



Transitions Homeless Center

Annual Report for FY 2021

August 2021

A Word From Our Board Chair...



As I finish my second year as President of the Board, I look back and am humbled and heartened by the outpouring of support that Transitions experienced this past year from the community. No one went untouched by this pandemic. The statement “we are all just one paycheck or one crisis away from being homeless” suddenly hit home for most of us. We understand that being homeless is not always a choice and that it can happen for a wide variety of reasons, including some that are well beyond the control of the individual. As we celebrated our 10th Anniversary, we also celebrated the partnerships we have established with local agencies and businesses. And while I will be turning over the chairmanship reigns to David Cote, I am looking to the future, and the exciting new initiatives we are exploring to keep Transitions at the forefront of efforts to reduce homelessness and improve the quality of life for every resident of the Midlands.

Most sincerely yours,

Board of Directors:

Charlene Glidden, Chair

Managing Director, PwC

David Cote, Vice Chair

VP, Human Resources, BCBSSC

Tanisha Brown, Secretary

Community Leader

Nick Annan, Treasurer

Senior Manager, Elliott Davis, LLC

Jean Denman

Representative,
Downtown Coalition of
Neighborhoods

Delgado Cantave

CEO, Eau Claire Cooperative
Health

Judiet Cooper

Community Leader/Veteran

Chris Daniels

Partner, Nelson Mullins

Kevin W. Lindler

Senior VP, First Citizens Bank

Glenda Thompson

Manager of Organizational
Development, AgFirst Farm Credit
Bank

Kevin Goldsmith

President/CEO, Takosushi

Brent M. Powers, MD

CMO, Lexington Medical Center

Rich O'Dell

President & GM, WLTX

Matt Kennell

President/CEO,
City Center Partnership

Norvell Pettus

Community Relations Specialist,
Dominion Energy

Sara Fawcett

President/CEO
United Way of the Midlands

William McElveen, Jr.

Partner, Adams and Reese, LLP

Sidney Heyward Rex

CFO, W.B Guimarin & Company

Mark Hocutt

Senior VP and Senior Relationship
Manager, Bank of America

Lynette Koon

Business Development Manager,
Synovus

Rev. Allen Tipping

Lead Pastor, Midtown Fellowship

Allison Terracio

Representative, Richland County
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Howard Duvall

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Peter Zvejnieks, MD

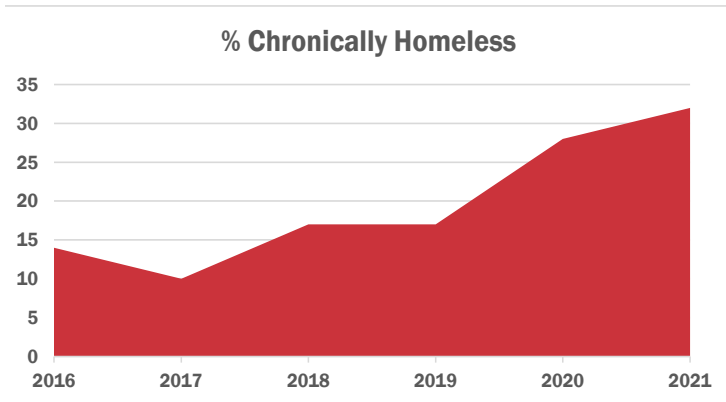
Owner/Physician,
Carolina Metabolic

The COVID-19 Pandemic and How Our World Changed at 2025 Main St.

As the only facility of our type in the Midlands to have remained fully operational through the pandemic, we continued to welcome both new and existing clients. We even had a few clients who had successfully moved out of homelessness, return because of COVID's impact on their employment.

As national experts declared that homeless facilities were high-risk places, Transitions enacted all appropriate CDC guidelines. We did temperature checks, practiced social distancing, wore masks immediately, implemented head-to-toe sleeping arrangements in the dorms, and moved to all meals being served in clamshell to-go boxes, so clients could eat outdoors and maintain social distancing from one another. As a result, we had no cases during many months of the pandemic, and only 17 clients had to be moved to a DHEC hotel for a period of quarantine during the first part of 2021.

More Clients Meet the Definition of Chronically Homeless...



The definition of someone who is chronically homeless is:

A homeless individual with a disability who has been unsheltered continuously for 12 consecutive months, OR four separate times (totaling 12 months or longer) over the last three years.

