



humility
HOMES & SERVICES



In community

2021 GRATITUDE REPORT

Dear Friends,

Adapting. Advocating. Transforming.

These three words are the most present and relevant when reflecting on our Fiscal Year 2021. In this year's gratitude report, we want to highlight the continued adaptability of our services to meet the needs of those we serve-- from renovating our emergency shelter basement to accommodating the winter sheltering demand, to continuing to meet the needs of our participants during the ongoing COVID-19 pandemic and adapting to satisfy the needs of the veterans in our community now that we have declared an official end to veteran's homelessness.

Though this year showed us hope for our future, this past year also brought up many challenges that we had not encountered before. But many positive things have also happened. The population we serve has often been the invisible class in America, but now they are being seen and most importantly, heard. This is a transformative period in our work and one we want to capture and build upon. One transformation we are highlighting is the launch of the Supportive Housing Pilot project to house those who are high utilizers of systems, and the launch of a Lived Experience Board made up of individuals who we served in our programming, as well as individuals in the community who have lived experience of homelessness. We are proud to say we have the only Lived Experience Board in the state of Iowa. Their input and recommendations to both our Board of Directors and our administration team have a direct effect on our current and future participants.

Our vision at Humility Homes & Services, Inc. has always been a home for every person, and now more than ever, we are seeing the necessity for advocating for not only our current participants but for those who are facing a future experience of housing instability and homelessness in the future. Our future vision and continued transformation require your help. Together we are making a difference in the lives of our fellow Quad Citizens and together we can keep living our vision and our belief that Housing is a Human Right.

In Community,



DR. LLOYD KILMER

Humility Homes and Services, Inc. Board Chair



ASHLEY VELEZ, MPA

Humility Homes and Services, Inc. Executive Director

Meet Lela

Those who know Lela, certainly cannot imagine all the obstacles she had to overcome during the past few years. Lela's world turned upside down when her husband passed away. She moved in with her son in Texas and was struggling with her mental health. Not being able to secure the medication to treat her conditions made Lela feel disconnected and she had a hard time taking proper care of herself. A friend of Lela's in Fort Dodge, Iowa offered assistance and she moved to the Midwest.

Lela suffered a mental health breakdown and ended up in the crisis stabilization unit. Upon discharge, Lela had nowhere to go and was taken to HHSI's shelter. "Everyone at Humility always treated me with respect. When I was in the shelter, I started working with my case worker," she shared. Lela had to leave at some point because of a mental health crisis. She was placed in one of Vera French's residential care facilities and at Eagle View Behavioral Health. "When I was back, my case worker made sure I made it to all of my appointments, I was seeing my counselor, and that I was following the medication plan as prescribed and I am very thankful because I wasn't myself before that and she made sure that I would keep up working on getting better," she said.

Lela moved to her own apartment earlier this year, and she applied to the second cohort of the Fresh Start Center Opportunity Program, a 12-week paid job training program to overcome employment obstacles.

Lela is now employed through the AARP Community Service Program and works at HHSI's Fresh Start Donation Center, assisting other participants with the same needs she once had when she first got the keys to her apartment.

Lela also found love and looks forward to starting a life with her partner. "I never thought I would find someone that I love and loves me ever again," she confessed.

Lela recently moved to an apartment in Bettendorf.

"I'm very happy to start a new life together and I hope that my story helps others know that there's help available."

