

# **Friendship House, Inc**

## **2009 Mid-Year Ministry Reports**

### **Part I: Day Ministries**

#### ***Men's Day Center:***

With high unemployment (70 – 80%) and the lack of the normal summer day labor jobs, more men's day center clients than ever are in survival existence mode. A higher percentage of day center clients are on general public assistance, food stamps and Medicaid. There is a greater demand for the day center home base services. Ironically, this lack of quick-fix solutions (i.e. temporary employment enabling clients to rent a week-to-week room) has left more day center clients willing to consider longer-term strategies that address the life issues that keep them trapped where they are. These include:

1. Legal Issues (outstanding warrants, court-ordered anger management courses, suspended driver's licenses due to back child support, community service hours needed to clear outstanding fines, etc.)
2. Lack of Education or Vocational Training (GED, vocational rehabilitation, computer training, job-readiness programs, equipment certification, upgrading one's commercial driver's lic. etc)
3. Addiction Issues (long-term rehabs, out-patient addiction counseling, attendance at 12 Step meetings, etc.)
4. Personal issues ( long-term holistic transitional housing programs, credit counseling, personal therapy, etc.)

#### **Mid -Year Men's Day Center Stats:**

1,576 total unduplicated clients seen thru 6/30/2009

361 new clients (25 %)

635 prison ministry clients (40%)

Average of 175 clients daily: 160 in the morning; 15 in the afternoon

97,560 service contacts: 750 per day, 4 per client per day

#### ***Women's Day Center:***

The Women's Day Center numbers are not dramatically different from this time last year, although we are seeing a steady increase in the numbers of people seeking financial assistance as well as a different kind of clientele needing financial help: state employees, people with college and master's degrees, etc. The computer lab has gotten to be routine and, thus, well attended. It "sputtered" at the beginning of the year until we could find steady volunteers to staff it, then started going strong in May and June.

#### **Mid- Year Women's Day Center Stats:**

869 total unduplicated clients seen thru 6/30/2009

248 new clients (29%)

330 prison ministry clients (38%)

Average of 57 people per day: 44 in the morning; 13 in the afternoon  
33,684 service contacts: 272 per day, 5 per client per day

***Newark Empowerment Center:***

For the second year in a row, the number of Newark-area residents and homeless people accessing the services of the Newark Empowerment Center has risen dramatically. The primary reason is the devastating impact that the current employment and housing crisis has had on working and middle class families in New Castle County. With this increased demand for services, there seems to be the need to expand the operating hours from four to five days per week.

**Mid-Year NEC Stats:**

Total 2009 unduplicated clients thru 6/30/2009: 583  
New NEC clients in 2009 thru 6/30/2009: 424 (73%)  
Average of 18 people per day  
3,560 service contacts: 34 per day, 6 per client per day

Gender: Male Clients: 229 (39%)  
Female Clients: 354 (61%)

Individuals VS Households: Individuals: 198 (34%)  
Households: 385 (66%)

Wilmington VS. Newark: FH / NEC clients 49 ( 8%)  
Exclusively NEC clients 534 (92%)

“Shelterless” Clients VS. “At Risk” Housed Clients: Shelterless: 70 (12%)  
Housed: 513 (88%)

***Financial Assistance Program:***

Not surprisingly, the number of church referrals for financial assistance in Wilmington and Newark is up nearly 40%. Besides the increased level of people in need, this rise is also due to more churches joining the church referral network. Through grants from the Ashford Family Foundation, the New Castle Presbytery and the Speer Trust, Friendship House has also been able to match the financial commitments of the referring churches and provide a greater level of financial assistance to each client. In Newark, there is a very high level of clients who walk-in and call looking for help with their rent and utilities. This is partly because the City of Newark, the Hudson Social Service Center and several local landlords refer people directly to the center. It is also due to a number of church staff persons ignoring the referral protocols. In the last year, walk-in clients outnumber church referrals two to one.

