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# Housing Ministries

## 2007

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### **Introduction:**

Each night, Friendship House is able to provide on-site housing to more than 60 homeless men, women and children. This housing is divided into two types: emergency shelter and transitional housing.

As its name implies, emergency shelter addresses the fundamental human need of food and shelter on a night-to-night basis. As such, it usually requires nothing more of each guest than that she or he obey those rules needed to insure order and safety. Emergency shelters tend to offer minimal empowerment services and require a great deal of on site staff supervision. Friendship House currently operates one emergency shelter – Andrew’s Place.

Designed to enable motivated homeless clients make the transition to independence and self-sufficiency, transitional housing provides a secure, supportive, home-like and respectful environment for those men and women ready to work hard on their issues through a rigorous and holistic program. It also offers each resident intensive case management and empowerment services. Because most residents have already demonstrated their self-discipline and commitment before entering the program, transitional housing generally requires less on site staff supervision. Friendship House currently operates eight transitional houses – four for men (Corner House, Criswell House, Burton House and Concord House) and four for women (Ashford House, Patterson House, Palmer House I & II).

## **Part I: Men’s Housing Programs**

### **A. HOUSING FOR ELDERLY MEN**

#### **STAGE ONE: ANDREW ‘S PLACE**

**Staff :** John Owens, Ben Sargent  
**Location:** Episcopal Church of Sts. Andrew and Matthew  
**Hours:** 3:30 PM – 6:00 AM (September Thru June)

Andrew’s Place was founded in the winter of 1989 at the initiative of the vestry of St. Andrew’s Episcopal Church to provide emergency winter sanctuary to homeless, elderly men. What began as a dozen army cots in the church basement has evolved over the years into a full service emergency shelter that offers its guests both hospitality and empowerment. A hot supper is provided each night by volunteer teams from nearly thirty churches and community organizations. Guests are offered shelter and sanctuary in a safe, alcohol/drug free environment. Friendship House case managers are also on site each evening to work with those residents ready and willing to address the underlying causes of their homeless condition.

In 2002, through a grant from First and Central Presbyterian Church, Friendship House was able to convert Andrew’s Place into a ten-month shelter. Without reducing its services to the elderly,

Friendship House was also able to use Andrew’s Place to offer short-term emergency shelter to homeless, single men recently released from residential treatment programs.

***Long-term Program for the Elderly:***

Since its opening, Andrew’s Place has served more than five hundred fifty elderly residents. For some (10%), Andrew’s Place has been a loving sanctuary where they could die with dignity. For others (20%), Andrew’s Place is an emergency winter haven that enables them to survive another year on the streets of Wilmington. For an increasing number (70%), however, the shelter’s supportive communal atmosphere has served as the catalyst needed for them to re-establish themselves in independent housing.

The guest register of Andrew’s Place defies any easy classification of either the homeless or the elderly. “Tinker, Lawyer, Indian Chief” does not come close to describing the diversity of the residents’ backgrounds or careers. With the aging of the baby boomers, an increasing number of the “elderly” are men in their mid-fifties – that time of life more and more of their housed peers are describing as “late middle age.” We have indeed had our *lawyer* – John – who showed up at Andrew’s Place in a cashmere overcoat with all his possessions in the trunk of a leased Lexus; and our *Indian chief* – Sonny – whose body was found one morning floating in the Christina River; and if not a *tinker*, then a chorus of sheet metal workers, crane operators and welders. We have also had our artists, singers, teachers, college students, farmers, salesmen and veterans of our nation’s various wars. Our oldest residents have included Francis, Vernon and George whose bodies still bore the scars acquired during the Second World War, and Jerry, an 86 year old Willy Loman in pajamas and bedroom slippers, who walked out of a Florida nursing home, borrowed a car and went in search of his old customers. Over the years not every resident has been grateful or even civil. Some remain strangers until the day they leave. Each, however, is and always will be a child of God and therefore a gift to all who offer them hospitality.

130 total residents:

<i>Long-term Elderly Residents</i>	<i>Short-term Housing Program Residents</i>
87	43

Of the 87 long-term elderly residents:

<i>Residents</i>	<i>Housed</i>	<i>Rehab or Hospital</i>	<i>Moved to Corner House</i>	<i>Homeless</i>	<i>Dead</i>
19	27	8	12	16	5

In 2007, the Andrew’s Place population was predominantly new residents, i.e. elderly men who had not stayed at Andrew’s Place in previous years. Three of these new residents came to Andrew’s Place through the Newark Empowerment Center, Friendship House’s new outreach center in Newark.

The 2007 shelter population was also significantly more disabled and ill. Twenty-three residents were hospitalized at some point during 2007. Seven men received chemotherapy for cancer. Eight men suffered heart attacks; two men had open heart surgery. For many of these, the hospice bed at Corner House was a Godsend. Friendship House also refused more than twenty hospital referrals of homeless patients whom it judged incapable of surviving in an emergency shelter environment.

