



Pathways
to Housing PA

Reclaiming Lives

TRIENNIAL
REPORT 2018

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The past two years have been busy and challenging for Pathways to Housing PA. Pathways' reputation is one of creatively, efficiently, and effectively meeting the needs of Philadelphia's most difficult to serve citizens. Needs change, and so we adapt and expand our services to meet those changes. We are grateful to our funders who trust us to expand our services in creative, out-of-the-box ways at Pathways to Housing PA.

Sadly, we will now be moving forward without the guidance of Bob Hunn who has served on the Board of Directors since early 2013 and has been Chair for most of that time. Bob passed away suddenly in September leaving us with an overwhelming feeling of loss. Bob believed that you must remove the stress of homelessness from people's lives in order for them to make better choices and move forward in life. We spoke often of opportunity, leveling the playing field, and personal choice. Personally, I will miss his guidance, empathy, and his smile. Our board will miss his vision, leadership, and the sense of purpose and order he brought to our meetings. Our community has lost a foundational partner and a good friend and we will always remember him fondly.

In terms of recent accomplishments... At the request of the City, Pathways created a Team in 2016 that focuses on chronically homeless individuals with opioid addiction. Using Pathways' Housing First model in combination with treatment services that wrap around the person in a community setting, we are taking people with opioid use disorders from street to homes. We have also developed primary care services onsite to meet the medical needs of our community. The Philadelphia Furniture Bank opened in December 2014 and is an invaluable, unduplicated service in Philadelphia

that has furnished over 2,000 homes for individuals and families moving out of homelessness in our city. Pathways is a thought leader in the Housing First Model nationally, with communities and agencies turning to us for leadership and training; our formal Training Institute launched in September 2017. The organization has successfully weathered some changes in funding sources and emerged, ahead of schedule, back to sound financial ground.

We have matured into an organization building programs and solutions around our core competencies to provide a lasting impact on the issue of homelessness. On the following pages, you'll learn a little more about our programming and you'll get 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!



Christine Simiriglia, MS
President & CEO



Mission & Guiding Principles

Our Mission

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

Our Guiding Principles

- Mental health, physical health, and related services & support should be consumer-driven and seamlessly integrated with permanent housing to promote recovery, social inclusion, and community integration
- Everyone should have access to decent affordable housing
- Every person deserves the opportunity to achieve their full human potential
- Housing First is a cost-effective, proven approach for ending homelessness and supporting recovery for people with disabilities that provides immediate access to permanent housing without preconditions
- Ending homelessness is a public health crisis that requires broad cross-sector and community action

WHAT WE DO - AT A GLANCE

Providing Homes We have housed and supported more than 400 people who have been marginalized: 25% are seniors, 40% are veterans, and 89% 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 offer an Integrated Healthcare Program providing low barrier primary care services, medication management, and the coordination of psychiatric and addictions services.

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.

Providing Homes

“I love it. It's like...heaven couldn't be any better. Every morning I wake up, and I'm like 'Thank you Jesus'”
- Vernon, Participant





On a September afternoon, Vernon received keys to his new home after 18 years of living on the streets. Following almost two decades of instability, Vernon appreciates the feeling of safety his apartment affords him. “I can actually go to sleep and be able to shut my eyes. For years I couldn’t really sleep, now I can sleep for real.” Vernon fondly refers to his apartment as his palace, and he loves getting to choose what he wants to do and when to do it. “I remember having to find somewhere to go, because it was cold, or it was raining. Man, I remember sleeping in snow,” he says.

For years Vernon’s life was uncertain due to unstable or non-existent housing. He had many challenges though that time, including working at getting clean. He was finally able to fully kick drugs in 2006 but without housing, staying clean on the streets was almost impossible. When a long time outreach connection told Vernon about Pathways, he was unimpressed. “He kept telling me it was a good program, but you know I’d heard that so many times. This is the first program that said they’d help me get an apartment, and then did exactly what they said.”

Vernon still has a lot of adjusting to do; housing is exciting but it is also a major life change. It takes a lot of courage and faith to take those keys and walk through the front door. We asked Vernon if he had any advice for people still living unsheltered and he started to tear up. “There are truly a lot of beautiful people in the world,” he told us. “Reach out to somebody; people will help you.”

At Pathways we are grateful to be able to help people just like Vernon every day. But stepping through that door is just the beginning. With

every key 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 key comes the responsibility of a home. To provide someone a home - a roof, a table, a bed - for the first time in decades is a privilege, but at Pathways we also take on the responsibility of making sure Vernon has all the support he needs to be successful.