### **Wilmington Mid-Year Stats:**

\$21,000 to 85 households (average of \$250 per household)

235 church referrals

195 to WDC

40 to MDC

161 calls from clients to set up appointments

130 to WDC

31 to MDC

101 clients kept their appointments

83 to WDC

18 to MDC

85 were assisted

70 from WDC

15 from MDC

### **NEC Mid-Year Stats:**

\$19,800 to 163 households (An average of \$120 per household)

378 calls from clients seeking financial assistance

98 church referral

280 direct client call

285 came to the NEC for interviews

163 assisted in some capacity

43 Single

120 Families

## **Part II: Housing Ministries**

### ***Andrew's Place***

Throughout the first six months of 2009, Andrew's Place remained full with a waiting list. The center is closed for the months of July and August.

### **Andrew's Place Mid-Year Stats:**

67 total unduplicated residents

40 new resident

8 men still in homeless when shelter closed on 6/30/2009

Average stay: 120 days

## ***Corner House***

Corner House serves two purposes. It provides transitional housing to Andrew's Place residents willing and able to make the transition to independent housing. It also provides a short-term hospice for Andrew's Place residents leaving the hospital and in need of bed rest.

### **Corner House Mid-Year Stats:**

9 residents  
    5 Transitional housing clients  
    4 Medical hospice clients  
4 still in residence (6/30/2009)

## ***Men's Transitional Housing Program***

For the first time in several years, the Men's Transitional Housing Program has operated at full capacity. This is partly due to the economy, i.e. men getting out of residential rehab and/or prison cannot easily find either employment or housing. It is also a credit to the pastoral leadership of Jeff Dandoy, who is willing to work a lot of evening and weekend hours. There were two notable changes in Men's Transitional Housing Program in the first half of 2009. There was such a demand for emergency shelter beds for the elderly at Andrew's Place that short-term AP shelter beds for Men Housing clients who had not found a job were unavailable. As a result, Jeff was forced to admit all his housing applicants directly into Criswell House whether they had a means of financial support or not. This situation was compounded by a record 10% unemployment rate in Wilmington. Most men admitted into the program without jobs took three to five weeks even to obtain part-time, temporary employment. In the meantime, they were unable to make program payments or save money. They were also reliant on Friendship House for bus tickets, medical prescriptions, hygiene materials and food. In previous years, men's housing residents graduated with nearly \$1,000 in savings; this year's graduates are managing to save less than half that amount.

### **Men's Housing Mid-Year Stats:**

32 total residents  
    12 still in residence (6 at Stage 2, 6 at Stage 3)  
    3 graduated  
    7 opted out before completing the program  
    10 evicted for violating the rules  
Of the 17 who left the program early, 11 stayed less than 30 days  
Of the 12 current residents, 8 have been residents for 60 or more days.

12 were referred through Men's Day Center and/or Andrew's Place  
14 were referred by Alcohol/Drug rehab facilities  
6 were referred by Dept of Corrections CREST program or work release program

## ***Women's Housing Program***

In November, 2008, Concord House was added to the women's program, bringing the number of houses to 5 (Concord, Ashford, Patterson, and 2 Palmer). As can be seen from the statistics below, the houses have remained steadily filled and the residents have been successful in completing our program and working on their own issues. Thus far, we have housed 27 women and 3 (full-time) children in transitional housing.

### **Women's Housing Mid-Year Stats:**

27 residents

- 4 graduated into independent housing
- 7 graduated into Stage 2 housing
- 3 chose to leave
- 4 were evicted (including one from Stage 2)
- 8 remain in Stage One
- 8 remain in Stage Two

Eleven (11) were referred from the women's prison or work release  
Fifteen (15) were referred from drug/alcohol rehabilitation programs  
One (1) was referred from the Battered Women's Shelter

## **Part III: Clothing Bank of Delaware**

### ***Clothing Program***

As with Friendship House's other survival services, there is a great demand in these hard economic times for donated clothing. Clothing orders are up, but not beyond the capacity of the Clothing Bank to fill them. In the first half of 2009, the CBD added seven new community partners. Volunteerism is also up. For the first time in its history, the Clothing Bank has enough volunteer delivery drivers to cover every day that the Bank is open.

