



FRIEND- SHIP PLACE

the Next 25 years of
Ending homelessness
Rebuilding lives

2016
IMPACT REPORT

Investing in hope

Letter from Jean-Michel



Dear Friend,

In 2016 – our 25th Anniversary Year – Friendship Place continued to innovate and grow, finding new ways to provide hope, and real solutions, to people desperately seeking to break the cycle of homelessness. We made a difference in the lives of 2,900 people, 300 more than the previous year.

I draw your attention to the article in the following pages about our newest program, Youth Connect. The transition to adulthood is difficult for anyone, but imagine how much more so for a teen who is told to leave the house when he comes out to his parents as LGBTQ, or for a runaway who falls prey to sex traffickers. It's deeply gratifying to me to know that our skilled and compassionate outreach specialists are guiding these especially vulnerable young people back to safety, housing...and hope.

Speaking of youth services, one of our older program participants, who spent 40 years living on the streets after running away from foster care, told me wistfully that if a program like Youth Connect had existed back when he was a teen, his life might have unfolded in a completely different way.

Last year, Friendship Place ended homelessness for more *families* than ever before in our history. No child should grow up in a car or a shelter or a tent city. That's why, as we launch our next 25 years, we're committed to developing innovative new solutions to family homelessness. With your support, we can lead the way toward ending child homelessness in the region.

Finally, we're looking at another vulnerable population, at the other end of the life cycle. Among the residents in our permanent supportive housing programs are a number of seniors – many of whom experienced years of homelessness before connecting with Friendship Place – who are struggling with the daily living challenges that come with aging. We have set up a new Aging-in-Place Work Group to explore how we can best support them so that they can stay in their homes as long as possible.

As always, thank you! It's your faithful support that allows us to serve *in the right way*, not just with youth, families and seniors, but in all the programs you'll read about in these pages. With your continued financial support, you can be sure that Friendship Place will create effective solutions to whatever new challenges may arise over the next 25 years, and to safeguard our welcoming and friendly culture as we grow.

With gratitude,

A handwritten signature in black ink that reads "Jean-Michel Giraud".

Jean-Michel Giraud
President & CEO

Jean-Michel serves on the DC Interagency Council on Homelessness and blogs about homelessness for the Huffington Post.

"A Blessing"

To: The Supervisors and Peers of Mr.
Terrence Davis

I'm writing to let you know how much of a hero this man is and how much support and help he has given me. I will always be in debt to him. God bless him and his family.

With all of my love,

-Carolyn Carter-Owings

"No one could have told me 20 years ago, that I would be homeless. I've been working since I was working daycare at church when I was 10 years old."

Carolyn Carter-Owings has a lifetime of fulfilling jobs behind her. Back in the 1980s, her love of fashion landed her at Saks Jandel in Chevy Chase as assistant buyer. "I was the first black woman who ever worked there. I loved it, to be among all the top designers. I went to New York on buying trips. I helped dress influential people like Ethel Kennedy."

Ms. Carter-Owings remembers the moment in 2013 when her life was turned upside down. A co-worker said to her, "Ms. Carolyn, you know, your face is swollen on one side." Within two weeks, she learned that her kidneys were failing. She had to quit work and go on disability, but the payments didn't keep up with her rent hikes, and her

attempts to work part-time were foiled by her fragile health and the demands of nightly home dialysis.

When Ms. Carter-Owings connected with the Home Now program of Friendship Place in 2016, she was living in her car, staying in hotels for a few days at a time – thanks to help from her siblings – and going to the emergency room when that was her only option for dialysis.

Her case manager, Terrence Davis, helped her find an apartment and qualify for supportive housing. In January 2017, she received a kidney transplant. "Mr. Davis was like a fairy godfather. I called him when I went into the hospital and asked him to pray for me."

"You guys were a blessing," she says. "I know I'm not the only one who's gone through something like this, and we need places like Friendship Place."

Now that she's recovering, Ms. Carter-Owings hopes to volunteer to mentor others going through serious health challenges. "If I can be a sounding board, if I can help someone along the way, then my living hasn't been in vain."



