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In Community GRATITUDE REPORT

The image features four hands, two on the left and two on the right, positioned to form a triangular shape that resembles a house. The hands are light-skinned and are shown from the wrist up. The background is a soft, light blue gradient. In the center of the image, there is a logo consisting of a yellow house icon above the word "humility" in a blue, lowercase, sans-serif font. Below "humility" is the text "HOMES & SERVICES" in a smaller, blue, uppercase, sans-serif font.

humility
HOMES & SERVICES

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About Humility

Mission

We are committed to ending homelessness by offering

Housing opportunities and supportive services

in the greater Quad Cities area

Vision

A home for every person

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.

Core Values

- **QUALITY**
We believe in meeting a standard of excellence in everything we do.
- **HOUSING IS A HUMAN RIGHT**
We believe each person deserves to have a place they call home.
- **INTEGRITY**
We believe in acting according to strong, ethical principles.
- **ACCOUNTABILITY**
We honor our commitments.
- **COMMUNITY**
We believe in the power of partnership and collaborate with others to lead, advocate, and succeed in ending homelessness.



Dear Friends,

Looking back on a year in life, how would you measure its quality? Would you measure it by how much precious time you were able to spend with friends and loved ones in your home? Or would it be by how many lives you impacted throughout the year in your own special way?

Here at Humility Homes & Services, Inc. we measure the quality of our year by the number of individuals served (1339 throughout all of our programming), the number of individuals we were able to help ensure had a safe place to call home when leaving our programming (a 69% successful exit rate) and the number of units of housing we were able to purchase to expand both our Supportive Housing program and Mission Focused Housing (60 new additional units throughout the Quad Cities).

This year was a year of overcoming obstacles while being astounded by the generosity of our community and our funders. We are living our mission by honoring the legacy of the Sisters of the Humility of Mary and the lived experience of those we serve. In this year's gratitude report, you will hear more about the impact we had, hear from the voices we have helped, and see how we have elevated those with lived experience to be a part of our Board of Directors.

Looking toward the upcoming year, it is a year with needs of perseverance and expanding our footprint and impact to continue elevating diverse voices and working to create a more equitable housing community for all.

In sincere appreciation and community,



Ashley Velez

Ashley Velez,
Executive Director



Rich Clewell

Rich Clewell,
Board Chair

Program Highlights

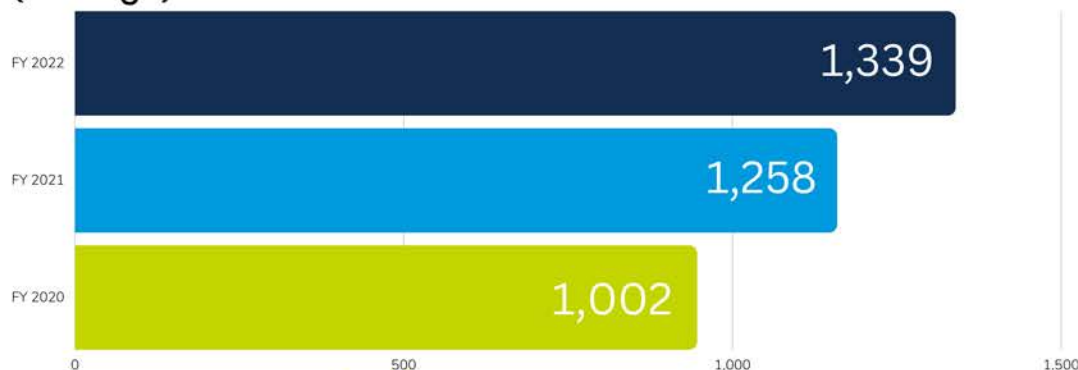
1,339 unique individuals served by all programs.

662 adults served by our Emergency Shelter.

28,558 nights of shelter provided between the Emergency Shelter and Winter Emergency Shelter.



Comparison of participants served between all programs in FY20, FY21 and FY22 (average)



“ People don't realize that when you have been in a homeless situation for a while, it takes you a while to get back into societal living.

When I had my own place to stay, every worry that I had, just left my body.

Ricky



At the shelter, they care about you, they will provide you with resources and they will help you get your own place.

You just need to be willing to help yourself and accept the support

Ariel



Overview

Rapid Rehousing

This program saw enormous growth this year through a \$1.3 million dollar grant over 3 and 1/2 years from the State of Iowa. HHSI was the only recipient of these funds in our area and increased our capacity to try and meet the growing demand of people living unsheltered. The agency welcomed two new team members to work as Service Coordinators and they have successfully housed over 30 households since the program launched.

Supportive Housing

It was an unconventional and exciting year for this program. HHSI expanded the overall Supportive Housing Portfolio by 97% with the purchase of 29 new units to accommodate individuals and families experiencing chronic homelessness. The expansion allowed the program to serve an additional unmet need in the Quad Cities. Additionally, several of the longtime residents found success moving into their own rentals into the community.