Once again Andrew’s Place was blessed by dedicated teams of volunteers from over thirty

churches, schools and businesses, who provided suppers and shared fellowship meals with the residents each evening.

**STAGE TWO: CORNER HOUSE**

**Staff: John Owens**

**Location: 1 Boxwood Rd, Newport, DE**

Co-sponsored by Calvary and New Castle Presbyterian Churches, Corner House provides transitional housing (3 to 6 months) for elderly homeless men (55 – 65 yrs old) who have spent at least two month residency at Andrew’s Place. Residents who have maintained their sobriety, demonstrated good house-keeping skills, gotten along well with the other residents and showed a commitment to addressing the underlying causes of their current condition will be eligible to graduate into the Corner House transitional housing program. Besides working their program, Corner House residents will be responsible for their own food, personal items and house-keeping.

12 Total Residents:

<i>Housed</i>	<i>Homeless</i>	<i>Used Hospice Bed</i>	<i>Dead</i>	<i>Currently in Residence</i>
5	2	4	1	3

Of the twelve Corner House residents in 2007:

- Four were dealing with outstanding debt and bad credit
- Five were seeking employment
- Four were in very poor health
- Five were in recovery from an addiction
- Eight were veterans

During their stay at Corner House:

- Every resident saved at least \$200. (Range of savings: \$200 to \$2,400)
- Three residents eliminated a significant portion of their outstanding debt.
- Seven residents found or maintained employment.
- Four residents used the hospice bed while being treated for serious illness.
- One resident died of cancer.
- Four residents were re-united with their families.
- Two residents completed their time in the house and returned to homelessness.

While respecting the residents’ privacy, the congregations of both Calvary and New Castle Presbyterian Churches have reached out to the men of Corner House in many and varied ways. Corner House residents attended an ecumenical Lenten supper at New Castle Presbyterian Church last year. Residents were also invited to the church’s 350<sup>th</sup> Anniversary dinner. When Alfred G. was dying of cancer, parishioners of Calvary Presbyterian Church were always there when he needed them. They provided him transportation to chemo treatments, accompanied him to doctor’s appointments and were there at his grave-site when he passed in July. Bob Chapman, a member of Calvary Church and a local contractor, has also provided several of the residents with part-time employment as they were getting back on their feet.

## **B. MEN'S TRANSITIONAL HOUSING PROGRAM**

<b>Program Coordinator:</b>	<b>Gordon Umberger</b>	
<b>Manager:</b>	<b>Jeffrey Dandoy</b>	
<b>Locations:</b>	<b>Andrew's Place</b>	<b>720 N. Orange Street</b>
	<b>Criswell House</b>	<b>724 N. Madison Street</b>
	<b>Burton House</b>	<b>1305 N. Rodney Street</b>
	<b>Concord House</b>	<b>1909 Lancaster Ave</b>

The Men's Transitional Housing Program is a four stage program designed to help motivated, homeless men re-establish themselves as independent, self-supporting members of our society able to assume their responsibilities to their families, co-workers and friends. It currently consists of:

- **Stage 1:** A ten day emergency shelter component (Andrew's Place) where candidates reside in a highly structured environment until they find employment and get their first pay check.
- **Stage 2:** A six week dormitory-style housing program (Criswell House) where employed residents participate in daily case management and demonstrate their commitment to a strategic recovery program.
- **Stage 3:** A three month subsidized housing component that consists of two half-way houses (Burton House & Concord House) where graduates of the Stage 2 program may continue to live in community and work their recovery program with ongoing staff supervision and case management.
- **Stage 4:** An aftercare program whereby housing graduates can continue their case management with the Friendship House staff and provide communal support and peer ministry to men still in the residential stages of the program.

Of the roughly seven hundred men who have participated in the Transitional Housing Program over the last seventeen years, the vast majority have been dealing with addiction and relationship issues that have cost them their families, their jobs and even their freedom. Every one comes to the program wanting to work on their external issues -- employment, fines, child support, bad credit, probation, etc. The men who make it are those with the courage and endurance to deal with their internal issues -- recovery, self-esteem, relationships and personal beliefs.

Beginning in 2004, Friendship House introduced Fatherhood as the major unifying theme for men's transitional housing. While it continued to offer its residents subsidized housing, employment training, budgeting, debt reduction, individual case management and addiction counseling, Friendship House also implemented a series of six monthly Fatherhood workshops. Presentations were held at West Presbyterian Church and were led by a talented and diverse group of human service professionals, many of whom were affiliated with the program's sponsoring churches.

