

**ANNUAL REPORT
FISCAL YEAR 2019**



**Pathways
to Housing** PA

Providing Homes • Restoring Health • Reclaiming Lives



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We are so grateful to have the opportunity to share this Annual Report with you. 2019 has been a year of continued growth at Pathways. In a city with a 26% poverty rate and so many people in need, there is always more to do.

This year we have ended homelessness for many more people who previously called the pavements of Philadelphia home. We've expanded primary care services and medication-assisted treatment services in our clinic. We have practiced community inclusion principles and connected people with opportunities for training and work, volunteering and church, and other things they identified as wants and goals. And we have doubled the number of households furnished for people moving out of homelessness by the Philadelphia Furniture Bank since last year (while simultaneously moving into a new building).

In between all of that we published a Strategic Plan to guide us through the next five years. We have built a stronger infrastructure and hired some incredible new mission driven people in jobs to complement the work being done by the amazing folks we already employ. We have invested in new technology to streamline service delivery tasks, documentation and reporting, and in training and education to ensure that we continue to

deliver best practice care. And we have renovated additional space to accommodate our rapidly growing agency.

In 2020 we are going to bring these successes to other communities in need, offering Training and Technical Assistance to disseminate our stories and replicate our programming through Housing First University.

Turn the page and learn more about our services and to meet some of our wonderful community members. As always, we are so very grateful for all of you – our friends, funders, donors, and supporters. Without you, none of this incredible, life-changing work is possible!

Thank you,



Christine Simiriglia, MS
President & CEO



Ira Richards, Esq.
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Our Mission & Values

Our Mission

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

WHAT WE DO - AT A GLANCE

Providing Homes We currently house and support more than 450 people with disabilities 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.



Providing Homes

“ I have a lot of people in my life right now. I got a whole lot of help going on for me right now. ”

- Linda



We 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 experiencing homelessness in Philadelphia is a team effort, from service coordinators to doctors to our housing and maintenance staff. Linda is just one of the more than 450 people our team supports who are living independently in their own homes across the city.

"I left my kid's father because he was very abusive to me. I had two children at that time. I had my own apartment. I had married their father. It was very abusive. I needed an operation on my ear, where he had busted my ear drum. So I left him. I went to move in with my mother.

I was 19 when my first daughter passed. I had her when I was 16, and she acquired aplastic anemia [a disease that causes your body to stop producing enough new blood cells, which can lead to excessive bleeding] when I was 18. It was very dramatic for me. Not knowing how to save her life. And I had to accept that she was going to pass. That it was terminal, she would eventually pass.

When she passed, I buried her, and I didn't know what was going on. I was in a complete daze. I felt like I wanted to jump in that grave myself. So I was walking around like a zombie. My mother couldn't get through to me. I started using heroin.

I was homeless for six years, off and on, basically from the time I was about 29. Off and on, on the street, then I'd go back to my mothers. Then back to the street. It's not like she would put me out, I'd go back to the street because the drugs were calling me, or the street was calling me. I don't know what it was. Not wanting to apply myself... not knowing how. Because I'm so individualized that I want to do things my way.

It was terrible on the street. I didn't care after my daughter passed. I just felt that God took something from me. What am I supposed to do now? I didn't know how to deal with it.

Pathways did an awful lot for me. I can manage my money and stuff now. That's only through here. That's only through Pathways that I've been able to do that. Since I got with Pathways, I have to listen to suggestions. I found that it's started to work for me. I'm able to apply to myself and take whatever suggestions I may need - from the psych doctor, from the doc, from the social worker. I have a lot of people in my life right now. I got a whole lot of help going on for me right now."

At Pathways we are grateful to be able to help people just like Linda every day. 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.

429

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

36,119

case-management hours were provided for Education and Life-Skills Training

175

individuals are receiving Financial Management Assistance

Restoring Health

Addressing the myriad of health needs presented by the people we serve is challenging. They've spent years living unsheltered without access to healthcare, and as a result are more susceptible to severe chronic health conditions. To meet their needs, our onsite Integrated Care Clinic has grown from just 105 patients and 287 visits to 272 patients and 2,214 visits this year.

We've steadily increased the resources and services offered to ensure that we're meeting as many needs as possible for our participants while also keeping the barriers to care as low as possible. We are also connecting people to primary care in the community.

