HEADING HOME

Annual Report 2018

SAVING LIVES | SAVING MONEY | MAKING SENSE

The City of Albuquerque estimates that 5,000 - 8,000 people are currently experiencing homelessness in our community.

From the folks on street corners, to families you may never see who sleep in their cars, homelessness is an experience, not a trait. Many deal with issues of trauma, behavioral health needs, addiction and unforeseen financial calamity.

Heading Home has been responding to this community issue since 2004.

We offer a comprehensive approach to serve individuals and families by providing street outreach, emergency housing and permanent supportive housing to those most in need.

OUR VISION

We envision experiences of homelessness as rare, short-lived and nonrecurring.

OUR MISSION

It is the mission of Heading Home to fulfill our vision through a unified voice of advocacy, prevention and service; and to be an innovative convener, collaborator and educator about homelessness in the community.

DEAR FRIENDS,

Heading Home experienced tremendous programmatic growth in Fiscal Year 2018, not for growth's sake, but in order to help many more people. Our organization began in 2004 as a single-site shelter and we're thrilled to now serve over 3,000 clients through comprehensive services that include street outreach, emergency housing and permanent supportive housing.

FY 2018 was the first full operating year of the Westside Emergency Housing Center (WEHC) and our street outreach program, ABQ StreetConnect. WEHC recently expanded to year-round operation with 24-hour service on the weekends, making Heading Home the largest, year-round emergency housing provider for families in the state! ABQ StreetConnect focuses on the highest utilizers of emergency services, most of whom have severe behavioral health issues, and quickly gets them into appropriate housing and connected to ongoing medical care. Initial outcomes for ABQ StreetConnect show a nearly 50% decrease in ER service use!

Heading Home is focused on meeting folks wherever they are on their journey to housing. We use our programmatic points of contact to establish connections with people. Then, together, we establish stability and forge a pathway to housing and support. Once families and individuals are housed — our ultimate goal — Heading Home is there to assist maintaining that housing with case management, housewares, furniture, community support and connections to benefits and resources.

Heading Home's success has only been possible through extensive collaboration with partner organizations, City administration, granting agencies, corporate sponsors, individual donors and dedicated volunteers. The one recurring theme for this broad group of support has been further investment once witnessing a life changed through one of our programs. You are welcome to come for a tour and personalized view of the beautiful changes taking place in people's lives through our data-driven programs which are founded upon deep human care and compassion.

We thank you for your engagement and ongoing support!

Dennis Plummer
Chief Executive Officer

Joseph Olson
Board Chair

Prioritized Ou

ABQ StreetConnect is Heading Home's outreach initiative focused
utilizers of emergency services and care. The aim is to establish or
housing for these clients, many of whom suffer from severe behav
intensive navigation of housing and support services, and access

Referral from First Responders

Behavioral Health Assessment & Triage

Case m Benefi

John had become a regular with emergency response personnel after racking up 154 dispatch calls while living on the streets. After a coordinated effort by ABQ StreetConnect staff and partner agencies, it was determined that John's alcoholism was masking an onset of Alzheimer's, which had thwarted efforts to keep him housed. After proper diagnosis, John was placed in a skilled nursing facility where he currently resides while getting the proper medical treatment he needs.

Many ABQ StreetConnect clients have severe behavioral health issues that have prevented them from engaging with social services that might be available to them. ABQ StreetConnect offers intensive case management and clinical oversight so, like John, they get the appropriate housing and services they need to stay housed.

TREACH

on people experiencing homelessness who are the highest
ngoing relationships that result in permanent supportive
vioral health issues. The program provides case management,
to disability benefits (SSI/SSDI).

nanagement,
t Acquisition

Placement in Appropriate Housing

Ongoing Support

Emergency Ho

Heading Home is the largest provider of emergency housing servi
(WEHC) is the largest year-round facility for families, women and m
Center (AOC) campus hosts two programs: Men's Emergency Over
outdoor garden, computer lab, storage area, showers, laundry fac
Both WEHC and AOC offer case management and community sup

Provide Transportation

Intake & Welcome

Safely Transition Towards Housing

USING

ices in New Mexico. The Westside Emergency Housing Center
men experiencing homelessness. The Albuquerque Opportunity
rnight Housing and 24/7 Respite Care. The two programs share an
ilities, medical examination rooms, a library and a classroom area.
portive services.