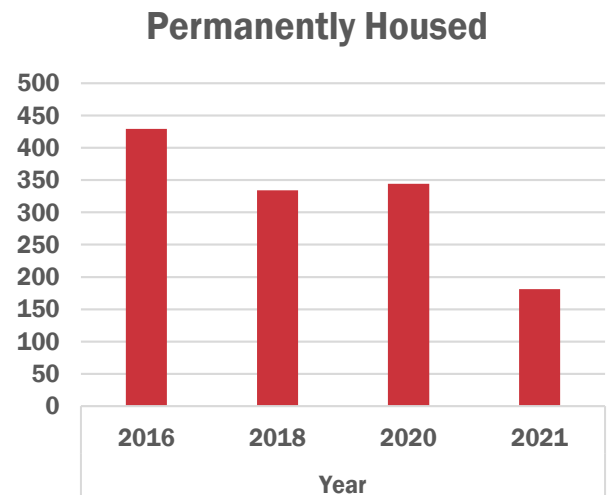
Why is this important to our mission?

Those who are chronically homeless have more medical and mental health conditions that make it extremely

difficult to get them employed or housed. They require much more intensive assistance. Our case managers stepped up, and even though many of their counseling sessions with clients were held outdoors or via phone, they were on-site every day to help our clients move forward on their journey out of homelessness.

Affordable Housing Remained an Issue...

With affordable housing already a challenge, it became even more difficult to help clients move into permanent housing. WHY? In part because landlords stopped coming to work and stopped meeting with prospective tenants. In the past, we were able to get clients housed based on their income from social security alone. Now, landlords routinely require that a tenant have monthly income equal to 2-3 times the monthly rent. If rent is now \$800, that means a client must have income of \$1,600-\$2,400/month to sign a lease. Then the moratorium on evictions complicated availability even further. As the chart shows, our Jobs and Housing Coordinators helped our clients beat the odds, and we were remarkably successful in both housing and employment of Transitions clients.

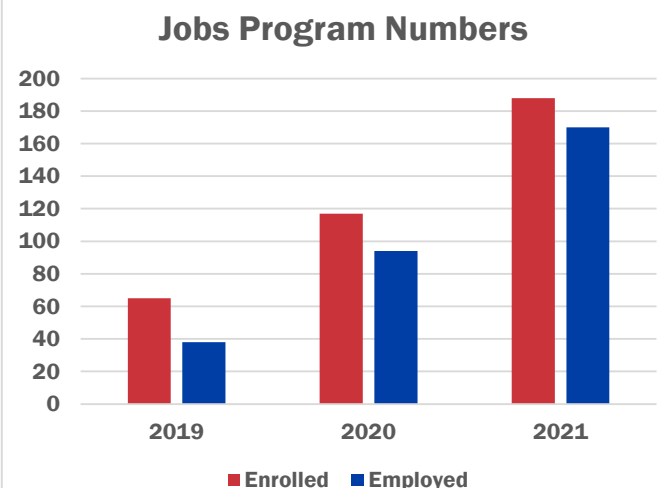


Finding Jobs Was a Challenge as Key Sources of Employment Closed or Operated at Reduced Capacity...

70% of our residents are not disabled and having income is critical to their transitioning out of homelessness. In a "normal" year, there are many barriers to jobs and housing—from insufficient income, physical or mental disabilities, lack of computer skills, to criminal records that preclude getting a job or signing a lease. Many struggle with literacy and an inability to read proficiently. Both job and soft (life) skills often need to be taught to prepare them for the workplace and the whole interview and employment process. We work to address and overcome all those barriers.

But this year was anything but "normal." The pandemic hit the hospitality field particularly hard—a field in which many of our clients find jobs. As a consequence, several clients returned to Transitions after losing the job we had helped them secure just months earlier. Through the

dedication and commitment of our Jobs Coordinator, 81% of clients enrolled in our Jobs Program during FY21 were able to find employment despite the impact of COVID-19. And of that group, 36 were able to secure permanent housing!



We Got By With a Little Help from Our Friends...

For several years, one of our board members covered our share of food ingredient costs. However, COVID-19 had an impact not only on our clients but also on our funders' ability to continue to cover our share of the food program at Transitions. We are most grateful to the Bank of America Foundation for stepping up to fill that void. Our new banner says it all...



The Michael J. Mungo Foundation and ESG-CV (from the South Carolina Office of Economic Opportunity) Helped Us Broaden Our Outreach Efforts

Two grants received in FY21 enabled us to *triple* our Outreach capacity with the addition of two more outreach coordinators. During FY21, our Outreach Team:

- Went on 86 Outreach outings
- Distributed 283 Hygiene Packs/Food Bags
- Helped 15 individuals get off the street and into a bed at Transitions
- Provided bus tickets to 39 individuals for transportation Out-of-Town to permanent housing
- Attended 31 community meetings
- Distributed Narcan 77 times

We Remained Committed to Developing New Programs...

Transitions Welcomes a New Veteran Program

On October 1, 2020, Transitions started a new VA Program with Grant and Per Diem (GPD) beds.