Having a relationship with a healthcare provider is a game changer. Medical professionals can easily become overwhelmed by the number of unaddressed needs for our participants, which can be discouraging. Building a strong relationship between our healthcare staff and our participants can take the fear and uncertainty out of medical care fostering willingness and level of comfort that allow for treatment and healing.

David is one such participant. David grew up in foster care in a small town outside of Coatesville. School was a

3,400

hours of Medical, Mental Health, and Substance Abuse Treatment were provided in Fiscal Year 2019

64%

of our clients get their primary care at our Integrated Care Clinic

Year	Medical Visits	Behavioral Health Visits	Total Visits	Unduplicated Patients
FY15	287	—	288	105
FY16	418	—	418	118
FY17	805	110	915	187
FY18	1325	198	1523	216
FY19	2214	345	2559	272

struggle. He wasn't a bad kid, he insists, just "wasn't good at school. Got bad grades and didn't want to go," so the court sent him to the State Correctional Institution at 16. At 21, when he was finally released, he went back to one of his foster homes because "I had nowhere else to go."

After his foster parent passed away, he was left without a home. For years, David stayed in shelters. He describes that time as repetition - the same routine every day. He'd have to make his way to a rendezvous point, to get picked up along with the other people who needed somewhere safe and warm to sleep. Then the bus would take them to the shelter for the night. Sometimes they'd be able to shower. You had to be careful because if you lost sight of your things they could disappear pretty quickly. He took to sleeping in his shoes. He says he still does, even now in his own place. It's just one of those habits that's hard to break.

In the morning, without fail and no matter the weather, they had to leave the shelter. Most of the time he spent the days wandering, just trying to find food, somewhere to sit, to rest. Some nights he slept in churches, when he found one that was open. When the shelters were full, or he failed to make it to the pick-up on time, he would sleep on sidewalk grates, trying to soak in the warmth from below.

One night five years ago he was outside, the ground was frozen underneath him, when he was picked up by an outreach team and brought to Pathways. He hasn't spent a night outside since.

He says his team at Pathways helps him with taking care of his money, with doctors' appointments - with remembering how to live in society. He likes to go for long walks now, and loves to show up to appointments wearing new shirts and sneakers. He likes to look put together "after so long of just not taking care of myself."

Six months ago, David was diagnosed with cancer. The treatment was aggressive, radiation five days a week for three months. Five days of radiation each week for months is a heavy burden for anyone. For someone like David, it is more often than not insurmountable.

But he did it. He did not miss even one appointment, and his team was loudly cheering him on every step of the way. Sitting in the hospital, the tube of medicine hooked into his arm, he would sometimes hear the bell ringing down the hall. It was a signal that someone had just won their fight - beaten cancer into remission. It was his signal of hope. "I got one more week," he told us, looking down at the new sneakers in his hands he will wear for the occasion, "then I'm gonna ring that bell."

One week later, David finally got to ring that bell, and he's still in remission today. Without the strong support of his team at Pathways, he may never have noticed the symptoms or gotten treatment at all.

We launched an Integrated Care Clinic to ensure that people like David have access to a low barrier, person-centered treatment that emphasizes recovery, wellness, trauma-informed care, and the integration of physical and behavioral healthcare.



