Bank** redistributes donated, gently used furniture to individuals and families exiting homelessness and in other situations that put them in need. We know that a home is more than four walls.

**Housing First University** was founded to disseminate the Housing First model through training, technical assistance, and consulting to other communities and organizations nationwide.

## Providing Homes

“ So after not having my own [home] for so long, and then stepping into something that I could make my own... it felt amazing. ”

- Kat

**W**e believe that housing is a basic human right. Everyone deserves a place to call home - it's that simple. Providing safe, affordable housing to people who have experienced chronic homelessness in Philadelphia is a team effort, from service coordinators to doctors to our housing and maintenance staff. Kat is just one of the more than 550 people our team supports who are living independently in their own homes across the city.

It's a big month for Kat: she just hit her two year anniversary of being permanently housed with Pathways to Housing PA. This is a moment to celebrate and to recognize how much a life can change through Housing First. Kat left home at the age of 16 and struggled on and off with homelessness. Because Kat is transgender, she didn't always have an easy time accessing services while experiencing homelessness. Although she has worked with a few different programs in Philadelphia, they didn't provide a sustainable and permanent solution for her.

Kat recalls the day that Pathways to Housing PA's outreach manager reached out to find her a home. They wanted to show her an available apartment and introduce her to one of her team members; Elana picked her up and they went to visit the home together. Kat walked up the steps, walked into the apartment, paused and told Elana, "This is gonna be mine." She knew right away that this was it, that was the apartment, Kat's new home. Two years later she is still there and celebrating her two year anniversary of being housed. Her team still checks in with her to make sure that Kat has everything she needs to be successful and to ensure that Kat remains stably housed.

Like most of our participants, it was still a transition for Kat to exit homelessness and settle into her new home. The first night she stayed up all night and for the first 11 months she slept in the living room while getting used to her new life. Kat shared that she finds being at home with her cat comforting and finally being in a place that is her own is just amazing. When she has the time she loves to watch television, connect with people over social media, cook meals, and play with her cats. She is so happy to be a part of Pathways to Housing PA.

We are proud to help people just like Kat to reclaim their lives on their own terms. But stepping through that door is just the beginning. With every home comes hours of life skills support, shopping assistance, financial management, and solving maintenance issues because we know that along with the joy of having a place to live comes the responsibility of a home. To provide someone a home - a roof, a table, a bed - for the first time in years or even decades is a privilege, but at Pathways we also take on the responsibility of making sure each participant has all the supports they need to remain stably housed.

**550**

formerly homeless people with disabilities are living independently in apartments in every neighborhood in Philadelphia

**175**

individuals are receiving Financial Management Assistance

**77**

individuals moved off the streets between March and June of 2020 during the pandemic

# Restoring Health

Addressing the health needs of our participants can be a challenge. In most cases, they are more susceptible to chronic health conditions as a result of years spent living unsheltered without access to regular healthcare. Our onsite Integrated Care Clinic was established to integrate physical, mental, and behavioral healthcare and to break down barriers to care for our participants. We continue to steadily increase the resources and services offered to ensure that we're meeting the changing needs of our participants and providing the best possible level of care.

We've found that medical professionals can easily become overwhelmed by the number of unaddressed needs for our participants at a first visit, which can be discouraging to a participant who is already uncomfortable in a medical setting. Building a strong relationship between our healthcare staff and our participants, and housing our Integrated Care Clinic onsite at our offices, can take the fear and uncertainty out of medical care and help our participants feel safe.

**40%**

of participants receive primary care onsite at the Pathways to Housing PA Integrated Care Clinic

**63%**

of participants with opioid use disorder seek treatment after being housed for at least 6 months; the national average is 20%

Year	Medical Visits	Behavioral Health Visits	Total Visits	Unduplicated Patients
FY16	418	–	418	118
FY17	805	110	915	187
FY18	1325	198	1523	216
FY19	2214	345	2559	272
<b>FY20</b>	<b>2882</b>	<b>452</b>	<b>3334</b>	<b>319</b>

Sandra is one such participant. Sandra describes herself as a tough one: she didn't want to leave the street and it took many tries for our team to gain her trust and convince her to finally move into her own home. Prior to working with Pathways, Sandra experienced abuse and violence from recurrent home invaders, which ultimately led to her becoming evicted and deciding that she felt safer living unsheltered.

Once Sandra decided to accept our offer of housing and support services, her new team took her to view a few available apartments so she could decide what was the best fit for her. She chose an apartment located near the hospital, which made Sandra feel safe and comfortable. When she arrived to her new home the first day she told us she was happy and relieved to see that all of her things had already been brought to the home for her.