The GPD program is a “Low Demand” model, designed to accommodate chronically homeless Veterans. While Transitions client-base has always consisted of 9%-10% homeless veterans, the GPD program is allowing us to have a dedicated case manager who works intensively with veterans unable to overcome their difficulties and achieve stability. The program does not require sobriety or compliance with mental health/substance use treatment as a condition of admission or continued stay.

The Transitions program has 12 beds—8 for men and 4 for women. We are excited because we have the only low barrier/low demand beds for female or male veterans in the entire state! Our hope is that by providing intensive support services, more of our homeless veterans will finally achieve success.



Midlands Helping Arms

A program of Midlands Housing Alliance

Meet Midlands Helping Arms

A new program, under Midlands Housing Alliance, was introduced in May 2021. Located in a separate area of 2025 Main Street, the program provides a warm nurturing environment where seniors, people with disabilities, and the at-risk population can receive the care and attention they need and deserve. The goal is to provide a safe and welcoming place for these individuals to engage in fun activities that are both mentally and physically stimulating. This program is the first offered under Midlands Housing Alliance that is available to both housed as well as homeless men and women.



Clients of Midlands Helping Arms have made several field trips to places like the South Carolina State Museum and even to the award-winning Richland County Public Library (RCPL) where participants signed up for their first library cards! The Program Manager talked with RCPL about getting a book club started. RCPL spoke to their branches and was able to pull all copies of "The Guernsey Literary and Potato Peel Pie Society." The Program Manager was able to pick up the copies and distribute them to all of the clients to read. After the clients read the book, discussed it, and returned the books to the library, they watched the movie together, too!

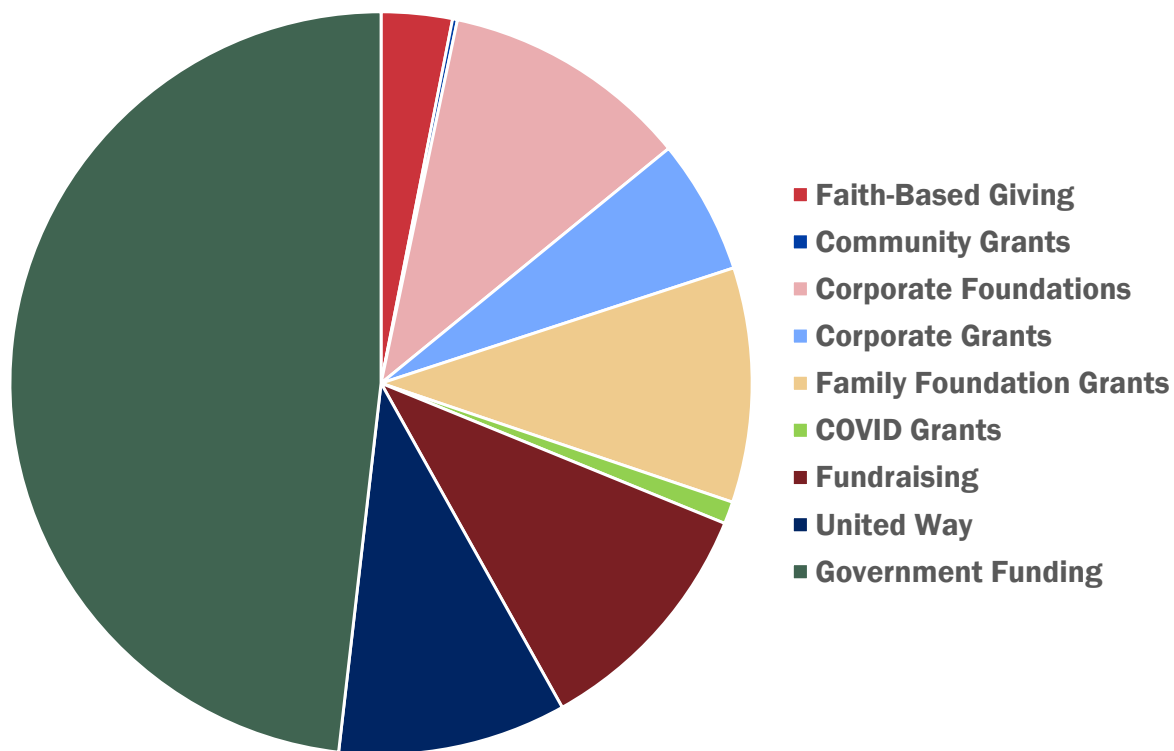
BlueCross BlueShield of South Carolina Stepped Up to Help Fill the Gap Caused by COVID-Related Delays in Opening Midlands Helping Arms

For over a year, we had been working on opening Midlands Helping Arms—an adult day care program to help the medically fragile get the mental and physical stimulation they need. The program would also allow us to bill Medicaid for services provided. New sources of funding are always a good thing. But opening of the center required that we be staffed with the 8:1 participant to staff ratio mandated by HUD, even if we only had 2-3 participants to start with. Thanks to BlueCross BlueShield we got the funds to hire the needed staff and now we are providing another much-needed service in our community.