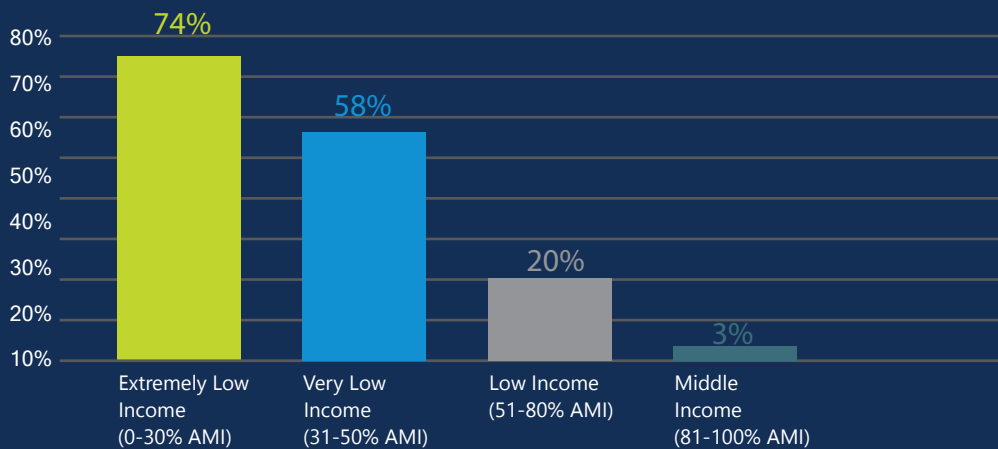


The Gap of Affordable Housing in the Quad Cities

Extremely low-income (ELI) households (those with incomes 30% or below the area median income) are at risk of homelessness and are frequently cost-burdened. Cost-burdened, defined by the US Department of Housing and Urban Development, means households pay more than 30% of their income on housing and have difficulty affording necessities such as food, clothing, transportation, and medical care.

For the Davenport - Moline - Rock Island Metropolitan Statistical Area (ACS, 2019), ELI was calculated at \$22,890 annually or less. ELI households comprise 28% (12,717 households) of the total renter households in the Quad Cities (ACS, 2019). Of renter households in the QC with ELI, 74% are cost-burdened (National Low-Income Housing Coalition Gap Report, 2021).

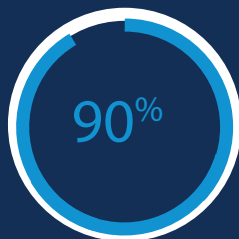
Cost Burdened Households



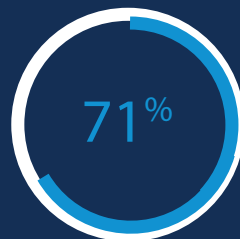
There is a lack of available and affordable housing for households with ELIs. According to NLIHC's Gap Report 2021, for every 100 ELI renters, there are only 37 affordable and available units to rent in the QC.

Program Highlights

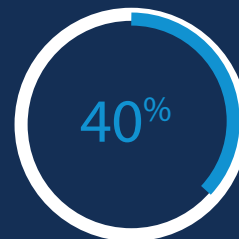
From July 1, 2020 – June 30, 2021, HHSI worked consistently to address homelessness in the Quad Cities, reaching 1,158 persons who participated in our services. Of these, 601 individuals received shelter at the HHSI emergency shelter, while 557 participated in other housing programs, including Street Outreach, Permanent Supportive Housing (PSH), Rapid Rehousing, Mission Focused Housing, Winter Emergency Shelter and Supportive Services for Veterans Families. Below are just some of the highlights of Fiscal Year 2021. See the dashboard to right for more details.



Of the 246 participants in our SUPPORTIVE SERVICES FOR VETERAN FAMILIES (SSVF) services, 221 or 90% exited to a permanent home



Of the 150 persons assisted by our STREET OUTREACH services in FY21, 106 or 71% obtained and maintain permanent and positive homes



Of the 601 persons that stayed at our EMERGENCY SHELTER, 240 OR 40% transitioned to a permanent destination

