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## Annual Summary Report for Fiscal Year 2020 (July 1, 2019 to June 30, 2020)

**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 Program 180 days (32 Male/32 Female)

### **Accomplishments:**

- MACH reported serving 8,645 clients in FY20, 39% were engaged at Transitions
- Unique clients served since opening 16,952 (3,397 served in FY20)
- Over 791,201 beds filled since opening (90,201 FY20 at 95% capacity)
- Clients placed in Permanent Housing since opening: 2,817 (344 in FY20)
- Other positive moves since opening: 9,332 (1,260 in FY20)

Meals (with Salvation Army) served since opening: 1,903,201 (216,762 meals in FY20)

- Food Recovery: 143 tons FY20
- Salad Bar 5 nights a week

Day Center Showers since opening: 49,125 (4,906 in FY20)

Day Center and Residents Laundry Loads since opening: 93,170 (18,080 in FY 20)

Walk-ins 3735 duplicated clients; Chance of getting a bed same day Males 45%, Females 60%

Referrals from partners 940 (650 placed into beds, about 31% were no-shows)

- Hospitals 39% (Lexington 14%, Baptist 12%, Richland 9%, Richland Springs 3%, Providence <1%)
- CAMH 3%
- LRADAC 11%
- VA 10%
- Other Partner Referrals 39%

### **Demographics of Clients (includes all programs and services): 3,397 clients served FY20**

85% from SC (64% MACH, 52% are from Richland County, 15% 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 1,566 served FY20**

10% Veterans

28% Chronically Homeless

38% report Health Insurance (*at exit*)

23% report Non-Cash Benefits (*at exit*)

47% had income (14% employed) (*at exit*)

68% chronic health or disabled

24% substance use (Self-report)

38% mental illness (Self-report)

### **Community Support:**

Volunteers: 1,438 unique volunteers did 12,164 volunteer hours

Interns: 12 unique interns did 2,270.40 intern hours

*School Partners:* USC, USC Beaufort, Midlands Tech, Benedict, Walden University, Columbia College, and Limestone College

Outreach: 74 Outings, 24 community meetings, worked directly with 196 unique clients and 26 of those clients received beds at Transitions

### **Programs FY20:**

- Youth Program: 124 at Transitions, 37 permanently housed (16 reunited with family/friends), 29 have increased income
- Career Center: 233 clients are enrolled, 94 employed, and 36 permanently housed
- Financial Stability: 289 clients participated in the *Know Money Better* classes 27 client's graduated, 12 clients were permanently housed
- Rapid Rehousing: housed 50 clients, which includes 3 families with 9 children and paid 61 bills
- YMCA: Laundry Jobs Program hired 20 clients for on the job training participation was cut drastically due to COVID-19 in March
- Veteran Contract Beds: of the 18 enrolled 4 are currently in the program and 8 are permanently housed
- Community Long Term Care: 11 enrolled and 2 permanently housed
- Actively Aging 62 and older FY20 served 165 clients with 83% being males
- Homecare Program: 15 enrolled 3 permanently housed and services transitioned with them

**Partners:** We have **64 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. COVID-19 degraded some efforts from March-June

- MIRCI engaged clients in services including benefit applications (SSI/SSDI, SNAP, Medicaid, Medicare), bed referrals, homeless outreach, and total screening.
- CAMH Homeless Outreach Program (HOP) had 1,148 duplicated client contact services and is still providing face-to-face assessments
- Cooperative Health: 200 unique clients with a PCP and 547 encounters. Of the individuals served, 33 received Behavioral Health services.
- LRADAC admitted 501 clients from Transitions. Provided 2,250 contacts at Transitions with a total of 2,499 clinical service hours provided on-site. Total financial aid (scholarships and other indigent funding) provided to Transitions patients for treatment services \$230,688.30
- PRISMA Health representative onsite conducted Get Smart Recovery classes, 911 Emergency classes, and referrals to beds (Representatives left in March with advent of COVID-19)
  - Also worked with PRISMA to develop Mobile Integrated Healthcare (MIH) Team testing for COVID-19 onsite and DHEC hotel placement procedures
- Homeless Court FY20: 5 courts reviewing 31 applications (14 from Transitions and 17 from other agencies) 15 are already permanently housed and 13 graduated from the program
- SNAP alone will assist in one-year avg. \$1,668/yr. x163 apps= \$271,884
- Job Training Support through Department of Employment and Workforce (DEW), Goodwill Industries, Vocational Rehabilitation, Able SC, and Salvation Army.
- 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, Cooperative Health, PRISMA ACT Team
- 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, and DEW.
- Medical Support agencies Cooperative Health, PALLS, South University Nursing Interns, Dept. of Health & Environmental Control (DHEC), and CAN Community Health
- Database Support (HMIS) and Inclement Weather Center (IWC) partners United Way of the Midlands, DEW, SCWOS, SC Thrive, & Phoenix
- Food: Ft. Jackson, McEntire Produce, Publix, USC, Whole Foods, Breuggers Bagels, and Costco

**Inclement Weather Center:** November 1, 2019--March 31, 2020

- Opened **68 total nights** (*includes 2 hurricane days*), 14,746 meals were served
- Filling 8,860 beds for **736 unique clients**, 162 was the highest capacity night, **106 average** per night
- Out of the 736 unique clients 176 (24%) were positive exits and 163 (22%) received beds at Transitions
- Disabled 64%; Chronically Homeless 32%; Youth (age 18-24) 8%, Older Adults (age 62+) 9%

**Budget Information:**

**\*Includes Revenue & expenses of \$200,858.40 for running the Inclement Weather Center (IWC)**

Revenues and Other Support

|                       |                        |
|-----------------------|------------------------|
| Grants                | \$1,071,325.00         |
| Contributions         | 1,153,918.00           |
| Contract *            | 279,223.00             |
| Rental                | 37,888.00              |
| Misc. Revenue         | 41,104.00              |
| <b>Total Revenue</b>  | <b>\$ 2,583,458.00</b> |
| Previous Year Pledges | \$ 387,376.11          |
| <b>Total Revenue</b>  | <b>\$ 2,970,834.11</b> |

Expenses

|  |                        |
|--|------------------------|
| Salaries & Benefits                          | \$ 1,598,722.00        |
| Consulting and Professional Fees             | 113,601.00             |
| Contract Services                            | 102,260.00             |
| Office Supplies                              | 7,960.19               |
| Conferences & Prof Develop.                  | 2,212                  |
| Fundraising Expenses                         | 42,390.00              |
| Printing                                     | 368.00                 |
| Insurance                                    | 77,846.00              |
| Taxes & Licenses                             | 8,295.95               |
| Membership Dues                              | 2,103.00               |
| Postage                                      | 3,464.00               |
| Equipment Rental & Repair                    | 63,414.00              |
| Land Rental                                  | 38,533.00              |
| Program Supplies                             | 161,797.00             |
| Telephone and Utilities                      | 191,120.00             |
| Miscellaneous                                | 31,860.00              |
| <b>Total Expenses (without Depreciation)</b> | <b>\$ 2,429,690.00</b> |
| Depreciation                                 | \$ 389,984.00          |