BRIDGE HOUSE 2017 ANNUAL REPORT



CREATING OPPORTUNITIES FOR ADULTS EXPERIENCING HOMELESSNESS

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As each year goes by I find myself reflecting on moments and events I cherish. Family events, time with friends and community all stand out. Near the very top of my list aren't times in my career, but rather talking with Chad and Dennis and Jay, all Ready to Work clients who worked through life's challenges to make a difference for themselves and others. Those give meaning to my life." — Dennis Arfmann, Chair

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LETTER FROM THE CEO

Dear Supporter,

2017 was another tremendous year for Bridge House. We innovated, we integrated, and we ended homelessness over 100 times.

Looking back over 2017, I am proud of our incredible team; I am thankful for supporters like you; and I am humbled by the resilience of the people we serve. But our work doesn't stop. Already in 2018, we are challenging ourselves daily to achieve the greatest impact possible. We are challenging ourselves to do better, to be more efficient and effective.

As each year presents with new possibilities and expanded horizons we ask ourselves —

"What can we do better?"

"What makes our programs tick? How can we improve them?"

We serve over **3,000** people experiencing homelessness each year. The **82,665** meals we served last year were hearty and nutritious. Through our Path to Home navigation model our proactive case management navigates people quickly and effectively out of shelter at a rate of **25 per month**. Our Community Table Kitchen and Ready to Work outdoor crew social enterprises **provide paid jobs** allowing for our RTW trainees to build a resume, earn and save money while generating more than *\$784,361* in earned revenue. Ready to Work House provides housing for 44 people at all times and for 90 over the course of a year as other residents graduate into permanent housing at a **success rate of 75%**.

Across Bridge House's Bridge of Opportunity we offer employment, we offer housing, we offer family reunification, we support our clients in sobriety, we help our clients save money, we remove barriers to independence.

But are these the activities and interventions that define our work? Do these activities achieve the greatest impact for the people we serve, for the community we seek to improve?

I have been asking myself "What do we do better than anyone else in the world?" If we can answer this question, we will define our special sauce and we will know where to invest.

So who do I ask? Myself? My team? Our Board? Our community partners? You? Yes, of course.

But more importantly we need to ask our clients. And I did. I gave an open invitation for feedback and this is what we received verbatim:

"Bridge House's faith in people creates faith in themselves."

"Ready to Work repairs relationships in the community."

"Bridge House offers hope and opportunity."

"Ready to Work is continually breaking new ground."

Bridge House is "holistic", "innovative", "individualized", "professional", just plain "very good".

And there was more. Our clients are the experts. I am honored to hear their feedback and inspired to continue to strive for better.

I am proud of our metrics. The results we share in this report represent tremendous dedication and effort on the part of our team, it represents the impact of supporters like you.

To me, however, these numbers pale in comparison to the culture of opportunity we have created. We have created an environment of trust, of hope, of humor, of humanity and it this environment that makes the difference.

Homelessness can happen to anyone. *Homelessness is temporary. Homelessness is solvable one person at a time.* If we believe in the power of opportunity the results will follow.

Thank you for your support!

With gratitude,

Isabel McDevitt CEO — Bridge House

SUCCESS STORY

Resource Center & Monte Navigation Center & Lodge

John found himself without a home, without a job and on the verge of suicide. Each day he walked the streets of Boulder looking for a safe place to sleep for the night. With winter just around the corner, sleeping outside was soon going to be very dangerous. John needed shelter. Through conversation with other individuals on the street, John found out about Bridge House's Severe Weather Overnight Shelter. That night in October 2017 when he walked through the door of Bridge House's Severe Weather Shelter generously hosted at faith communities, a sense of relief flooded over John. He would be warm and safe for tonight. John slept soundly. In the morning a Bridge House case manager spoke with him asking about his situation and how Bridge House could help.

"I need a place to live," John said desperately. With compassion and care, the case manager explained to John that Bridge House's Path to Home program, which includes consistent overnight shelter along coupled with housing-focused case management, could help. John was scared and out of options so he agreed to join the program.

Before John ended up on the street, he had a great job in a college admissions office. He was living in his own apartment. He was thriving, stable and working hard to further his career at the college. While John had struggled with mental health issues his whole life, he thought he could handle on his illness on his own. However, over the years his mental health worsened which led to a full breakdown. His condition became so serious, he was unable to work and subsequently lost his apartment. With nowhere to go, John moved in with his father to recover and regain his independence. After a few months living with his father it became unbearable and

he had to leave. When he left, he felt like he had no options and had no hope of ever becoming self-sufficient again.