“ I got one more week, then I’m gonna ring that bell. ”
- David

Reclaiming Lives

PHILADELPHIA
furniture
BANK

BECAUSE HOME IS MORE THAN FOUR WALLS

Occasional
Tables



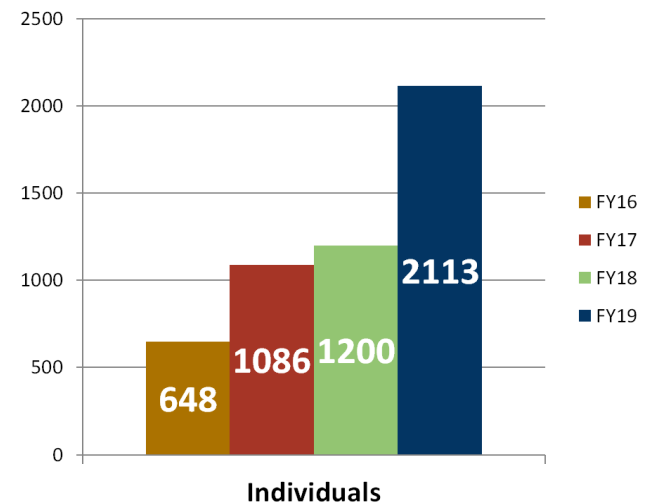
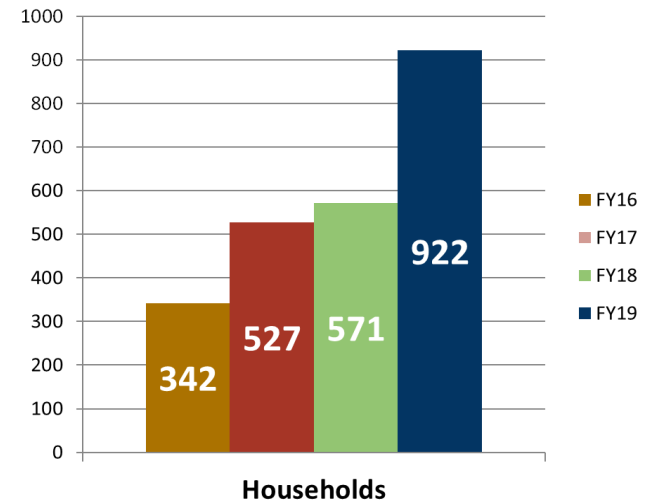
Pathways opened the Philadelphia Furniture Bank (PFB) in 2014 because we believe that no child should sleep on the floor, no family should be without a dinner table, and everyone should have a place to store clothes and treasured belongings. PFB provides clients from more than 40 member agencies with an entire household's worth of furniture, including a brand new mattress for each member of the family.

The Philadelphia Furniture Bank recently hosted a grand reopening at our new space at 3650 I Street. We welcomed our member agencies, supporters, volunteers, staff, and friends to tour the new space and learn from our staff about the work we do at PFB.

Our new space added 5,000 square feet to our warehouse, which was a much needed expansion due to the continued demand for our services. We doubled the number of families served in 2019, furnishing 922 households, and those numbers are holding steady going into our new fiscal year.

The new space also includes a second loading dock, which is perfect timing as we plan to purchase a second delivery truck and hire a second driver in fiscal year 2020. We rely on donations from both businesses and individuals to provide furniture for our member agency clients, and we've far outstripped our capability to both pick up these items and deliver furniture to clients with only one truck.

We're so grateful to our volunteer and friend, Nelly Arnold, for helping us to make our new space bright and welcoming to all of our clients. Nelly is an interior designer and personal stylist. We are also grateful to all of our partners and supporters for enabling us to provide an integral piece to the puzzle for those who are exiting homelessness.



6,265 hours
of transitional employment

2,113 individuals
922 households
received furniture from the
Philadelphia Furniture Bank



Becoming Part of the Community

It is one thing to **live in** the community, and quite another to **be part of** the community. Community inclusion is an important piece of providing homes, restoring health, and reclaiming lives, and inclusion practices are a part of every aspect of our programming. Community inclusion means that we strive to help participants live in the community and to be valued for their own uniqueness and abilities, just like everyone else. Our staff aims to walk alongside participants, wherever they are on the path of life, and to support them in the places they want support.

Often our participants haven't had a lot of autonomy in their lives: there has always been a family member, a partner, a doctor, a parole officer, or a social worker telling them what they can and cannot do. At Pathways we provide all manner of opportunities for participants to reclaim their lives on their own terms and empower participants to make their own decisions, beginning with the decision of where they'd like to live. We are providing homes in the neighborhoods requested by our participants.

Once they've moved into their new home, we work on getting participants connected to local resources to restore health and wellness: a primary care doctor (either our own clinic or a doctor of their choosing), a dentist, the local library, parks and recreation centers, and other local spots that fit their areas of interest.

We know that on average, those with mental health disorders have 50% fewer close relationships than the general public; of those relationships half are with paid

staff. Our staff are deliberate in helping participants get to know their neighbors and reconnect with family and friends as they settle into their new homes.

Another option for growing their networks and fostering new relationships are community events that are hosted regularly by Pathways. These events are coordinated based on participants' interests and range from fitness classes and museum visits to movies and concerts. The activities also help participants to get familiar with the myriad of activities available to them throughout the City; if they enjoy a particular activity participants can choose to continue to visit or participate, and they're now familiar with the logistics of getting there.