Despite COVID-19, We Continued to Broaden & Deepen Our Support

Sources of Funding for FY21



As a non-profit that serves clients of all faiths, we are able to secure both government and private funding. We remain committed to broadening our base of support as one way to ensure our stability for the next ten years.



THE TONY ROBBINS
FOUNDATION

We Welcomed New Support

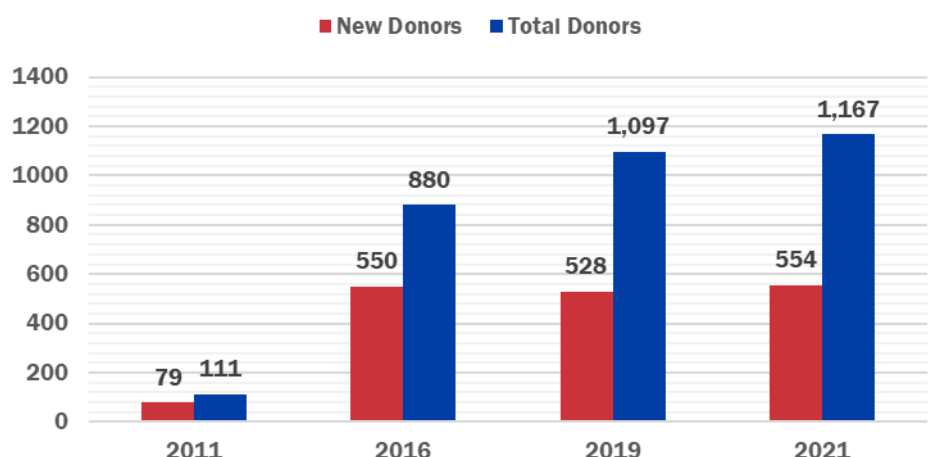
Being a non-profit that “only” serves the Midlands of South Carolina can make it difficult to attract funding from large national funders. But our Youth Program, the first of our customized programs, was introduced in 2016 and has had great success since then. We were very excited when we heard in June that our Youth Program was receiving a major gift from The Tony Robbins Foundation.

A Word About Our Donors...

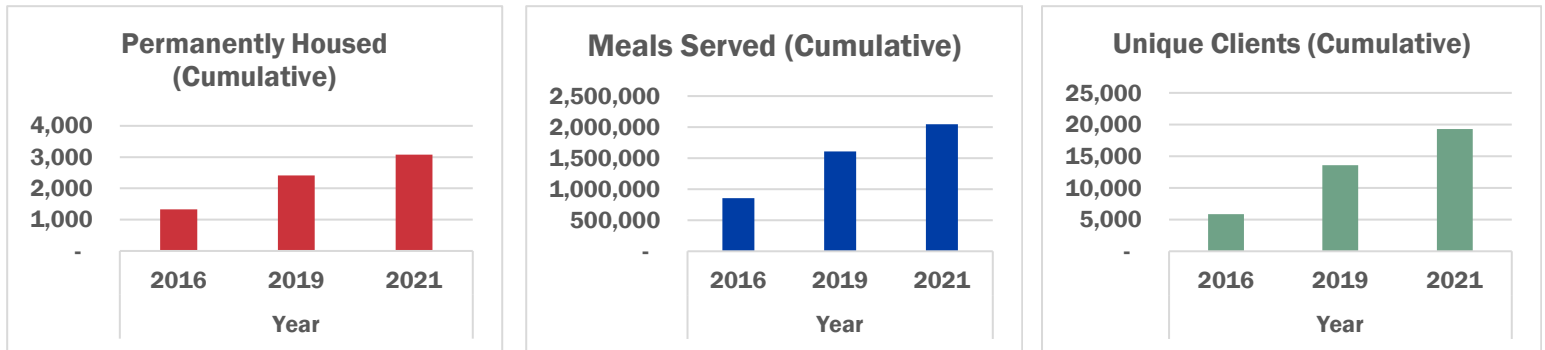
As we work to increase our visibility in the Midlands and surrounding areas, it’s rewarding to see that our hard work is paying off in that we’re consistently attracting around 500 first-time donors to Transitions.

It’s also important to note that we’re well-above national average for donor retention. Our donors support Transitions, consistently, because they continue to believe in our Mission.

