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Annual Summary Report for Fiscal Year 2018 (July 1, 2017 to June 30, 2018)

Mission Statement: Engaging and equipping homeless adults of the Midlands to Transitions into stability and permanent housing.

Vision Statement: End Midlands Homelessness...one person at a time. Transitions will work with partner agencies to place as many homeless adults as possible into permanent housing, improving their lives and the quality of life in the Midlands. Our staff will be caring, safe, and productive to help clients with the best services possible on site or refer them to better treatment elsewhere. We will do what is best for our clients. We will be a leader in the community on homeless issues and work to improve conditions of those who are homeless across the Midlands. Our efforts will meet basic client needs, improve their healthcare, address addiction or mental health issues, job training, life skills, increase employment, and gain permanent housing. Our clients will graduate Transitions as productive members of society, and surrounding businesses and neighborhoods will see the good of our efforts.

History: MHA formed in 2008 to address homelessness solutions. After acquiring the land at Main and Elmwood in downtown Columbia, we opened the facility June 15, 2011. Clients entered the following week, and supportive services began immediately.

We Offer: A safe/handicap accessible environment, 260 beds, meals onsite, Day Center with hygiene products/showers/restrooms/phone/mail delivery on site, laundry services, agency transportation to local agencies, bus tickets for employment and medical appointments, community resource listings and referrals, courtyard with a community garden, library with a quiet area, computer lab with internet access, clothing closet, career center, job/financial planning, , homeless court and legal aid, veteran services, youth services, older adult services, onsite medical clinic, onsite mental health and substance abuse providers, rapid rehousing, outreach in the community, daily classes for life skills /psychoeducational groups/ ministries/substance abuse classes/financial stability and jobs classes.

Levels of Housing (260 Total Beds—172 Male/88 Female):

Emergency Beds 30 days (82 Male/29 Female)

**includes Hospital Referrals/Convalescent Beds (9Male/5Female)*

Program Beds 90 days (58 Male/27 Female)

Extended Program 180 days (32 Male/32 Female)

**includes 8 youth program beds*

Accomplishments:

MACH reported serving 4,208 clients in FY18, 89% were engaged at Transitions

Unique clients served since opening 9,798 (3,763 engaged in FY18)

Over 608,000 beds filled since opening (93,000 FY18 at 98% capacity)

Clients placed in Permanent Housing since opening: 2,077 (334 in FY18)

Positive moves since opening: 6,931 (1,244 in FY18)

Meals (with Salvation Army) served since opening: 1,359,818 (251,628 meals in FY18)

* Salad Bar 5 nights a week

Day Center Showers since opening: 40,014 (5,177 in FY18)

Day Center and Residents Laundry Loads since opening over: 58,374 (13,193 in FY 18)

Walk-ins 4286 duplicated clients; Chance of getting a bed same day Males 48%, Females 85%

Referrals from partners 1,162 (37% placed into beds, about 63% were no-shows)

*Hospitals 38% (Lexington 15%, Baptist 9%, Richland 11%, Richland Springs 3%, <1% Providence)

*CAMH 5%, LRADAC 9%, VA 6%

*Other Partner Referral 42%

Demographics of Clients (includes all programs and services): 3,763 clients served FY18

84% from SC (82% MACH, 55% are from Richland County, 15% Lexington County)

Male: 71%, Female: 29%, Transgender <1%

African American 63%, Caucasian 34%, Other 3%

Age: 24 and under—8%, 25-34—18%, 35-44—20%, 45-61—45%, 62 and over—9%

Residents 1,623 served FY18

9% Veterans (91% male)

17% Chronically Homeless

31% report Health Insurance, 26% report Non-Cash Benefits (ex. SNAP)

43% had income (14% employed) at Entry

55% chronic health or disabled, 50% substance use, 45% mental illness

Community Support:

Volunteers: 1,770 unique volunteers did 13,874 hours

Interns: 26 unique interns 5,519 intern hours

School Partners: USC, USC Beaufort, South Un., Midlands Tech, Benedict, Walden MSW, Brescia University BSW, Columbia College, Limestone BSW, Edinboro University

Outreach: 109 Outings, 16 community meetings and 877 duplicated clients reached, 148 enrolled into Transitions services

Programs:

- Staff Training and development: Transitions hosted 24 staff trainings, 5 staff were supported with professional license fees/trainings, all staff were Trauma Inform Care trained and 11 case managers certified
- Youth Program since starting Aug. 2016: 121 youth have enrolled, 36 have been permanently housed (17 back with family/friends), 48 have increased income (41 gained employment), 18 enrolled in Educational programs
- Financial Stability Know Money Better Inc. last calendar year had 270 clients (126 women & youth), 101 (37%) graduates in 11 course iterations, 45% of clients were permanently housed at the end of the calendar year.
- Rapid Rehousing: served 55 clients (48 adults and 7 children) by paying 60 bills
- YMCA FY18: Laundry Jobs Program 14 Clients hired to assist for part time work onsite

Partners: We have 50 partners coming on site to do classes and one-on-one meetings with clients with over 245 hours offered classes a month for personal development

- MIRCI engaged clients in services including: 883 total benefits (SSDI/SSI, SNAP Medicaid), 502 Benefit applications, 426 engaged in homeless outreach, 100 total screenings.