Having meaning in life and something to look forward to each day is essential to reclaiming lives. Employment and volunteering is that something for many of us. At Pathways, we believe that anyone can work if they are given the right support. Helping people to get back into the workforce is a critical part of rebuilding a life for many of the people we serve. Participants share with us the goals they'd like to achieve: full-time or part-time employment, volunteering, training, or education, and we support them in achieving those goals.

Ultimately, we hope that participants will utilize our supports to reclaim their lives and rebuild their community so that one day, they might outgrow us all together.



**In Fiscal
Year 2019...**



74

participants
reentered the
workforce



50

participants
have met with
employment specialists



45

participants have made
resumes and started
job searches



68

participants
volunteer on a
regular basis



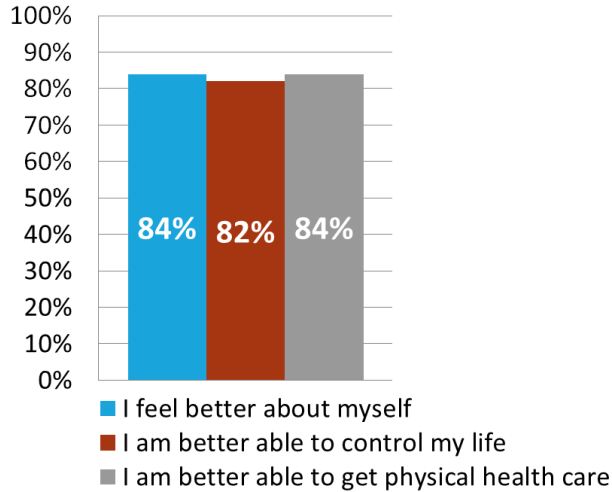
54

participants have
attended at least 1
employment workshop

Participant Survey

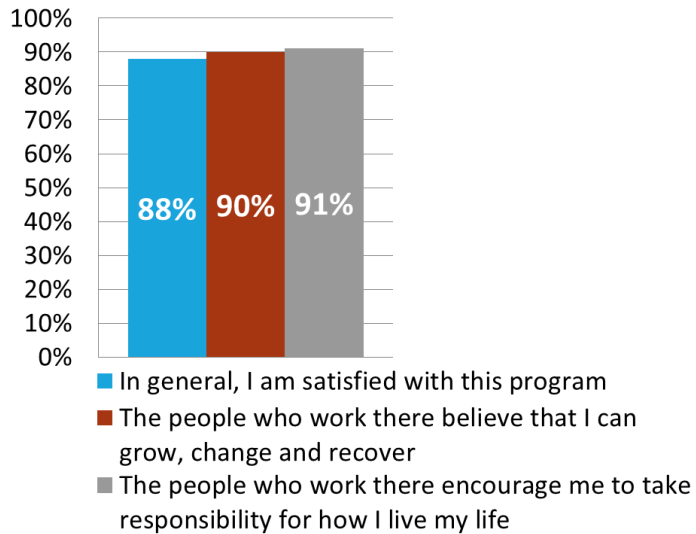
Impact of Services

Benchmark: 70% or higher



Satisfaction

Benchmark: 80% or higher



The results our first participant survey were very positive. Our sample size was 270 out of 450 participants; generally, the benchmark for the population of people that we serve is 65-70% participation, and we had 67.5% of our participants respond. Though there's always room for improvement, the researchers tell us that this large sample size was quite a success for our first attempt.