Hope for health

Coming Home



Hello,

I pray all is well with you and the staff at Friendship Place. I just wanted to take the time out to thank you and all of your staff for the actions you take on a regular basis to help the homeless.

I was diagnosed with epilepsy 2 years ago. I lost my job, my car, and my relationship within 6 months. I eventually had to leave the home I worked so hard for. Life was pretty rough until I met a person who told me about your program.

I was eventually assigned a housing worker named Rachel Goodling. Rachel has helped me in so many ways in my housing, way of thinking throughout the hardships, and honestly my whole life.

I'm so thankful for all you did for me.

Bless your entire staff.

-Thomas Rawls

**Hope for a
place to live**

Joe Hardin grew up poor in Kentucky and started doing farm work at eight to put food on the table and buy clothes for school. By the time he was 12, he was running a gas station and by 14, was working at U.S. Steel.

At 20, Mr. Hardin was in a car accident that broke nearly every bone in his body and limited his career options, but he found that being a security guard suited him well. "I worked 30 years in 25 states wearing a badge, every kind of place you can imagine. I loved my job. Never missed a day." He survived being shot and stabbed twice, but finally had to retire after he fell and broke his hip.

Mr. Hardin took his worker's comp settlement and bought three houses in Omaha, where he was living at the time. He assumed that being a landlord would generate a comfortable retirement income. But the real estate market crashed, and he lost every penny.

He headed to DC, where he once worked, looking for opportunity. Instead he found two years of homelessness, sleeping on benches in Franklin Square. Despite being in a wheelchair, getting robbed six times and having a heart attack, he refused to stay in a shelter. "They don't allow dogs. Baby has been with me for 17 years. I used to take her to work with me."

Homelessness ended for Mr. Hardin in 2016, when he was offered a permanent home at La Casa, Friendship Place's state-of-the-art apartment building in Columbia Heights for formerly homeless men. The program is a partnership with the DC Government.

At 58, Mr. Hardin has finally found safety and peace of mind. "I love it here. And Baby is happy. She didn't like being homeless."

Peace of Mind



Hope for safety

Giving Hope to Youth

When Tony Smith goes on street outreach to connect with young people who are experiencing homelessness, his mission is personal. He had a difficult childhood himself, and when he was in college at Virginia State, he had no home to go to during breaks, so he'd couch surf, or hang out at Union Station. "The only interaction I had," he says, "was people saying, 'Move, you're in the way.' I felt very isolated."

What's more, Tony never would have gone to college if it weren't for a few special people who

went out of their way to encourage him. "Now I want to be the voice that lets you know you're not alone."

Tony is one of two outreach specialists for Youth Connect, a new program of Friendship Place funded by the DC Government that aims to catch young people aged 17 to 24 who lack stable housing and to connect them with the support they need to rebuild their lives.

Tony roams the Youth Connect catchment area –

upper Northwest DC, DuPont Circle, Gallery Place, Chinatown, Union Station, Columbia Heights and New York Avenue – introducing himself to young people, explaining what services he offers, giving them his card, and allowing them to take the first step to ask for help.

"They've had so much disappointment it's hard for them to trust," says Tony. "My job is to approach them with respect and start where they want to start. And then I have to be consistent. Whatever I say I'm going to do, I have to do it."



Youth Connect functions as a mobile drop-in center. The outreach specialists can help people get vital documents – birth certificate, ID, Social Security card – that are needed to access a whole host of services from Food Stamps to Medicaid to substance abuse treatment programs to housing. They can conduct on-the-spot housing assessments. They can accompany the young people to various agencies to help them navigate the system.

For those who reject all such offers of help, the outreach specialists can still help ensure their comfort and safety with “survival kits” – soap, deodorant, hand sanitizer, first aid items, toothbrush and toothpaste, SmarTrip cards, safe sex kits, bottled water if it’s hot and blankets if it’s cold – and information about hypothermia shelters, when needed.

During its first year, Youth Connect helped 186 young people. To Tony, one in particular stands out. “There was a youth we met at Gallery Place. If you looked at him, you couldn’t tell he was in need. He was part of the LGBT community and didn’t have a good relationship with his parents. We did a housing assessment, got him vital documents, and eventually got him housed.”