### ***STAGE 1 : Andrew's Place Emergency Shelter***

Most homeless clients leaving a residential treatment facility are without resources or employment. Through the Andrew's Place Emergency Shelter, Friendship House can provide such clients with room and board until they find a job and get their first paycheck. Although primarily a long-term emergency shelter for elderly homeless men, Andrew's Place provides the younger men leaving residential treatment facilities

with a highly structured and supportive environment which eases the transition back into everyday life with all its temptations.

Of the 43 Stage One Housing Residents in 2007:

<i>Evicted</i>	<i>Moved to Stage Two</i>	<i>Moved to Other Programs or Rehabs</i>
13	28	2

### ***STAGE 2: Criswell House***

Criswell House is the next stage of men's transitional housing. At this stage, residents have greater freedom, but also more responsibility for working their recovery program. During their six week stay in this dormitory style residence, program participants are required to make weekly program payments, follow the shelter rules, maintain their sobriety and actively participate in the various shelter empowerment programs. Of the thirty-seven clients who entered Criswell House in the year 2006, twenty-six completed the six week program and graduated either to the next level of the transitional housing program or moved into independent housing.

Of the 31 Stage Two Housing Resident in 2007:

<i>Evicted</i>	<i>Opted Out</i>	<i>Moved To Stage Tree</i>
5	3	23

### ***STAGE 3: Concord House & Burton House***

Sponsored by Westminster Presbyterian Church, West Presbyterian Church, Concord Presbyterian Church and Grace United Methodist Church, Concord House and Burton House provide 90 to 120 days of transitional housing to Criswell House graduates who have demonstrated a high level of:

- Commitment to their recovery program
- Self discipline and personal responsibility
- Willing participation in case management with Friendship House

In the last fifteen years, over four hundred men have participated in the program with a graduation rate of slightly less than 50%. The average resident saved over \$1,000 during his stay in the program.

Of the 23 Stage Three Residents in 2007:

<i>Evicted</i>	<i>Opted Out</i>	<i>Graduated</i>	<i>In Residence 2/2008</i>
7	2	13	1

### ***Stage 4: Aftercare Program:***

Every graduate of Men's Transitional Housing has the option of maintaining his case management relationship with Friendship House. About 30% of the graduates take advantage of this service, at least during their first year in independent housing. With staff on site at Andrew's Place and Criswell House every evening, graduates know that they can drop in and catch a Friendship House staff person without having to make an appointment. Some graduates maintain a regular relationship with their Friendship House counselor

for many years. Others maintain a more casual contact with Friendship House, coming for supper at Andrew's Place, attending an on-site twelve step meeting or seeking emergency service.

**2007 Men's Housing Statistics:**

<i>Stayed &lt; 30 Days</i>	<i>Stayed 30 – 60 Days</i>	<i>Stayed &gt; 90 Days</i>
16	15	16

At the time of their admission into the program,

- 79% were non-custodial parents not in contact with their children.
- 100% were recovering addicts.
- 90% were unemployed.
- 67% were ex-offenders.
- 50% lacked a high school diploma or GED.

Of the 31 housing residents who remained in the program longer than 30 days,

- 96% found employment.
- 100% of those who were non-custodial parents began paying child support.
- 100% participated in the monthly Fatherhood Training Presentations.
- 72% re-established contact with their families.
- 50% made payments in excess of \$500 on their back child support.
- 36% graduated from the program and begin 2008 fully employed and independently housed.

In the 18 years of the men's transitional housing program, this year's residents were probably the least educated and employable. At a time when the employment market was tightening, many of the residents had difficulty getting temporary, minimum-wage jobs. All, but one, gradually found jobs, but few of those jobs paid more than \$8.00 per hour. As a result, the majority of the residents during their four months in the program lacked the economic means to eliminate all of their outstanding debt and save enough money to afford their own apartment upon their graduation. Most had to settle for rented rooms or shared apartments.

By mid-year, it was obvious that the residents' inability to acquire full-time permanent employment was hamstringing their participation in other aspects of the Fatherhood Program. While this was partially the result of their own personal backgrounds (e.g. lack of education, criminal background, poor work skills), it was also being caused shifts in the local job market. Many entry-level, minimum-wage jobs have been outsourced in recent years to temporary employment services. Miss time for whatever reason and the next man in line at the temp service took your place. In addition, the job application process has gone digital. Whether one is applying to become a stock boy at Acme or a fork-lift operator at Lowes, one still has to apply on-line. The application process is long, complex and intimidating, even for someone with computer experience.

To help address this problem, Friendship House applied for and received a grant from Verizon to purchase DSL and wireless laptops for its men's and women's transitional housing program. With the aid of volunteer mentors from our affiliated churches and the Wilmington Rotary, residents can apply for job on-line in the evening without losing a day's work at their temp job. The hiring of Jeff Dandoy was also in

response to this need.