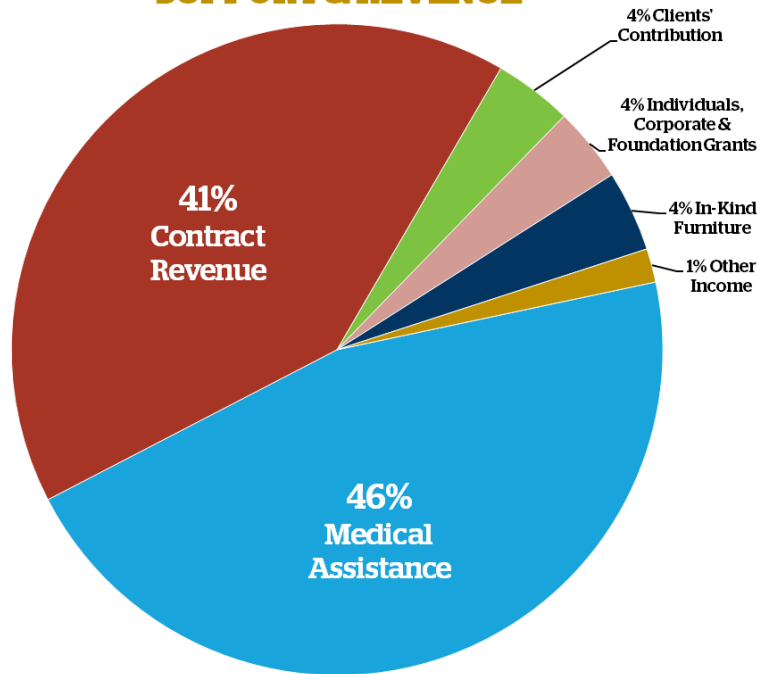
The survey looked at three areas: satisfaction, impact, and staff relationships. We recorded and tracked overall results as well as results by demographic categories (gender, race, and sexual orientation). In general, we met or exceeded the benchmarks for nearly all of the 46 questions asked. There are a few key areas where we excel, and areas that we will concentrate on improving.

The survey results are being shared with our staff and board of directors with an eye to those areas that require improvement. Our goal is to identify strategies and tactics to improve our service delivery across all teams. We look forward to conducting a satisfaction survey annually moving forward, so we can compare results year to year and continually improve our participants' experience.



Financials

SUPPORT & REVENUE

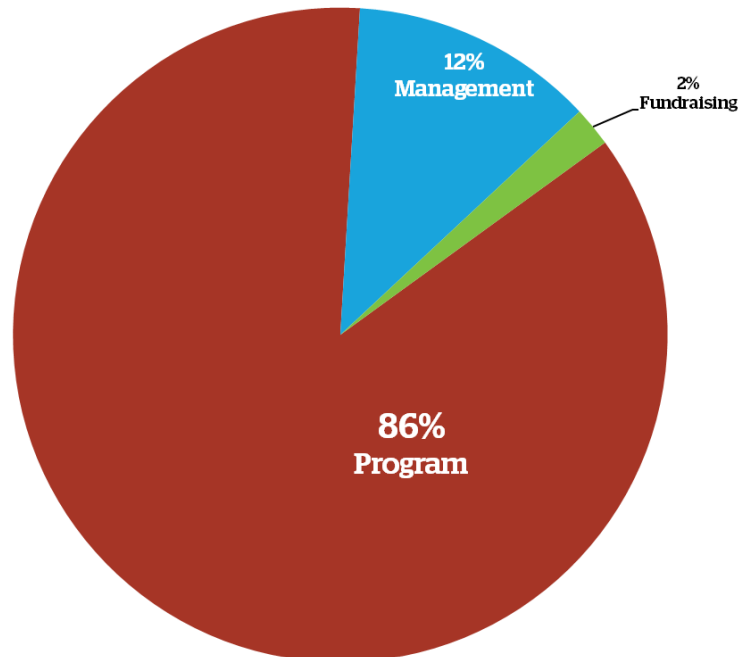


SUPPORT AND REVENUE

Medical Assistance	\$ 7,164,040	46%
Contract Revenue	\$ 6,426,460	41%
Clients' Contribution	\$ 607,810	4%
Individuals, Corporate & Foundation Grants	\$ 580,940	4%
In-Kind Furniture	\$ 629,600	4%
Other Income	\$ 261,800	1%
Total Revenue and Support	\$ 15,670,650	100%

FISCAL YEAR 2019

EXPENSES



EXPENSES

Program	\$ 12,282,280	86%
Management and General	\$ 1,727,340	12%
Fundraising	\$ 279,090	2%
Total Expenses	\$ 14,288,710	100%

FISCAL YEAR 2019

Beginning Assets	\$ 2,442,130
Change in Assets	\$ 1,381,940
Ending Net Assets	\$ 3,824,070

*Unaudited

Thank You

Our work is possible thanks to our many donors and partners. Their support allows us to provide homes, restore health, and reclaim lives for hundreds of people in Philadelphia. Pathways to Housing PA is grateful to all of our donors and supporters that provided financial support in Fiscal Year 2019 (July 1, 2018 to June 30, 2019):

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