Whether they’ve aged out of foster care, been rejected by their families, or run away from an unsafe home environment, “We get people when they’re in crisis,” says Tony. “Our job is to assist with rebuilding their dignity.”



A New Outlook

Hope for a job



Eliana G came to Laurel, Maryland, from Peru 22 years ago, with the promise of a great job from a friend of a neighbor. Instead, she found herself essentially imprisoned by the family who brought her here, forced to work at a cleaning company from midnight to 9am and pay all her earnings in rent.

After fleeing that situation, Ms. G spent the next 20 years living by her wits – moving about the region, finding work where she could – usually as a live-in nanny. “But the families kept moving, or the kids grew up, so it was never consistent,” she says. Along the way, Ms. G was determined to make a good life for herself in her new country. She signed up for English classes and studied hard. And she pursued, successfully, the arduous process of gaining citizenship.

Nonetheless, when Ms. G found her way to the AimHire job placement program of Friendship Place in August 2016, she was still struggling to pay rent. Staff helped her update her resume and learn how to do job interviews. Her employment specialist drove her around to fill out applications, until she landed a job as a sales associate at Marshall’s. “It was a new field. I had no experience in it, but I learned.” AimHire, she says, gave her optimism and completely changed her outlook. With her newfound confidence, she’s about to start bartending school.

Ms. G is effusive about the help she’s received. “Oh my, I’m so happy about how AimHire is helping me! Never can I say ‘thank you’ enough.”

U.S. Veteran Aja Ford, who served five years in the Navy straight out of high school, was leading a comfortable life raising two sons in her native Prince George's County, Maryland. She was engaged to marry her boyfriend of five years, and they were eagerly awaiting the arrival of a baby girl.

Their daughter was born with a heart defect and spent her first five weeks in neonatal intensive care. "That's when things got crazy," says Ms. Ford. Juggling her baby's therapy appointments, doctor visits, and daycare hours made it impossible for her to keep a job, and the stress on the family caused the breakup of her relationship. While her older son went to live with his father in Virginia, the rest of the family became homeless. Together with her second son and baby daughter, Ms. Ford spent nearly three years couch surfing, staying with family and friends and then, when their options ran out, ending up in a shelter.

In December 2016, Ms. Ford found Friendship Place through the VA's Community Resource and Referral Center. She was connected immediately with Families First, a program of Friendship Place's Veterans Services Division. "I received a call the next day, and was out of the shelter by the end of the week," she says. "We moved in on December 23, right before Christmas. The kids were really excited. My son screamed when I told him."

Now that the family has settled into their apartment, Ms. Ford is working with Families First Self-Sufficiency Coordinator Rachelle de Leon – whom she calls "a ray of light" – to get back into the workforce. Her primary concern right now is, simply, "to be a healthy living example for my children."

A Ray of Light



Hope for veteran families

Our Programs, Our Impact

Permanent Supportive Housing

Friendship Place is a leading DC provider of PSH for highly vulnerable, chronically homeless individuals and families, with scattered-site apartments, a group home for women and an apartment building for men. Our housing programs utilize a low-barrier, “housing first” service model; case managers help participants transition directly from homelessness into housing and then provide long-term support to empower them to achieve personal goals for recovery, wellness, financial stability, employment and integration into the community.

633 people housed (251 single adults plus 113 families encompassing 382 total family members), with a housing retention rate of 99%.

Youth and Young Adult Services

Youth and Young Adults are served by two programs. Before Thirty provides individualized, person-centered, and developmentally informed supportive services and counseling to homeless and at-risk 17-to-29 year olds across the DC Metro Region. Youth Connect provides street outreach engagement services to 17-to-24 year olds who are runaway, homeless, or at-risk in the District of Columbia.

Before Thirty provided positive youth development services to 104 people, placed 12 into housing, 17 into employment programs, and 5 into educational programs. Youth Connect established connections with 168 young people and completed housing assessments for 82 of them.

Transitional Housing and Shelters

In partnership with area congregations, Friendship Place operates four small transitional shelters and two efficiency apartment units where residents may stay while they work with a case manager toward finding permanent housing.