## **PART II: WOMEN’S HOUSING PROGRAMS**

**Director:** Marcy Perkins  
**Manager:** Shirley Pritchett  
**Location:** Ashford House, 720 N. Union St.  
 Patterson House, 718 N. Union St.  
 Palmer House, 1004 & 1006 N. Lincoln Street

The Women’s Transitional Housing Program is a two stage program that assists single women and mothers with young children who have already demonstrated a commitment to addressing their issues in a holistic manner. The program continues to enjoy a reputation as a good program for women in recovery from an addiction. Over the past ten years in particular, the Women’s Housing Program has been refined and developed to serve this population. In the last four years, an increasing number of these women in recovery have come to the transitional housing program directly from prison. Friendship House continues to build partnerships with correctional and rehabilitation programs. Its success with women coming directly from shelters, particularly women with children, is of a different kind. Women in recovery either “flunk out” pretty quickly or seem to “go the distance.” They identify their issues and work on them with great concentration. Women with children are doubly challenged for they must also expend enormous energy maintaining their families and healing the wounds that their addiction has caused. To meet the special needs of these families, Friendship House expanded its housing program in 2005 with the addition of Patterson House.

### **Stage One Housing: Patterson House & Ashford House**

Ashford House and Patterson House offer transitional housing to homeless women and their children for 90 to 180 days. This program strives to provide a secure, supportive, home-like and respectful environment for those women ready to work hard on their issues with an emphasis on developing self-sufficiency and personal growth.

Of the 28 Stage One Households in 2007

<i>Evicted</i>	<i>Opted Out</i>	<i>Still In Residence 2/2008</i>	<i>Graduated to Stage 2</i>
8	2	4	14

<i>Single Individuals</i>	<i>Mothers With Children On Site</i>	<i>Mothers Whose Children Came For Visits</i>
14	7	7

In 2007, the vast majority of the residents (83%) came from prison and/or residential rehabilitation

facilities. The Prison Work Release Program, the Gateway Foundation Rehabilitation Center and the Battered Women’s Shelter continue to be the Housing Program’s primary referral sources. In 2007, at the request of the Dept. of Corrections, Women’s Housing accepted several candidates from the general prison population as opposed to the Village Treatment Program at Baylor Correctional Institute. The fact that none of them lasted more than 45 days in Women’s Housing emphasizes the advantage of accepting candidates with some previous recovery program experience. However, taking women from prison and from rehabilitation centers is always risky. Some are ready to do the hard work of recovery and others are not. It is difficult to tell through a one-hour interview whether someone is sincere about turning her life around. What we do is to offer women a chance and hope that they will make the most of it.

With the rise of the number of women residents with children, there has also been an increase in custody and domestic violence issues with the children’s non-custodial fathers. Marcy Perkins has already been involved as an advocate and/or witness in several custody hearings this year. Although the program has security systems at every site, Friendship House has taken the additional step of installing new, more secure outside doors at all four of its houses.

2007 saw new partnerships with the women of Westminster Presbyterian Church, who are working with residents about to graduate into their own apartments, and the members of the Wilmington Rotary, who will be working with the women residents as job coaches. A grant from Verizon also provided the funds for a mobile computer lab at Ashford House complete with laptops and high speed internet. This enables the residents to apply for jobs online in the evening when staff and volunteer mentors are available

**Stage Two Housing: Palmer House**

As a second stage, Palmer House offers long-term transitional housing program for those Ashford House and Patterson House graduates who have demonstrated a high commitment to their program. Able to house four families in their own apartments at any one time, Palmer House is designed as a program which offers continuity of shelter, assistance and support with a greater degree of both independence and responsibility.

Of the 13 Stage Two Households in 2007:

Evicted	Graduated	Still in Residence 2/2008
3	9	1

Single Individuals	Mothers With Children On Site	Mothers Whose Children Came For Visits
6	5	2

The greatest challenge facing most Stage Two residents was finding a full-time job that would enable them to afford to maintain their own apartment. The great divide between their income and the cost of housing continues to trap even the most motivated of these women in lifestyles that are economically dependent on others.

**Stage Three Housing: Aftercare**

The staff of the Women's Transitional Housing Program continue to walk with their graduates through our various *aftercare programs*. These services are designed to help each graduate handle the many real life challenges of managing independent housing as a single parent. Most graduates continue to meet with the women's housing staff on a regular basis during their first year in independent housing. As life gets busier and their lives become more stable, this contact becomes more intermittent. For most graduates, the housing team evolve into a resource to be accessed when they are in need. Sometimes, a graduate simply needs a sounding board about a problem or is looking for the appropriate professional resources. Often, they are in crisis and will re-enter weekly case management until they have resolved their problem. Housing staff meet or speak by telephone with Alumnae an average of 18 times per month. Group meetings have evolved into an Annual Event, usually a rededication and celebration of the beautiful houses which we are privileged to inhabit.