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Annual Summary Report for Fiscal Year 2019 (July 1, 2018 to June 30, 2019)

Mission Statement: Engaging and equipping homeless adults of the Midlands to transition 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, Community Long Term Care (CLTC) case management, 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 (9 males/5 females)*

Program Beds 90 days (58 Male/27 Female) Extended

Extended Program 180 days (32 Male/32 Female)

Accomplishments:

- MACH reported serving 9,668 clients in FY19, 57% were engaged at Transitions
- Unique clients served since opening 13,555 (3,757 served in FY19)
- Over 701,000 beds filled since opening (93,000 FY19 at 98% capacity)
- Clients placed in Permanent Housing since opening: 2,411 (372 in FY19)
- Positive moves since opening: 7,978 (1,147 in FY19)

Meals (with Salvation Army) served since opening: 1,607,549 (247,731 meals in FY19)

- Food Recovery: 118 tons FY19
- Salad Bar 5 nights a week

Day Center Showers since opening: 44,219 (4,205 in FY19)

Day Center and Residents Laundry Loads since opening: 75,090 (16,716 in FY 19)

Walk-ins 4442 duplicated clients; Chance of getting a bed same day Males 51%, Females 67%

Referrals from partners 1,245 (51% placed into beds, about 49% were no-shows)

- Hospitals 38% (Lexington 14%, Baptist 10%, Richland 11%, Richland Springs 2%, Providence <1%)
- CAMH 3%, LRADAC 9%, VA 11%
- Other Partner Referrals 39%

Demographics of Clients (includes all programs and services): 3,757 clients served FY19

85% from SC (80% MACH, 57% are from Richland County, 14% Lexington County)

Male: 70%, Female: 29%, Transgender <1%

African American 64%, Caucasian 33%, Other 3%

Age: 24 and under—8%, 25-34—19%, 35-44—20%, 45-61—43%, 62 and over—10%

Residents 1,670 served FY19

9% Veterans (91% male)

17% Chronically Homeless

35% report Health Insurance, 24% report Non-Cash Benefits (ex. SNAP)

43% had income (14% employed) at entry

59% chronic health or disabled

50% substance use (Self-report)

48% mental illness (Self-report)

Community Support:

Volunteers: 2,158 unique volunteers did 14,801 volunteer hours

Interns: 14 unique interns did 4,581 intern hours

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

Outreach: 71 Outings, 12 community meetings and 400+ encountered, 86 engaged into Transitions services

Programs:

- Youth Program: 125 youth have enrolled, 53 have been permanently housed (14 back with family/friends), 29 have increased income
- Career Center: 65 clients are enrolled, 38 employed, and 11 permanently housed
- Financial Stability: 341 clients participated in the Know Money Better classes (123 were women & youth), 60 clients graduates, 7 clients were permanently housed at the end of the calendar year.
- Rapid Rehousing: housed 51 clients and paid 61 bills
- YMCA: Laundry Jobs Program 48 Clients hired to assist for part time work onsite since beginning
- Community Long Term Care: 4 Certified Case Managers and 2 Licensed Social Workers
- Staff Training and development: Transitions hosted 27 staff trainings, 5 staff were supported with professional license fees/trainings, all staff were Trauma Inform Care trained and 11 case managers certified
- Actively Aging 62 and older started as a pilot FY18 with 34 residents; FY19 152 residents (108 males/44 females)

Partners: We have 55 partners coming on site to do classes and one-on-one meetings with clients with over 245 hours of classes offered a month for personal development