35 individuals served.

Free Clinic

Anyone who comes through the door of Friendship Place's Welcome Center can get free access to a doctor, nurse or psychiatrist. There are no insurance or even ID requirements, and same-day appointments are available.

540 medical consultations and 198 psychiatric consultations provided.

Rapid Rehousing

Rapid rehousing serves people experiencing or at risk of homelessness who need just short-term support to get back on their feet. In addition to providing temporary rental assistance, our two rapid rehousing programs – DC-funded Home Now and privately-funded Direct Housing – help people stabilize their income through benefits or employment, create sustainable budgets, find and move into housing they can afford, and connect with whatever services they will need for long-term stability.

Stable housing secured for 174 people (including 17 children in families served).

In 2016, Friendship Place prevented or ended homelessness for...

**1,372
people**

including

**350
veterans**

and more than

**400
children**

in families

Job Placement

Our AimHire program utilizes an innovative “employment first” approach to fast-track people experiencing or at risk of homelessness into jobs and housing simultaneously. By delivering individualized, wraparound services and building positive relationships with employers and landlords, AimHire creates opportunities for people with significant barriers to employment and housing.

AimHire placed 130 people into jobs and 64 into housing, with a 3-month retention rate of 78%. An additional 119 people got jobs through the employment services that are integrated into Friendship Place's housing programs. Because our approach to job placement has been so successful, the DC Government has awarded Friendship Place a grant to provide training and technical assistance to other nonprofit employment programs in the District.

Access to Housing

Friendship Place staff can help someone access housing services anywhere in the District, not just at Friendship Place, by completing a standardized questionnaire assessing their level of need and entering them into DC's Coordinated Entry System, so that they can get connected to the housing program that's most appropriate for them. Friendship Place played a leadership role in bringing coordinated entry to the District in 2014.

Staff completed housing assessments for 914 people, more than any other agency in DC, including the VA and DC's Department of Human Services.

Veterans Services

Our Veterans First program employs the rapid rehousing model to help homeless veterans and their families get back into housing quickly and to prevent homelessness for veteran households at risk of eviction. The program targets extremely low-income households and serves the District of Columbia and eight surrounding counties in Maryland and Virginia.

567 households served – 107 more than in 2015 – encompassing 779 total family members. Of those who exited the program during the year, 88% graduated to stable permanent housing. Families First, a small pilot project in Prince George's County, Maryland, served an additional 42 people in 9 veteran families.

Street Outreach

Friendship Place Welcome Center staff conduct outreach to men and women experiencing homelessness in upper Northwest DC, with a special focus on the hardest-to-serve – those who have been on the streets for years.

170 individuals served, including 46 new to Friendship Place.

Drop-in

At Friendship Place's Welcome Center, visitors can help themselves to a cup of coffee, a meal, and free necessities such as toiletries, undergarments, and rain ponchos. Visitors can also use the phone or a computer, take a shower or do laundry, receive mail, and meet with a case manager to take steps to rebuild their lives.

757 individuals served.

In 2016, Friendship Place placed...

249
people
in jobs

Community Engagement

Friendship Place actively solicits the support of volunteers. In 2016, more than 400 volunteers contributed in every program and at every level of the organization. Our community engagement program also involves community members in advocacy for positive solutions to homelessness at the Federal and DC levels and coordinates a speakers' bureau that offers educational presentations to community groups.

“Recently I met Friendship Place participants who, over time, had gone from homelessness to being permanently housed and employed. Friendship Place gave them everything they needed, every step of the way.”