It took a little while to transition into living in her new home, but after working with her team she felt settled and began visiting the Integrated Care Clinic regularly to catch up on her medical needs. While working with our staff she discovered some health issues that were causing her to feel exhausted - now that she has more information she knows the best way to take care of herself. After one regular checkup, Sandra was diagnosed with cancer.

She told us that the Integrated Care Clinic and her team were so supportive through her journey towards recovery and she is now in remission. The Clinic also helped her to get hearing aids, and her dog is currently in training to become a service animal that can read and understand sign language.

Before experiencing homelessness, Sandra was in school to become a social worker and loved to run. Now, she enjoys reading books and found a new passion in cooking and taking care of her health through food. She enjoys cooking lasagna for her neighbors and making juices every morning for herself. Her current favorite is kale, apple, and orange carrot. She believes that when people support Pathways, they're investing in individuals and their health and happiness.

Without the strong support of her team at Pathways, Sandra may never have had the opportunity to complete the procedures that have led to a marked increase in self-esteem and self-confidence. Breaking down barriers to treatment to ensure that all of our participants have access to healthcare is an important piece of our Integrated Care Clinic, and we will continue to work collaboratively to ensure participants like Sandra have their healthcare needs met.



**“ I’m a different person now that I’ve gone through the Pathways to Housing PA Integrated Care Clinic. ”**  
- Sandra


**Reclaiming Lives**



**PHILADELPHIA**  
**furniture**  
**BANK**

BECAUSE HOME IS MORE THAN FOUR WALLS





**W**e believe that ending homelessness is about stable employment as much as it is about housing, especially when the housing market is not affordable. Similar to our signature Housing First model, we practice Work First and believe that after housing, employment is the most important first step towards lifting people out of poverty and ultimately ending the cycle of homelessness. The people we serve have many disabilities and other obstacles to working, and some have never worked. Given that history, we consider every day that someone shows up to work and accomplishes their given tasks as a victory - each pay day is a celebration.

Because we believe so strongly in Work First and the need to seed important components of it into our programming, we launched transitional employment services at the Philadelphia Furniture Bank in 2016. We hire people referred by our member agencies and Pathways' program participants.

Though the Work First program began small, it has grown as funding has grown. We've had strong impact on transitional staff through small cohorts and personalized supports. The program focuses on soft skills - a combination of people skills, social skills, communication skills, character or personality traits, attitudes, career attributes, social intelligence and emotional intelligence quotients, among others. These enable people to navigate their environment, work well with others, perform well, and achieve their goals.

The program provides wage-paid work, job skills training, and other employment services in a supportive environment with three tiers: job readiness training, transitional employment, and assistance with securing permanent employment.

In the first tier, participants work to identify their experiences/aspirations and develop individual career plans designed to enhance their skills. Job readiness training helps participants understand workplace etiquette and employer expectations while also learning how to conduct an effective job search in their chosen area of employment.

Tier two consists of paid part-time employment, and positions include warehouse support, furniture delivery, personal shoppers, and clerical assistance. Life skills sessions are provided to help provide a positive outlook and build successful workplace relationships. In the final tier, participants have access to ongoing support from workforce development staff to secure and maintain competitive employment. Linkages to employers, assistance with a resume, and coaching are offered as needed.

Our Work First team spends every day working to ensure that no child sleeps on the floor, no family is without a table to share a meal, and everyone has a place to store clothes and treasured belongings while also building important skills and experience to help them to transition back into the work force.

**6,114 hours**  
of paid transitional  
employment in FY20

# Our COVID-19 Response

The COVID-19 pandemic impacted everyone, but especially those in the vulnerable communities that we serve. Pathways implemented a multi-pronged approach to maintain continuity, ensure staff and participant safety, and implement innovative service delivery.

## Housing First

We believe that offering participants the choice of where they wish to live supports their recovery from homelessness and investment in our program. It's an aspect of our model that makes Housing First unique but also effective. Previously we have transported our participants to multiple apartment showings, however due to the COVID-19 physical distancing guidelines we had to change our normal procedures. In response, we take pictures and film our available units to allow participants to shop for their own apartments virtually.

Pathways categorized participants across three tiers based on their clinical need, with each tier using a different approach to care both in person and virtually. Tier 1 participants receive three contacts weekly, Tier 2 participants receive two contacts weekly, and Tier 3 participants receive one contact weekly.

Pathways acquired paid Zoom licenses for all of our clinical teams and departments. We've been using Zoom to conduct daily clinical rounds to ensure that no participant falls through the cracks.