New vs. Total Donors



Ten Years of Making a Difference



Our partnership with the Salvation Army celebrated its 10th Anniversary too! Every day, 365 days a year, we serve three meals to residents at Transitions. Our Day Center non-resident clients get to enjoy a healthy lunch. While we may still be serving those meals in to-go clamshell boxes as we continue to follow CDC guidelines regarding social distancing, we are appreciative of the partnership we enjoy with the Salvation Army. They do the cooking, provide on-site training, and offer community service opportunities for our clients, while we maintain the kitchen and cover the overhead costs. Transitions and the Salvation Army split the cost of food ingredients. Thanks for the partnership!

We think we are looking pretty good for our age! BUT....

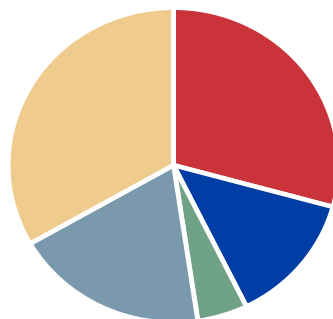
Ten years... Over 2M meals prepared and served... more than 20,000 unique clients... almost 52,000 showers taken by non-resident clients...

That's a lot of wear and tear on a building. **St. Paul Lutheran Church** came to the rescue with a grant that allowed us to purchase a brand-new Steam Oven. Also, to the rescue, came **Eastminster Presbyterian Church** who donated a warming oven to us!

To help with our expanded outreach efforts, **Lexington County** gave us a Crown Victoria car to aid with all Outreach does!

This past year, Transitions was able to improve our volunteer experience through the creation of a scheduling website. Upon hearing that we were working to secure funding for new software, **Nick Yaggie**, founder and CEO of PrivaChef, realized that the best use of his time as a volunteer would be through creating a website specific to our agency's needs. In addition to the hundreds of hours that Nick and our USC interns have spent creating this site, Nick continues to cover the monthly cost of the website.

Fundraising Efforts for FY21



- Chefs' Feast ('21)
- Midlands Combine
- Reconstructing Home ('20)
- Midlands Gives
- Direct Mail Campaign

Midlands Combine

On Saturday, May 1, 2021, 48 male and female competitors put their speed, strength, endurance, and agility to the test at the inaugural Midlands Combine, which featured 10 athletic events. Competitors enjoyed both individual as well as team competition. The Combine was created and spearheaded by long-time Transitions partner, Paul McKeon. This year's event raised money and awareness of the life changing work of Transitions Homeless Center and SOAR Columbia's athletic league. **Next year's event is scheduled for May 7, 2022.** Many thanks to Paul and his volunteer event Board for broadening awareness of our work and for the financial support. Thanks to the 40 volunteers who gave of their time to run the event!



The past 15 months have been difficult and challenging for chefs and restaurant owners. We are very appreciative of the Palmetto Club and the chefs who generously donated their time and talent, so we could enjoy the 5th Annual Chefs' Feast and celebrate the 10th Anniversary of Transitions Homeless Center.

This year's event shined the spotlight on regional talent we can all enjoy on a daily or weekly basis: Kevin Goldsmith (**TakoSushi**); Cary Goldsmith-Sommelier (**Bodega Ultima**); Jason Palmer (**The Palmetto Club**); Chefs Vinnie Livoti and Lawrence Wright (**BCBSSC**); Nate Lindsay (**Abel Brown**); and Kristian Niemi (**Bourbon, Black Rooster**).

Volunteer Leader Awards Also Announced at Chefs' Feast

Our ten years of success wouldn't have been possible without the dedication of our fabulous volunteers. So, as we celebrated both our 10th Anniversary and Chefs' Feast, we wanted to give a heartfelt thank you to the winners of the **2021 Volunteer Leader Awards** for their long-standing support and encouragement:

Rick Rowe—Novinger Award

Sandra Grodetsky—Claire Fort Volunteer of the Year Award

Scott Middleton—Business Partner of the Year Award

Eastminster Presbyterian Church—Faith Community Award

Presenting:

SYNOVUS®

Executive Chef:

BlueCross and BlueShield of South Carolina • International Paper • TakoSushi

Pastry Chef:

Elliott Davis • Professional Printers • The Currey Family • Strom Law Firm

Sous Chef:

**Anointed Business Solutions, LLC • Catherine Beltran (Realtor with the Art of Realty)
First Citizens Bank • Midlands Media Group • S.R. Walker Designs**



2020 Reconstructing Home Art Show and Auction

Small, But Mighty

Presenting:



Host:



COL(R) Craig and Maria Currey • Wendi and David Cote • Elizabeth and Bill Igleheart

Chrysalis:

Ann & Bob Leichtle • Anointed Business Solutions, LLC (Ram'on & Nevasha Wideman) • Asana Partners
Blanchard & Calhoun Insurance Agency, Inc. • Donna & Jim Lehman • Elaine & Stan Frick
ERG Payroll & HR • eSources • Gregory Electric Co., Inc. • Greyson Group • Lexington Medical Center
Michael DeVita, Realtor • Mike Kelly Law Group • Midland Mortgage Corp.
Peter & Debbie Zvejnieks • Terry Davis • The Red Shirt Guys Roofing • Truist