-Betsy Paul
17-year Friendship Place Supporter

Financials

FY 2016

October 1, 2015 - September 30, 2016

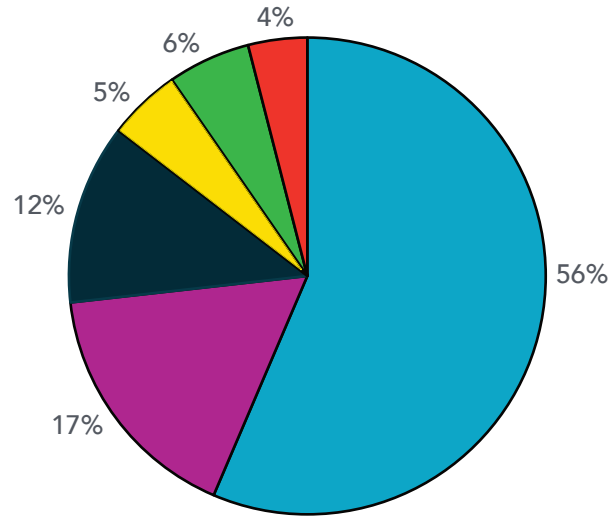
Total Revenues: \$10,213,169

Private Gifts & Grants	\$2,196,109
District of Columbia	\$4,396,332
Federal - HUD	\$352,930
Federal - VA	\$3,107,160
Maryland – DHCD	\$160,638

Total Expenses: \$9,845,908

In-Kind

Friendship Place received in-kind goods and services valued at more than \$200,000, including food, basic necessities, clothing, back-to-school supplies, Metro SmarTrip cards, phone cards, gift cards, computers, household items, and furnishings; as well as pro bono legal services, HR consulting, video production, photography, proposal writing, life coaching, resume writing, career counseling, and workshop facilitation.

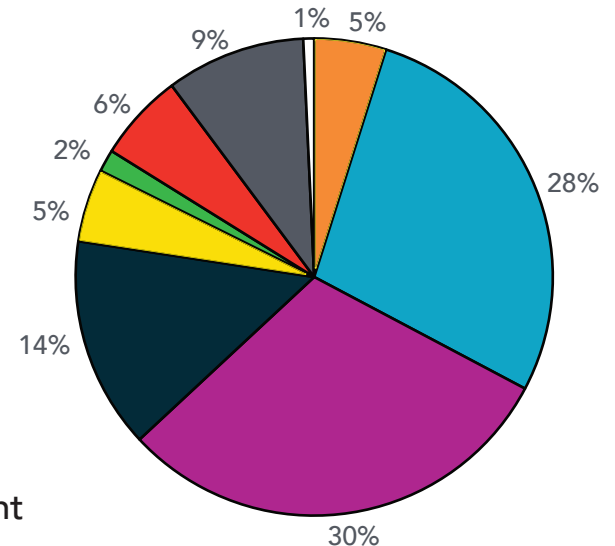


PRIVATE FUNDING

- Individuals
- Foundations
- Congregations & Other Nonprofits
- Friendship Walks
- Businesses
- Fee for Service & Other

EXPENSES

- Permanent Supportive Housing
- Veterans Services
- Rapid Rehousing
- Job Placement
- Youth Services
- Fundraising
- Management
- Community Engagement
- Welcome Center Outreach



Friendship Walks



On November 5, 2016, hundreds of dedicated supporters, including dozens of school and corporate teams, walked around the National Mall to help end homelessness in the DC region. In its third year, Friendship Walks raised over \$125,000 and highlighted national and regional efforts to end homelessness.

DONORS FY 2016

Champions for Change

These generous members of our community have made 5-year pledges of \$1,000 or more to the mission of Friendship Place.

Gift of Flourishing

\$10,000 or more a year

Anonymous
AMDG Foundation
James & Linda Beers
David E. DeSantis & Todd Michael
Malan
The Hanley Foundation

Gift of Rebuilding

\$5,000-9,999 a year

The Meltzer Group
Arlene Balkansky & Mark Stein
Paul J. & Chandler M. Tagliabue

Gift of Healing

\$1,000-4,999 a year

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"I am grateful to be able to contribute to Friendship Place and the important work they do helping the homeless."

Vera Connolly

12-year Friendship Place Supporter

Friendship Walks

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\$5,000-9,999

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"It means so much to me to be able to help support an organization that cares for the most vulnerable."

Betty Boyle

19-year Friendship Place Supporter

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\$1,000-2,499

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Place's mission, the focus, and
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MISSION:

To empower people experiencing or at risk of homelessness to attain stable housing and rebuild their lives.

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