- CAMH Homeless Outreach Program (HOP) had 1,148 duplicated client contact services
- ECCHC 627 unique clients obtaining 1,986 appointments (charge savings of about 7 million per year)
- LRADAC admitted 977 clients from Transitions. Provided 901 services at Transitions with a total of 2,601 clinical service hours provided on-site. Of the individuals served, 22 clients received approval for scholarships totaling \$8,235 in scholarships awarded out.
- Palmetto Health
 - Get Smart Recovery classes, 137 total classes with 2,935 duplicated clients, average Class 21
 - 911 Emergency Classes: 19, Total Attendance: 54, 709 EMR files reviewed and 193 1:1 intervention. EMS calls were down 14% in FY 2018 as compared to previous year.
 - Referrals were made to Transitions by PH Baptist, Richland and Parkridge (89 Psychiatric Unit referrals seen by CL prior to discharge from the unit 240 Medical Discharges)
 - Monthly unique sessions: 498 duplicated clients, average of 41
- Palmetto Health Mental Health ACT Team had 22 clients in outreach, 69 in services, and 35 permanently housed.
- Homeless Court FY18: 10 courts reviewing 27 applications (17 from Transitions and 10 from other agencies). 22 applications were approved for court and 8 (36%) that went through court are already permanently housed
- 169 clients with 209 applications through SC Thrive (11 staff licensed) SNAP alone will assist in one-year avg. \$1,668/yr x 163 apps= \$271,884
- Job Training Support through Dept. of Employment & Workforce (DEW), Goodwill Industries, Vocational Rehabilitation, Able SC, Salvation Army, and Transitions Job Fair on April 2017 had 112 participants and 20 vendors.
- Clothing Closet run by donations and partners including Columbia Suit Project and The Cooperative Ministry
- Facility Support and downtown coordination offered by City Center Partnership
- Bible studies offered by 11 local church/ministry partners, 10 financial stability classes, 33 psychoeducational classes, 13 substance abuse/recovery classes
- Therapeutic support agencies MIRCI, CAMH, ECCHC, Palmetto Health ACTT
- Substance Abuse support agencies LRADAC, AA/NA, Palmetto Health
- Veteran support agencies One80 Place, VA Southeast Regional Office, Veterans Formation, Alston Wilkes Society, Dorn VA Medical Hospital, Telemon, and DEW.
- Medical Support agencies Eau Claire Cooperative Health, PALLS, South University Nursing Interns, Dept. of Health & Environmental Control (DHEC) Joseph H. Neal Wellness Center
- Database Support (HMIS) and Inclement Weather Center (IWC) partners United Way of the Midlands

Inclement Weather Center: Nov 1, 2017-March 31, 2018

- Opened 68 total nights plus 1 hurricane day, 17,598 meals were served
- Filling 10,469 beds for 890 unique clients, 215 was the highest capacity night, 154 average per night

- Disabled 55%; Chronically Homeless 24%; Youth (age 18-24) 18%, Older Adults (age 62+) 8%
- 890 client served, 26% had positive exits
- Links to supporting agencies 1,480 (511 Transitions, 35%)

Budget Information:

*Includes Revenue & expenses of \$197,611.67 for running the Inclement Weather Center (IWC)

Revenues and Other Support

Grants	\$ 1,208,130
Contributions	1,119,022
Contract *	270,341
Rental	63,473
Misc. Revenue	25,334
Total Revenue	\$ 2,686,300
Previous Year Pledges	\$ 150,800
Total Revenue	\$ 2,837,100

Expenses

Salaries & Benefits	\$ 1,493,004
Consulting and Professional Fees	56,943
Contract Services	64,698
Office Supplies	4,370
Conferences & Prof Develop.	2,366
Fundraising Expenses	\$ 70,880
Printing	4,649
Insurance	62,623
Taxes & Licenses	7,780
Membership Dues	1,885
Postage	5,604
Equipment Rental & Repair	103,862
Land Rental	43,788
Program Supplies	115,321
Telephone and Utilities	201,298
Miscellaneous	9,865
Total Expenses (without Depreciation)	\$ 2,248,936
Depreciation	\$ 383,077