We trained our staff on best practices to ensure that participants experience a meaningful and therapeutic virtual visit. Our virtual work environment is supported by the implementation of a new intranet system that houses critical information for our staff. These efforts resulted in 28% increase in unique participant encounters from January to May of 2020.

## Integrated Care Clinic

We operate the only non-hospital based Opioid Use Disorder Center of Excellence (COE) in Philadelphia, in partnership with Project HOME and Prevention Point Philadelphia. Our COE maintains medication-assisted treatment and recovery support services for 226 participants with opioid use disorder (OUD). We do this by providing virtual services where possible, and in-person services where necessary. These services are available to any Philadelphia resident with an OUD diagnosis.

Our adaptations at the Clinic during the ongoing pandemic include maintaining onsite services where necessary, implementing a telehealth model, and conducting house calls for our most vulnerable participants. We also adopted a telehealth platform to maintain psychiatric and behavioral health services. Recognizing that some of our participants are impacted by the digital divide, we purchased 75 mobile phones to provide access to services for our most vulnerable participants to ensure they are reachable and able to call for help in case of an emergency. We also implemented cutting edge teletherapy services onsite that simulate in-person therapeutic services.

## Community Inclusion and Advocacy

While society was largely shutdown as a result of the pandemic, our teams ensured that participants have opportunities to participate in civic engagement and psychosocial supports. We use publicly available data to assess if our participants are registered to vote at their correct address. When participants are unregistered or need to update their voter registration information, they are engaged in our voter registration drive. The drive resulted in a 61% increase in voter registration among our participants. In addition to voter registration, we also supported participants with Census participation.

We launched 11 weekly virtual groups to support social and clinical engagements. Some of our groups are recreational (virtual bingo and hangman), while others are therapeutic (substance use recovery, recovery from homelessness). Virtual groups will continue for the foreseeable future to ensure that participants have access to social activities and supports.

Early on we conducted a comprehensive food security assessment of our entire participant population. This included an assessment of who has SNAP benefits, was connected to local food banks, and/or received meal delivery services. Where there were gaps, we expanded access to our internal food pantry. From March 2020 through the end of the fiscal year, our teams delivered more than 1,000 bags of staple grocery items and more than 600 brown bag meal care packages to food insecure participants that included sandwiches, drinks, snacks, and handwritten notes. We'll continue to monitor need and provide emergency pantry supplies as needed through the remainder of the pandemic.

**P**hiladelphia Furniture Bank  
PFB continued to maintain all services through the final months of the fiscal year despite the pandemic. Our operations are essential to our community because furnishing a new home is often the final step for individuals and families moving out of homelessness; we exist to address a bottleneck in the system that lengthens stays in emergency and transitional shelters and keeps beds from turning over as quickly as possible. Without PFB, the bottleneck would reappear and those who are living unsheltered would spend more time living without a home, which is not safe in the best of times and is especially unsafe during a pandemic.

All individuals and families working with PFB are given the option of a virtual shopping appointment to maintain physical distancing. If they opt for an in-person shopping experience, the staff at PFB are using every precaution provided by the CDC, including increased sanitation, use of masks for all parties, and keeping physical distance - thankfully, distance is easy to maintain inside of our warehouse.

As the state of the COVID-19 pandemic evolves, Pathways to Housing PA will continue to evaluate and adapt our response and approaches to service delivery to ensure that our participants and PFB clients are receiving high quality care as safely as possible.

**Our annual fundraising event, the Chair Affair, was also affected by the pandemic. Normally held in person, we shifted to a virtual event in 2020. We were grateful for the opportunity to showcase the teamwork and creativity of prominent local artists who took inspiration from our Philadelphia Furniture Bank to create original works of art, some of which are repurposed and reimagined furniture items from PFB. The works of art were auctioned at the virtual event, which ultimately raised \$50,000 to support our work at the Philadelphia Furniture Bank. Thank you to all of our sponsors, artists, attendees, and supporters for your generosity!**



**In FY20...**

**1,794** individuals  
**901** households  
received furniture from the  
Philadelphia Furniture Bank



**Since our  
founding...**

**7,294** individuals  
**3,460** households  
received furniture from the  
Philadelphia Furniture Bank



# Housing First University

**A**s an alternative to emergency shelter and transitional housing, Pathways' Housing First model is simple: provide housing without preconditions, and then address underlying issues around mental health, substance use, and medical conditions so we can welcome people back into the community. We currently house more than 550 people and have achieved an unprecedented 85% housing retention rate for our participants. These same individuals were considered not housing ready or were unsuccessful in other programs.