Finding himself on the streets was the lowest point in John's life. Extreme depression set in and he was completely lost.

"I thought there was no way out. I thought I would die on the street until I met Einav, my case manager at Path to Home."

Together Einav and John worked to create his comprehensive housing-focused navigation plan. John worked diligently to follow his plan and began to feel like there was a way out of homelessness. Part of John's navigation plan was to connect with Boulder's mental health resources. After John was on the right medication his life began to turn around. John's case manager helped him apply for the Rapid Rehousing assistance funds available through Boulder County that would help him fund his deposit and the first month's rent on a new apartment. His income through his job would cover the rest. Einav assisted John with his apartment search, standing by him every step of the process, until he was able to find a two bedroom available at a local apartment complex.

"It was miraculous to see the change in John's outlook on life," Einav remembers. "From the day John began the Path to Home program, he put his navigation plan into action and his determination to change his circumstance was powerful to watch."

After John found his new apartment, he began to look for a roommate. A graduate of Bridge House's Ready to Work program was "Thank you so much for helping me get to the VA and giving me a roof over my head. I have so many more options for moving forward." – Ryan

also searching for an apartment and a roommate as well. The case managers made the connection both agreed to move in together. Bridge House was able to help them with furnishings and beds for their new apartment.

John told Einav his case manager. "I really am thankful for all you have done and continue to do for me. I greatly appreciate it. All things are working for the good. I haven't had this much support before, and I'm trying not to get ahead of myself, but dang I feel good."

Change is possible and every day Bridge House case managers see amazing results from their clients. They come to work motivated to end homelessness one person at a time. John is just one example, one individual, who was offered an opportunity and took it. At Bridge House, we see many clients like John who are struggling and just need an opportunity. That opportunity sparks hope and that hope breeds transformation. John's transformation happened because he was serious about changing his life and Bridge House was there to support him along the way.

PATH TO HOME & RESOURCE CENTER 2017 RESULTS

In July 2017 Bridge House launched Path to Home. Through Path to Home. Bridge House combined the legacy programs of overnight sheltering offered by Boulder Outreach for Homeless Overflow (BOHO) in partnership with the faith community coupled with case management services previously provided through the Bridge House Resource Center. This new program combines 24/7 safe and legal shelter with navigation case management to develop housing plans for each Path to Home client. Path to Home serves 50 clients at all times who have been identified as appropriate through Boulder County's Coordinated Entry screening process. The City of Boulder is a leading funder of Path to Home. In December 2017, Bridge House and BOHO officially merged as a single organization.

IVIDUALS RECEIVED CASE MANAGEMENT SERVICES

AL CASE MANAGEMENT INTERACTIONS

N THEIR HOUSING/RE-HOUSED

FINANCIAL ASSISTANCE FOR PRESCRIPTIONS:

WITH THEIR FAMILY AND ARE NOW NO LONGER HOMELESS:

In late 2017, Bridge House began offering Severe Weather Overnight Shelter. This sheltering model is open to anyone who is in need of a safe, legal and warm place to sleep during inclement weather.

> IN 2017, NUMBER OF NIGHTS SEVERE **OVERNIGHT SHELTER WAS OPEN:**

UNDUPLICATED INDIVIDUALS WHO UTILIZE

TOTAL INDIVIDUALS ACCESSED

ED OUR COMMUNITY TABLE MEALS

READY WORK SUCCESS STORY



IN HER OWN WORDS Ready to Work Graduate, Barbara.

My name is Barbara and I am a Ready to Work graduate. I can honestly say that joining the Ready to Work program was one of the best choices I have made for myself in a longtime.

My childhood was not a traditional one. My parents belonged to an infamous motorcycle gang. Growing up I didn't realize that my family was different and everyone I knew belonged to gang. It was just the way things were.

I was first introduced to drugs at the age of 11. My 12 siblings and I would watch my parents put marijuana inside car gas tanks and together we would drive to different houses dropping it off.

I didn't have the chance to be a kid. I grew up surrounded by drugs and experienced physical and emotional abuse. My father tried to eliminate any behavior that he interpreted as weakness. His mantra to me and my sisters was "You need to be a fighter, not little girls."

This was my life; I was trained to be a fighter. Looking back that was the one gift that my father gave me — the mentality of a fighter — and the tenacity to never give-up no matter how hard things got.

At the age of 16 my father married me off to the president of another local gang. I fought hard to change my father's mind about the marriage, but on my 16th birthday I moved in with my new husband.