Caterpillar:

Ann & Bill Robinson • Camp Cole / Fawcett Family • Colliers International • Custom Cloud Solutions
HUB International • Jewell & Bob Hill • Kim Livoti • Leslie & Mac Bennett • McEntire Produce
Murphy & Grantland, P.A. • Savannah River Site Watch

In-Kind, Media, and Food Sponsors:

Blue Marlin • Cantina 76 • Columbia Metropolitan Airport • Greystar • Lizard's Thicket
Midlands Media Group • Nothing Bundt Cakes • PDQ • Professional Printers • Scott Young Media
Group • S.R. Walker Designs • TakoSushi • The Frame Shop • The Free Times • Thirsty Fellow
Tiffany's Bakery • Vinnie Livoti & Lawrence Wright

Like everyone else, we had to adapt our signature event to respond to pandemic limitations. A small in person, outdoor event, was held at the home of one of our Board members. Most sponsors enjoyed a basket of food and wine provided by our participating restaurants. And everyone was able to bid on auction items electronically. As a result of a true team effort, we once again enjoyed a successful evening!





This last year has been very difficult for everyone, but our staff has continued to help clients achieve positive outcomes. As the year opened, we were experiencing a difficult Summer with closures of facilities and social distancing. We implemented full CDC protective measures and worked with DHEC and PRISMA to establish special on-site screening teams and establish hotel rooms for those who tested positive for COVID. But we couldn't avoid the fact that clients, like many in our community, suffered from the economic downturn and experienced emotional difficulties from social isolation. Services became hard to receive as social agencies and medical facilities closed to outside visitors. Partners such as Columbia Area Mental Health and the Health Cooperative stayed on site working to provide medical and mental health care throughout the pandemic. Whether a job or a housing unit, clients continued to receive services from us—stopping was not an option. Whether the programs under Kameisha Heppard, the operations

under Ram'on Wideman, or Development under Liz Igleheart, Transitions continued to fulfill its mission of moving clients into stability and permanent housing. We reworked facility protocols and fundraising formats to adapt to the pandemic and meet the needs of the clients. Thank you for your patience and for helping us continue to help all adult homeless in the Midlands.

We are not out of the pandemic yet, but we will get there with your continued support.

Thanks,

We would like to thank those whose support makes it possible for us to help the unsheltered in our community. We've seen unparalleled and overwhelming support from these Corporations and Foundations for their major gifts and grants in support of our programs and services:

AFLAC	Eastminster Presbyterian Church	Mike Kelly Law Group	Southeastern Freight Lines
American Legion Post #182	Ebenezer Lutheran Church	NAF Financial Services	Spring Valley Rotary Club
Anointed Business Solutions	Elliott Davis	Nelson Mullins	St. Andrews Lutheran Church
Apple	ERG Payroll & HR	Nephron Pharmaceuticals	St. Andrews Woman's Club
Asana Partners	Esources	New Morning Foundation	St. Katherine's Philoptochos Society (Greek Orthodox)
Bangs Family Foundation	First Citizens Bank	Newcomers of Greater Columbia	St. Paul Lutheran Church
Bethea Family Dentistry	Good Shepherd Lutheran Church	Northeast Presbyterian Church	Strom Law Firm
Blanchard & Calhoun Insurance Agency, Inc.	Gregory Electric	Publix Super Markets Charities	Synovus Bank
Blue Cross Blue Shield of South Carolina	Harford Mutual	RetireEASE Senior Services	TEGNA Foundation
BlueCross BlueShield of South Carolina Foundation	Hawthorne Pharmacy	Rotary Club of Eau Claire/NE Cola	The Brook
Central Carolina Community Foundation	HUB International	SC Bar Foundation	The Greyson Group
City Center Partnership	Incarnation Lutheran Church	Shandon Presbyterian Church	The Leon Levine Foundation
Colliers International	International Paper	Shandon United Methodist Church	The Nord Family Foundation
Colonial Life/UNUM	Kay Plumbing	Sisters of Charity Foundation of SC	Transfiguration Catholic Church
Custom Cloud Solutions	Lexington Medical Center	Sonrise Sunday School Class	Truist
Derrick Family Foundation	Living Springs Lutheran Church	South Carolina Association of CPAs	United Way of the Midlands
Dominion Energy	Mary Alice and Bennett Brown Foundation, Inc	South State Bank	Wallick Investments
Dominion Energy Charitable Foundation	Mast General Store, Inc.		Woodmen of the World / Woodmen Life
Eagle Aviation	Michael J. Mungo Foundation		
	Midland Mortgage Corp		