Mission Focused Housing

HHSI acquired 16 properties in the bi-state area, including 3 Rock Island properties with 6 units and 13 Davenport properties with 37 units, for a total unit increase of 43 units. The period of acquisition for these properties was January 26 - June 30, 2022. HHSI was able to lower the turnover rate from the previous year from 8.9% to 4.0%, which is lower than the state average of 4.3%.

Veteran Services

We continue to evaluate our progress as one of the only communities in the country to have declared an end to Veteran homelessness. This year, through increased funds as a result of the Covid-19 pandemic we were able to keep more Veterans in their own housing through rental subsidies and case management services, preventing many Veteran households from entering the homelessness system. Our Grant per Diem Program worked with over 30 Veterans this year, assisting some of our more vulnerable community members find stability through intensive services and connections to community resources.

Winter Emergency Shelter

HHSI provided shelter to a total of 200 individuals. Through diversion and street outreach, HHSI was able to continue to reduce the need for winter emergency shelter this season – surpassing the goal of a 20% reduction with more than a 26% reduction. Since 2018, we have achieved a 47% reduction (386 people). 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.

Supportive Housing Pilot Project

In 2020, HHSI launched a pilot project to demonstrate the effectiveness of Supportive Housing for ten individuals in the Quad Cities with the support of a transformational grant from the Quad Cities Community Foundation matched by The Ryan Foundation. The preliminary data shows impressive outcomes:

HHSI Pilot Project Data		
System Engagement	Two Years Prior to Enrollment	Since Enrollment
Total Jail Days	518	8
Average Jail Days	47	0
Total Homeless Shelter Days	1,609	0
Average Homeless Shelter Days	169	0



Fred's Second Chance Story

Fred checked-in for the first time at our emergency shelter in 2019. Like many people experiencing homelessness, Fred was under stress. Oftentimes, his mental health challenges and past trauma made it difficult to be around other people.

Over the course of several years, Fred would frequently stay overnight in our shelter, but often refused our assistance. Staff would encourage him to apply for benefits or connect with community services and his mental health challenges and past trauma made it difficult to trust us. Fred was asked to leave numerous times because he was not safe to be around.

Fred was in fear. He didn't want people involved in his personal affairs and he was too afraid to get the help he needed.

In August 2019, Fred was housed through our Rapid Rehousing program. He seemed stable, but when the services came to an end; and therefore so did his support, his housing became at risk and he lost it. Fred was still involved and in contact with Humility Homes and Services through the Street Outreach program. The Outreach Navigators built relationships with Fred to help him feel safe. Over time, Fred developed a connection with staff and agreed to a hotel room during the COVID-19 pandemic.

In early 2021, Fred had a mental health episode in his hotel room that resulted in emergency services and law enforcement responding. Thankfully, Fred was not taken into police custody and connected to community resources. This episode put him on the radar of the Frequent Systems Users meeting facilitated by Scott County Community Services, and involved community service providers and law enforcement agencies. Members of the group did not know how to help Fred. Many suggested there was nothing that could be done, given his mental health challenges, severe brain injury, and past history.

At that point, HHSI staff informed the group that new funding had been secured from the QC Community Foundation and the Ryan Foundation to expand Supportive Housing through a Pilot Project. One month after that meeting, Fred received the chance that he needed all along. Supportive housing is structured to meet Fred's needs. With intensive supportive services, rental assistance, and integration into the community, Fred was finally connected to the right program that fit his needs.

Today, Fred is stably housed with Supportive Housing. Fred has obtained Social Security Disability benefits and is currently employed. "This wasn't a quick process. It was slow and steady but I finally got connected to the resources I needed and I am happy about that", Fred expressed with gratitude.

His story shows that everyone deserves a home and exemplifies the importance of the supportive housing services to address the needs of the most vulnerable in our community.



Donations

HHSI sincerely appreciates all donations. Your support makes our shelter and housing programs possible and impacts the lives of over a thousand individuals in our community.

A special thank you to our major donors

Contributions of \$500,000 or more
 Mildred M. Carlson Revocable Trust
 The Ryan Foundation

Contributions of \$50,000 or more
 Community Resources Corporation
 Anthem, Inc
 Generous donation in memory of Marilyn Comer

Contributions of \$200,000 or more
 Scott County Regional Authority
 Quad Cities Housing Council

Contributions of \$20,000 or more
 Harkins, Howard E & Carole E Trust
 St. John Vianney Church
 St. Paul Lutheran Church
 Green State Credit Union

Contributions of \$100,000 or more
 United Way
 Regional Development Authority
 Quad Cities Community Foundation
 John Deere Classic
 Sr. Marie A. Vittetoe
 Congregation of the Humility of Mary

\$163,985

Is the value of in-kind donations received by 932 donors.