### **Mid-Year Clothing Stats:**

Donated Clothing Sorted:	100,961 lbs.
Donated Clothing Distributed:	80,143 lbs.
Individual Orders:	2,364
Large Agency Deliveries:	113
Agencies Served:	396
Clothing Drives:	46
Volunteers:	542

## ***Employment Training Program***

Not surprisingly in the current work environment, many hard-working and dedicated CBD trainees are finding it very hard to acquire full-time employment. Upon graduation, many are having to settle for part-time jobs that pay less than \$10 per hour.

### **CBD Employment Program Mid-Year Stats:**

22 total trainees

4 still on payroll

10 found jobs

10 were referred by FH Women's Day Center or Women's Housing

9 were referred by Dept. of Corrections Work Release Program

3 were referred by Arbor Welfare- To-Work Program

## **Part IV: Empowerment/Job Readiness Program**

In the first six months of 2009, Friendship House has worked with more than 3,000 unduplicated adult clients. Thirty-five percent (one in three) are first time clients, new to homelessness in New Castle County. Nearly forty percent are involved with the criminal justice system in some capacity. Twenty percent are at risk of losing their homes who have lost their jobs and are about to lose their homes. Nearly seventy-five percent of all employable homeless clients are unemployed or working less than fifteen hours per week..

As a result of these high clients numbers, more people are accessing the various services of the Friendship House Empowerment/Job Readiness Program than ever before. The high unemployment rate among our clients has also resulted in more clients than anticipated accessing the computer labs and seeking enhanced case management. Without even day labor available, many day center clients are using this down time to improve their employability. Some have signed up with Vocational Rehabilitation; others are working on their GED. Many are making weekly or even daily use of the day center computer labs to improve their computer literacy, established an email address, conduct online job searches and complete online job applications.

To accommodate this greater demand, Friendship House has accelerated its recruitment of volunteer job coaches and computer mentors, hired an additional part-time staff person for the Men's Day Center and steadily expanded the hours that the day center labs are available to clients. Currently, the Men's Day Center has six volunteer mentors and has its computer lab open four afternoons weekly. The Women's Day Center has four volunteer mentors and its computer lab is open four mornings weekly. Using volunteer mentors and Phyllis Barnes, an experienced computer teacher,

Friendship House has also sponsored three six week computer literacy courses for the residents of Andrew's Place and the Men's Housing Program. The housing residents of both the men's and women's housing program also have nightly access to wireless laptops with DSL for job searches and online applications. Both Jeff Dandoy of Men's Housing and Marcy Perkins of Women's Housing have had to double the amount of time they spend helping housing residents find and keep employment. Although they have enjoyed a 85% success rate in helping their clients find work, Jeff and Marcy report that most of this positions are part-time and pay less than \$10 per hour.

In addition to its dedicated volunteers, Friendship House is also dedicating thirty-hours of Day Center staffing weekly to enhanced employment counseling and case management. This is handled principally by Mike Williams, the Men's Day Center manager, and Pam Ray, the Women's Day Center manager.

**Job Readiness Program Mid-Year Stats:**

Total Day Center Participants:	223
143 men	
80 women	
Average Daily Clients:	9
4 men	
5 women	
Services:	
Resumes	112
70 men	
42 women	
Basic Computer Literacy	65
33 men	
32 women	
Email Address	86
42 men	
44 women	
Online Job Searches & Applications	358
109 for men	
249 for women	
Jobs secured:	29
19 men	
10 women	

**Program Projections:**

In May, 2009 Friendship House received a grant from the Jessie Ball DuPont Foundation which will enable it to hire a part-time volunteer coordinator to recruit, train and support Empowerment Program volunteers. With this person in place, Friendship House hopes to recruit and train a team of at least thirty volunteers who can make a weekly commitment of at least two hours. With a trained volunteer corps of this size, Friendship House should be able to double the hours that the Day

Center computer labs are open to clients. It should also be able to increase dramatically the number of job mentors available to housing residents looking for employment. After a lengthy search, Friendship House offered this position of Katherine Griffin-Graham, who hoped to begin work in early August.