**We would also like to thank
those individuals who have
supported us at the Monarch
Society Level during Fiscal
Year 2021:**

Lisa Barrett
Maria and COL(R) Craig Currey
Dallas and Richard Garbee
Alana and Charles Garnett
Kathy and Kevin Goldsmith
Shirley Knox

Julie and Joseph McCue
Evelyn and G. Scott Middleton*
Beth and COL(R) Kevin Shwedo
Teri Todd
Laurie Walden
Ram'on and Nevasha Wideman

... And the Home Steward Level:

Jennifer and David Amrol
Melanie and James Andreen
Janet Sue and Mark Ballew
Robert Barfield
Randy Basinger
Catherine Beltran
Jean Blount
David Brett
Frank Brown
Linda and Lloyd Burdick
Delgado Cantave
Carol and Glen Caulk
George Cauthen
Tom Clements
Charlotte and Marion Cobb
Benjamin Coomes*
Wendi and David Cote
Susan and John Cotter
Steven Curlee
Philippa and Charles Currey
Sandra Daniel
Chris and Teri Daniels
Cecil S. Rucker, Cathy A.
Grimes, and Melanie G.
Davega
Terry Davis
Robin and John Dean
Brent Dees*
Sonia and Bernard DeKoning
Jean and Paul Denman

Lynnett and Larry
Depasquale
Michael DeVita
Kelly and Joe Dion
Gus Dixon*
Wendy and Thomas Dougall
Margaret and Theodore
DuBose
Jacqueline Erland-Ladewig*
Lauren and Philippe
Erramuzpe
Travis Faulds
Lynn and Jeff Fishback
Elizabeth French
Elaine and Stan Frick
John Frick
Christina Galardi*
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Charlene Glidden
Gail and Don Harrison
Carroll Heyward
Jewell and Robert Hill
Elizabeth and Bill Igleheart
Barbara Irons
Lynette Koon
Joan Kuhn
Frances and James
Laborde
James Laughlin

Mickey Layden
Donna and James Lehman
Ann and Bob Leichtle
Melissa Lenox
Ashley and Kevin Lindler
Charleigh and Grayson
Lowman*
Laurie and Ladd Lumpkin
Pat and Rick MacDermott*
Tim Mahoney
Christa Pecce and Robert
Mason
Jonathan Matthews
Renee and Patrick
McCormick
Bill McDaniels
Tammy and William
McElveen
Harriet McMaster
Tammy and Scott Mickey
Kate Swanson and Mr. Hayes
Mizell
William Neglia
Rich O'Dell
COL(R) Ed and Julie Palekas
Paul Palmer
Candace Patton
Norvell Pettus
Heather and Brent Powers
David Allen Randall*

Janice and Ted Rausch
Pam and Stewart S Rawson
Sam Reusser
Ann and Bill Robinson
Mona Sahaf
Beverly and Frank Seier
Kathleen Shepherd
T. Daniel Silvester
Brandi Sloan
Lesley Smith
Beth and Dave Solano
Marie and Keith Stover
August Strasburger
J. Tighe
Debbie Underwood
Kate and Matt Vaadi
Crystal and Sean Walker
Alexis Wallace
Jenna and Clinton Wallace
Tina and Alan Whitehouse
Bryan Wilkerson
Michelle Fort-Willm
Cliff Wingard
Debbie and Peter Zvejnieks

(* denotes that someone is also a member of the Subscription (Turning Point) Society)

... And, Finally, the Turning Point Society Members

Pam Altman
Lisa Barrett
Taylor Kane Brown
Yolanda Brown
Wesley Butler
Ashley Cooper
Betsy and Josh Desch
Brian Dix
Patricia Fowler
Kelly Hess

Stephen Ingram
Langhorne Kelly
Kathleen Khan
Yonatan Kogan
Sarah Larabee
David Leggett
Michael Mahaffy
Edwin P. Martin
Ashley K. Mason
Will McCain

Austin McCullough
Nandini Sen
Guy Smith
Allison Terracio
Won Chae Thames
Glenda Thompson
Zachary Wallick
Jameta Wheeler
Ernest Wiggins

...Thank you for making the journey home possible!



Board of Directors

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Managing Director, PwC

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Community Leader

Nick Annan, Treasurer
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Jean Denman
Representative, Downtown Coalition of
Neighborhoods



Annual Summary Report for Fiscal Year 2021 (July 1, 2020 to June 30, 2021)

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.