Pathways believes that housing is a basic human right. 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. Our team looks forward to helping even more people move into their very own homes, or as Vernon likes to call them, palaces.

374

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

28,227

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

165

individuals are receiving Financial Management Assistance

Restoring Health

| 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 |

Addressing the health needs of our program participants is often challenging. Sometimes we don't have the resources we need. Other times, the services we want to offer don't exist for people with little or no insurance. And sometimes, we just aren't sure what solutions are going to be best for someone. This past year our healthcare team has made breakthroughs in each of these areas, received much needed additional funding, partnered with new and innovative services, and learned from our participants as they become better self-advocates.

We took a big step forward in expanding healthcare services with two grants that allowed

for increased staff, including a Nurse Practitioner and Nurse Manager. We now offer primary care services five days a week at our office - a satellite site of the Stephen Klein Wellness Center - and are connecting more participants to primary care in the community.

Having a relationship with a healthcare provider is a game changer for participants. "Often for our population, health care is in emergency rooms or other settings where no one has the full story," explains team nurse, Jackie Bucknum. "The medical provider gets overwhelmed by the number of unaddressed health needs, which discourages the participant and causes them to disconnect." Offering a steady, consistent relationship where people "feel that they're met with time and patience," as Jackie says, can take the fear and uncertainty out of medical care and help our participants feel safe.

Due to the lack of available and appropriate treatment services in our community, we have become a provider of Medication Assisted Treatment (MAT). MAT is the use of medication to relieve withdrawal symptoms and psychological cravings that create chemical imbalances in

the body in combination with counseling and behavioral therapy to treat opioid use disorders. The service is available in partnership with Project HOME and Prevention Point Philadelphia.

New solutions are needed to stem the tide of the opioid epidemic because the typical solution of treatment and discharge to the streets is not effective in ending the addiction cycle. We wish to be a part of the solution; we decided it is essential to break new ground and to bring all of our services, including treatment, to the streets.

As we continue working to serve more of our City's marginalized citizens with higher a quality of care, Dr. Lara Weinstein articulated the situation beautifully: "People are becoming more and more empowered to take control of their health, to get surgery, and to complete procedures. It's not just when we're helping them - people are now doing it on their own."

Pathways knows there is always more work to be done, and we are grateful for new resources, partnerships, and increased independence in our participants that is improving our level of care and their wellness. We look forward to building on this success.

2,992

hours of Medical, Mental Health, and Substance Abuse Treatment were provided in 2017.

98%

of the Integrated Care Program's participants have engaged with the team psychiatrists



“Our goal is to create a space where people are surprised to feel listened to, where they feel valued enough to take care of their bodies and their minds.”
– Jackie Bucknum, Nurse

A photograph of a woman with long brown hair, wearing a dark blue turtleneck sweater over a white long-sleeved shirt, smiling warmly. She is looking towards a man on the right. The man has short dark hair and a beard, wearing a dark blue hoodie, and is also smiling. They appear to be in a casual indoor setting, possibly a living room, with wooden paneling in the background. The lighting is soft and natural.

Reclaiming Lives

“It was a great job, but eventually I outgrew it.”
- Bryan, Participant



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. In addition to the work we do with participants each day, we launched our Transitional Employment Program at the Philadelphia Furniture Bank.

Bryan was one of the first participants to work in the program. In addition to a steady paycheck, he received job skills training and targeted feedback to help him improve as an employee. Bryan graduated from the program and hit the ground running. With our support he enrolled in Temple University's nine-month Construction Management Program and he has plans to start working on a degree in architecture when that program is completed.

Bryan traveled a long way to get where he is today: he was an Army Ranger fighting in Fallujah when a bomb left him with shrapnel embedded in his body. He became addicted to the pain medicine prescribed for that injury in addition to suffering from undiagnosed PTSD. In the years that followed, he separated from his wife, was discharged from the army, and during one harrowing three-month period he overdosed three times on heroin.

In 2013, Bryan was living on the streets of Philadelphia when an outreach worker told him about Pathways; Bryan moved into his apartment shortly after. Admittedly, there were still rough days, but Bryan slowly started putting his life back

together. He is continuing to work on his recovery and rebuilding his relationships with his daughter and family. Bryan credits his Team Leader Wakida and team member Mary with keeping him on track, saying "They have my back. They make sure I do things myself."