- MIRCI engaged clients in services including: 301 Adults Served, 75 youths served, 567 Benefit applications (SSI/SSDI, SNAP, Medicaid, Medicare) 83 bed referrals, 662 engaged in homeless outreach, 350 total screening.
- CAMH Homeless Outreach Program (HOP) had 1,056 duplicated client contact services
- ECCHC 239 unique clients obtaining 415 appointments. Of the individuals served, 11 received Mental Health services.
- LRADAC admitted 572 clients from Transitions. Provided 3,075 contacts at Transitions with a total of 3,187.5 clinical service hours provided on-site. Of the individuals served, 70 clients received approval for scholarships totaling \$72,602 in scholarships awarded out. An additional 73 clients were approved for other financial services totaling \$73,917.
- PRISMA Health
 - Get Smart Recovery classes, 142 total classes with 2,314 duplicated clients, average class size was 16.
 - 911 Emergency Classes: 17, Total Attendance: 43; 556 EMR files reviewed and 193 1:1 interventions.
 - Referrals were made to Transitions by PRISMA Baptist, Richland and Parkridge (59 Psychiatric Unit referrals seen by clients prior to discharge from the unit and managed supportively while in Emergency and Program services)
- Homeless Court FY19: 8 courts reviewing 51 applications (30 from Transitions and 21 from other agencies). 35 applications were approved for court and 14 (40%) that went through court are already permanently housed
- SNAP alone will assist in one-year avg. \$1,668/yr x 163 apps= \$271,884
- Job Training Support through Department of Employment and Workforce (DEW), Goodwill Industries, Vocational Rehabilitation, Able SC, and Salvation Army. The Transitions Job Fair in June 2019 had 69 participants and 14 vendors.
- Clothing Closet assisted 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 9 local church/ministry partners, 7 financial stability classes, 28 psychoeducational classes, 10 substance abuse/recovery classes
- Therapeutic support agencies MIRCI, CAMH, Eau Claire Health Cooperative, PRISMA ACTT
- Substance Abuse support agencies LRADAC, AA/NA, PRISMA Health
- Veteran support agencies One80 Place, VA Southeast Regional Office, Fast Forward, Alston Wilkes Society, Dorn VA Medical Hospital, Telemon, and DEW.
- Medical Support agencies Eau Claire Health Cooperative, PALLS, South University Nursing Interns, Dept. of Health & Environmental Control (DHEC), and SC HIV/AIDS Council
- Database Support (HMIS) and Inclement Weather Center (IWC) partners United Way of the Midlands, DEW, SCWOS, SC Thrive, & Phoenix

Inclement Weather Center: Nov 1, 2018-March 31, 2019

- Opened 69 total nights (*includes 2 hurricane days*), 17,720 meals were served
- Filling 8,860 beds for 783 unique clients, 179 was the highest capacity night, 128 average per night
- Disabled 56%;Chronically Homeless 20%;Youth (age 18-24) 18%, Older Adults(age 62+) 9%
- 29% of 783 had positive exits
- Links to supporting agencies 1,480 (511 Transitions, 35%)

Budget Information:

*Includes Revenue & expenses of \$192,309.53 for running the Inclement Weather Center (IWC)

<u>Revenues and Other Support</u>	
Grants	\$ 1,065,136.47
Contributions	1,106,306.16
Contract *	290,260.58
Rental	49,885.57
Misc. Revenue	46,506.49
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Total Revenue	\$ 2,558,095.27
Previous Year Pledges	\$ 263,949.43
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Total Revenue	\$ 2,822,044.70
<u>Expenses</u>	
Salaries & Benefits	\$ 1,581,788.02
Consulting and Professional Fees	61,662.76
Contract Services	138,258.69
Office Supplies	7,960.19
Conferences & Prof Develop.	4,637.93
Fundraising Expenses	\$ 61,539.85
Printing	5,141.00
Insurance	65,773.07
Taxes & Licenses	8,295.95
Membership Dues	2,065.81
Postage	4,141.36
Equipment Rental & Repair	99,991.92
Land Rental	43,787.76
Program Supplies	130,528.78
Telephone and Utilities	191,401.24
Miscellaneous	31,800.64
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Total Expenses (without Depreciation)	\$ 2,438,774.97
Depreciation	\$ 383,868.14