09

\$351,074

is the value of 11,722 hours contributed by volunteers

Financials



Revenues

\$1,806,766
 Community Support



\$4,288,197
 Grants



\$410,789
 Rental Income



Expenses



\$3,707,285
 Program Expenses



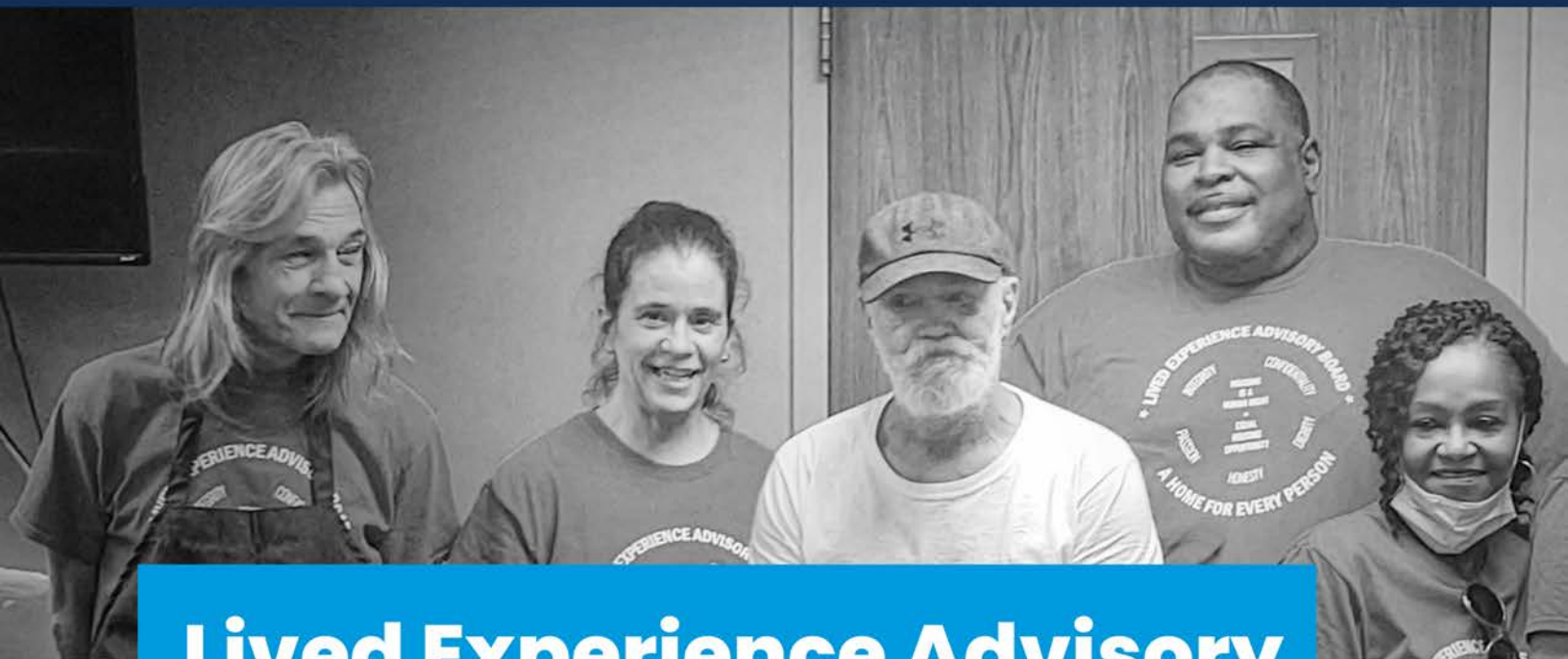
\$504,777
 Administration Expenses



\$142,443
 Fundraising Expenses

End of Year Assets

\$7,674,875



Lived Experience Advisory Board Committee

The Lived Experience Advisory Board Committee (LEAB) had an active year of both advocacy for the agency but also in the community. The committee reviewed our Emergency Shelter manual, trespass list and donation center policies to look at it from an equity lens, and began working on an Immersion Living Experience to be debuted in our next year. LEAB is an "Immersion Experience" to learn from people that are and have experienced homelessness, and it officially became a committee of our Board of Directors in order to elevate those with lived experiences voices. Currently, the Committee Chair is also member of our Board of Directors and provides a monthly report to the Board.

Board of Directors

Tamara J. Byram - Mahl
 Dr. James Rabchuk
 Sr. Mary Ann Vogel
 Christopher Reno
 Waylyn McCulloh
 Rachel Pitchford

Richard Clewell - Board Chair
 Dr. Paula McNutt - Vice Chair
 Jeffrey VandeCastele - Treasurer
 Dr. Michael J. Kelly - Secretary
 Dr. Lloyd Kilmer
 Sr. Johanna Rickl
 Joshua Reese





A home for every person



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