Both Mary and Wakida are quick to point out how hard Bryan has worked. "He's a really dedicated person," Wakida says. "He sets goals, and works to accomplish them. He's one of those people who never stops trying." Bryan is forging a path we hope many Pathways' participants will follow, utilizing our supports to reclaim his life and rebuild his community so that one day, he might outgrow us altogether.

Last year 2,996 hours of paid transitional employment was provided for marginalized people.

The number of Community **Events doubled** from 2016 to 2018, and the number of **participants attending** events has gone from 50 to 100 per month.

30 participants are employed in some capacity.

Using Housing First to Combat the Opioid Epidemic

People are dying at an alarming rate. Philadelphia witnessed 1,200+ opioid-related deaths in 2017, a 33% increase over 2016. Philadelphia's Kensington neighborhood remains ground zero for the cheapest and most lethal heroin in the country.

In late 2016, Pathways launched a pilot program designed to focus on chronically homeless individuals with long term opioid addiction. It combines core competencies in the Housing First model with new ideas encompassing street outreach, needle exchange, and Narcan training and disbursement. In addition, immediate access is provided to Medication Assisted Treatment that fits the needs of people with severe opioid use disorders experiencing chronic homelessness.

The program is successful because it uses permanent housing as part of the treatment plan. In most instances, people with opioid addictions are treated and discharged back to the streets where they immediately use drugs again. Providing housing combined with wrap-around services designed to eliminate many of the barriers to Medication Assisted Treatment breaks that cycle. We provide critical support and guidance in moving towards long-term wellness.

Pathways' clinical staff and participants are trained to administer Narcan, a drug used to combat overdoses. Each participant has an individualized

overdose prevention plan as well as a supply of Narcan, which empowers program participants with a life-saving intervention. Several of Pathways' landlords have also participated in Narcan training and keep a supply on hand in case of tenant overdose.

As the first in the in the country using a scattered site Housing First model with this population, Pathways created a specialized community based team to assist with housing 75 people with long histories of addiction, trauma, and chronic homelessness. Using a harm reduction strategy we target high-risk, high-need individuals. Staff place them in permanent housing (fully furnished units chosen by the participants) and provide, when ready, services such as home-based intensive case management and care coordination, psychiatry and mental health counseling, nursing, medical care, MAT, and additional supportive services. Individuals who move from the streets maintain a risk of returning to homelessness, so the team works with the participants to quickly address behaviors that could negatively impact housing.

Pathways to Housing PA has restored dignity and hope to people with opioid use disorders, helping them recover and live meaningful lives. As a result of the success of this program in its first year, the City of Philadelphia is funding expansion to double its capacity in the coming year.





100%

of participants
retained housing through
the first year

65%

of housed participants
are in some form of
treatment for their addiction
disorder after 6 months

100%

of participants and clinical
staff in Housing First
programs received
Narcan training



The Philadelphia Furniture Bank recently furnished its **2,000th** household

164 veterans have received furniture as they exit homelessness.



PHILADELPHIA furniture BANK

BECAUSE HOME IS MORE THAN FOUR WALLS

In 2014 Pathways opened the Philadelphia Furniture Bank with the belief 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.** The Furniture Bank seeks to solve these issues for individuals and families moving out of homelessness and other marginalized populations.

On average, the Furniture Bank keeps more than half a million dollars' worth of furniture from landfills each year. "There's a lot of furniture that just gets thrown away out there," says Furniture Bank Director Tom Maroon. "People don't want to spend the money on recycling things. But if they give it to us, we recycle it, and our clients get good quality furniture to use as a foundation in their new home." Drop-off donations are accepted onsite at the Furniture Bank, and our team also picks up donations from homes and offices in the region as their schedule allows.

Pathways partners with more than 40 local social service agencies to provide furniture to individuals and families for a small fee. Each participant schedules a time to visit the Furniture Bank and works with a personal shopper to pick out their pieces. Delivery service is available to those who do not have other means of transportation, again for a small fee, though many partner agencies provide transportation for their participants.

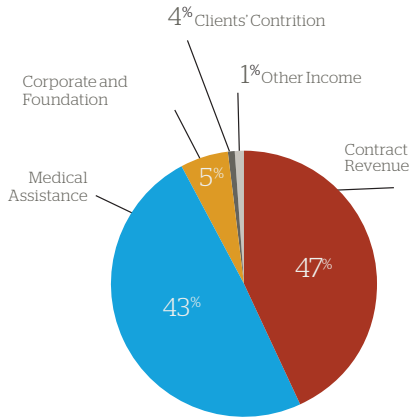
The Furniture Bank also supports formerly homeless individuals through a Transitional Employment Program. Participants spend a year working at the Furniture Bank

to learn hard and soft skills and prepare for employment outside the agency. The work these employees do is a critical component of the Furniture Bank's ability to serve its clients; their work is complemented by hundreds of volunteers.