However, on any given night more than half a million people are experiencing homelessness in the United States. The last time a global survey was attempted by the United Nations in 2005, it was estimated that 100 million people were homeless worldwide, and as many as 1.6 billion lacked adequate housing.

In fall 2019, we launched Housing First University (HFU) to disseminate our comprehensive and inclusive solution to ending homelessness beyond our community in Philadelphia, in hopes of reaching other cities and countries struggling with the same issues. With an increasing problem, and lack of viable solutions, HFU will help to prevent further perpetuation of the daily injustices people experiencing homelessness already face. We have a solution that works and we need to put it in the hands of communities committed to ending homelessness now.

Housing First University builds on the expertise gathered by professionals who use this model every day in their roles at Pathways to Housing PA. Since opening our doors in 2008, we have amassed a vast knowledge of what works, and what does not, for people with co-occurring disorders experiencing chronic homelessness. We have grown and expanded to meet changing needs, and work continually to improve the quality of our services. Now, we want to share these lessons with others working to end homelessness.

HFU offers people and organizations a spectrum of services to meet their needs - from targeted training to support evidence-based practice, to intensive consulting engagements that address adaptive challenges.

We work with our clients to tailor solutions that are responsive to their unique needs across three service offerings: training, technical assistance, and consulting. We have already worked with dozens of clients across 23 states and 9 countries. We look forward to continuing to disseminate our model around the world to ensure that everyone has a safe place to call home.

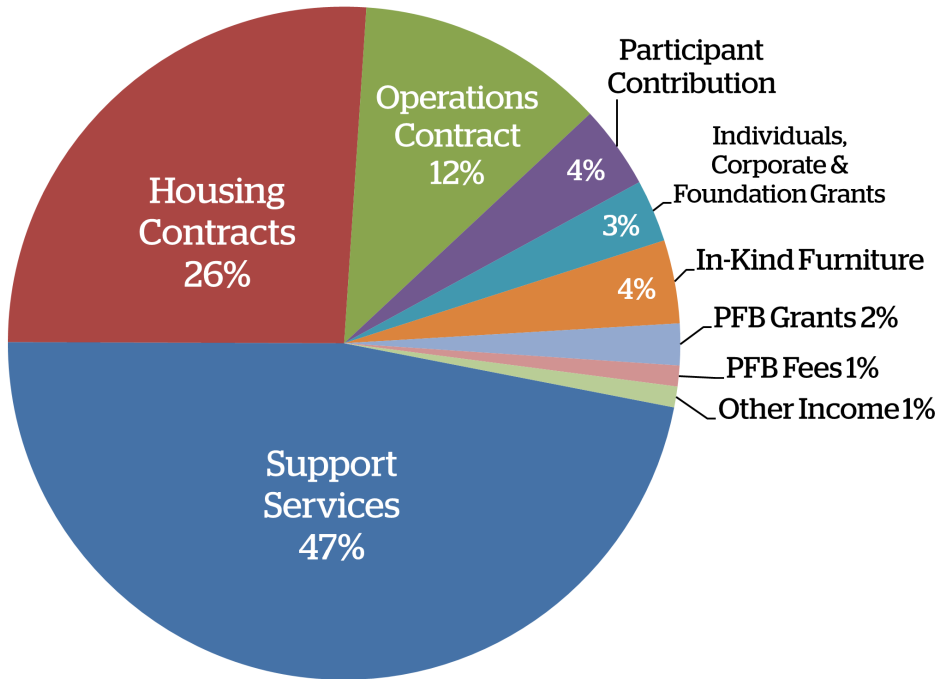
**“Both presenters were passionate and educated. The presentation was amazing and informative. Thank you!”**

- “Supporting Behavioral Health & Wellness in LGBTQ Communities” workshop attendee