Support & Access to Services

Identify Barriers, Set Goals

Successfully Move Into Housing

Linda was in need of a safe, stable environment for her and her daughter after experiencing domestic violence. With no place to go and a limited network of friends and family, they spent time on the streets during the cold winter months before entering the Westside Emergency Housing Center (WEHC), formerly known as the winter shelter. The program offered them a private room together, toys and books for her daughter and assistance navigating support services.

After getting her daughter on the school bus in the mornings, Linda worked to get enlisted in programs that would help her family and was there to meet her daughter when she returned to school. WEHC was instrumental in stabilizing them through this difficult time and is now open year-round and operates 24 hours on weekends.

Permanent Supp

Housing is the solution to homelessness and our aim is to transitio
housing programs, Albuquerque Heading Home and Families Hea
those most in need and stabilizes them through affordable housin
showed that it's 31.6% cheaper to house the chronically homeless

Coordinated Entry Prioritization

Housing Intake Application

Case Management Assignment With Partner Agencies

Ho Vo Is

The Ruiz family is a testament to the Housing First model. After experiencing homelessness as a family, they faced numerous obstacles in qualifying for housing assistance. Some programs offered help to only certain family members, while others disqualified them because of prior life circumstances. Heading Home was able to get the whole family into housing quickly. Housing First removes barriers to service entry, prioritizes those in need and provides access to case management and other services to stabilize clients and keep them in housing.

The Ruizes are not only stabilized, they are thriving and giving back to the community on an ongoing basis. To view a powerful video on their housing journey, visit HeadingHome.org.

ORTIVE HOUSING

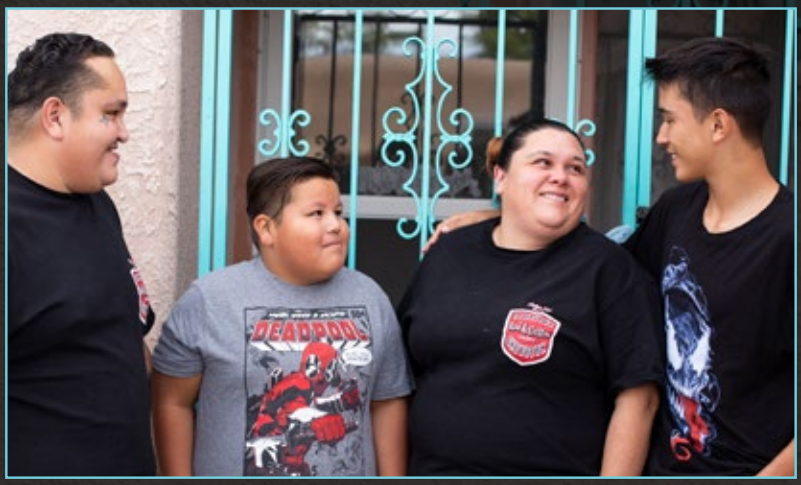
on all of our clients into permanent housing. Our two permanent ading Home, utilize a Housing First approach that prioritizes ng and case management services. An independent study s than to leave them unhoused.

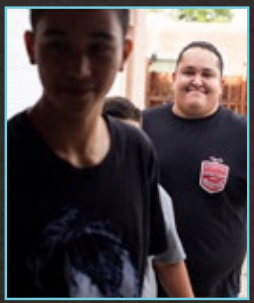
using ucher sued

Search For Housing & Sign Lease

Continued Support Services

Discharge to Independent Housing





Volunteers

Volunteers are an integral part of how Heading Home fulfills its mission. We provide opportunities for individuals, organizations and large corporations to meaningfully contribute to our homelessness solutions. Activities include moving furniture, gardening, client social support and group activities like assembling Welcome Home Baskets for our newly-housed clients. There's a fit for everyone!

Philanthropy

Jim and Dianne Chavez give major gifts frequently and generously. Life-long residents of New Mexico, they live with their large family in Albuquerque's South Valley.

"Every one of Heading Home's clients could have been one of my children, one of anyone's children," said Dianne. "We have a home. We have food. We are grateful for what we have. Every living being deserves a home."