Nelly Arnold is one such volunteer. By day, Nelly is an interior design and wardrobe consultant for business professionals. She started volunteering at the Furniture Bank because she believes design is an essential expression of who we are. "I love helping people see themselves differently," she says. She's particularly excited that the Furniture Bank offers people a selection. "The fact that they can make those choices is a big difference." By having control over what goes in their space, participants get the opportunity to shape their new life. "I love watching people strip away the things society has seen them as, helping them put their past aside," Nelly says.

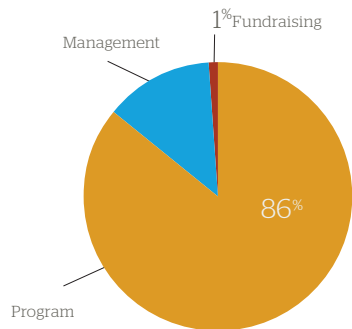
The Furniture Bank is a necessary, innovative, unduplicated resource in Philadelphia. There are thousands of people in our region who will pass through the doors of the Furniture Bank having lost their homes in a fire, relocated due to domestic abuse, or secured an apartment after living on the streets. With your help, we are looking forward to helping even more men, women, and children go to sleep in a bed, do homework on a sofa, or share a meal at a table.

Financials



SUPPORT AND REVENUE

| | 2016 | | 2017 | | 2018 | |
|----------------------------------|--------------------|-------------|--------------------|-------------|---------------------|-------------|
| Medical Assistance | \$4,090,244 | 44% | \$4,779,625 | 48% | \$5,728,935 | 46% |
| Contract Revenue | 4,158,154 | 45% | 4,055,090 | 41% | 5,380,130 | 43% |
| Clients' Contribution | 417,449 | 4% | 440,007 | 4% | 512,790 | 4% |
| Corporate and Foundation Grants | 569,778 | 6% | 504,835 | 5% | 668,400 | 5% |
| Other Income | 89,588 | 1% | 104,705 | 1% | 152,693 | 1% |
| Total Revenue and Support | \$9,325,213 | 100% | \$9,884,262 | 100% | \$12,442,948 | 100% |



EXPENSES

| | 2016 | | 2017 | | 2018 | |
|------------------------|---------------------|-------------|--------------------|-------------|---------------------|-------------|
| Program | \$ 8,092,960 | 85% | 8,316,196 | 86% | \$10,322,481 | 86% |
| Management and General | 1,345,956 | 14% | 1,267,295 | 13% | 1,554,329 | 13% |
| Fundraising | 130,323 | 1% | 98,929 | 1% | 141,641 | 1% |
| Total Expenses | \$ 9,569,239 | 100% | \$9,682,420 | 100% | \$12,018,451 | 100% |

| | | | |
|-------------------|--------------------|------------------|------------------|
| Beginning Assets | \$ 2,059,624 | \$ 1,815,598 | \$ 2,017,440 |
| Change in Assets | \$(244,026) | \$201,842 | \$424,497 |
| Ending Net Assets | \$ 1,815,598 | \$ 2,017,440 | \$ 2,441,937 |

Thank You

Our work is possible thanks to our many donors and partners. Their support allows us to fulfill our mission of providing homes, restoring health, and reclaiming lives for marginalized people experiencing homelessness in Philadelphia. Pathways to Housing PA is grateful to all of our donors and the following funders (\$250+) that provided financial support in Fiscal Years 2016 - 2018 (July 1, 2015, to June 30, 2018):

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

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PNC Foundation
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The Sheller Family Foundation

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Center for Student Mission
CID
Clifton Larson Allen Corporation
Cognizant
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Credible Behavioral Health
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Kramer & Marks Architects
Laborers' Local Union 57
Odin Properties
OYR Properties
PBM Properties
Prevention Point Philadelphia
Project HOME
R. McClure, Kennedy Wilson
Properties
Raymour & Flanigan
Schnader Harrison Segal & Lewis
Stone Sherick Project
Management, Inc.
Shop and Carry Pharmacy
Temple University
The Consortium Inc.
Thomas Jefferson University
Hospital
Vanguard Charitable Trust
Woman Against Abuse

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Darlyne Bailey
Robert Bass
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Dean and Angela Beer
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Lara Weinstein
Jeffery Welsh
Leigh Wood



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Pathways to Housing PA

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