The abuse didn't start right away, it slowly crept into our marriage after I had my second son. One day he came home from a drug run and punched me so hard I instantly fell to the ground. When I was able to get up off my bathroom floor I realized that he had broken my face. During another particularly brutal fight he broke my leg. I wanted out, but I was trapped with nowhere to go. It was around this time that I began using cocaine.

Two weeks after my 28th birthday I woke up in the hospital dazed and in tremendous pain. It took a few minutes for me to remember what actually happened to me and how I ended up laying in a hospital bed covered in bandages. When my memory came back I was flooded with images of beginning tied to the back of my husband's car and dragged down the street. I knew at that moment I had to find a way out or he would eventually kill me.

With my mother's help I was able to leave my husband and get a divorce, but my drug habit was getting worse. I supported my family by selling drugs for a while, but my cocaine habit grew out of control. When my sister introduced me to meth things really got

bad. I began shooting up and soon nothing mattered to me except getting high. It wasn't long before I lost my home and my children had to live with my relatives.

I was homeless, living on the street and I was scared. I found out about Bridge House's Path to Home program and a case manager offered me the chance to apply for Ready to Work. Soon after I was accepted. I did not want to live my life tangled up in my addiction anymore and I knew Ready to Work was my way out.

I learned at an early age that you have to fight for what you want, and I fought hard to maintain my sobriety. My Ready to Work case manager was always there for me with inspiring advice that helped me find my true, healthy self.

Living at the Ready to Work House, I have been able to rebuild my life and find my self-worth again. It wasn't easy; I struggled when I first moved in, but I was determined never to live on the street again. The Ready to Work staff was a real support to me and if it weren't for Widd, John and Heather, I would not have made it through the program. My case managers saved my life.

75% OF TRAINEES WHO PARTICIPATED IN READY TO WORK, GRADUATED WITH MAIN STREAM EMPLYMENT AND HOUSING

\$784,361.00 EARNED SOCIAL E

EARNED THROUGH BOTH SOCIAL ENTERPRISES.

TOTAL TRAINEE EARNINGS SAVED = \$25.000

95% attendance rate

25 IIII MAN HOURS WORKED FOR THE CITY OF BOULDER AND BOULDER HOUSING PARTNERS, LOCAL PROPERTY MANAGEMENT COMPANIES AND BOULDER COUNTY.

21.000 MAN HOURS WORKED IN OUR COMMERCIAL KITCHI

I am proud of myself and all of my amazing accomplishments and now after all of my hard work, I am now employed as a housekeeper and looking for my own place to live permanently. Throughout my whole journey in the program all of the Ready to Work staff were there for me and helped me anytime I got discouraged. Without this program I would still be using drugs and living on the street. I am so grateful for the Ready to Work program.



Community Table Kitchen is a social enterprise of Bridge House that marries our mission of addressing food insecurity in Boulder while also providing employment to adults who are experiencing homelessness. At Community Table Kitchen, Ready to Work trainees, learn valuable culinary skills and customer service while building a reference and earning a wage. At Community Table Kitchen we are a caterer, we are a co-packer, we run the cafes at

Naropa University, we provide more than 250 meals a day to hungry individuals and families in Boulder County. Are you looking for a new place for lunch? Drop by 5345 Arapahoe Ave and enjoy a wide variety of breakfast and lunch items. **Need a caterer? Email catering@boulderbridgehouse.org**.





CLIENT DEMOGRAPHICS



FINANCIALS



2017 REVENUE

TOTAL	3,014,359
Interest and Other	\$25,971
RTW Room & Board	\$101,256
Ready To Work Crew	\$301,615
Kitchen Social Enterprise	\$381,451
Businesses & Faith Community	\$222,487
CO State Funding	\$101,782
City & County Grants	\$664,139
Individuals	\$904,590
Foundations	\$311,068

2017 EXPENSES

TOTAL	\$2,729,440	100.0%
Fundraising	\$157,144	5.76%
Administrative	\$120,835	4.43%
Client Programs & Services	\$2,451,461	89.82%

VOLUNTEERS

EVENT SPONSORS

THANK YOU!

Last year over 1,500 volunteers donated 10,000 hours of their time to help support Bridge House programs! We can't do our work in the community without your support. At Bridge House, we are very grateful that you understand that it is possible to end homelessness in Boulder one person at a time. Whether you volunteer in our kitchen, help us serve meals, or make a generous gift — it is because of YOU that our work continues to make a positive impact in our community. Thank you!







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PRESCRIPTIONS

\$10,000

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