# Financials

## Support & Revenue



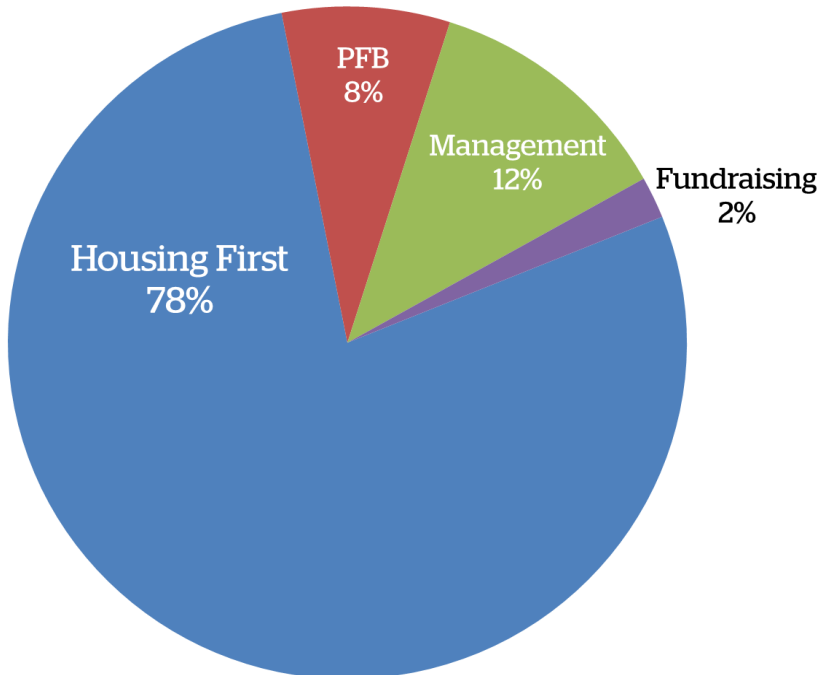
## Support & Revenue

Support Services	
Housing Contracts	
Operations Contracts	
Participant Contribution	
Individuals, Corp. & Foundation Grants	
In-Kind Furniture	
PFB Grants	
PFB Fees	
Other Income	

## Fiscal Year 2020

\$ 7,557,995	47%
4,208,815	26%
1,917,245	12%
628,650	4%
450,890	3%
605,050	4%
259,260	2%
193,925	1%
82,690	1%
<b>\$ 15,904,520</b>	<b>100%</b>

## Expenses



## Expenses

Housing First	
Philadelphia Furniture Bank	
Management	
Fundraising	

## Fiscal Year 2020

\$ 12,006,100	78%
1,255,110	8%
1,851,620	12%
309,260	2%
<b>\$ 15,422,090</b>	<b>100%</b>

\*Unaudited

# Thank You

*Our work is possible thanks to our many donors and partners who help us to provide homes, restore health, and reclaim lives for thousands of people in Philadelphia. Pathways to Housing PA is grateful to all of our donors and supporters that provided financial support in Fiscal Year 2020 (July 1, 2019 to June 30, 2020):*

## **Government**

Community Behavioral Health, City of Philadelphia  
Department of Behavioral Health, City of Philadelphia  
Department of Housing and Urban Development  
Office of Homeless Services, City of Philadelphia  
Substance Abuse and Mental Health Services Administration  
Department of Public Welfare, Commonwealth of Pennsylvania

Foundation  
Independence Blue Cross Foundation  
Lincoln Financial Foundation  
McLean Contributionship  
Merakey  
Network for Good  
NetWork Volunteers  
Patricia Kind Family Foundation  
Pew Charitable Trusts  
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Scattergood Foundation  
Schwab Charitable  
Sheller Family Foundation  
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TIAA Charitable  
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Susquehanna International Group (SIG)  
Tessa Marie Images LLC  
Travelers  
Truist Inc.  
Voloshin  
Women Against Abuse  
Women's Community Revitalization Project  
YIKES, Inc.  
YourCause

## **Individuals**

Hussain Abdullah  
Sabrina Abesamis  
Belinda Ahimamoto  
Tonny Ahmed  
Jason Alexander  
Anonymous (42)  
Francis Angelo  
Edward Auge  
George & Conner Auge

Rosemary Auge  
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Jittu George	Delgado	Priya E. Mammen MD,	Janene Palidora	Amber Sams	Valerie Tini
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Danielle Gershkoff	Audrey Jakab	Franny Marazzo	William Parshall &	Alicia Santiago	O'Connor
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Gail Hauptfuhrer	Amy Larovere	Nancy Miller	Frank Repas	Dwayne Spikes	
Tina Hausman	Jeanne Lattanzi	Wayne Miller	Ira & Leslie Richards	Jenna Spitz	
Benjamin Henwood	Elizabeth Leake	Josh Miller-Myers	Katherine Rivera	Louise Steager	
Rick Hershey	Lawrence Levine	Margie Mitchell	Jennifer Robinson	Tyler Steager	



Providing Homes · Restoring Health · Reclaiming Lives

## Our Values

- We believe that housing is a basic human right. Everyone deserves a place to call home - it's that simple.
- We believe that every person should be treated with dignity and respect, regardless of their current situation.
- We believe that everyone should have choices in life, and we empower people to make informed choices that reduce harm to themselves and others.
- We believe in creating a culture where it is easy to practice kindness, and everyone is welcomed with grace and hospitality.
- We believe that complex issues like homelessness require creativity, innovation, and constant evolution to meet the needs of those affected.

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