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, Adult Day Care services (ADC), 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)

Program Beds 90 days (58 Male/27 Female)

Extended Program 180 days (32 Male/32 Female)

Accomplishments: (Despite year of complete COVID-19 conditions)

- MACH reported serving 7,751 clients in FY21, 39% were engaged at Transitions
- Unique clients served since opening 20,062 (3,110 served in FY21)
- Over 874,008 beds filled since opening (82,807 FY21 at 87% capacity)
- Clients placed in Permanent Housing since opening: 3,084 (267 in FY21)
 - Average Length of Stay (ALOS) 40 days
- Positive moves since opening: 10,338 (1006 in FY21)

Meals (with Salvation Army) served since opening: 2,091,740 (188,539 meals in FY21)

- Food Recovery: 108.72 tons FY21
- Salad Bar 5 nights a week (suspended by COVID-19)

Day Center Showers since opening: 51,914 (2,789 in FY21)

Day Users/Residents Laundry Loads since opening: 93,170 (18,080 in FY 21)
Walk-ins 2232 duplicated clients; Chance of getting a bed same day Males 67%, Females 92%

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): 3,110 clients served FY21

82% from SC (69% MACH, 48% are from Richland County, 13% Lexington County)

Male: 68%, Female: 31%, Transgender <1%

African American 62%, Caucasian 36%, Other 2%

Age: 24 and under—8%, 25-34—17%, 35-44—19%, 45-61—37%, 62 over—10%, and 9% unknown

Residents 1,468 served FY21

- 10% Veterans
- 33% Chronically Homeless
- 39% report Health Insurance (*at exit*)
- 24% report Non-Cash Benefits (*at exit*)
- 47% had income (14% employed) (*at exit*)
- 50% chronic health or disabled
- 32% substance use (Self-report)
- 44% mental illness (Self-report)

Community Support:

Volunteers: 1,921 unique volunteers did 11,712.92 volunteer hours

Interns: 12 unique interns did 2,954.30 intern hours

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

Outreach: 86 Outings, 31 community meetings, worked directly with 238 unique clients and 26 of those clients received beds at Transitions.

Programs FY21:

- Youth Program: 142 served, 18.3% have been permanently housed, 8% back with family, 16.2% have increased income
- Career Center: 209 clients enrolled, providing 580 services, 81% employed, and 36 permanently housed
- Rapid Rehousing: served 31 clients, which includes 59 bills
- Homeless Prevention ESG/COVID: served 62 clients which includes families w/30 children
- Grant and Per Diem Program (Low Demand Veteran beds): of the 26 enrolled 7 were in the program at the end of the year, (1 female 6 males) and 8 have been permanently housed.
- Actively Aging (62 and older) FY21 served 128 (99 male, 29 female) 27% positive moves (16 permanently housed)
- Adult Day Care *Midlands Helping Arms*: FY21 served 5 participants and 2 have been permanently housed

Partners: We have 50 + partners providing services to clients offering personal development, life skills, job training, and much more. ***DUE to COVID-19 engagement looks different, but as a collaborative effort our partners have been creative and diligent to ensure services continue.***

- CAMH Homeless Outreach Program (HOP) had 1,225 duplicated client contact services and is still providing face-to-face assessments
- Cooperative Health: 181 unique clients with a PCP, 56 unique clients with a MHP, and 834 encounters.
- LRADAC admitted 100 clients from Transitions. Provided 99 contacts at Transitions with a total of 343.03 clinical service hours provided on-site. Total financial aid (scholarships and other indigent funding) provided to Transitions patients for treatment services \$148,650
- PRISMA and DHEC developed the Mobile Integrated Healthcare (MIH) Team testing for COVID-19 onsite. DHEC housed 17 of Transitions' residents in temporary shelter while quarantining from COVID.
- MIRCI engaged clients in services including benefit applications (SSI/SSDI, SNAP, Medicaid, Medicare), bed referrals, homeless outreach, and total screening.
- Homeless Court at Transitions FY21: 3 courts reviewing 25 applications (3 from Transitions and 22 from other agencies) 5 are already permanently housed and 4 graduated from the program; for Amnesty Day 148 people were served
- SNAP applications gained annual funding for food 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, 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
- Therapeutic support agencies MIRCI, CAMH, Cooperative Health, PRISMA ACT Team
- Substance Abuse support agencies LRADAC, AA/NA, and 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, Dept. of Health & Environmental Control (DHEC), and CAN Community Health
- Database Support (HMIS) and Inclement Weather Center (IWC) partners United Way of the Midlands, Thrive HUB, & Phoenix
- Food: Ft. Jackson, McEntire Produce, Publix, USC, Whole Foods, Breuggers Bagels, and Costco

Inclement Weather Center: Nov 1, 2020--March 31, 2021

- Opened 78 total nights, 11,752 meals were served
- Filling 5,876 beds for 722 unique clients, 140 was the highest capacity night, 75 average per night
- Out of the 722 unique clients 289 were positive exits and 270 received beds at Transitions
- Disabled 55%; Chronically Homeless 32%; Youth (age 18-24) 4%, Older Adults (age 62+) 9%