HHSI Dashboard Data



Fiscal Year Runs July 1–June 30

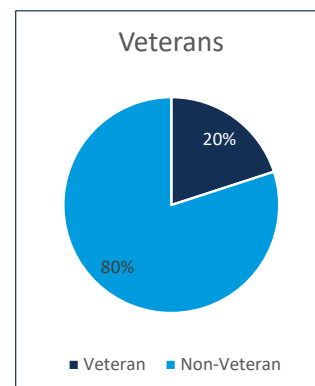
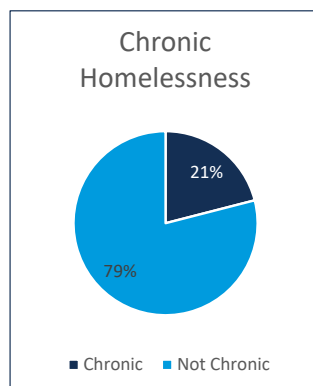
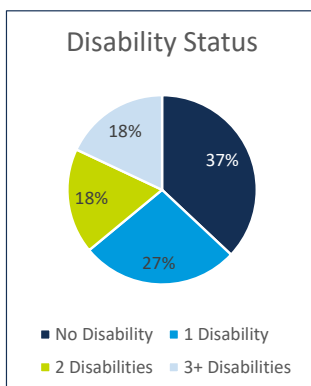
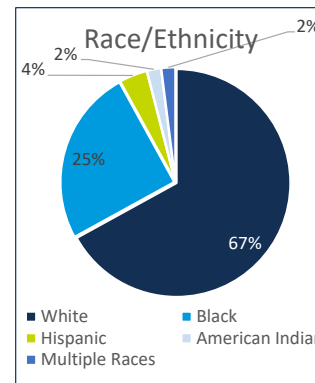
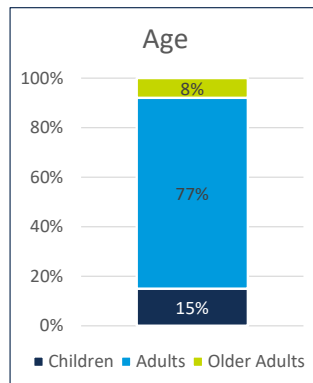
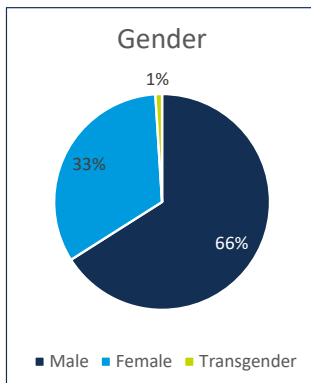
	unique individuals served	exit to positive permanent destination
EMERGENCY SHELTER	601	165
RAPID REHOUSING	193	150
PERMANENT SUPPORTIVE HOUSING	61	56
VETERAN SERVICES - GPD	28	19
VETERAN SERVICES - SSVF	246	221
STREET OUTREACH	150	106

1158 (100%) 717 (61%)

1,158 unique individuals served between all programs

601 adults served by Emergency Shelter.

38,563 nights of shelter provided between the emergency shelter and the winter emergency shelter, a 97% increase in shelter nights compared to FY 2019.



Winter Emergency Shelter

HHSI managed the Quad Cities' only Winter Emergency Shelter for the third consecutive year.

In 2021, due to the impact of the COVID-19 pandemic, the average length of stay increased to 39 days. The community's goal is to gradually reduce the demand for winter shelter over the course of five (5) years, reaching functional zero by 2025.

Functional zero occurs when the inflow of people experiencing homelessness is less than the outflow of people finding permanent housing. Therefore, the existing, year-round systems can meet any demand.

272 adults served

119 adults with minimal barriers to securing long term housing

97 adults with high barriers to securing long term housing.

56 adults chronically homeless with multiple combinations of disabilities, finances, repeated experiences with homelessness.

Summary of HHSI Programs



Supportive Housing Pilot Project

Humility Homes and Services, Inc. launched the Supportive Housing Pilot Program that provides supportive housing and addresses the needs of 10 individuals experiencing recurring homelessness, who may add costs to systems paid for by the public such as hospital emergency departments, short- and long-term behavioral health units, and the criminal justice system. This project was funded for three years by a \$100,000 Transformation Grant awarded to Humility Homes and Services, Inc. by the Quad Cities Community Foundation matched dollar for dollar by the Ryan Foundation of Omaha.