"It is important we give to Heading Home. Homelessness is everywhere in Albuquerque. You would have to be willfully blind not to see it. Indifference is dangerous," said Jim.

Your Return on Investment for FY 2018

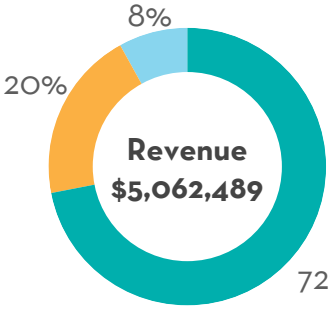
3,133
CLIENTS SERVED

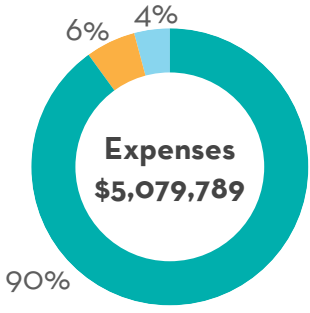
354
CLIENTS HOUSED

Through All Heading Home Programs

	CLIENTS SERVED	CLIENTS HOUSED
EMERGENCY HOUSING		
ABQ Opportunity Center	768	148
24/7 Respite Care	217	48
Westside Emergency Housing Center	1,311	47
PERMANENT SUPPORTIVE HOUSING		
ABQ Heading Home	426	65
Keeping Families Together	282	26
Family Housing Assistance	54	5
PRIORITIZED OUTREACH		
ABQ StreetConnect	75	15

Financials





$3,658,962	$989,890	$404,807
Contracts	Programs	Grants & Contributions

$4,551,358	$294,235	$234,196
Programs	Admin	Fundraising

*Other Revenue: $8,830 / .2%

Heading Home Board

Joseph Olson
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Laurel Nesbitt
Vice Chair

Katie Douglas
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Ray Ziler
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Dr. Denise Leonardi

Trey Hammond

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Meleik Daniels

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With Institutional Support From:

The City of Albuquerque

State of New Mexico - Children, Youth & Families Dept.

FEMA Emergency Food and Shelter Program (EFSP)
United Way of Central New Mexico

New Mexico Mortgage Finance Authority

THANK YOU TO OUR DONORS

For gifts received between July, 2017 — June, 2018.

$10,000 +

Albuquerque Clinical Trials

The Banner Foundation

The Marion & David Bundy Charitable Fund

The Plummer Family

Sandia Foundation

Sandia National Laboratories

United Way of Central New Mexico Community Fund

Mary & Ray Zouhar

$5,000 - $9,999

Foundation of Carlo

William Cates

Home Builders Association of Central New Mexico

Nusenda Credit Union

One Community Auto

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Wells Fargo Bank

$2,500 - $4,999

James & Dianne Chavez

Dodie R. Grovet

Keller Williams Albuquerque

David Kunkel

Dr. Denise Leonardi

Sandi Hazlett & Stephen Mathewson

The Ogawa Family

Dennis R. Plummer

Ann & Russell Rhoades

Waterstone Mortgage

$1,000 - $2,499

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Donna Asher
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Diana Blanton
Barbara Bruin
Ruben & Anita Chavez
Community Builders/ Albuquerque Academy
Channah Edwards
Fidelity National Title of New Mexico
Freedman, Boyd, Hollander, Goldberg, Urias & Ward, PA
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InFaith Community Foundation
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Ray Ziler

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Suzanne Dekleva
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Sally Bachofer & Marge Vining
Greg Welch
Lorna & Bruce Wiggins
Charles E. Wood

Up to $499

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Donna & Charles Aldrich
Andy Ambrose
Paula Ancona
Kristy Anderson
Anonymous
Carla Aragon
Benito Aragon
Ric Armstrong
Kara Arnold
Aaron Baca
Fred & Jan Bales
Devonna J. Barnard
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Micahel Schuler
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Joyce Whelchel
J.L. Wilson
Jill Anne Yeagley
Geoffrey Zehnder

*Please contact Charles LaFond for a correction or addition to this list at CharlesL@headinghome.org

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HEADING HOME

SAVING LIVES | SAVING MONEY | MAKING SENSE

We know that the solution to homelessness is housing. With your support, together we can save lives and money by housing those most in need in our community.

Please contact us to find out how you can be part of this community-wide solution to homelessness.