Rapid Rehousing

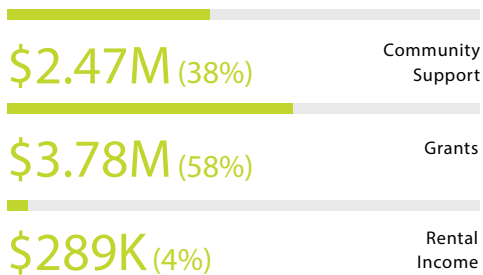
Rapid Rehousing provides short-term financial assistance and supportive services to increase housing stability and a foundation from which participants can pursue employment, education, and other goals. Rapid Rehousing served 193 participants in FY21, and 19% of the individuals served were chronically homeless. Through the supportive services and rental assistance, some had stable housing for the first time in their adult lives.

Street Outreach

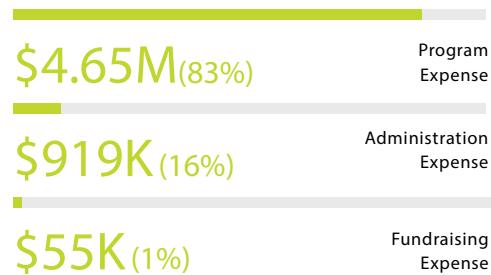
The outreach navigators provide community outreach for the individuals living unsheltered in the Quad Cities. They are the liaisons with local businesses and law enforcement to address concerns and make contact with persons living on the streets. The navigators build relationships with the individuals to get a better understanding of the particular barriers to becoming housed. They provide emergency supplies and referrals to appropriate services. This program currently serves Rock Island County and Scott County.

Financials

Revenues



Expenses



End of Year Assets

\$5,656,349



Humility Homes and Services, Inc. is proud to have been awarded the Guidestar 2020 Platinum Seal of Transparency for metrics demonstrating progress and results toward our mission.

Humility Homes and Services, Inc. is proud to have met Better Business Bureau accreditation standards.

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.



Board of Directors

Dr. Lloyd C. Kilmer - Board Chair

Richard A. Clewell

Joshua Reese

Dr. Paula M. McNutt - Vice Chair

Thomas G. Fennelly

Mary Rehmann, CHM

Jeffrey J. VanDeCastele - Treasurer

James Houston

Johanna Rickl, CHM

Dr. Michael J. (Bud) Kelly - Secretary

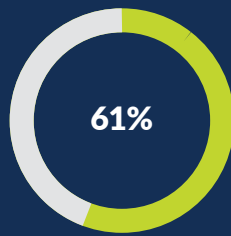
Dr. James Rabchuk

Mary Ann Vogel, CHM

Our Commitment

Diversity, Equity and Inclusion are at the core of who we are. Our commitment to these values is unwavering across all of our work. They are central to our mission and to our impact.

COVID-19 Response



824

Participants have not accessed homeless or housing services prior to the pandemic

	2018-2019	2019-2020	2020-2021
Children Served	6%	10%	8%
Chronically Homeless	22%	22%	19%
At least 1 Disability	70%	65%	61%
Domestic Violence	25%	27%	27%
Low Income	96%	98%	98%

Our Footprint in Illinois



5-plex building, located at 535-537 23rd Street in Rock Island. Four 1-bedroom units, and one studio apartment. The property houses participants from our Supportive Housing Program and Mission-Focused Housing (MFH) program.

3-plex building located in 1802 15th St in Moline. Two 1-bedroom apartments and one 2-bedroom apartment. Laundry in the building and off-street parking. The property houses individuals and families through our Mission-Focused Housing (MFH) program. The goal of the program is that households will experience housing stability and progressively strengthen their foundation to help them pursue the educational and employment opportunities they desire.





HHSI Mission Focused Housing - 820 W 9th St, Davenport

“Having a stable home lets me focus on what I need to do to keep taking care of myself.

I met caring people who helped me get back to being myself.

Everyone at Humility Homes and Services went above and beyond to make sure that all my basic needs were taken care of.”



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